



Government of Nepal  
Ministry of Physical Infrastructure and Transport  
Department of Roads

## **Development Cooperation Implementation Division (DCID)**

Jwagal, Lalitpur

*Strategic Road Connectivity and Trade Improvement Project (SRCTIP)*

# **Stakeholder Engagement Plan (SEP)**

April, 2020

## Abbreviations and Acronyms

AH	Asian Highway
AIDS	Acquired Immune Deficiency Syndrome
AP	Affected Person
CBO	Community Based Organization
CBS	Central Bureau of Statistics
CDC	Compensation Determination Committee
CDO	Chief District Officer
CDR	Central Development Region
CSC	Construction Supervision Consultant
DAO	District Administration Office
DCC	District Coordination Committee
DCID	Development Cooperation Implementation Divisions
DFO	Division Forest Office
DDC	District Development Committee
DIA	Direct Impact Area
DLRO	District Land Revenue Office
DoR	Department of Road
EDR	Eastern Development Region
EIA	Environmental Impact Assessment
ERMC	Environment and Resource Management
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
FWDR	Far-Western Development Region
GESU	Geo-Environment and Social Unit
GoN	Government of Nepal
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HHs	Households
HIV	Human Immune Deficiency Virus
HPI	Human Poverty Index
HW	Highway
IEE	Initial Environmental Examination
IIA	Indirect Impact Area
IPs	Indigenous Peoples
LCF	Local Consultative Forum
LEST	Livelihood Enhancement Skills Training
LRO	Land Revenue Office

LMP	Labour Management Plan
MOPIT	Ministry of Physical Infrastructure and Transport
MWDR	Mid-Western Development Region
NEFIN	Nepal Federation of Indigenous Nationalities
NGO	Non Governmental Organization
NHDR	Nepal Human Development Report
NLSS	Nepal Living Standard Survey
NNM	Nagdhunga-Naubise-Mugling
NRs	Nepalese Rupees
OHS	Occupational Health Safety
PAPs	Project Affected Persons
PCU	Project Coordination Unit
PIC	Project In-Charge
PIP	Priority Investment Plan
PMU	Project Management Unit
PRP	PrithiviRajpath
R&R	Resettlement and Rehabilitation
RAP	Resettlement Action Plan
RF	Resettlement Framework
RM	Rural Municipality
RoW	Right of Way
SIA	Social Impact Assessment
SPAF/H	Severely Project Affected Family/Households
SRCTIP	Strategic Road Connectivity and Trade Improvement Project
SRN	Strategic Road Network
ToR	Terms of Reference
WB	World Bank

## **Table of Content**

Abbreviations and Acronyms	ii
Executive Summary	1
CHAPTER I: INTRODUCTION	8
1.1 Context of the Document	14
1.2 Purpose and Objective	14
1.3 Project Background	15
1.4 Scope of this SEP	17
1.5 Current Stage of the Project	19
1.5 Previous Stakeholder Engagement Activities	22
CHAPTER II: KEY STANDARDS AND REGULATIONS	29
CHAPTER III: PROJECT STAKEHOLDERS	32
3.1 Stakeholder Identification and Analysis	32
3.2 Stakeholder Mapping	38
3.3 Stakeholder Needs	41
Chapter IV: STAKEHOLDER ENGAGEMENT PLAN	43
4.1 Plan for Stakeholder Engagement	43
4.2 Strategies for Consultation	63
4.3 Strategies for Information Disclosure	64
4.4 Strategies for Vulnerable Groups	67
4.5 Review of Comments and Report Back	69
Chapter V – STAKEHOLDER ENGAGEMENT MANAGEMENT SYSTEM	70
Chapter VI-GRIEVANCE REDRESS MECHANISM	71
6.1 Objectives	71
6.2 Use of the Existing Dispute Resolution Systems	71
6.3 The Complaint Resolution System	71
6.4 The Grievance Procedure	74
Chapter VII- MONITORING AND REPORTING	78
7.1 Monitoring of Stakeholder Engagement Activities	78
7.2 Evaluation of Stakeholder Engagement Activities	78

7.3 Reporting	79
Chapter VIII - ROLES, RESPONSIBILITIES AND RESOURCES	81
8.1 Planning Phase	81
8.2 Future Phases	83
8.3 The Roles and Responsibility of Key different Stakeholders	84
8.4 Estimated budget	84
Appendix A: Planned Stakeholder Engagement Activities	85
Appendix B: Scoping Consultation	94
Appendix C: Project Information Disclosure Documents	98
Appendix D: Stakeholder Engagement Management System Template	99
Appendix E: Grievance Form and Close-Out Template	101

# Executive Summary

## 1. Introduction and Project Overview

This Stakeholder Engagement Plan (SEP) has been developed for the Nepal Strategic Road Connectivity and Trade Improvement Project (SRCTIP) Regional Road Connectivity and Institutional Strengthening components, to identify stakeholders and to provide a plan for engaging with stakeholders throughout the project lifecycle. The Regional Road Connectivity component covers the improvement of the existing Nagdhunga-Naubise-Mugling (NNM) road into a 2-lane, and the upgrading of Kamala-Dhalkebar-Pathlaiya (KDP) road from a 2-lane into 4-lane. The institutional strengthening component includes periodic maintenance for sections of road under the Strategic Road Network (SRN). Preparation of an SEP is essential for the project's successful planning, implementation, and effectiveness. The Department of Roads (DOR) under the Ministry of Physical Infrastructure and Transport (MoPIT) is the primary implementing agency for the project and is responsible for ensuring constructive and meaningful dialogue with the project's stakeholders as per the prevailing law of Nepal as well as Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure, of the World Bank's Environmental and Social Framework (ESF).

This SEP includes details of stakeholders and activities carried out in the preparation phase of NNM road and in feasibility and planning stage of the KDP road. Detailed consultations for the KDP road upgrading will be carried out at the detailed design phase. The details of consultations for the periodic maintenance activities will be determined during project implementation.

The SRCTIP-Regional Connectivity Improvement and Institutional Strengthening components emphasize the significance of close involvement with communities and their representatives in the project area through the process of meaningful consultation, participation and good faith. This SEP is a live interactive document and welcomes feedback and ensures the incorporation of raised issues throughout the project life cycle.

This SEP also recognizes the need for consultation with vulnerable and marginalized groups, as well as with indigenous communities residing in the area, and to encourage their participation in project activities. The SEP is a public document which is open for discussion with stakeholders and will be revised as required to remain up-to-date and to reflect outcomes of the continuous engagement. The SEP comprises the following sub-chapters:

- Scope, Purpose and Objectives of SEP
- Description of SRCTIP-Component and its sub-projects
- Potential E&S issues associated with project stakeholders
- Overview of Legislations and Standards of GoN and the World Bank
- Identification of Stakeholders and Analysis
- Stakeholders Mapping, Summary of Engagement and Methods for Future Engagement
- Strategies for information disclosure and consultation methods for different groups

- Stakeholder engagement management system
- Grievance Mechanisms enabling lodging and addressing of complaints from stakeholders
- Indicators of monitoring and reporting
- Roles, responsibilities and resources for effective implementation of SEP

### *Potential Environment and Social Impacts and Risks*

The major environmental and social impacts for NNM road mainly relate to environmental degradation, increased risk to health and safety of workers and communities, increased traffic flow and traffic-related accidents and social issues related to increased labor influx such as gender-based violence and use of child labor. These are all expected to take place during construction. The improvement of NNM road will affect 78 households (HHs). Of these, 68 HHs are affected by losing private structures (residential structures and/or small business structures) and remaining 10 HHs are affected by losing private land (0.21 ha in total). In total, 6 project-affected HHs are considered as vulnerable, comprising four women-headed HHs and two Dalits HHs. They are impacted due to losing private structures within the right of way (RoW). No private lands of these vulnerable HHs will be affected. The project will affect 9 public structures (3 temples, 2 public taps, 2 public toilets, 1 study centre and 1 waiting shed). Further, 1,161 electric poles and drinking water supply pipes will need to be relocated. The construction-related impacts during project implementation will be managed as per the resettlement framework mentioned in the Resettlement Action Plan (RAP) developed for the NNM road.

For the KDP road, the impact to wildlife is expected in the stretch of 14 km Parsa National Park and adjoining community forest through entire KDP alignment within the RoW. As the KDP Road project has only just commenced feasibility studies and detailed design has not started, social impacts cannot be determined. However, as the road upgrading will be undertaken within the existing RoW, land acquisition is not expected. Road expansion and construction works are likely to affect a significant number of households involved in petty businesses that include tea shops, fruit and vegetables stalls, and small grocery markets. Other potential impacts include that temporary land acquisition may be required for the establishment of labor camps and stockpiling, construction-induced impacts, and impacts to public structures and utilities. A detailed assessment of resettlement impacts will be undertaken as part of preparing the ESIA and RAPs. Cumulative impacts to forest, biodiversity and in nearby settlement is expected due to construction of Fast Track, Nijgadh International airport and East-West Railway line. The details will be assessed during the detailed ESIA. In case of periodic maintenance minimal impact is expected along the CHN.

## **2. Previous stakeholder consultations**

### *a. Stakeholder engagements held for the NNM road*

Stakeholder consultations carried out during scoping and ESIA preparation and will also be carried out during ESIA implementation. Consultations during ESIA preparation covered the issues of indirectly affected groups such as local government line agencies (RM/M). Additional stakeholder

consultations were carried out during a later update of the ESIA to incorporate the issues of directly affected groups and other interested parties. The methods adopted for the consultation with affected parties was the individual interview and the group discussion and to the other interested parties, focus group discussion and key informant interview.

The discussions during scoping were organized to share the information with the local people of project-affected wards. Initial walkover surveys were carried out followed by individual interviews with local government officials. The tools such as Focus Group Discussions (FGD) and Key Informant Interviews (KII) were used to conduct discussions. The preliminary consultation during that stage was carried out at three different locations: Dhunibesi M, Gajuri RM and Benighat Rorang RM on 27-30 January, 2017. A total of 115 participants took part, comprising 104 males and 11 females. The participants were only from the indirectly affected groups.

Public hearings were carried out at four different locations of Dhunibesi M, Galchi RM, Benighat Rorang RM and Ichhankamana RM with 259 participants (228 males and 31 female).

The supplementary consultations were carried out at 22 different locations of the affected RM/M focusing on female groups (210 females and 86 males out of 296 participants) in June 2018. The additional consultations with the specific groups such as women, vulnerable/IPs, project affected parties, other interested parties were carried out during May-November, 2019 to fill up gaps present in the consultations with directly affected groups (project affected vulnerable groups and IPs), and other interested parties (broader and general groups). The total participants of additional consultations were 252 (comprising 171 females and 81 males).

The agenda for discussions were related to project impacts on private/public structures, common property, public utilities, and cultural heritage as well as Grievance Redress Mechanism (GRM) and GBV related issues. The key issues raised during consultations were: compensation for impacted land; affected private and public structures; construction of public structures such as foot over bridges near schools and major market places; construction of vegetable collection centers; construction of gender-friendly public toilets with refreshment centers; landslide risks during the construction of road; establishment of project level GRMs; ensuring priority for local employment (including for women) and stakeholder engagement during the road improvement works.

Vulnerable and IPs groups have demanded construction of gender-friendly public toilets, vegetable collection centers, pedestrian crossings, reproductive health camps and awareness training on GBV risk and human trafficking.

#### *b. Stakeholder consultations for the KDP road*

The stakeholder consultations at KDP road during feasibility and planning stage carried out from August-December, 2019. Stakeholder consultations with various groups included: National Park Authority, Community Forest User Groups, School Management Committee, Local governments, local NGO's, teachers', women groups, vulnerable and disadvantaged groups, local suppliers, and local user groups. The agenda for discussions were impacts on forest, crossings mechanism, speed of the vehicles after upgrading, time period of construction, private/ public structure, common



property and public utilities along with cultural heritage. In total 13 public consultation meetings were conducted. More than 203 individuals from different groups have taken part in the consultation. During consultations, the major queries raised about land acquisition and compensation; crossings, construction period, loss of private and public structure, safety measure throughout the alignment impact on public utilities, construction of embankment; river training and drainage management. Communities along the project area have shown their commitment to support project activities. Some of the local people are interested to engage themselves as skilled and unskilled worker during upgrading works. Moreover, local people suggested minimizing the loss of cultivated land and structures to the extent possible.

Vulnerable and IP groups have demanded the construction of bicycle lane, construction of pedestrian bridge rehabilitation of major market places (*hatbazar*), livelihood support training, reproductive health camps and employment opportunities during construction time. The issues of KDP were based on the consultation during feasibility and ESA preparation.

#### *c. Stakeholder consultations at central level*

Central level consultation with line ministries departments, associated organizations was carried to convene project information and to collect valuable suggestions from them. The consultation workshop was organized on 5<sup>th</sup> March, 2020 at DoR's meeting hall, Lalitpur. The major participants were focal persons from federal ministries and respective departments. Altogether 31 participants have actively participated in the workshop. The major issues raised were on incorporation of issues of women and children in E&S documents, construction of needed infrastructure for local people, conservation of local cultural values and norms, construction of wildlife crossings for large animals as well as small animal like reptiles, modality of periodic road maintenance, construction of recreational centres, saving of market places/settlement areas during construction and allocation of parking spaces at road sides. DoR-DCID responded to those raised issues clearly to the participants.

### **3. Stakeholder Identification and Engagement Planning**

Stakeholders under the project have been identified, and a stakeholder engagement plan has been developed based on the identified stakeholders to ensure meaningful consultation with all stakeholders throughout the project lifecycle, and to ensure that they have equal opportunities to participate in and benefit from the project. Identified project stakeholders include:

- Project-affected parties including:
  - Directly-affected populations including as those who need to be physically or economically displaced from within the RoW, people who make their livelihoods around the project site, and people affected by the construction
  - Indirectly affected parties including those who live in municipalities within the project location:

- For the NNM road, this includes Chandragiri and Dhunibesi Municipality and Thakre, Galchi, Gajuri, BenighatRorang and Ichhakamana RM of Kathmandu, Dhading and Chitwan districts.
- For the KDP road, this includes GaneshmanCharnath, DhanushaDham, Mithila, Bardiwas, Gaushala, Ishworpur, Lalbandi, Hariwan, Bagmati and Nijagadh Municipality and Jitpur Sub Metropolitan city within Dhanusha, Mahottrai, Sarlahi, Rautahat and Bara districts.
- Other interested parties such as district administration offices, provincial and central government departments, elected officials, non-government organizations, business groups and suppliers, interest groups (including indigenous representative groups), local user groups (forest, water, irrigation etc.), travel agencies, and media groups
- Vulnerable groups including Dalit, indigenous groups, women, children, youth and the elderly, peoples with disabilities, LGBTI (lesbian, gay, bisexual, transsexual, intersex), minority groups, and households in extreme poverty

Based on the identified stakeholders, a stakeholder mapping has been undertaken to determine the level of influence and interest of the stakeholders in the project, and an engagement plan developed for engagements to be undertaken through the different stages of the project lifecycle. Project-affected households, project-affected municipalities, and federal and provincial governments are amongst the stakeholder groups considered to have high influence and impact in the project, and consequently, intensive and specific engagement efforts will be directed towards these groups throughout the project lifecycle. Consultations for all stakeholders will include: public hearings on the project ESIA; communities meetings for preparation of the SEP; communication with government officials; and communications with local NGOs.

The stakeholder engagement plan sets out the proposed engagements across the different stages of the project lifecycle, with the engagement topics, target stakeholders, methods of engagement, frequency and location, stakeholder feedback opportunities, and responsibilities for the engagement, proposed as part of the stakeholder engagement planning. Various channels for engagement have been proposed including: one-on-one meetings, focus-group discussions (FGDs) and key informant interviews. In addition to consultations, project-related information will be disseminated via a number of channels throughout the project lifecycle, including the following: information will be printed and displayed on the notice boards at the public offices including ward offices, clinics, and schools; information will also be provided using electronic media, such as via Facebook where a page specifically for the project will be set up. A group chat using for example Facebook Messenger or Whatsapp, will be set up to disseminate project information; local FM radio will provide relevant project information; and digital boards will also be placed selected work sites to display up-to-date information regarding the project.

Given the presence of indigenous groups and vulnerable groups, special measures will be developed for engagement with IPs, for example, provision of project information provided will be in the local language as required, and separate consultations with vulnerable and IP groups.

#### **4. Grievance Mechanism**

A project level grievance redress mechanism (GRM) will be established to allow affected persons and other related stakeholders to appeal any disagreeable decisions, practices and activities arising related to compensation for land, assets and general project related disputes. During stakeholder engagements, information will be provided on the GRM including where stakeholders can raise grievances any project-related grievances, including with respect to compensation amounts, any construction-induced impacts, and for any requests for further project information. The APs will be made fully aware of their rights and procedures for grievances lodging by verbally and in writing application during consultation. Project level and department level online GRM system will be adopted for the project. The project level GRM will resolve general project-related disputes with the facilitation of Local Consultative Forum (LCF) in consultation with the grievant. If there is not any amicable solution the grievant can lodge the grievances at department level. For grievances specifically related to resettlement such as regarding compensation and rehabilitation, if no understanding or amicable solution can be reached or the grievant receives no response from the project office, the grievance will be escalated to the Compensation Determination Committee (CDC). If the AP is not satisfied with the decision of CDC or in the absence of any response of its representatives, the AP may submit its case to the District Court.

Separate GRMs will be established under the project for worker-related grievances, and grievances related to gender-based violence.

#### **5. Institutional arrangements**

At the central level, MoPIT is the Executing Agency and DoR-Development Cooperation implementation Division (DCID) is the key implementing agency for the project. The Geo-Environmental and Social Unit (GESU) within DOR is the key monitoring agency for the all aspects relating to resolving environmental and social risks and impacts.

# सरोकारवालाहरूको संलग्नता योजना

## कार्यकारी सारांश

### १. परिचय तथा आयोजनाको विवरण

सरोकारवालाहरूको सक्रिय सहभागितालाई आयोजनाको अवधिभर सुनिश्चित गर्न रणनीतिक सडक कनेक्टिभिटी तथा व्यापारिक सुधार पूर्वाधार आयोजना (एस.आर.सि.टि.आई.पि.) को कम्पोजेन्ट-क्षेत्रिय सडक पहुँचमा सुधार तथा संस्थागत विकास अर्न्तगत सरोकारवालाहरूको संलग्नता योजना तयार गरिएको हो । आयोजनाको एक कार्यक्रम क्षेत्रिय सडक पहुँचमा सुधार अर्न्तगत हालको नागदुङ्गा-नीविसे-मुग्लिङ्ग सडक खण्डको सुधार तथा कमला-दल्केवर-पथलैया सडकखण्ड लाई २ लेनबाट ४ लेनमा स्तरोन्नति गरिनुका साथै तथा पुलहरूका समेत स्तरोन्नति गरिनेछ । आयोजनाको अर्को कार्यक्रम संस्थागत विकास अर्न्तगत सामारिक सडक संजालका सडकहरूको आवधिक मर्मत संभार गरिनेछ । आयोजनाको सफल कार्यान्वयनका लागि यस योजनाको उपयोगिता अपरिहार्य छ । नेपाल सरकार, भौतिक पूर्वाधार तथा यातायात मन्त्रालय अर्न्तगतको सडक विभाग यो योजना कार्यान्वयन गर्ने तथा नेपाल सरकार र विश्व बैंकको वातावरणीय तथा सामाजिक ढाँचा भित्रको वातावरणीय तथा सामाजिक स्ट्याण्डर्ड (ई.एस.एस. १०) अर्न्तगत रहेर सरोकारवालाहरूको छलफल तथा आवश्यक सूचना सार्वजनिकरण वा खुलासा र सम्प्रेषण गर्ने आधिकारिक निकाय हो ।

यो योजनाले हालको नागदुङ्गा-नीविसे-मुग्लिङ्ग सडक खण्डको आयोजना तयारी गर्दाको दौरानको तथा कमला-दल्केवर-पथलैया सडक खण्डको सम्भाव्यताको दौरान भएका सरोकारवालाहरूको छलफललाई समेटेको छ । कमला-दल्केवर-पथलैया सडक खण्डमा बृहद छलफल विस्तृत डिजाइनको दौरानमा गरिनेछ । त्यसैगरी सामारिक सडक संजालका सडकहरूसँग आवद्ध सरोकारवालाहरूको छलफल आवधिक मर्मत तथा संभारको दौरान गरिनेछ ।

एस.आर.सि.टि.आई.पि.को उल्लेखित दुई कार्यक्रमहरू क्षेत्रिय सडक पहुँचमा सुधार तथा संस्थागत विकास अर्न्तगत गरिने समुदायको सहभागिताले आयोजनाका गतिविधिमा समुदाय तथा तिनका प्रतिनिधिको प्रत्यक्ष संलग्नता, आस्थापूर्ण छलफल तथा सहभागिता जस्ता विषयलाई महत्त्व दिन्छ । यो योजनाले सरोकारवालाहरूले उठाएका विषयहरूलाई समेट्नुका साथै सल्लाह सुझावलाई क्रमशः समावेश समेत गर्दै जानेछ र यो क्रम आयोजना अवधिभर रहनेछ ।

यो योजनाले आयोजना क्षेत्र आसपासका समुदाय भित्रका जोखिम र सिमान्तकृत समूह तथा आदिवासी जनजाति समुदाय संगको छलफलक र सहभागिता तथा उनीहरूलाई आयोजनाको गतिविधिमा आवद्ध गर्नलाई प्रेरित गर्नुपर्ने आवश्यकतालाई समेत प्रस्तुत गरेको छ । यो योजना सर्वधारणको पहुँचको प्रतिवेदन भएकोले यसलाई सरोकारवालाहरूसंगको छलफल तथा सल्लाह सुझावको आधारमा परिमार्जन तथा गतिविधिको फेरिहस्त दुरुस्त राखिनेछ । यो योजनाले नागदुङ्गा-नीविसे-मुग्लिङ्ग र कमला-दल्केवर-पथलैया सडक खण्डमा गरिएका सरोकारवालाहरूको छलफलको मुलभुत विषयलाई समेटेको छ । यो योजना भित्र निम्न उपखण्डहरू रहेका छन् ।

- सरोकारवालाहरूको छलफल तथा सहभागिता योजनाको प्रस्तावित क्षेत्र तथा उद्देश्यहरू
- आयोजनाको कार्यक्रम तथा उपआयोजनाको विवरण

- सरोकारवालाहरू सम्बन्धित संभावित वातावरणीय तथा सामाजिक समस्या
- नेपाल सरकार तथा विश्व बैंकका नीतिनियमको विष्लेषण
- सरोकारवालाहरूको पहिचान तथा विष्लेषण
- सरोकारवालाहरूको नक्सांकन, भविष्यमा सरोकारवासंग गरिने विधिको सारांश चित्रण
- जानकारी खुलासा गर्ने रणनीति र विभिन्न समूहसंग गर्ने छलफलको कार्यविधि
- सरोकारवालाहरूसंगको छलफल व्यवस्थापन प्रणाली
- सरोकारवालाहरूबाट आएका गुनासोको अभिलेख राख्ने तथा सुनुवाइ सम्बन्धि व्यवस्था
- अनुगमन तथा रिपोर्टिङका सुचकहरू
- सरोकारवालाहरूको छलफल तथा सहभागिता योजना कार्यान्वयनको लागि भूमिका, जिम्मेवारी तथा आवश्यक स्रोत

### संभावित वातावरणीय तथा सामाजिक जोखिम तथा असरहरू

नागदुङ्गा-नीविसे-मुग्लुङ्ग सडक खण्डमा आउन सक्ने प्रमुख वातावरणीय तथा सामाजिक असरहरू मुख्यतया वातावरण विनास, समुदाय तथा श्रमिकमा बढ्दो स्वास्थ्य तथा सुरक्षा सम्बन्धि जोखिम, बढ्दो सवारीको चाप, सवारी दुर्घटना तथा सामाजिक समस्याहरू जस्तै बढ्दो फिरन्ते श्रमिकको चाप, लैङ्गिक हिंसा र बाल श्रमिकको दोहन रहेका छन्। यी जोखिम तथा असरहरू सडक खण्डको स्तरोन्नतिको समयमा आउनसक्छन्। नागदुङ्गा-नीविसे-मुग्लुङ्ग सडक स्तरोन्नतिको कारण ७८ घरधुरीलाई असर पुऱ्याउन सक्ने आंकलन गरिएको छ। आयोजनाबाट प्रभावित ७८ घरधुरीमध्ये ६८ घरधुरीको निजी संरचना (घर तथा व्यापार/व्यवसायमा) तथा बाँकी १० को जग्गा जमिनमा (०.२ हे.) क्षति पुग्ने अनुमान गरिएको छ। आयोजनाका कारणले गर्दा ६ घरधुरी जोखिमयुक्त घरधुरीका रूपमा छन् (४ महिला प्रमुख भएका घरधुरी (३ ब्राम्हण र १ क्षेत्री) र २ दलित)। यस सडक खण्डमा सडकको अधिकार क्षेत्रभित्र मात्र प्रभावित घरधुरीको निजी संरचनामा असर पुग्ने आंकलन गरिएको छ। त्यसकारण सडक स्तरोन्नतिको क्रममा जोखिमयुक्त घरधुरीका जग्गा अधिग्रहण गर्नुपर्दैन। आयोजनाका कारण ९ सार्वजनिक संरचनामा (तिनवटा मन्दिर, दुइवटा सार्वजनिक धारा, दुइवटा सार्वजनिक शौचालय, एक पुस्तकालय र एक प्रतिक्षालय) मा समेत क्षति पुग्नेछ। त्यसैगरी १,१६१ विद्युत पोल र खानेपानीका पाइपलाई अन्वय सुरक्षित सानुपर्ने देखिन्छ। यस सडकखण्ड स्तरोन्नतिका दौरान हुनेसक्ने क्षतिको कारण जग्गा, वाली तथा निवासमा पर्नसक्ने प्रतिकूल असरको लेखाजोख गर्ने प्रकृया तय गरिएको छ। सो अनुसार यस सडक खण्डका लागि तयार पारिएको पुर्नवास कार्ययोजना अनुरूप सम्बोधन गरिनेछ।

कमला-ढल्केवर-पथलैया सडक खण्डको करिब १४ कि.मि.को क्षेत्रको पर्सा राष्ट्रिय निकुञ्जको दक्षिणी सिमानासंग माथिल्लो भूभागसंग जोडिएको खण्ड तथा कमला-ढल्केवर-पथलैया सडक खण्ड आसपासका सामुदायिक वन क्षेत्रमा वन्यजन्तुमा असर पर्न सक्ने आंकलन गरिएको छ। यस कमला-ढल्केवर-पथलैया सडकखण्डको सम्भाव्यता अध्ययन हालसालै मात्र सम्पन्न भएको छ र यसको विस्तृत डिजाइन प्रतिवेदन तयारी शुरु नभइसकेकोले विस्तृत सामाजिक प्रभाव मूल्याङ्कन आंकलन गर्न तत्काल सम्भव छैन। तथापि स्तरोन्नतिको कार्य सडकको अधिकार क्षेत्रभित्र गरिने भएकोले स्तरोन्नतिको क्रममा जग्गा अधिग्रहण गर्नु नपर्ने देखिन्छ। तर निजी घर, स-स्याना व्यवसाय जस्तै चिया पसल, फलफूल तथा तरकारी बेच्ने घुम्ती तथा खाद्य सामग्री पाइने साना हाटबजारमा न्यूनतम क्षति पुग्नसक्ने आंकलन गरिएको छ।

अन्य संभावित असरमा अस्थायी रूपमा गर्नुपर्ने जग्गा अधिग्रहण जस्तै श्रमिकको बासस्थान निर्माण, निर्माण सामग्रीको भण्डारण तथा स्तरोन्नतिको दौरान हुनेसक्ने गतिविधिका असर र सार्वजनिक संरचनामा पुग्न सक्ने असर आदि मुख्य रहेका छन्। पुर्नवास तथा असरको विस्तृत विवरण वातावरणीय तथा सामाजिक प्रभाव मूल्याङ्कन तयारीको सिबसिलामा पुर्नवास ढाँचा अनुरूप तयार गरिनेछ। निर्माणाधीन काठमाण्डौ-नीजगढ द्रुतमार्ग तथा प्रस्तावित पुर्वपश्चिम रेलमार्ग र नीजगढ अन्तर्राष्ट्रिय विमानस्थल सडकखण्डबाट नजिकै पर्ने भएकोले सडकखण्डका आसपासका वनजंगल तथा जैविक विविधता आदिमा थप असर पर्नसक्ने संभावना देखिन्छ। विस्तृत थप असरको विश्लेषण विवरण वातावरणीय र सामाजिक प्रभाव मूल्याङ्कन प्रतिवेदनमा समावेश गरिनेछ। त्यस्तै सामरिक सडक संजाल अर्न्तगतका सडकहरूको आवधिक मर्मत तथा संभारको दौरान न्यूनतम क्षति पुग्नसक्ने आंकलन गरिएको छ।

## २. सरोकारवालाहरूसंग सम्पन्न छलफलहरू

### क. नागदुङ्गा-नीविसे-मृगिङ्ग सडक खण्डमा भएको सरोकारवालाहरूको छलफल विवरण

सरोकारवालाहरूसंगको छलफल आयोजनाको क्षेत्र निर्धारण तथा वातावरणीय र सामाजिक प्रभाव मूल्याङ्कन प्रतिवेदन (ई.एस.आई.ए.) तयारीको दौरान गरिएको थियो र यो सो क्रम प्रतिवेदन लागू हुने चरणमा समेत कायम रहनेछ। ई.एस.आई.ए. तयारीको दौरान गरिएको छलफल कार्यक्रममा अप्रत्यक्ष रूपमा प्रभावित हुनसक्ने समूह जस्तै सम्बन्धित गाउँपालिका तथा नगरपालिकासंग छलफल भएको थियो। त्यसैगरी ई.एस.आई.ए. प्रतिवेदन अनावधिक गर्ने दौरान गरिएको छलफल कार्यक्रममा आयोजनाबाट प्रत्यक्ष रूपमा प्रभावित हुनसक्ने समूह र अन्य इच्छुक समूहसंग पनि छलफल गरिएको थियो। प्रत्यक्ष रूपमा प्रभावित हुनसक्ने समूहसंग छलफल गर्दा व्यक्तिगत अन्तरवार्ता तथा समूहगत अन्तरवार्ताको विधि प्रयोग गरिएको थियो।

त्यसैगरी क्षेत्र निर्धारणको दौरान आयोजनाबाट प्रत्यक्ष रूपमा प्रभावित हुनसक्ने वडाका स्थानीय वासिन्दसंग छलफल कार्यक्रम आयोजना गरिएको थियो। प्रारम्भिक स्थलगत सर्वेक्षणमा लब्ध प्रतिष्ठित व्यक्ति तथा जानकारहरूसंग अन्तर्वार्ता तथा सरकारी अधिकारीहरूसंग छलफल गरिएको थियो। छलफलमा व्यक्तिगत अन्तरवार्ता तथा समूहगत अन्तरवार्ताको विधि प्रयोग गरिएको थियो। त्यस दौरान सन् २०१७ जनवरी २७ देखी ३० सम्म विभिन्न ३ स्थान धुनिवेंसी, गजुरी, बेनिघाट रोराङ्ग र इच्छाकामना गाउँपालिकामा छलफल कार्यक्रम गरिएको थियो। कार्यक्रममा ११५ सहभागीहरूले भाग लिएका थिए जसमा १०४ पुरुष तथा ११ महिला सहभागि थिए र ति आयोजनाबाट अप्रत्यक्ष रूपमा प्रभावित हुनसक्ने समूहबाट रहेका थिए।

धुनिवेंसी, गल्छी, बेनिघाट रोराङ्ग र इच्छाकामना गाउँपालिकाको विभिन्न ३ स्थानमा छलफल कार्यक्रम गरिएको सार्वजनिक सुनुवाईको समयमा २५९ जनाले भाग लिएका थिए जसमा २२८ पुरुष तथा ३१ महिला सहभागी थिए। यसको साथै सन् २०१८ को जुन महिनामा महिला सरोकारवालालाई लक्षित गरि गरिएको छलफलमा कार्यक्रम जम्मा २२ वटा स्थलमा गरिएको थियो (जसमा जम्मा २९६ सहभागीहरूले भाग लिएका थिए र ती मध्ये २१० महिला तथा ८६ पुरुष सहभागि थिए।

त्यसैगरी आयोजनाबाट प्रत्यक्ष रूपमा प्रभावित हुनसक्ने समूहभित्रका समूहहरू (महिला, जोखिमयुक्त समूह, आदिवाशी जनजाति) संग आयोजनाको गतिविधिवारे प्रत्यक्ष संलग्नताको लागि सन् २०१९ को मे देखी नोभेम्बरसम्म महिला, जोखिमयुक्त समूह, आदिवाशी जनजाति, आयोजनाबाट प्रत्यक्ष रूपमा प्रभावित

हुनसक्ने समूह र अन्य इच्छुक समूह (बृहद तथा साधारण समूह) संग पनि थप छलफल गरिएको थियो । उक्त थप छलफल कार्यक्रममा २५२ सहभागीहरूले भाग लिएका थिए जसमध्ये १७१ महिला तथा ८१ पुरुष सहभागी थिए ।

विशेषतः ती छलफल कार्यक्रममा व्यक्तिगत सम्पत्ति-जग्गा र घरमा पर्ने असर, सार्वजनिक संरचनामा पर्ने असर, सार्वजनिक तथा साभ्ना सुविधाहरू तथा सांस्कृतिक महत्वको विषयहरू साथसाथै जनगुनासोहरू, लैंगिक हिंसा रोजगारी आदि समावेश गरिएको थियो । छलफलको दौरानमा विशेष गरेर जग्गा जमिनको मुआब्जा, निजी तथा सार्वजनिक संरचनाहरूमा पर्ने असर, सार्वजनिक संरचना जस्तै विद्यालय तथा मुख्य बजार क्षेत्रमा आकाशो पुल, तरकारी संकलन केन्द्र र रिफ्रेस सेन्टर सहितको महिला मैत्री शौचालयको निर्माण तथा सडक स्तरोन्नतिको दौरान निम्तिन सक्ने पहिरो नियन्त्रण, सुरक्षा मैत्री सडक तथा आयोजनाबाट गुनासो सुनुवाइ सम्बन्धी व्यवस्था, स्थानीय रोजगारी विशेषतः महिला रोजगारी र सडक खण्ड आवधिक मर्मतको समयमा समुदायसंग आवश्यक छलफल गरिनुपर्ने लगायतका विषय उठाइएका थिए ।

छलफलमा जोखिमयुक्त समूहका प्रतिनिधिहरूले महिला मैत्री शौचालयको निर्माण, तरकारी संकलन केन्द्रको स्थापना, पैदल यात्रुको लागि आवश्यक कसिङ्गको निर्माण, प्रजनन स्वास्थ्य सम्बन्धि शिविर र लैंगिक हिंसा तथा मानव बेचबिखन न्यून गर्न चेतनामूलक तालिमको व्यवस्था सम्बन्धि विषय उठाएका थिए ।

#### ख. कमला-ढल्केवर-पथलैया सडक खण्डमा भएको सरोकारवालाहरूको छलफल विवरण

कमला-ढल्केवर-पथलैया सडक खण्डमा सन् २०१९ अगस्त देखि डिसेम्बरसम्म सम्भाव्यता अध्ययन र तयारीको दौरान सरोकारवालाहरू माफ्छ छलफल गरिएको थियो । छलफल अन्तर्गत पर्सा राष्ट्रिय निकुञ्जका प्रतिनिधि, सामुदायिक वन उपभोक्ता समितिका प्रतिनिधिहरू, विद्यालय व्यवस्थापन समिति, स्थानीय सरकारका प्रतिनिधि, स्थानीय गैरसरकारी संस्था, शिक्षक, महिला समूह, जोखिममा परेका समुदाय, आदिवासी, स्थानीय व्यापारी र स्थानीय उपभोक्ता समितिहरूसंग छुटाछुटे छलफल गरिएको थियो । छलफलको मुख्य विषयहरूमा वन क्षेत्रमा पर्ने असर, पैदल यात्रुको लागि आवश्यक कसिङ्गको निर्माण, सडक स्तरोन्नति पश्चात् सवारीको गति नियन्त्रण, सडक स्तरोन्नतिको समयावधि, सार्वजनिक तथा निजी संरचनामा पुग्ने क्षति, सडक अधिकार क्षेत्रभित्र पर्ने सार्वजनिक संरचना र सांस्कृतिक महत्वका संस्थाहरूमा पुग्ने क्षतिवारे रहेका थिए । विभिन्न स्थलमा १३ वटा सार्वजनिक छलफलको कार्यक्रमहरू गरिएको थियो । करिब २०३ भन्दाबढि विभिन्न सरोकारवाला व्यक्तिहरूले छलफलमा भाग लिएका थिए । छलफलको क्रममा जग्गा अधिग्रहण र क्षतिपूर्ति, नीजि र सार्वजनिक साधन उपयोगमा क्षति, नदी क्षेत्रमा बाँध तथा तटबन्धको निर्माण, ढल तथा नालीको व्यवस्थापनको विषयहरू उठाईएका थिए । आयोजना क्षेत्रका समुदायले आयोजनाका गतिविधिमा आफ्नो पूर्ण सहयोग रहने कुरा प्रतिबद्धता जनाएका थिए । स्थानीय वास्तुहरूमा केहिने आयोजना कार्यान्वयनको दौरान दक्ष र अदक्ष कामदारको रूपमा कामगर्ने इच्छा समेत व्यक्त गरेका थिए र साथै स्थानीय सरोकारवालाहरूले सडक विस्तारको क्रममा हुनसक्ने क्षतिलाई कम गर्न र कृषियोग्य जमिनमा कम क्षती पुऱ्याउनुपर्ने कुरामा सुझाव दिएका छन् ।

छलफलमा जोखिमयुक्त समूहका प्रतिनिधिहरूले छुट्टै साईकल लेनको निर्माण, आकाशो पुलको निर्माण, मुख्य बजार क्षेत्र (हाटबजार) को पुर्नस्थापना, जीविकोपार्जनमा टेवा पुऱ्याउने तालिम, प्रजनन स्वास्थ्य सम्बन्धि शिविरको व्यवस्था र सडक खण्ड स्तरोन्नतिको समयमा रोजगारीको अवसर सम्बन्धि विषय

उठाएका थिए । सम्भाव्यता अध्ययन र वातावरणीय तथा सामाजिक मूल्याङ्कन (ई.एस.ए) को दौरान छलफलमा यी विषयहरू उठाइएका थिए ।

### ग. केन्द्रिय तहमा भएको सरोकारवालाहरूको छलफल विवरण

आयोजनाको आवश्यक सूचना प्रवाह तथा सल्लाह सुझाव ग्रहणको लागि सन् २०२० मार्च ५ मा सडक विभागको सभाहल बलितपुरमा केन्द्रिय तहका सरोकारवाला मन्त्रालय, विभाग तथा सम्बन्धित संघसंस्थाहरूसँग छलफल कार्यक्रम आयोजना गरिएको थियो । छलफलमा मुख्य सहभागीहरू सरोकारवाला मन्त्रालय तथा सम्बन्धित विभागका रहेका थिए । कूल ३१ सहभागीहरूले कार्यक्रममा सक्रिय सहभागिता जनाएका थिए । छलफलको क्रममा वातावरणीय तथा सामाजिक सुरक्षण प्रतिवेदनमा महिला तथा बालबालिकाका विषयहरू, स्थानीय वासिन्दाको निमित्त आवश्यक संरचनाको निर्माण, स्थानीय सांस्कृतिक मूल्य मान्यताको संरक्षण, ठूला खाले वन्यजन्तु तथा साना वन्यजन्तु जस्तै सरिसुपका लागि आवश्यक कसिङ्गको निर्माण, आवधिक सडक मर्मत संभारको प्रारूप, मनोरञ्जनात्मक स्थलको निर्माण, सडक खण्ड स्तरोन्नतिका दौरान मुख्य बजार क्षेत्र तथा बस्तीलाई जोगाउने र सडक किनारामा आवश्यक पार्किङ्ग स्थल छुट्याउने जगायतका विषय सहभागीले उठाएका थिए । कार्यक्रममा सडक विभाग-विकास सहायता कार्यान्वयन महाशाखाका प्रतिनिधिहरू सहभागीले उठाएका जिज्ञासा समाधान गरेका थिए ।

### **३.सरोकारवालाहरूको पहिचान तथा सहभागिता प्रक्रिया**

आयोजना अन्तर्गतका सरोकारवालाहरूको पहिचान पश्चात सरोकारवालाहरूको छलफल तथा सहभागिता योजना तयार गरिएको हो जसले सम्पूर्ण सरोकारवालासँग आयोजना अवधिभर अर्धपूर्ण छलफल जारी रहने तथा सम्पूर्ण सरोकारवालाहरूको सहभागिताको अवसर र आयोजनाबाट समान अवसर प्राप्त गर्ने निश्चय समेत गर्छ । पहिचान गरिएका मुख्य सरोकारवालाहरू निम्नानुसार छन् ।

- आयोजनाबाट प्रभावित हुनसक्ने समूहमा
  - आयोजनाबाट प्रत्यक्ष रूपमा प्रभावितमा सडकको अधिकार क्षेत्रभित्र रहेका तथा भौतिक तथा आर्थिक रूपमा विस्थापित हुनसक्ने जनसंख्या रहेका छन् जसमा जीविकोपार्जनको निमित्त प्रस्तावित आयोजना स्थलको वरिपरिको क्षेत्र उपभोग गरेका तथा सडक खण्ड स्तरोन्नतिको दौरान प्रभावित हुनसक्ने वासिन्दा रहेका छन् ।
  - आयोजनाबाट अप्रत्यक्ष रूपमा प्रभावितमा आयोजनाबाट प्रभावित हुनसक्ने गाउँपालिका तथा नगरपालिका भित्रका वासिन्दा रहेका छन् ।
    - नागदुङ्गा-नीविसे-मुग्लिङ्ग सडक खण्ड अन्तर्गत कमशा काठमाडौं, धादिङ्ग तथा चितवन जिल्लाका चन्द्रागिरि र धुनिवेशी नगरपालिका तथा धार्के, गल्छी, गजुरी, बेनिघाट रोराङ्ग र इच्छाकामना गाउँपालिकामा रहेका छन् ।
    - कमला-दल्केवर-पथलैया सडक खण्डमा हकमा कमशा धनुषा, महोत्तरी, सर्लाही, रौतहट र बारा जिल्लाका गणेशमान चारनाथ, धनुषाधाम, मिथिला, वर्दिवास, गौशाबा, ईश्वरपुर, बालबन्दी, हरिवन, वाम्मती र निजगढ तथा एक उपमहानगरपालिका जीतपुर-सिमरा रहेका छन् ।
- अन्य इच्छुक समूहमा सम्बन्धित जिल्लाका प्रशासनिक अधिकृत, प्रदेश तथा संघीय सरकारका विभागहरू, निर्वाचित जनप्रतिनिधिहरू, गैरसरकारी संघसंस्था, व्यापारीक समूह तथा आपूर्तिकर्ता,



इच्छुक समूह (आदिवासी जनजाति समूहका प्रतिनिधि), स्थानीय उपभोक्ता समितिहरू (बन, खानेपानी, सिंचाई आदि), ट्राभल एजेन्सी तथा मिडियाका समूहका रहेका छन् ।

- जोखिमयुक्त समूह अन्तर्गत दलित, आदिवासी जनजाति, महिला, बालबालिका, भिन्न किसिमले सक्षम युवा तथा प्रौढ, एल.जि.वी.टि.आई. (लेजवियन/समलिंगी, गे, वाइसेक्सुअल (उभयलिंगी), ट्रान्ससेक्सुअल, इन्टरसेक्स), अल्पसंख्यक समूह तथा आर्थिक रूपमा अति विपन्न घरधुरी रहेका छन् ।

सरोकारवालाहरूको नक्सांकन गरि पहिचान गरिएका सरोकारवालाहरूको संभावित प्रभावको स्तर तथा आयोजनाबारेको चासो निकर्षीय गरि संलग्नता योजना बनाइएको थियो र यो प्रक्रिया आयोजना अवधिभर गरिनेछ । आयोजनाबाट प्रभावित हुनसक्ने घरधुरी, गाउँपालिका/नगरपालिका तथा प्रदेश तथा संघीय सरकार प्रमुख सरोकारवालाहरू हुन् जो आयोजनाको गतिविधिबाट ज्यादा प्रभावित हुने आंकलन गरिएको छ, तसर्थ आयोजनाको तर्फबाट ती समूहसंग आयोजना अवधिभर गहन तथा विशिष्ट संलग्नता आवश्यक पर्ने देखिएको छ । छलफल कार्यक्रमहरूमा ई.एस.आइ.ए. प्रतिवेदन तयारीको दौरान गरिने सार्वजनिक सुनुवाई, सरोकारवालाहरूको संलग्नता योजना तयारीको दौरान गरिने सामुदायिक छलफल, सरकारी अधिकारीसंग गरिने छलफल तथा सूचना सम्प्रेषण र स्थानीय गैरसरकारी संघसंस्था संग गरिने सूचना सम्प्रेषण तथा छलफल रहेका छन् ।

सरोकारवालाहरूको संलग्नता योजनाले आयोजनाको अवधिभर विभिन्न समयमा विभिन्न तौरतरिकाले गरिने छलफल जस्तै छलफलको विषयवस्तु, लक्षित समूह, छलफलको विधि, छलफलको आवृत्ति तथा छलफल गरिने स्थल आदिले संभावित सरोकारवालाहरूको सहभागिता निकर्षीय गर्दछ । यी सबै सरोकारवालाहरूको संलग्नता योजना अन्तर्गतका गतिविधि हुन् । सरोकारवालाहरूको संलग्नताको लागि विभिन्न तरिकाहरू अवलम्बन गर्न सकिन्छ जसमध्ये व्यक्तिगत तथा समूहगत छलफल र व्यक्तिगत अन्तरवार्ताका विधि रहेका छन् । छलफल बाहेक आयोजनाको अवधिभर विभिन्न माध्यम मार्फत आयोजनासंग सम्बन्धित सूचना सम्प्रेषण गर्न सकिन्छ जस्तै सूचना तथा जानकारीलाई प्रिन्ट गरि सार्वजनिक निकायहरू जस्तै वडा कार्यालय, क्लिनिक, विद्यालय आदिको सूचना पार्टीमा टाँस्ने, विभिन्न इलेक्ट्रोनिक मिडिया मार्फत फेसबुकजस्ता सामाजिक संजालमा आयोजनाको एक छुट्टै पेज बनाई पनि गर्न सकिन्छ । त्यसैगरी फेसबुक म्यासेन्जर तथा वाट्सएपमा गरिने समूहगत कुराकानी मार्फत पनि आयोजनासंग सम्बन्धित सूचना सम्प्रेषण गर्न सकिन्छ, साथसाथै स्थानीय एफ.एम. रेडियोले आयोजनासंग सम्बन्धित सूचना सम्प्रेषण गर्न सक्छ एवं आयोजनाको विभिन्न स्थलमा राखिने डिजिटल बोर्डमार्फत पनि आयोजनाको तत्कालिन गतिविधिबारे जानकारी उपलब्ध गराउन सकिन्छ ।

आदिवासी जनजाति तथा जोखिमयुक्त समूहको सहभागितालाई प्राथमिकतामा राख्न तथा आदिवासी जनजाति समूहलाई संलग्न गराउन आयोजनासंग सम्बन्धित जानकारी स्थानीय भाषामा उपलब्ध गराइनेछ र साथै ती समूहहरूसंग छुट्टाछुट्टै छलफल समेत गरिनेछ ।

#### ४. गुनासो सुनुवाई सम्बन्धि संयन्त्र

आयोजना स्तरमा गुनासो सुनुवाई सम्बन्धि संयन्त्रको निर्माण गरिनेछ जसमार्फत आयोजना प्रभावित परिवार तथा अन्य सरोकारवालाकाहरूको मुभाज्जा तथा आयोजना सम्बन्धित अन्य विवादहरू दर्ता गरिने छ । सरोकारवालाकाहरू माझ छलफलको दौरानमा प्रभावित व्यक्तिहरूलाई मुभाज्जा तथा सडक खण्ड स्तरोन्नति सम्बन्धि गुनासो दर्ता गर्ने प्रक्रिया तथा आयोजना सम्बन्धि जानकारी उपलब्ध गराइनेछ साथै

आयोजना सम्बन्धि जानकारी पाउने उनीहरूको अधिकार भएको खुलस्त समेत गरिनेछ । छलफलको दौरान प्रभावित व्यक्तिहरूलाई उनीहरूको गुनासो मौखिक तथा लिखित रूपमा दर्ता गर्ने अधिकार भएको कुरा जानकारी गराइनेछ । आयोजनामा आयोजना स्तर तथा विभागीय तहको गुनासो सुनुवाइ सम्बन्धि संयन्त्रको निर्माण गरिनेछ । आयोजना कार्यान्वयनको समयमा उब्जेका गुनासा तथा विवादहरूलाई स्थानीय परामर्श संयन्त्र तथा गुनासोकर्ता विच समन्वय गराई आयोजनाले समाधान गर्नेछ । यदि मैत्रीपूर्ण समाधानको कुनै उपाय नदेखिएमा उक्त गुनासोलाई विभागीय तहमा दर्ता गरिनेछ । पुर्नवाससंग सम्बन्धित गुनासो जस्तै मुआब्जा तथा पुर्नस्थापनाको विषयमा यदि आयोजनाद्वारा मैत्रीपूर्ण समाधानको कुनै उपाय नदेखिएमा वा आयोजनाको कार्यालयबाट कुनै प्रतिक्रिया नआएमा उक्त गुनासो मुआब्जा निर्धारण समितिमा जानेछ । यदि मुआब्जा निर्धारण समितिले पनि उक्त गुनासोको उपयुक्त समाधान नगरेमा वा गुनासोकर्तालाई कुनै चित्तबुझ्दो जवाफ नदिएमा प्रभावित व्यक्तिले आफ्नो गुनासो अदावती प्रक्रियामा लान सक्नेछन ।

आयोजना स्थलमा कार्यरत श्रमिक तथा लैङ्गिक हिंसा (पीन दुर्व्यवहार तथा पीन उत्पीडन) सम्बन्धि छुट्टै गुनासो सुनुवाइ सम्बन्धि व्यवस्था गरिनेछ ।

#### ५.संगठनात्मक व्यवस्थापन

केन्द्रिय तहमा भौतिक पूर्वाधार तथा यातायात मन्त्रालय कार्यकारी निकाय तथा सोही मन्त्रालय अन्तर्गतको सडक विभाग, विकास सहायता कार्यान्वयन महाशाखा आयोजना कार्यान्वयन गर्ने आधिकारिक निकाय हो । सडक विभाग अन्तर्गतको भू-वातावरण तथा सामाजिक इकाई, वातावरणीय तथा सामाजिक जोखिमको व्यवस्थापन तथा अनुगमन गर्ने तोकिएको निकाय हो ।

# CHAPTER I: INTRODUCTION

## 1.1 Context of the Document

The World Bank is supporting the Government of Nepal to implement SRCTIP. The project has four components: (i) Trade Facilitation; (ii) Regional Road Connectivity; (iii) Institutional Strengthening; and (iv) Contingency Emergency Response. The first component will be implemented by the Ministry of Industry, Commerce and Supply (MoICS). The Ministry of Physical Infrastructure and Transport (MoPIT) will implement components two and three, through the Department of Roads (DOR). A SEP is a requirement under Environmental and Social Standard-10 (ESS10) Stakeholder Engagement and Information Disclosure.

This document represents the Stakeholder Engagement Plan (SEP) for SRCTIP and specifically covers the improvement of Nagdhunga-Naubise-Mugling (NNM) Road and the upgrading of Kamala-Dhalkebar-Pathalaiya (KDP) Road under Component 2 Regional Road Connectivity, and support for periodic maintenance of the Strategic Road Network (SRN) under Component 3 Institutional Strengthening.

The SEP identifies the project stakeholders and describes how these stakeholders will be engaged throughout the project lifecycle. The findings on risks, benefits and other aspects of the project described in the SEP are preliminary, based on currently available data, surveys and studies. The SEP is a “living document” that will be updated and refined as the project progresses. This will include a revision prior to the construction and operation phases so that the SEP continues to be fit for purpose. SRCTIP plans on the proper integration of community engagement in the project via development of SEP and engaging community along with affected groups along the project cycle.

## 1.2 Purpose and Objective

Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand and respond to the concerns of stakeholders, and building constructive and responsive relationships that are important for successful management of a project’s environmental and social risks, as well as the sustainability of a project’s outcomes.

---

### OBJECTIVES OF THE SEP

---

- To establish a systematic approach to stakeholder engagement that will help MoPIT-DoR build and maintain a constructive relationship with stakeholders, especially Project affected parties.
  - To assess the level of stakeholder interest and support for the project and to enable stakeholders’ views to be taken into account in project design and to improve the environmental and social sustainability of the Project.
-

- To provide means for effective and inclusive engagement with Project-affected parties and other interested parties throughout the Project life cycle on issues that could potentially affect them.
  - To ensure that appropriate Project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
  - To provide Project-affected parties with accessible and inclusive means to raise issues and grievances, and allow to MoPIT-DoR to respond to and manage such grievances.
- 

### **1.3 Project Background**

The project development objective of SRCTIP is to improve the efficiency and safety of select transport infrastructure, improve the efficiency of cross-border trade, and strengthen capacity for strategic road network management in Nepal.

The proposed project seeks to address poor transport connectivity and trade facilitation- two notable reasons for Nepal's low competitiveness, a key factor limiting its growth-through increasing efficiency in the movement of people and goods within and across the borders to enhance access to markets via regional connectivity and opportunities and trade competitiveness.

SRCTIP comprises of the following different components:

#### **Component 1: Trade Facilitation**

The objective of this component is three-fold: (i) reduce the time taken for goods transit at selected border crossing points; (ii) improve capacity and efficiency for sanitary and phyto-sanitary (SPS) management at selected locations and for targeted products; and (iii) enhance capacity for managing trade. The support will consist of three sub-components:

- (a) Augmentation of physical infrastructure, equipment, inspection and related border transit management systems that are required to absorb increasing traffic and trade volumes at key border crossing points at Birgunj, Bhairahawa and Biratnagar;
- (b) Augmentation of equipment and training, and construction and/or renovation of lab buildings at key border locations; and
- (c) Knowledge and capacity building for: continuous improvement of the trade policy environment; monitoring of trade performance; and development and implementation, and monitoring and evaluation, of targeted trade promotion measures.

#### **Component 2: Regional Connectivity Improvement**

The objective of this component is to improve efficiency, climate resilience and safety of movement of goods and people across two roads within two transport corridors that are key for

Nepal's connectivity and trade with India and other countries. The support will consist of three sub-components:

- (a) Improvement of the existing Nagdhunga-Naubise-Mugling road to 2-lane with 1 m paved shoulders;
- (b) Upgrading of the Kamala-Dhalkebar-Pathlaiya road from 2-lane to 4-lane; and, and
- (c) A safe corridor demonstration program (SCDP), covering a length of about 250km.

### **Component 3: Institutional Strengthening**

- (a) Support for the National Road Safety Council through, *inter alia*:
  - (i) establishment of an interim secretariat with seed funding for staffing and equipment; and
  - (ii) Support for prioritized activities from the National Road Safety Action Plan (RSAP), including coordinating, monitoring and evaluating measures under the SCDP; monitoring the working of IT-MIS and the equipment service providers; supporting nation-wide roll-out of the web-based Road Accident Information Management System (RAIMS); and supporting training and peer-exchange programs.
- (b) Capacity enhancement of DoR for improved management of SRN through:
  - (i) development and mainstreaming of road asset management System;
  - (ii) support for training facilities and training in selected priority areas, including network-level safety assessments, quality, procurement, design of advanced structures, and management of environmental and social risks and impacts; and
  - (iii) support for training and employment of local women to find skilled employment and livelihood opportunities
- (c) Support for periodic maintenance program of the Core Highway Network (CHN).

### **Component 4: Contingency Emergency Response**

Following an adverse natural event that causes a major natural disaster, the government may request the Bank to re-allocate project funds to support response and reconstruction. This component would draw resources from the unallocated expenditure category and/or allow the Government of Nepal to request the Bank to re-categorize and reallocate financing from other project components to partially cover emergency response and recovery costs. This component could also be used to channel additional funds should they become available as a result of an emergency.

## 1.4 Scope of this SEP

This SEP covers the improvement of existing Nagdhunga-Naubise-Mugling (NNM) and the upgrading of Kamala-Dhalkebar-Pathlaiya (KDP) road under Component Two, and support for periodic maintenance under Component Three.

### i. Improvement of Nagdhunga-Naubise-Mugling (NNM) road

The existing NNM Road section is a part of Tribhuvan and Prithvi Highway. It starts at Nagdhungacheck-post of Kathmandu district and ends at Mugling Bazaar of the Chitwan district, covering a total length of 94.7km. The NNM Road lies within Kathmandu, Dhading and Chitwan districts of Province 3. The alignment passes through Nagdhunga, Naubise, Khanikhola, Mahadevbesi, Galchhi, Baireni, Malekhu, Benighat, Kurintar settlements to reach Mugling. The project consists of the present 2-lane road proposed for improvement and upgrading to 2-lane carriageway configurations with shoulders and side drains. The Highway has a junction with Tribhuvan Highway at Naubise. The highway also connects Nukawot District via a recently constructed road from Galchhi and connects to the district headquarter of Dhading District at Phurkekhola, Malekhu. Similarly, at Mugling the highway has junction of Mugling-Narayanghat Road Section connecting this highway to Mahendra Highway. The index map / location map of the project road is presented in Figure 1.

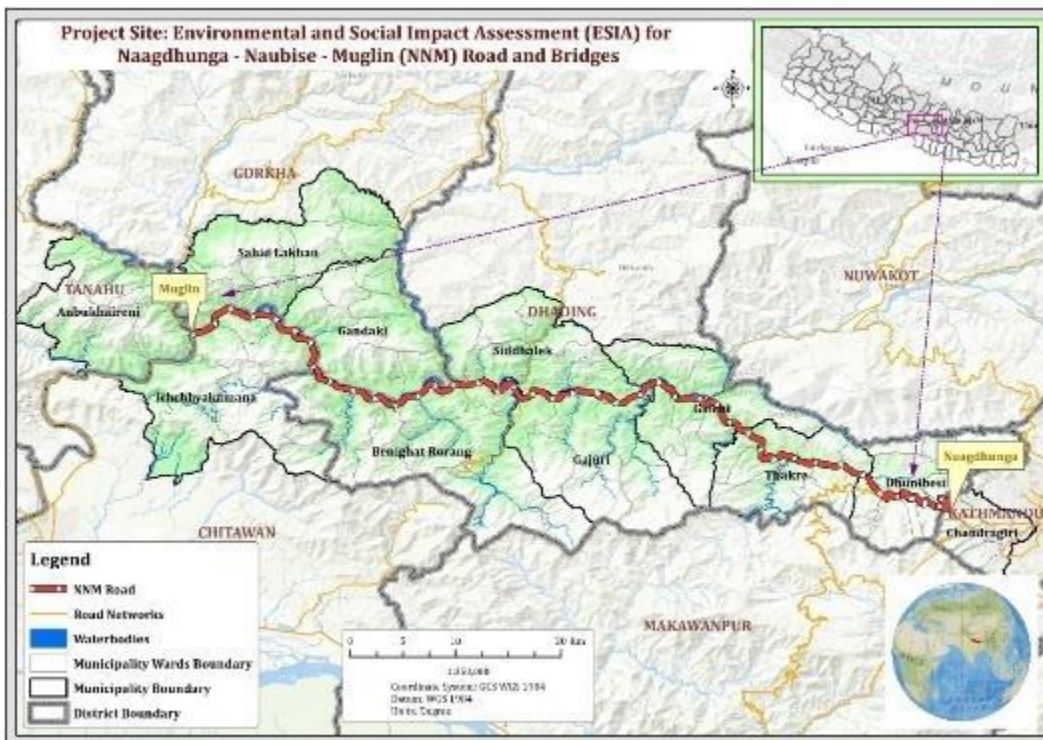


Figure 1: Map of NNM road



## ii. Upgrading of Kamala-Dhalkebar-Pathlaiya (KDP) road

The KDP Road is part of the East-West Highway, the longest highway in Nepal running across flat Terai region (lowland that lies south of the outer foothills of the Himalayas). The GoN considers East-West Highway as a strategic corridor; it is firmly committed to upgrade the entire length of the road to a standard 4-lane configuration and has proposed to widen the section of the Mahendra Highway between Kamala River in the East and Pathlaiya settlement in the West. The upgrading activities will involve provision of 2x2 roads with 2 traffic lanes in each direction and appropriate shoulders. This work would require the widening of the existing bridges or construction of new bridges adjacent to existing ones. The 130 km KDP Road section of Mahendra Highway passes through districts of Dhanusa, Mahottari, Sarlahi, Rautahat and Bara of Province 2. The location map of the project road is presented in Figure 2.

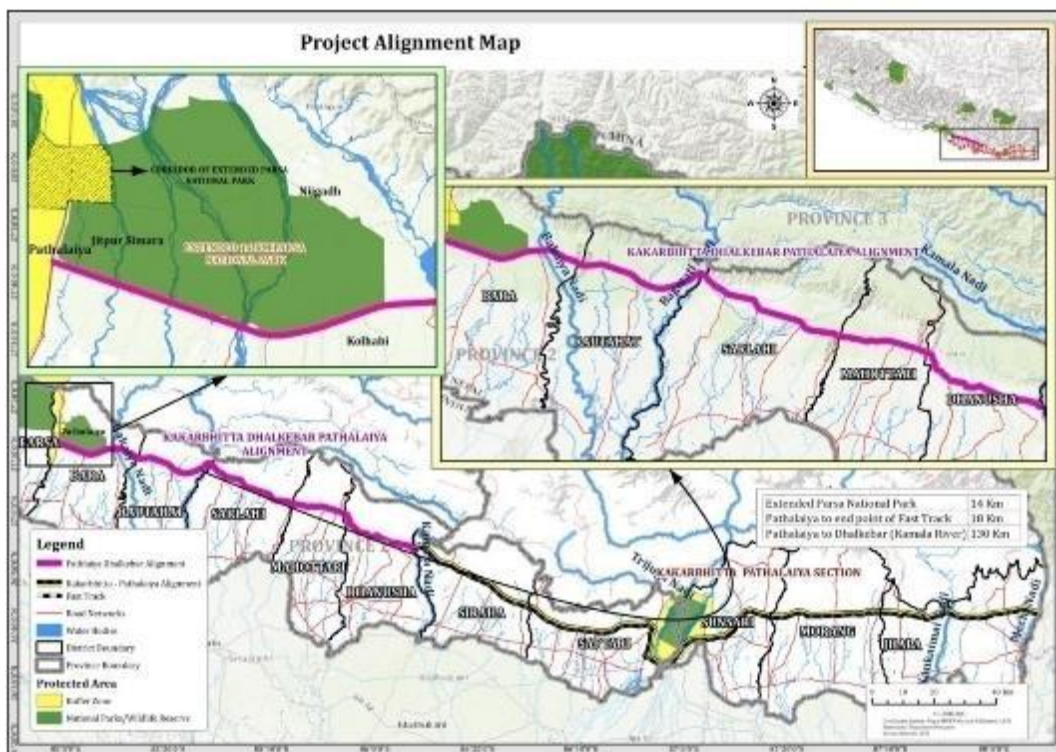


Figure 2: Map of KDP road

## iii. Periodic Road Maintenance:

Under the Component three, institutional strengthening it has been proposed maintenance of approximately 3,450 lane-km of SRN, including the NNM and KDP Roads.

## **1.5 Current Stage of the Project**

An Environmental and Social Impact Assessment (ESIA) for the NNM Road improvement, and Environmental and Social Assessment (ESA) for the KDP Road upgrading, and an Environmental and Social Management Plan (ESMP) for the Periodic Road Maintenance activities have been prepared. The identified environmental and social risks and mitigation measures are provided in Section 1.4.1.

MoPIT-DoR have also prepared other environment and social safeguards-related documents in line with the Bank's Environmental and Social Framework (ESF) namely: an Environment and Social Commitment Plan (ESCP) covering all project components; Labour Management Procedures (LMP) and Stakeholder Engagement Plan (SEP), applicable to the NNM Road, KDP Road and Periodic Maintenance activities; Resettlement Policy Framework (RPF), and Indigenous People Planning Framework (IPPF) applicable for the KDP Road and Road Maintenance activities; and Resettlement Action Plan (RAP), Indigenous People Development Plan (IPDP) prepared for the NNM Road. A RAP and IPDP will be prepared during the detailed design phase to cover the KDP Road and Periodic Road Maintenance activities, as required. Environment and Social Management Plan (ESMP) of sub-projects will also be developed prior to each sub-project approval.

Consistent with the objective of engaging stakeholders all throughout the life cycle of the Project, stakeholder engagement activities at this stage will focus on:

- Disclosing Project information including alternatives;
- Informing stakeholders about the status of the Project;
- Seeking stakeholder inputs on various environmental issues, management measures and benefit; and
- Obtaining stakeholder insights that would help the evaluation of Project alternatives.

The detailed stakeholder engagement plan for the current stage of the Project development has mentioned in the section 4.

### ***Summary of Potential Environmental and Social Risks***

The potential environmental and social impacts and benefits of the Project, as identified in the ESIA and ESA stakeholder feedback during scoping consultation which may need to be paid particular attention to as part of the stakeholder engagement activities include:

- Identified impacts to land and private and public property, and providing appropriate compensation to the affected families. Under the NNM Road project, the total numbers of



project affected households (HHs) are 78, out of this, 68 HHs are affected by losing private structures and remaining 10 HHs are affected by losing their private lands (0.20 ha.); the project will affect 9 public structures (3 temples, 2 public taps, 2 public toilets, 1 study centre and 1 waiting shed). In case of KDP Road the detail will be assessed during preparation of the ESIA

- Further, 1,161 electric poles and drinking water supply pipes<sup>1</sup> will need to be relocated.
- Construction-related impacts during project implementation will be managed as per the same resettlement framework mentioned in the Resettlement Action Plan (RAP)
- Improvement of NNM road will affect 6 HHs considered as vulnerable and disadvantaged, including women-headed HHs (4) and Dalits (2). No private lands of these vulnerable HHs will be affected.
- Engaging with Indigenous Peoples (IPs) to avoid adverse impacts on IPs from project activities and to promote project benefits to IP; the requirement for free, prior, and informed consent (FPIC) under the KDP Road will be determined during preparation of the ESIA as part of detailed design;
- Managing environment impacts, which may include forest clearance around access roads, cold storage construction site, risks of landslides and impacts on natural resources used by communities;
- Managing social impacts such as in-migration of workers resulting into labour influx and preserving IP's way of life;
- Potential impacts on air quality due to excavation, breaking rocks, movement of vehicles and equipment, open piles of topsoil and spoil, etc;
- Noise, dust, waste generation, hazardous materials pesticides generated from Labs, use and traffic disturbance from construction vehicles and machinery;
- Construction-induced impacts, resulting from, for example, vibrations through the use of heavy machinery
- Biodiversity impacts as the project entails risks to critical and natural flora and fauna habitats, wildlife, risk of grass land fragmentation
- Health and safety impacts on community and especially the safety of women;
- Community access to roads;

---

<sup>1</sup> (Water supply pipeline of diameter of 1 inch (0.64 km, GI; 34.7 km, PVC), 0.5 inch (2 km, PVC), 1.5 inches (2.3 km, PVC) and 2 inches diameter (5.62 km, PVC)) will require relocation

- Increased demand on social infrastructure and services;
- Generation of local income through the recruitment of workers from local communities to the project
- For Periodic Maintenance, minimal impacts are expected along the SRN road networks.

The potential risks and impacts identified in the ESIA and ESA raised, most likely, by stakeholders are covered following the World Bank Environmental and Social Standards (ESS), including ESS10. The details of Stakeholder Engagement and Information Disclosure has mentioned in **Section 2.2**. MoPIT-DoR will work to meet these standards, therefore covering issues raised by stakeholders.

### ***Social and Environment Impacts of NNM Road and KDP Road***

Due to the improved road and its better infrastructure there will be smooth running of vehicles causing less emission of pollutants, decrease in road accidents while increase in better access to social service and market cooperation facilities. Furthermore, during the construction of the road, there will be an increase in employment generation for the locals. On the other hand, the negative impacts may include some loss of land and small infrastructures, increase in environmental (air, noise, dust, land pollution) along with the problem caused by the influx of labour (GBV, health issues, social cohesion, etc), and delay in traffic during construction.

### ***Project Alternatives***

A number of alternative options are being assessed for the project to avoid and minimise the potential impacts on the environment and surrounding communities. These alternatives include:

- Engineering and trade optimization in terms of capacity;
- Alignment of the access roads to ensure slope stability and traffic safety, and to minimise impacts on households, grasslands, agricultural areas, and the communities in general;
- Location of project ancillary facilities (e.g., worker camps, disposal areas, quarries, crushing plants, power plants, maintenance shops, storage yards, fuel storage) to maintain community safety, and minimise physical resettlement, economic displacement, disruption of communities to the extent possible.

## **1.5 Previous Stakeholder Engagement Activities**

### ***Stakeholder Engagement of NNM Road***

For the NNM Road, a feasibility study and detailed project report has been undertaken. Now, the construction phase is planned to be started.

#### *Stakeholder Engagement during Scoping Stage*

As part of Nepal's legislation, Environmental Protection Act 1997 (EPA) and Environmental Protection Regulations (EPR) 1997, the engagement of stakeholders took place during environmental and social assessment and scoping stage of NNM on 5 January, 2017 to 16 March, 2018. The documentation of NNM Road scoping process covers numerous consultations, interview, and workshops. The engagements with stakeholders were carried out in different locations in a series of sessions. The major issues raised during discussions were relevant to road extension work and compensation that should be provided to affected structures (fall within 25 m). Stakeholders also paid attention to needs for establishment preventive structures like gabion wall, breast wall, and safety parafait wall according to geography condition during the construction period. They were concerned about employment opportunities that should be provided for project affected household and skills-based training for project-affected household families. During consultations, there were engaged 260 participants of the meetings, including 76 females and 184 males. The details of meetings and raised questions are given in annex-1.

#### *Stakeholder Engagement Activities During the preparation of ESIA*

The next round of stakeholder engagement during preparation of ESIA and detailed design phase dated on 29 March, 2018. During this engagement meaningful consultations were carried out with different groups. The separate consultation was also carried out with female groups, project affected groups, indigenous groups, and disadvantaged and vulnerable groups. During that period, several community meetings, hearings and discussions were carried out. Public hearings were carried out at four different locations of Dhunibesi Municipality (M), Galchhi Rural Municipality (RM), Benighat Rorang RM and Ichhankamana RM. The stake consultation was also carried out at 22 different locations of the affected RM/M focusing civil society, local non-government organization (NGOs) and female groups (210 females and 106 males, out of 316 participants) in June 2018. Up to the public hearing and supplementary consultations, there were still gaps in the consultations with direct affected groups (project affected vulnerable groups and IPs), and other interested parties (broader and general groups). Additional consultations with the specific groups such as women, vulnerable/IPs, project affected parties, stone crusher plants workers, female

groups, business women, security personal, travel agencies, transportation agencies, other interested parties were carried out during May-December, 2019. The total participants of additional consultation were 347 (female- 146, male- 228).

The agenda for discussions were relevant to impacts on private/ public structure, common property and public utilities along with cultural heritage including grievance redress mechanism (GRM) and Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) related issues. The key issues raised during consultations were: compensation of impacted land, affected private and public structures, construction of public structures such as foot-over bridges near schools and major market places, construction of vegetable collection centres, gender friendly public toilets with refreshment centres, etc., and landslide risks during construction of road, establishment of ward level GRM, ensuring priority for local employment (including female), more communication, coordination and collaboration between stakeholders to solve problems; advance agreement, along with its proper monitoring and implementation, on rules and regulation between all the stakeholders (project, contractors, locals, government officials) proper road facilities to facilitate mobility of differently able person and stakeholder engagement during road upgrading works. The summary of the issues raised are presented in the summary.

The main events are listed below as:

- ESIA public hearings and initial informal meeting (April 2018)
- Community meetings for SEP preparation (May, 2019)
- Informal communication with government agencies (2018 -2019)
- Communication with local NGO (2018- 2019)

### *ESIA Implementation*

The DoR-DCID is the Implementing Agency and thus responsible for the management of all activities, including procurement, financial management, and reporting. The ESIA implementation requires adequate public consultation. This requirement is incorporated into the stakeholder engagement programme for this stage. The main purpose for the consultations at this stage is to provide feedback to stakeholder as to ESIA progress and preliminary results in NNM road.

### ***Stakeholder Engagement of KDP Road***

For the KDP road, initial consultations were carried out during the feasibility stage and ESA preparation in 2019/20 (November 2019 to January 2020). For the KDP road, the findings were based on the preliminary consultations and highlighted in the ESA.

### *Stakeholder consultations at the central level*

Central level consultation with line ministries departments, associated organizations was carried to convene project information and to collect valuable suggestions from them. The consultation workshop was organized on 5<sup>th</sup> March, 2020 at DoR's meeting hall, Lalitpur. The major participants were focal persons from federal ministries and respective departments. Altogether 31 participants have actively participated in the workshop. The major issues raised were on incorporation of issues of women and children in E&S documents, construction of needed infrastructure for local people, conservation of local cultural values and norms, construction of wildlife crossings for large animals as well as small animal like reptiles, modality of periodic road maintenance, construction of recreational centres, saving of market places/settlement areas during construction and allocation of parking spaces at road sides. DoR-DCID responded to those raised issues clearly to the participants.

## Summary of the Consultations

The following are the summary of the consultations with issues raised and response from DoR-DCID in both NNM and KDP Road.

Table 1: : Summary of the raised issues during stakeholder consultation at NNM

Issues raised	Settlements of RM/M	Response
<b>Date: From 26-30 January, 2017 to 15 December, 2019</b>		
Road Safety issues <ul style="list-style-type: none"> <li>• Zebra crossing spot should be marked in market area and dense settlement areas</li> <li>• Road safety sign and structures i.e. overhead bridge, Zebra crossing should be design in MahadevBesi bazar area and Adhamghat.</li> <li>• Safety for school children</li> <li>• Quick rescue/response is needed in case of accident and incident</li> </ul>	Chandragiri M, Dhunibesi M, Thakre RM, Galchhi RM, Gajuri RM, BenighatRorang RM, Ichchakamana RM	<ul style="list-style-type: none"> <li>• The road safety issues will be incorporated in the detail design report</li> <li>• Rapid Response team will be mobilized during project implementation</li> </ul>
Environment Issues <ul style="list-style-type: none"> <li>• Retaining wall/gabion construction in steep slope area along the roadside</li> <li>• Public land and river bank should be followed to protect productive agricultural land.</li> <li>• The spoil and the waste generated during construction should be disposed of properly and should not be dumped in the river.</li> </ul>	Chandragiri M, Dhunibesi M, Thakre RM, Galchhi RM, Gajuri RM, BenighatRorang RM, Ichchakamana RM	<ul style="list-style-type: none"> <li>• The of environmental safety design will be incorporated in the detail design report</li> <li>• The contractors EMP will cover the issues of spoil and the waste management</li> </ul>
Road Infrastructures <ul style="list-style-type: none"> <li>• Road expansion work should be conduct equally in each side.</li> <li>• Road improvement/widening works should start rapidly.</li> <li>• There should be uniformity in the expansion of road all along from Naubise to Mugling.</li> </ul>	Chandragiri M, Dhunibesi M, Thakre RM, Galchhi RM, Gajuri RM, BenighatRorang RM, Ichchakamana RM	The incorporation of issues of road infrastructures will be recommended to design team
Public infrastructures <ul style="list-style-type: none"> <li>• All the public infrastructures such as canals, local water supply pipelines and taps should be rebuilt</li> <li>• Construction of Foot-over bridge nearby school area</li> <li>• Additional foot-over bridge has been demanded at Galchhiarea(Galchhi RM)</li> <li>• New recreation facilities and parks should be built</li> <li>• Separate Parking Place in a fixed location</li> <li>• Construction of vegetable collection center in Mahadevbesibazaar(Thakre RM)</li> <li>• Overhead Foot Bridge in JungeKhola(Thakre RM)</li> </ul>	Dhunibesi M, Thakre RM, Galchhi RM, Gajuri RM, BenighatRorang RM, Ichchakamana RM	<ul style="list-style-type: none"> <li>• The responsibility of operation and management of public toilet after construction will be borne by local community</li> <li>• The responsibility of protection of foot-over bridge will be borne by local community</li> <li>• Local people have suggested to construct foot over bridge at Lewatar, of Ichchakamana RM</li> </ul>

<p>Traffic Management:</p> <ul style="list-style-type: none"> <li>• Contraction of separate lane to collect the road toll</li> <li>• Urgency of daily traffic status update during construction time</li> <li>• Highway should not be affected during local access road construction</li> </ul>	<p>Chandragiri M, Dhunibesi M, Thakre RM, Galchi RM, Gajuri RM, BenighatRorang RM, Ichhakamana RM</p>	<ul style="list-style-type: none"> <li>• The detail design report will incorporate the issues of traffic management</li> <li>• Updates of daily traffic status and road condition will be updated via informative board will as well as FM and social media (Facebook, Viber group)</li> </ul>
<p>Social and Cultural issues</p> <ul style="list-style-type: none"> <li>• Compensation of land and structures with standard replacement value</li> <li>• Relocation of public utilities and cultural assets (shrines/small temples and religious trees)</li> <li>• Loss of livelihood</li> <li>• Damage of public/private structures</li> </ul>	<p>Dhunibesi M, Thakre RM, Galchi RM, Gajuri RM, BenighatRorang RM, Ichhakamana RM</p>	<ul style="list-style-type: none"> <li>• Resettlement Action Plan and will be prepared and incorporates the issues</li> <li>• ESMP will incorporate the issues</li> </ul>
<p>Employment</p> <ul style="list-style-type: none"> <li>• Employment priority should be given to the project affected households</li> <li>• Priority should be given to vulnerable, disadvantaged groups and females</li> <li>• Livelihood restoration training for project affected parties(PAFs)</li> </ul>	<p>Dhunibesi M, Thakre RM, Galchi RM, Gajuri RM, BenighatRorang RM, Ichhakamana RM</p>	<p>The ESIA, RAP/IPDP will incorporates such issues</p>
<p>Gender Issues:</p> <ul style="list-style-type: none"> <li>• Gender equality should be taken into consideration for employment</li> <li>• More involvement of women in construction and project work</li> <li>• Issues of gender-based discrimination in terms of wages and works</li> <li>• Gender friendly working environment and accommodation</li> </ul>	<p>Dhunibesi M, Thakre RM, Galchi RM, Gajuri RM, BenighatRorang RM, Ichhakamana RM</p>	<p>The ESIA, RAP/IPDP will incorporates such issues</p>
<p>Gender Based Violence Issues</p> <ul style="list-style-type: none"> <li>• Gender based risk</li> <li>• Human trafficking</li> <li>• Transmission of HIV/AIDS and STI</li> </ul>	<p>Chandragiri M, Dhunibesi M, Thakre RM, Galchhi RM, Gajuri RM, BenighatRorang RM, Ichhakamana RM</p>	<ul style="list-style-type: none"> <li>• The GBV action plan will help to minimize or prevent the issues</li> <li>• Contractors will develop Code of Conduct of the labors/workers</li> </ul>
<p>Grievances Mechanism</p> <ul style="list-style-type: none"> <li>• Issues of project related grievances during construction phase</li> <li>• Grievances related to workforce/labor</li> <li>• Community related grievances(due to labor influx)</li> <li>• GBV related grievances</li> </ul>	<p>Chandragiri M, Dhunibesi M, Thakre RM, Galchi RM, Gajuri RM, BenighatRorang RM, Ichhakamana RM</p>	<p>ESIA recommends overall one GRM and within that two-separate committee(one for labour related grievances and one for GBV related grievances)</p>

Table 2: Summary of the raised issues during stakeholder consultation at KDP

Date	Issues raised	Settlements of M	Response
16-30 November, 2019	<p>Road Safety issues</p> <ul style="list-style-type: none"> <li>Overhead crossing spot should be marked in market area and dense settlement areas</li> <li>Safety for school children and elderly people</li> <li>Quick rescue/response is needed in case of accident and incident</li> </ul>	Ganeshman charnath, Dhanusha Dham, Mithila, Bardiwas, Gaushala, Ishworpur, Lalbandi, Hariwan, Bagmati, Nijagadh Municipality and Jitpur Sub Metropolitan city	<ul style="list-style-type: none"> <li>The road safety issues will be incorporated in the detail design report</li> <li>Rapid Response team will be mobilized during project implementation</li> </ul>
	<p>Environment Issues</p> <ul style="list-style-type: none"> <li>River training works and control of inundation during road construction</li> <li>Public land and river bank should be followed to protect productive agricultural land.</li> <li>The spoil and the waste generated during construction should be disposed of properly and should not be dumped in the river or agricultural land of the local people.</li> </ul>		<ul style="list-style-type: none"> <li>The of environmental safety design will be incorporated in the detail design report</li> <li>The contractors EMP will cover the issues of spoil and the waste management</li> </ul>
	<p>Road Infrastructures</p> <ul style="list-style-type: none"> <li>Road improvement/widening works should start rapidly.</li> <li>The dismantle and damage of public structure should be minimum</li> </ul>		The incorporation of issues of road infrastructures will be recommended to design team
	<p>Public infrastructures</p> <ul style="list-style-type: none"> <li>All the public infrastructures such as temples, shrines, local water supply pipelines and taps should be rebuilt</li> <li>Construction of Foot-over bridge nearby school area and market place</li> <li>Separate Parking Place in a fixed location</li> </ul>		<ul style="list-style-type: none"> <li>The responsibility of operation and management of public toilet after construction will be borne by local community</li> <li>The responsibility of protection of foot-over bridge will be borne by local community</li> </ul>
	<p>Traffic Management:</p> <ul style="list-style-type: none"> <li>Contraction of separate lane to collect the road toll</li> <li>Urgency of daily traffic status update during construction time</li> <li>Highway should not be affected during local access road construction</li> </ul>		<ul style="list-style-type: none"> <li>The detail design report will incorporate the issues of traffic management</li> <li>Updates of daily traffic status and road condition will be updated via informative board will as well as FM and social media (Facebook, Viber group)</li> </ul>
	Social and Cultural issues		<ul style="list-style-type: none"> <li>Resettlement Action Plan and will be prepared and incorporates the issues</li> </ul>



	<ul style="list-style-type: none"> <li>• Compensation of public and private structures with standard replacement value</li> <li>• Relocation of public utilities and cultural assets (shrines/small temples and religious trees)</li> <li>• Damage of public/private structures</li> </ul>		<ul style="list-style-type: none"> <li>• ESMP will incorporate the issues</li> </ul>
	<p>Employment</p> <ul style="list-style-type: none"> <li>• Employment priority should be given to the project affected households</li> <li>• Priority should be given to vulnerable, disadvantaged groups and females</li> <li>• Livelihood restoration training for project</li> </ul>		<p>The ESIA, RAP/IPDP will incorporates such issues</p>
	<p>Gender Issues:</p> <ul style="list-style-type: none"> <li>• Gender equality should be taken into consideration for employment</li> <li>• More involvement of women in construction and project work</li> <li>• Issues of gender-based discrimination in terms of wages and works</li> <li>• There may be chance of discrimination in lower caste people, it should be minimize</li> </ul>		<ul style="list-style-type: none"> <li>• The ESIA, RAP/IPDP will incorporates such issues</li> </ul>
	<p>Gender Based Violence Issues</p> <ul style="list-style-type: none"> <li>• Gender based risk</li> <li>• Human trafficking</li> <li>• Transmission of HIV/AIDS and STI</li> </ul>		<ul style="list-style-type: none"> <li>• The GBV action plan will help to minimize or prevent the issues</li> <li>• Contractors will develop Code of Conduct of the labors/workers</li> </ul>
	<p>Grievances Mechanism</p> <ul style="list-style-type: none"> <li>• Issues of project related grievances during construction phase</li> <li>• Grievances related to workforce/labor</li> <li>• Community related grievances(due to labor influx)</li> <li>• GBV related grievances</li> </ul>		<p>ESIA recommends overall one GRM and within that two-separate committee(one for labour related grievances and one for GBV related grievances)</p>

## CHAPTER II: KEY STANDARDS AND REGULATIONS

The project will conform to the legal and administrative requirements of the Federal Democratic Republic of Nepal, international treaties to which Nepal is signatory, and to relevant international standards, in particular the World Bank Environmental and Social Standards.

### **Government of Nepal laws and policies**

Several relevant laws have been listed below with brief description of their main provisions:

Constitution of Nepal 2072 (2015): Article 27 states that all citizens have the right to demand or receive information on any matter of his or her interest or of public interest, except for information that has to be kept confidential in accordance with the laws.

Right to Information Act (2007): requires all public bodies to make proactive disclosures of certain types of information to respond to information requests. Section 4 of the Act elaborates on the responsibility of a public body, MoPIT, in the case of the SRCTIP Regional Road Connectivity and Institutional Strengthening, to disseminate information about the project in an open and transparent manner, and make it easy for the public to access the information.

Good Governance Act (2008): has provisions for holding public hearings (Section 30) and also specifies the participation at these hearings such as subject matter experts, stakeholders, and representatives of civil society and officials of the local bodies. Section 31 of the Act requires public bodies to provide a Grievance Management Process, including maintaining a complaint's box to collect grievances.

Environment Protection Act, 2076 (2019): The law contains several provisions to internalize environmental impact assessment and to maintain a clean and healthy environment by minimizing the adverse impacts on human beings and other life forms and physical objects.

The Environmental Management Guideline for roads and bridges (DoR, 1999) consists of environmental mitigation measures to be incorporated into DoR projects, procedures for public participation, and socio-economic consideration. The guideline also suggests considering the various socio-economic issues like land acquisition and compensation, economic impacts and cultural heritage. It includes the various implementation strategies.

The Environmental Assessment in Road Sector (2000) explains, in general, and basically to DoR engineers and environmental safeguard experts for assessment of environmental impacts. The document lists five main types of environmental assessment activities and the different criteria, required for a particular type of environmental assessment.

- Labour Policy, 2062 (2005): Labour Policy stresses out guaranteeing out the minimum social and professional security by for all citizens of the country without discrimination.
- Public-Private Partnership Policy, 2072 (2015): The objectives of this policy are focused on serving to public interests in developing of infrastructures at the same time creating environment for private investment and use of private sector experience, managerial skills, competencies and technical skills for infrastructure development
- Local Government Operation Act, 2074 (2017): The Act provides the functions, rights and duties of local government such as Municipalities, rural municipalities and their wards.

### **World Bank Environmental and Social Framework (ESF)**

The twin goals of the World Bank are to eliminate extreme poverty and promote shared prosperity. The WB ESF sets out the World Bank's commitment to sustainable development and mandatory requirement for Bank-financed projects. The Bank's ESF objective is to assess and manage the environmental and social risks and impacts of the projects. To this end, the Bank has defined specific Environmental and Social Standards (ESSs) which are designed to avoid, minimize, or reduce, mitigate and compensate/offset the adverse environmental and social risks and impacts. The Investment Project Finance (IPF) projects supported by the WB are required to meet the provisions of 10 ESSs.

ESS10 Stakeholder Engagement and Information Disclosure recognizes the importance of open and transparent engagement between the proponent and project stakeholders as an essential element of good international practices. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

The main objectives of the ESS10 are:

- To establish a systematic approach to stakeholder engagements that will help Borrowers identify stakeholders, build and maintain a constructive relationship with them, in particular project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and

impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond and manage such grievances.

The World Bank has developed a range of guidance notes under the individual standards. These guidance notes will be used to guide the Project. The World Bank has also developed templates and checklists, which will assist the Project team. These include:

- An Environmental and Social Commitment Plan
- Grievance Redress Mechanism Checklist
- Labour Management Procedures Template
- Stakeholder Engagement Plan Template.

## **CHAPTER III: PROJECT STAKEHOLDERS**

The first step in preparing an SEP is mapping the project stakeholders. This analysis is important to inform the design of the SEP, particularly in developing the project's approach to consultation and communication. This involves identifying relevant project stakeholders or groups of stakeholders, characterising 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.

### **3.1 Stakeholder Identification and Analysis**

Stakeholder identification for the SRCTIP-Regional Road Connectivity and Institutional Strengthening components has been initiated during the scoping meetings and further developed during the stakeholder mapping workshop with representation from DoR-DCID team.

Table 3 provides a summary of Project stakeholders consulted.

Table 3: Summary of Stakeholders

Stakeholder Group	Stakeholder
<b>Project-Affected Parties</b>	
Directly Affected Population	<ul style="list-style-type: none"> <li>• Individuals and households that are located within the Project Direct Area of Influence (DIA):               <ul style="list-style-type: none"> <li>- Environmental –those areas located within the Project’s area and area of disturbance</li> <li>- Social –the villages and households directly affected by Project construction and operation.</li> <li>- For NNM Road- 25 IPs and 6 project affected vulnerable HHs. Associated communities are the directly affected population along NNM road</li> <li>- For KDP Road: It will be accessed during the detailed design phase</li> <li>- For Periodic Road Maintenance: It will be accessed during project implementation</li> </ul> </li> <li>• For the stakeholders in the component regional connectivity improvement and institutional strengthening, the engagement has been scheduled during project preparation and project implementation.               <ul style="list-style-type: none"> <li>- The engagement of stakeholders in respective sub-projects will be carried in coordination with each wards of RM/M and will be done at least once during preparation, during construction and after completion of construction works</li> </ul> </li> </ul>
Indirectly Affected Population	<p>Individuals and organisations located within Indirect Area of Influence includes:</p> <p>Environmental – those areas located within 1 km of any project construction, including the access road and worker camp components and other ancillary project facilities</p> <p>Social– the municipality within which the Project location</p> <ul style="list-style-type: none"> <li>➤ For NNM road: Chandragiri and Dhunibesi Municipality and Thakre, Galchi, Gajuri, Benighat Rorang and Ichhakamana RM of Kathmandu, Dhading and Chitwan districts.</li> <li>➤ For KDP road: Ganeshman Charnath, Dhanusha Dham, Mithila, Bardiwas, Gaushala, Ishworpur, Lalbandi, Hariwan, Bagmati and Nijagadh Municipality and Jitpur Sub Metropolitan city within Dhanusha, Mahottra, Sarlahi, Rautahat and Bara districts.</li> <li>➤ For Road Maintenance: covering a length of 250-300 km of Strategic Road Network (SRN) including the NNM and KDP roads.</li> </ul>

Stakeholder Group	Stakeholder
Cumulatively Impacted Population	<p>Individuals and organisations located within the Cumulative Area of Influence –</p> <p>For NNM Road: approach roads connecting to the wards of respective RM/M</p> <p>For KDP Road: approach roads connecting to the wards of respective RM/M, fast track road, east-west railway project and Nijgadh airport</p>
<b>Other Interested Parties</b>	
District Administration and Offices	<ul style="list-style-type: none"> <li>• Chief District Officer/Administrator, Division Forest Office, Division Soil Conservation Office, District Coordination Committee (DCC)</li> </ul>
Provincial Government	<ul style="list-style-type: none"> <li>• Provincial Ministries, Provincial Planning Commissions, Chief Secretary and Secretaries of the relevant Ministries</li> </ul>
Centre (Federal) Government	<ul style="list-style-type: none"> <li>• PMO &amp; Council of Ministers</li> <li>• Ministry of Finance</li> <li>• Ministry of Home Affair</li> <li>• Ministry of Physical Infrastructure and Transport</li> <li>• Ministry of Forest and Environment</li> <li>• Ministry of Labor, Employment and Social Security (MoLESS)</li> <li>• Ministry of Tourism and Culture</li> <li>• Ministry of Women, Children and Senior Citizens</li> <li>• Ministry of Land Management, Poverty and Cooperatives</li> <li>• National Planning Commission</li> <li>• Departments: Department of Commerce, Department of Transport, Department of Roads, Department of Physical Infrastructure, Department of Forest and Soil Conservation, Department of Environment, Department of Road, Department of Transport Management, Department of Railways, Department of Labor, Land management Division, Land and Resettlement Section,</li> <li>• Parliament: Agriculture, Cooperatives and Natural Resources Committee</li> </ul>
Elected Officials and Local Politicians	<p>All elected leaders of project &amp; sub-project located Municipalities, Local political leaders</p> <p>District level political leaders (different parties) – to be identified during the ESA baseline study and consultation activities</p> <p>Elected chief of the DCC includes in the Elected Officials and Local Politicians</p>

Stakeholder Group	Stakeholder
Non- Government Organizations (NGOs)/INGOs	<ul style="list-style-type: none"> <li>• The Federation of Nepalese Chambers of Commerce and Industry (FNCCI)</li> <li>• Nepal Chamber of Commerce (NCC)</li> <li>• World Wildlife Fund (WWF) Nepal</li> <li>• International Union for Conservation of Nature (IUCN)</li> <li>• Nepal Federation of indigenous Nationalities(NEFIN)</li> </ul>
Media	<p><b>National</b></p> <p>Category-A newspapers (daily and weekly)</p> <p>Kathmandu-based TV stations</p> <p>Kathmandu-based radio stations</p> <p><b>Local</b></p> <p>Social media</p> <p>Satellite TV/ Dish Home</p> <p>Other local media channels to be identified during the ESA baseline study and consultation activities</p>
Businesses and Associated Groups	<p>Federation of Nepalese Chambers of Commerce and Industries (FNCCI) and Nepal Chamber of Commerce (NCC)</p> <p><b>Local</b></p> <p>FNCCI unit in District</p> <p>NCC unit in District</p> <p>Local businesses: tourism businesses (hotels/lodges/restaurants), (train operators, traders of items with India)</p>
Educational and Training Institutions	<p>Local Schools</p> <p>Others to be identified during the ESA baseline study and consultation activities</p>
Health Institutions	<p>To be identified during the ESA baseline study and consultation activities</p>



Stakeholder Group	Stakeholder
Interest Groups	Nepal Federation of Indigenous Nationalities (NEFIN) Nepal Dalit Commission Nepal Women Commission ‘concern’ groups/Struggle groups Transport Unions & Committees(Transport organization (Prithvi Highway Bus Operation Committee for NNM road) <b>Local</b> NEFIN local chapter Transport Unions & Committees local chapter
Internal Stakeholders	<ul style="list-style-type: none"> <li>• Include but not limited to: supervision consultants, suppliers, Construction Contractors and Contractor’s workforce, sub-contractors, petty contractors, etc</li> </ul>
Project Financiers	<ul style="list-style-type: none"> <li>• The World Bank</li> <li>• Other potential financiers</li> </ul>

The **Project-Affected Parties (PAPs)** are divided into three categories:

1. **Directly Affected Population** - Individuals and households that are located within the Project Direct Area of Influence (DIA)<sup>2</sup>. These may include, but not limited to:
  - Individuals and households that will be directly affected by the land sub-projects such as 25 IP HHs and 6 vulnerable HHs as well as all the associated people residing within 150 m from the right of way of the NNM road.
  - In case of KDP road also people residing within 150 m from the right of way
  - Others groups may include: people who make their livelihoods by working around the project and sub-project construction sites; Individuals and households that will have restricted access to natural resources due to the Project footprint. These stakeholders may include people who collect grass/firewood for livelihood, communities that use the access road section; people directly affected by the construction and operation of the ancillary facilities and workers’ camps; and people directly affected by the construction and operation of the cross-border infrastructure.

---

<sup>2</sup>The National EIA Guidelines (1993) defines the direct impact as a direct alteration in the existing environmental conditions as a consequences of project activity. The DIA includes the Project footprint, which includes areas occupied by the Project structures, ancillary facilities, and immediately adjacent areas (i.e., extending up to 200 m from the Project footprint)

2. **Indirectly Affected Population** – Individuals and organisations located within Indirect Area of Influence<sup>3</sup>. These may include, but not limited to:

- Community people in project/sub-project construction area. Individuals where the Project infrastructures are located;
- People outside of these municipalities who may be affected by restricted access to roads and infrastructures due to the Project construction and operation;
- Public and private organisations and businesses –identified during the ESIA and ESA baseline study and consultation activities.

These stakeholders may include, for example, people who may experience increased traffic congestion, increased cost of living, and reduced livelihood productivity.

Potential vulnerable groups were also identified during the stakeholder identification process. Table 1 provides a summary of the potentially vulnerable Project stakeholders.

Vulnerable groups are those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable. Identification of the vulnerable groups helps the Project further identify individuals and sub-groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate, forms of engagement.

Table 4: SRCTIP Potentially Vulnerable Groups

Stakeholder Group	Stakeholder
Dalit	<ul style="list-style-type: none"> <li>• Individual households that are in ‘extreme poverty’ who are formally considered as ‘untouchable’.</li> </ul>
Indigenous Groups	<p>For NNM Road: 4 project-affected vulnerable HHs are IP</p> <p>For KDP Road: Information on IPs in the Project area, adjacent and surrounding communities will be identified during the detail ESIA study</p>

<sup>3</sup>The Indirect Impact Area (IIA) refers to the geographical area between the DIA and administrative boundary of the Project’s development administrative units. This consists of the surrounding area which may be affected due to project implementation.

Stakeholder Group	Stakeholder
Women	<p>In Nepal's patriarchal society women are often expected to not speak out, not be educated and their traditional roles involve work at home and in the fields (such as housework, crafting, and farming). The most vulnerable women include:</p> <ul style="list-style-type: none"> <li>• Single women-headed households</li> <li>• Women in low income households</li> <li>• For NNM Road: 15.9% of the Household were headed by women</li> <li>• For KDP Road: to be identified during detail ESIA</li> </ul>
Children, Youth and Elderly	<ul style="list-style-type: none"> <li>• They are vulnerable for lack of ability to influence decisions affecting their lives.</li> </ul>
People with Disability	<ul style="list-style-type: none"> <li>• In NNN road, no such HHs have been identified within vulnerable HHs. In the case of KDP road it will be accessed during detailed design phase. For periodic maintenance, it will be identified during project implementation</li> </ul>
LGBTI	<ul style="list-style-type: none"> <li>• Lesbian, Gay, Bisexual, Transexual, Intersex (LGBTI) individuals in project area who are at risk of exclusion from project benefits</li> </ul>
Minority Religious Groups	<ul style="list-style-type: none"> <li>• In NNN road: only 4-5 religious HHs of Chepang has been identified in but not any religious groups have been identified.</li> <li>• In case of KDP road not any religious groups have been identified during ESA study. Detail will be accessed during detailed design phase.</li> <li>• For periodic maintenance it will be identified during project implementation</li> </ul>
Households in “Extreme Poverty”**	<ul style="list-style-type: none"> <li>• Households that suffer severe deprivation of basic human needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information.</li> </ul>

\*\* The World Bank uses an updated international poverty line of US \$1.90 a day as a line for extreme poverty.

### 3.2 Stakeholder Mapping

Stakeholder mapping, illustrated in figure 3 below explains the details for NNM Road elaborated during ESIA and future phases for each group of stakeholders based on their level of interest and level of impact. For the KDP Road and periodic road maintenance it will be further assessed during the detailed ESIA preparation and during implementation respectively.

The stakeholders will be mapped by group, based on the level of influence and level of interest. The mapping results will be summarized 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.

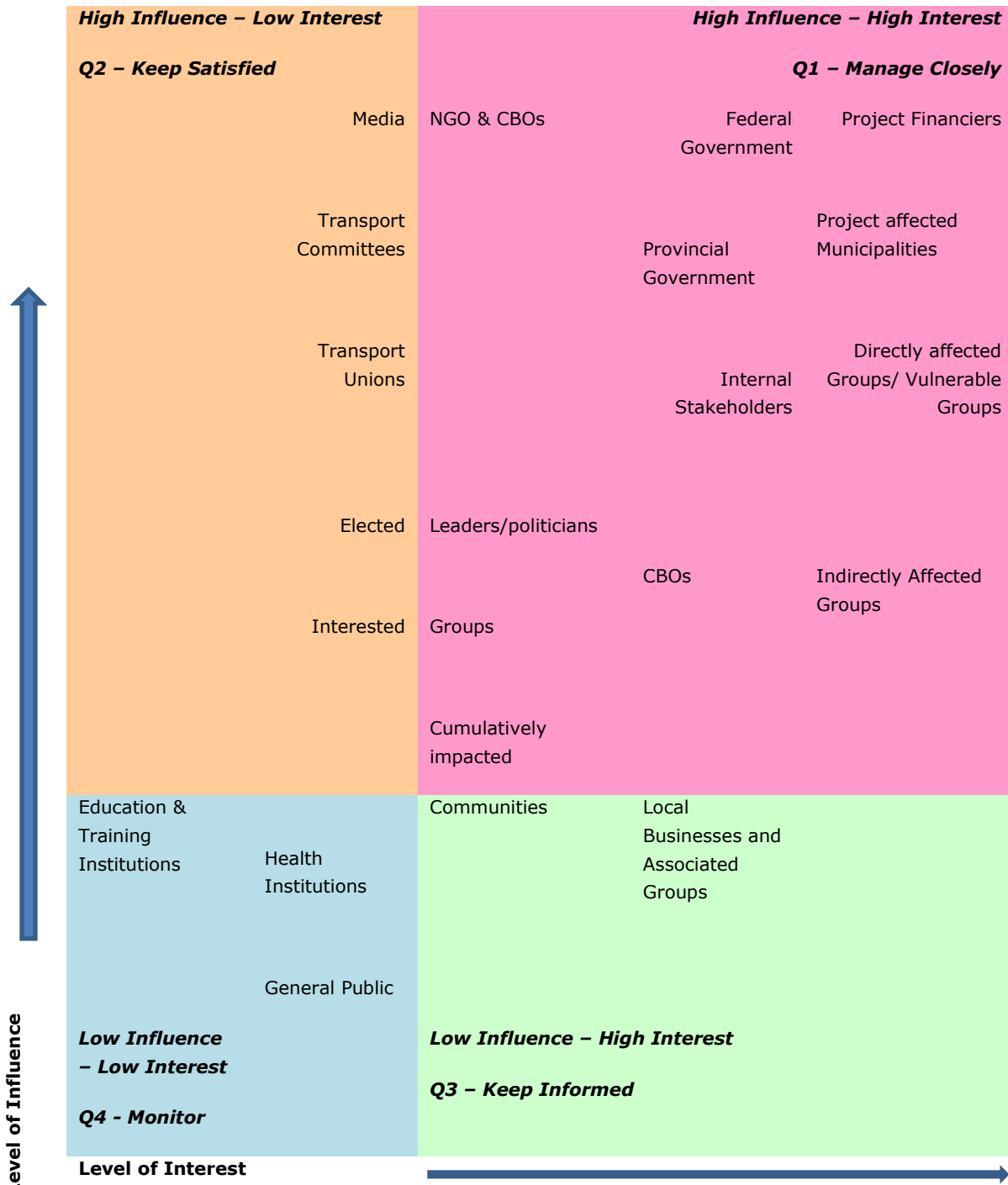


Figure 3: Preliminary Stakeholder Mapping Results

### 3.3 Stakeholder Needs

Table 5: Stakeholder Needs at NNM Road

<b>Community</b>	<b>Stakeholder Group</b>	<b>Key Characteristics</b>	<b>Language Needs</b>	<b>Preferred notification means (e-mail, phone, letter, radio etc)</b>
Women's Cooperative Group of Galchi RM-5, Baireni	Women	15 women from indirectly affected groups	Official language	Letter dispatched through RM and Wards and follow up through phone call
Women's from farmer group of near Benighat bazaar, Benighat RM-5	Women	35 women from indirectly affected groups	Official language	Letter dispatched through RM and Wards and follow up through phone call
Chepang group from Benighat Rorang RM-3, Malekhu	Chepang	5 Chepangs from directly affected (project affected groups)	Language alternative	Letter dispatched through RM and Wards
Project affected group from Benighat Rorang-5, Charaudi	Mix groups	5 affected HHs from directly affected (project affected groups)	Official language	Letter dispatched through RM and Wards
Other stakeholders	Other Stakeholders identified		Official Language	Formal information disclosure and consultation events

Table 6: Stakeholder Needs at KDP Road

<b>Community</b>	<b>Stakeholder Group</b>	<b>Key Characteristics</b>	<b>Language Needs</b>	<b>Preferred notification means (e-mail, phone, letter, radio etc)</b>
Project affected groups from Dharpani, Dhanushadham Municipality-9, Dhanusha	Mix groups	Indirectly project affected and interested groups	Official language	Letter dispatched through RM and Wards
Proejct affected groups from Ranigunj community, Lalbandi Municipality-17, Sarlahi	Mix groups	Indirectly project affected and interested groups	Official language	Letter dispatched through RM and Wards

## **Chapter IV: STAKEHOLDER ENGAGEMENT PLAN**

The engagement process has been split into four stages. Table 7 describes the four stages of engagement and the relevant activities and target stakeholders. Detailed stakeholder engagement activities during the four stages are provided in **Appendix A**.

### **4.1 Plan for Stakeholder Engagement**

A plan for stakeholder engagement has been developed to outline engagement activities to be undertaken throughout the project lifecycle. The plan for engagement will be updated throughout the project lifecycle as required. The results of consultations undertaken in separate locations in the project influence area during the past reveal that project-affected parties(PAPs) are mainly concerned about a) compensation rates for lost land and assets; b) the provision of broader benefits by the Project authorities, including employment opportunities, project shares, public infrastructure and access to services; c) the alignment of the access road for the Project; and d) the preservation of local traditions and cultures. This feedback triangulates well with comments solicited from PAPs and other interested parties during less formal meetings and dialogues held both before and after that, and is feeding directly into the preparation of multiple social and environmental mitigation plans for the SRCTIP-regional connectivity and institutional strengthen component.

The SEP is a living document and will be updated as required during the project life cycle, with for example, further details around stakeholder engagement activities and ensure engagement methods and tools are effective, especially in encouraging informed participation from the vulnerable and disadvantage groups.

The potential stakeholders of the NNM and KDP Road have been identified by the stakeholder mapping. The details of the plan for stakeholder engagement are listed as below.



Table 7: Engagement Summary

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
<p><b>Planning and Approvals</b></p> <p><b>Objective</b> Disclose relevant project information to stakeholders and solicit their inputs/feedback into ESIA, ESA, ESCP, LMP, ESMP, RPF, IPPF, RAP, IPDP, ESMP-sub projects and other plans</p>	<p>Project alternatives, scope of the potential impacts and mitigation measures and benefit enhancers</p> <p>Land acquisition process, if required</p> <p>Project environmental and social (E&amp;S) principles</p> <p>Resettlement and livelihood restoration measures</p>	<p>Project Affected Parties, including vulnerable groups</p>	<p>Village meetings</p> <p>One-to-one meetings</p> <p>Separate group discussions with women, youth and children</p> <p>Household visits to IP families and individuals in the communities</p> <p>Project Information Sheets such as PID, FAQs, GRM</p> <p>Mass/Social Media Communication - Facebook, radio</p>	<p>Scoping meetings (project scoping stage)</p> <p>Radio talk (once at project scoping stage)</p> <p>Visits to communities (as needed)</p> <p>Communication through mass/social media (as needed)</p> <p>E &amp; S Specialists providing regular consultations with community</p>	<p>Feedback Form</p> <p>Through Stakeholder Engagement</p> <p>Project Facebook</p> <p>One radio interview where stakeholders can call in to ask questions</p> <p>Meetings and household visits</p> <p>Grievance mechanism</p>	<p>PIU with E &amp; S Team</p>

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	<p>Grievance mechanism process</p> <p>Consultation with IPs</p>			<p>people who are most affected by Project development (as needed)</p> <p>The engagement of stakeholders in respective sub-projects will be carried in coordination with each wards of RM/M and will be done in their nearby community at least once during preparation, during construction and after completion of construction works</p>		

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	<p>Land acquisition process, if required</p> <p>Resettlement and livelihood restoration options</p> <p>Project scope, rationale and E&amp;S principles</p> <p>Grievance mechanism process</p>	<p>Chief District Officer, Ministry of Home Affairs, Ministry of Forestry, other government departments involved in land acquisition at multiple levels.</p> <p>Municipality land acquisition and resettlement committee, Compensation Fixation Committee</p> <p>Representatives of affected communities, government entities and businesses</p>	<p>Face-to-face meetings</p> <p>Joint public/community meetings with PAPs</p>	<p>Monthly (and as needed)</p>	<p>Meetings</p> <p>Grievance mechanism</p>	<p>PIU with E &amp; S Team</p>

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	<p>Project alternatives, scope of the potential impacts and mitigation measures and benefit enhancers</p> <p>Land acquisition and resettlement planning, if any</p> <p>Project E&amp;S principles</p> <p>Grievance mechanism process</p> <p>Coordination activities for development and implementation of management plans</p>	<p>Other Interested Stakeholders – District, Provincial and National Stakeholders</p>	<p>One-to-one meetings</p> <p>Group meetings/ Workshop</p> <p>Project Information Sheets</p> <p>Mass/Social Media Communication - Facebook, radio, newspaper articles/ ads</p>	<p>One at each ESIA milestone and as needed</p>	<p>Feedback Form</p> <p>Through DoR’s Social Safeguard Specialist; Communication Officer and consultants</p> <p>Project Facebook and radio interview</p> <p>Meetings</p> <p>Grievance mechanism</p>	<p>Social Safeguard Specialist; Communication and Grievance Officer with support from consultants</p>

<b>Project Stage and Engagement Objective</b>	<b>Primary Engagement Activities and Topics</b>	<b>Target Stakeholders</b>	<b>Method(s) of Engagement</b>	<b>Frequency and Location</b>	<b>Stakeholder Feedback Opportunity</b>	<b>Responsibilities</b>
	<p>Project information - scope and rationale and E&amp;S principles</p> <p>Training on ESA and other sub-management plans</p> <p>Grievance mechanism process</p>	Other Interested Stakeholders – Internal Stakeholders	<p>Face-to-face meetings</p> <p>Trainings/workshops</p> <p>Invitations to public/community meetings</p>	At each ESIA milestone and as needed	<p>Meetings and workshops</p> <p>Internal emails</p> <p>Grievance mechanism</p>	PIU with E & S Team
	<p>Consultations and coordination to ensure management of cumulative impacts on VECs are well-coordinated and implemented</p>	Other Interested Stakeholders – Trade & transport sector Developers, District, Provincial and National Governments, relevant research	<p>Face-to-face meetings</p> <p>Trainings/workshops</p> <p>Invitation to public/community meetings</p>	At each milestone and as needed	<p>Meetings and workshops</p> <p>Written correspondence</p> <p>Grievance mechanism</p>	DoR-DCID Social Safeguard Specialist; Communication and Grievance Officer with support from consultants

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
		institutions and NGOs, etc				
	Consultation and coordination with various stakeholders for input into Biodiversity Management Plan (BMP) (particularly on the offsets) to ensure achieving “like-for-like or better” biodiversity gains to balance the losses due to the project	Other Interested Stakeholders – District, Provincial and National Governments, relevant research institutions and NGOs, etc	Face-to-face meetings Trainings/workshops Invitation to public/community meetings	At each BMP milestone and as needed	Meetings and workshops Written correspondence Grievance mechanism	DoR-DCID with support from consultants
	Present the final ESIA, Environmental and Social	Project Affected Parties	Village meetings One-to-one meetings	Once in each project site E&S Team	Feedback Form Through Stakeholder Engagement	Stakeholder Engagement Team Lead

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	Management Plans (ESMP), draft environmental and social commitment plan (ESCP) and related plans for comments and feedback		Separate group discussions with women, youth and children Project Information Sheets such as PID, FAQs, GRM Mass/Social Media Communication - Facebook, radio	Communication through mass/social media (as needed) Project Information Centre	Coordinator and CLOs Project Facebook Meetings and group discussions Grievance mechanism	Stakeholder Engagement Coordinator
	Present the final ESIA, Environmental and Social Management Plan (ESM), draft environmental and social commitment plan (ESCP) and related plans for	Other Interested Stakeholders	One-to-one meetings Group meetings Project Information Sheets such as PID, FAQs, GRM, Feedback Form Mass/Social Media Communication - Facebook, radio Project Information Centre	Once when final ESA and related plans are available	Meetings Feedback Form Project Facebook, telephone line and email address Grievance mechanism	Community Relations Manager Stakeholder Engagement Coordinator CLOs

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	comments and feedback		Project website Project telephone line			
<b>Pre-construction Objective</b> Ramp-up engagement activities to prepare stakeholders for construction phase Present Construction Contractors ESMPs and related plans, and final ESCP	Present the Construction Contractors Environmental and Social Management Plans (ESMPs) such as Traffic Management Plan, Spoils Disposal Management Plan and related plans for comments and feedback Present final ESCP for feedback Project updates including	Project Affected Parties, including vulnerable groups	Village meetings One-to-one meetings Separate group discussions with vulnerable groups including with women Separate group discussions with indigenous groups in local language as required Project Information Sheets such as PID, FAQs, GRM Mass/Social Media Communication - Facebook, radio Project Information Centre	Once a month and as required	Feedback Form Through Stakeholder Engagement Coordinator and CLOs Project Facebook, telephone line and email address, radio interview Meetings and household visits Grievance mechanism	DoR-DCID Community Relations Manager Stakeholder Engagement Coordinator CLOs



Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	<p>construction activities, construction management plans, engagement activities and responsibilities</p> <p>Road test mitigation measures</p> <p>Ongoing consultation related to RPF &amp; IPPF</p>		<p>Project website</p> <p>Project telephone line</p>			
	<p>Construction permits and licenses and regular Project progress and updates</p>	<p>District, Provincial and National Governments</p>	<p>One-to-one meetings</p> <p>Group meetings/ briefing</p>	<p>Monthly and as required</p>	<p>Meetings</p> <p>Feedback Form</p>	<p>DoR-DCID</p> <p>Community Relations Manager</p> <p>with support from</p>

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
						consultants and contractors
	Ongoing consultation on land acquisition and resettlement	With relevant government bodies and representatives of affected families, business and entities identified during Planning phase	Face-to-face meetings Joint public/community meetings with PAPs	Monthly (and as needed)	Meetings Grievance mechanism	DoR-DCID Resettlement consultants
	Interaction related to indigenous groups	Directly and Indirectly Affected Population	IPPF consultation meetings. This could serve as the key engagement tool with communities. IPPF monitoring and assessment activities; IPPF progress reports.	As required and at locations necessary	IPPF meetings Grievance mechanism	IPPF facilitator, as assigned DoR-DCID Community Relations Manager

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	<p>Present the C-ESMP and related plans for comments and feedback</p> <p>Present final ESCP for feedback</p> <p>Project updates including construction activities, construction management plans, engagement activities and responsibilities</p> <p>Update on ongoing land acquisition and resettlement activities</p>	Other Interested Stakeholders	<p>One-to-one meetings</p> <p>Group meetings</p> <p>Project Information Sheets such as PID, FAQs, GRM, Feedback Form</p> <p>Mass/Social Media Communication - Facebook, radio</p> <p>Project Information Centre</p> <p>Project website</p> <p>Project telephone line</p>	One during Pre-Construction and as required	<p>Meetings</p> <p>Feedback Form</p> <p>Project Facebook, telephone line and email address, radio interview</p> <p>Grievance mechanism</p>	<p>DoR-DCID</p> <p>Community Relations Manager</p> <p>Stakeholder Engagement Coordinator</p> <p>CLOs</p>

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
<p><b>Construction</b></p> <p>Objective: Provide regular updates on construction activities, implement management plans and monitor the effectiveness of the plans Handling of complaints in a prompt and effective manner</p>	<p>Regularly update on construction activities, including key milestones, key changes in the Project design, and monitoring results from the ESCP and ESMPs</p> <p>Health and safety impacts (EMF, Construction-related safety measures)</p> <p>Update on resettlement and livelihood rehabilitation, community</p>	<p>Project Affected Parties, including vulnerable groups</p>	<p>Focus group discussion at Project Information Centre, providing of Project Information Sheets such as Brochures, Factsheets, media notices, (in local language where required) Feedback Form</p> <p>One-to-one meetings</p> <p>Village meetings (particularly with vulnerable groups, as required)</p> <p>FGDs with vulnerable groups (eg IP groups, women)</p>	<p>Once a month and as needed</p> <p>Community perception surveys – once a year</p>	<p>Feedback Form</p> <p>Through Stakeholder Engagement Coordinator and CLOs</p> <p>Project Facebook and radio interview</p> <p>Meetings</p> <p>Project telephone line, Facebook and email</p> <p>Grievance mechanism</p>	<p>DoR-DCID</p> <p>Community Relations Manager</p> <p>Construction Contractors</p>

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	<p>development initiatives and other activities of community interest</p> <p>Start giving effects to benefit sharing</p> <p>Complaint handling</p>		<p>Monitoring and community perception surveys</p> <p>Project Facebook and website</p> <p>Radio and newspaper</p> <p>Grievance mechanism</p>			
	<p>Disclose and consult on Construction Contractor activities, hiring preferences, job and business opportunities, training opportunities etc</p> <p>Undertake community environmental</p>	Project Affected Parties	<p>Village meetings</p> <p>Project Information Sheets such as Brochures, Factsheets</p> <p>Project Information Centre</p> <p>Facebook, radio and website</p> <p>Project Facebook and website</p> <p>Radio and newspaper</p>	<p>Monthly at the first 6 months of construction, then quarterly and as required from there on.</p> <p>Advanced notification will be given to hiring opportunities so local community members have a</p>	<p>Feedback Form</p> <p>Project Facebook and radio interview</p> <p>Meetings</p> <p>Project telephone line, Facebook and email</p> <p>Grievance mechanism</p>	Construction Contractors with support from DoR-DCID

<b>Project Stage and Engagement Objective</b>	<b>Primary Engagement Activities and Topics</b>	<b>Target Stakeholders</b>	<b>Method(s) of Engagement</b>	<b>Frequency and Location</b>	<b>Stakeholder Feedback Opportunity</b>	<b>Responsibilities</b>
	and safety awareness program		Training and simulations	reasonable lead time to prepare for application.		
	Meetings and discussions with key government departments for construction permits and licences and provide construction progress update	District, Provincial and National Governments	One-to-one meetings Group meetings/ briefing	Monthly and as required	Meetings Feedback Form	DoR-DCID Community Relations Manager Construction Contractors
	Ongoing consultation on land acquisition and resettlement	With relevant government bodies and representatives of affected families, business and entities	Face-to-face meetings Joint public/community meetings with PAPs	Monthly and as needed PAP survey - Upon completion of resettlement	Meetings Grievance mechanism	DoR-DCID Community Relations Manager Resettlement consultants

<b>Project Stage and Engagement Objective</b>	<b>Primary Engagement Activities and Topics</b>	<b>Target Stakeholders</b>	<b>Method(s) of Engagement</b>	<b>Frequency and Location</b>	<b>Stakeholder Feedback Opportunity</b>	<b>Responsibilities</b>
	Interaction with IDPD and IPPF governance bodies	Directly and Indirectly Affected Population	IDPD and IPPF meetings. This could serve as the key engagement tool with communities.  IDPD and IPPF Monitoring and evaluation efforts; IDPD and IPPF progress reports.	As required and at locations required	IDPD and IPPF meetings  Grievance mechanism	IPPF facilitator, as assigned  DoR-DCID Community Relations Manager
	Update on construction activities and implementation of management plans  Update on resettlement and livelihood rehabilitation, benefit sharing, community	Other Interested Stakeholders	Project Information Centre  Project Information Sheets such as Brochures, Factsheets, media notices, Feedback Form  One-to-one meetings  One radio talk  Group meetings	Once at the start of construction then once a year, and as required	Feedback Form  Project Facebook, telephone line and email address, radio talk  Grievance mechanism	DoR-DCID Community Relations Manager  Construction Contractors

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	<p>development initiatives, etc</p> <p>Complaint handling</p> <p>Coordination of activities especially the roll-out of management plans</p> <p>Health and safety impacts (EMF, Construction-related safety measures)</p> <p>Employment opportunities</p>		<p>Project Facebook page, telephone line and website</p> <p>Grievance mechanism</p>			
<b>Operation</b>	Day-to-day engagement with stakeholders to	Project Affected Parties, including	Focus Group Discussions (particularly with	Once at the beginning of the	Feedback Form Meetings	DoR-DCID Community Relations



Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
Objective: Maintain constructive relationships with stakeholders and maintain awareness of environmental and safety practices in the local communities	maintain good relationships and provide update on the Project progress Manage community issues and monitor community attitudes Complaint handling	vulnerable groups	vulnerable groups such as IPs and women), Village meetings Project telephone line Facebook page Project website Project Information Sheets such as Brochures, Factsheets, media notices Grievance mechanism	operation then bi-annually  Community attitude surveys – every 3 years	Project telephone line, Facebook and email  Grievance mechanism	Manager with support from community relations staff
Engagement will focus on day-to-day operation of the Project	Environmental and safety awareness program Emergency preparedness and response	Project Affected Parties, including vulnerable groups	Brochures, pamphlets, and regular environmental and safety, emergency response talks to PAPs and other relevant stakeholders  Emergency drills	Once at the beginning of operation then bi-annually or annually	Feedback Form Meetings Project telephone line, Facebook and email  Grievance mechanism	DoR-DCID Community Relations Manager with support from H&E experts

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	Day-to-day engagement with stakeholders to maintain good relationships and provide update on the Project progress.	Project Affected Parties, including vulnerable groups District, Provincial and National government departments Other Interested Stakeholders	One-to-one meetings Group meetings FGDs with vulnerable groups Project telephone line Facebook page Project website Project Information Sheets such as Brochures, Factsheets, media notices Site visits for government officials, PAP representatives, media	Once at the beginning of operation and bi-annual and as needed	Feedback Form Meetings Project telephone line, Facebook and email Grievance mechanism	DoR-DCID Community Relations Manager with support from Community relations staff
	Interaction in line with IPs	Directly and Indirectly Affected Population,	IPPF meetings. This could serve as the key engagement tool.	As required and at locations identified	IPPF meetings Grievance mechanism	IPPF facilitator, as assigned DoR-DCID Community

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
			IPPF monitoring and evaluation activities; IPPF reports			Relations Manager

## 4.2 Strategies for Consultation

Table 4.3 outlines various consultation methods to ensure inclusive and effective engagement and enable participation of marginalised groups.

During the *current phase* (Planning Phase) the relevant E & S team member will make visits to the affected communities in the Directly and Indirectly Affected Population. The E & S team members located in field offices will undertake consultation activities with the members of the communities that are most affected by the Project proposed activities. Supplemental to these, an intensive round of project awareness-raising consultations will also be conducted.

Table 8: Consultation Methods

Consultation Methods	Targeted Stakeholders
Community meeting with proceedings appropriate to the culture and norms of the Indigenous Peoples in each Ward*	Every community in the Directly and Indirectly Affected Population.
Focus group discussion (FGD)	Women groups, youth groups, and minority religious groups in the Directly and Indirectly Affected Population. The focus group discussions will explore the gaps.
Household visit	Dalit, households in ‘extreme poverty’, single female headed households, people with disability, elderly who have mobility issue, minority religious groups in the Directly and Indirectly Affected Population. As many as possible.
School visit/ group briefing	School children in the Directly and Indirectly Affected Population
Face-to-face meeting/ workshop	Government offices – all levels, elected officials, PAM, DCC, FNCCI, NCC, schools and health clinics, interest groups, NGOs, Trade unions/transport committees
Radio	Regional stakeholders and other interested parties who can call in to ask questions and raise issues/ concerns while MoPIT-DoR representatives attend the radio interviews (It is proposed that this occur twice during Planning Phase)
Project Facebook page	All stakeholders can visit to get Project updates and ask questions, and raise issues/ concerns

Project email address	All stakeholders can email to request information, and raise issues/concerns
Satisfaction survey	A satisfaction survey examining community experiences and feedback will be carried out before/during construction, and at the completion of project.

### 4.3 Strategies for Information Disclosure

The Project will make disclosure materials available to stakeholders via the communication channels outlined in **Table 9**. Other effective communication networks in the local communities identified throughout the Project lifecycle will be utilised whenever possible.

E&S Specialists will move through communities and social venues including community sentences and offices of RM/M, for the purposes of providing information to, and solicit information and input from, community members and other project stakeholders, through engaging in two-way discussions with the project stakeholders. The information that is provided directly to community members through visits of the E&S specialists will also be displayed in well-publicised, visible and publicly accessible locations, to ensure that knowledge of/ and access to project information is just limited only to those who E&S specialists meet and speak with. Example of publicly accessible locations include public offices such as ward offices, schools and health clinics, town halls, and community centres.

They will ensure that the Project disclosure and consultation occur on neutral grounds to help remove obstacles to participate, especially for women and vulnerable groups.

The Project will also explore films and videos of construction of different components of SRCTIP regional connectivity and institutional strengthening to screen for the PAPs and other interested stakeholders. Videos of relevant progressive rehabilitation programs, resettlement and livelihood restoration programs and community health and safety training programs will also be sourced whenever possible for community screen time.

Table 9: SRCTIP-Regional connectivity and intuitional strengthening -Information Disclosure Channels

Targeted Stakeholders	Information Disclosure Channels
Project Affected Persons, including vulnerable groups, and Project Affected Municipalities	<ul style="list-style-type: none"> <li>• Project Information Centre</li> <li>• E &amp; S team</li> <li>• Ward offices</li> <li>• Municipality Office</li> </ul>

	<ul style="list-style-type: none"> <li>• Local schools</li> <li>• Local clinics</li> <li>• Local tea houses/lodges</li> </ul>
District Level Stakeholders – including Regional Stakeholders, District Government, Elected Officials, Local Businesses, Local Interest Groups, Local Education and Health Institutions	<ul style="list-style-type: none"> <li>• District Offices of various agencies</li> <li>• DCC</li> <li>• District/divisional chapters of Road component</li> <li>• FNCCI unit in district</li> <li>• District schools and health clinics</li> <li>• Interest groups and local NGOs’ networks</li> </ul>
Provincial Level Stakeholders – including Provincial Government, Elected Officials and Politicians, Businesses, Interest Groups, Education and Health Institutions, Local NGOs, and Local Media	<ul style="list-style-type: none"> <li>• Provincial Government Offices</li> <li>• Provincial Transport Committees</li> <li>• Provincial ministry for roads and physical infrastructures</li> <li>• Provincial NGOs and interest groups’ network</li> <li>• Project Facebook page</li> </ul>
National Level Stakeholders – including Centre Government and National and International NGOs	<ul style="list-style-type: none"> <li>• Ministry Offices</li> <li>• NGOs’ networks</li> <li>• Offices of National Transport Committees</li> <li>• Project Facebook page</li> </ul>
Project website	<ul style="list-style-type: none"> <li>• All stakeholders can access Project information materials</li> </ul>

Disclosure events (time and place) will be communicated to all stakeholders via the following means and methods:

- E & S team in local areas
- Local teachers and school boards

- Ward officers and notice boards
- Clinic nurses and notice boards
- A local radio talk/ interview suggesting where and when information is available
- Facebook ads suggesting where and when information is available
- Local NGO network
- Notices to local chapters of trade unions/transport committees
- District level Journalists Association
- Advertisement on provincial newspapers and/or TV suggesting where information is available.

### ***Communication Materials***

Key disclosure and consultation materials include:

- Project Information Document (PID): This document consists of a non-technical summary of the Project, development timeline and milestones, Project updates, consultation program and opportunities for the stakeholders to participate in development of the Project, timeline and venues for engagement activities, contact details for questions and queries. The PID will be updated at each Project milestone to reflect the Project development and key activities at each stage.
- Project Factsheet: A one-pager in Nepali and/or local languages explaining the Project information in simple, plain language accompanied with maps and pictures.
- SRCTIP-Regional Connectivity and Institutional Strengthening Component Frequently Asked Questions (FAQs) which comprises of Project key risks and issues, and Project's plan to address them, as well as answers to key questions raised by the stakeholders during the previous consultation. The FAQs will be revised and updated regularly to reflect Project development and key issues that have come to light.
- Grievance Redress Mechanism (GRM): Details on how to access the grievance mechanism will be provided. This will include information on how the grievance management process will work, including the timeframes for responses.

These documents will be provided in Nepali and/or local language as required. Refer to **Appendix C** for the Draft PID and FAQs for the Project. Refer to **Appendix A** for more details on the series of communication materials planned for the Planning Phase.

### ***Project Information Centre***

A Project Information Centre (PIC) will be established in the local area in 2020. The PIC will be maintained by the field level E & S team members. The PIC will welcome visitors from the local communities and the district to obtain Project information, ask questions, raise issues or log grievances.

### ***Project Website and Telephone line***

A Project website will be established at Pre-Construction phase to provide information about the Project and disclose all Project related information to the wider public. The Project website will be regularly updated with new Project updates such as job opportunities for local workforce, compensation and resettlement process. The Project website will also allow the public to submit issues or grievances related to the Project development.

The Project telephone line and email will also be made available from the Pre-construction to enable the public to ask questions, raise issues and submit grievances.

### ***Social Media***

Facebook is the most popular social media app in Nepal hence the SRCTIP-Regional Connectivity and Institutional Strengthening components Facebook page will be established during the pre-construction phase to communicate with the local population of different age and background and other Project Interested Parties via social media campaigns throughout the Project's lifecycle. Facebook ads that target youth will be generated as much as possible to disseminate information to this high social media user group.

#### **4.4 Strategies for Vulnerable Groups**

Vulnerable groups consist of people who may not be able to access project information and articulate their concerns and priorities about potential Project impacts owing to certain barriers that disadvantage them. The barriers could be socio-political, for example in Nepalese patriarchal society, women are expected to not speak out in public. Other factors could be related to caste, ethnicity, language abilities, religion, or poverty as people influenced by these factors are not expected to or do not feel that they can have a 'voice' in public.

Taking these barriers into account, a number of measures will be used to remove obstacles to participation for vulnerable groups.

- Focus groups for women, led by a female facilitator, to introduce the project and discuss any issues and concerns that the women may have regarding the Project development.



FGDs will be undertaken for social baseline and further FGDs will be planned to fill the gaps in the Directly and Indirectly Affected Population. E & S field team will pay extra effort on recruiting women to visit Project Information Centre and attend women group discussions.

- Similarly focus groups for the youth will be led by a youth facilitator in each Community in the Directly and Indirectly Affected Population. SRCTIP-Regional Connectivity and Institutional Strengthening Facebook page and Facebook ads are designed to target the youth and encourage them to participate in the Project development.
- Individual household visits to as many Dalit, households in ‘deep poverty’, single female headed households, people with disability, the elderly who have mobility issues, and households of minority religious groups in the Directly and Indirectly Affected Population as possible at each Project milestone to ensure they are provided with the Project information and have opportunities to raise their questions and concerns freely without intimidation, discomfort or ridicule.
- School visits to disseminate Project information and consult with school children and teachers about potential impacts and benefits. Information disclosure through school teachers and students is also an effective way to reach the broader community, especially women, as teachers are important influencers in the community and children often bring information collected from school to share with their families.
- Most IPs in the Project affected areas speak Nepalese but some individuals may experience language issues especially around new concepts and processes. To overcome this, E & S field team will hold small group meetings in local IPs language to explain printed disclosure materials for people who are not literate or problem in reading/understanding Nepali. They will also assist IPs in how to provide comments, feedback and raise grievances.
- While reaching out to different groups particularly vulnerable groups such as women, elderly and disabled, the Project team will make sure time and location of consultation are appropriate to their needs.

Throughout the ESIA consultation (in both NNM and KDP road), the project team will continue to identify representatives of these groups locally and at the district level to facilitate two-way communication on the Project development.

#### **4.5 Review of Comments and Report Back**

Feedback from stakeholders will be captured by the deployed E & S team. They will also maintain a stakeholder engagement/feedback and grievance register that will be forwarded to the E & S Project team in Kathmandu. Urgent issues and grievances that need immediate attention will be communicated to the Social Specialist to take it up the chain of command as soon as practically possible.

For other disclosure channels, a Comment Box will be provided in each disclosure location together with copies of a Feedback Form for stakeholders to provide input. Stakeholders can also make comments and suggestions via the Project Facebook page, Project email, and information telephone line.

Stakeholder feedback will be collated and Social Team will analyse engagement data to identify stakeholder key issues, trends, suggestions and aspirations. During the Planning and Pre-Construction phases, a stakeholder engagement report will be produced at each consultation milestone and include:

- Number of stakeholders engaged (total and by stakeholder group)
- Methods of engagement
- Key issues and trends
- Grievances and details of how they have been resolved.

During the Construction phase, the report will be produced monthly.

The report will be submitted to DoR-DCID Project Director and relevant managers in order to help them address the issues that have come up in different management plans, such as the traffic management plan, health and safety plan, or Construction Contractor's various plans. Mitigation measures will be addressed systematically through the relevant management plans. The FAQs will be revised and updated regularly to reflect Project changes and key issues that have come to light as a result of information disclosure and consultation activities.

A Stakeholder Issues and Response Report ("You Ask, We Answer") will be provided to the stakeholders at Draft ESA Consultation Phase, which provides a summary of stakeholder engagement activities undertaken to date, a summary of the feedback received and a brief explanation of how the feedback was taken into account or the reasons why it was not.

## **Chapter V – STAKEHOLDER ENGAGEMENT MANAGEMENT SYSTEM**

Implementation of this SEP will be supported by a Stakeholder Engagement Management System to track stakeholder engagement activities. A template for the Stakeholder Engagement Management System has been provided under Appendix D. The system is a tool that can be used to track stakeholder activities and grievances and report on them. The system will help track the following information:

- The stakeholder – i.e. an organisation or individual;
- A contact person’s name and position or title;
- Contact details (address, telephone, email, website);
- Stakeholder group(s);
- Stakeholder analysis results including potential impacts by the Project, level of stakeholder importance, influence, key interests etc;
- Details of engagement activities – i.e. date, location, attendees and key issues raised – and responses/actions agreed; and
- Grievances and how the Project has responded to them including responses, corrective actions, responsibilities, final decision, communication on proposed resolution and agreement, due dates, closed dates, etc.

The outputs from the stakeholder mapping process (**Section 4**) will be captured in the stakeholder database as well as the outputs from the engagement activities described above. This will help ensure that issues and concerns are captured and can be fed into decision-making process and that commitments tracked over time ensuring that they are met. **Appendix D** provides a template to be utilised to track engagement activities.

# Chapter VI-GRIEVANCE REDRESS MECHANISM

This section details the grievance redress mechanism (GRM) that will be used to identify, track, and manage grievances raised by project stakeholders.

## 6.1 Objectives

The main objective of the grievance mechanism is:

- To address grievances promptly and effectively, in a transparent manner resulting in outcomes that are seen as fair, effective and lasting;
- To provide a grievance management process that is culturally appropriate and readily accessible to all Project affected parties;
- To build trust as integral component of the Project community relations activities; and
- To enable a systematic identification of emerging issues facilitating correcting actions and pre-emptive engagement.

## 6.2 Use of the Existing Dispute Resolution Systems

An assessment of local systems of decision making or dispute resolution to see what can be built on for the project grievance mechanism reveals that the Constitution of Nepal 2015 and Local Government Operation Act (LGOA) 2017 empower local judicial committees of Municipalities to deal with community-based disputes. The sections below describe how these existing systems have been incorporated in the dispute resolution process to ensure the cultural appropriateness of the mechanism.

## 6.3 The Complaint Resolution System

The objective of this system is to ensure there is a robust and transparent process available for addressing complaints. This system comprises a sequential process of four levels of resolution. The next level of resolution is triggered if the complaint cannot be resolved at a lower level, although SRCTIP-Regional connectivity recognises and accepts that complainants may go directly to Level 4 to lodge complaints.

---

### Box 0.1SRCTIP-Trade Regional Connectivity Grievance Resolution System

**Level 1:**This level of resolution is for complaints that can be resolved by the E & S field team member of sub-project directly with the complainant. This level of complaint can be dealt with through immediate corrective action.

**Level 2:**This level of resolution is for complaints that could not be satisfactorily resolved by SRCTIP-

---

---

Regional Connectivity component alone and therefore appeal to the Local Grievance Committee (also referred to as Sub-project Grievance Committee).

**Level 3:** If the complainants are not satisfied with the resolution proposed by the Local Sub-project Grievance Committee, they can appeal to the Project Grievance Committee.

**Level 4:** If the complainants do not accept the resolution or decision at level 3 then they can take legal action at the District Court. The Project does not control this level of resolution but acknowledges this process is available to stakeholders. It also acknowledges that some complainants may choose to proceed directly to this level of resolution.

---

Building on existing dispute resolution systems, the grievance committees will be set up as soon as possible during the Planning stage. They will be constituted as below:

- Local Grievance Committee (also referred to as Sub-project Grievance Committee): Consists of the Sub-Project Social Safeguard Specialist, Construction Contractor representatives, Ward/Municipality officials, and community representatives (especially women and youth).
- Project Grievance Committee: Consist of Project E & S Specialists, Construction Contractor representatives, Ward/Municipality representatives, the District Coordination Committee representative, an official from the District Administration Office, MoPIT-DoR representative, and community representatives (especially women and youth).

The Grievance Resolution System is illustrated in Figure 4.

## SRCTIP-Regional Connectivity Improvement and Institutional Strengthening Component Grievance Resolution Mechanism

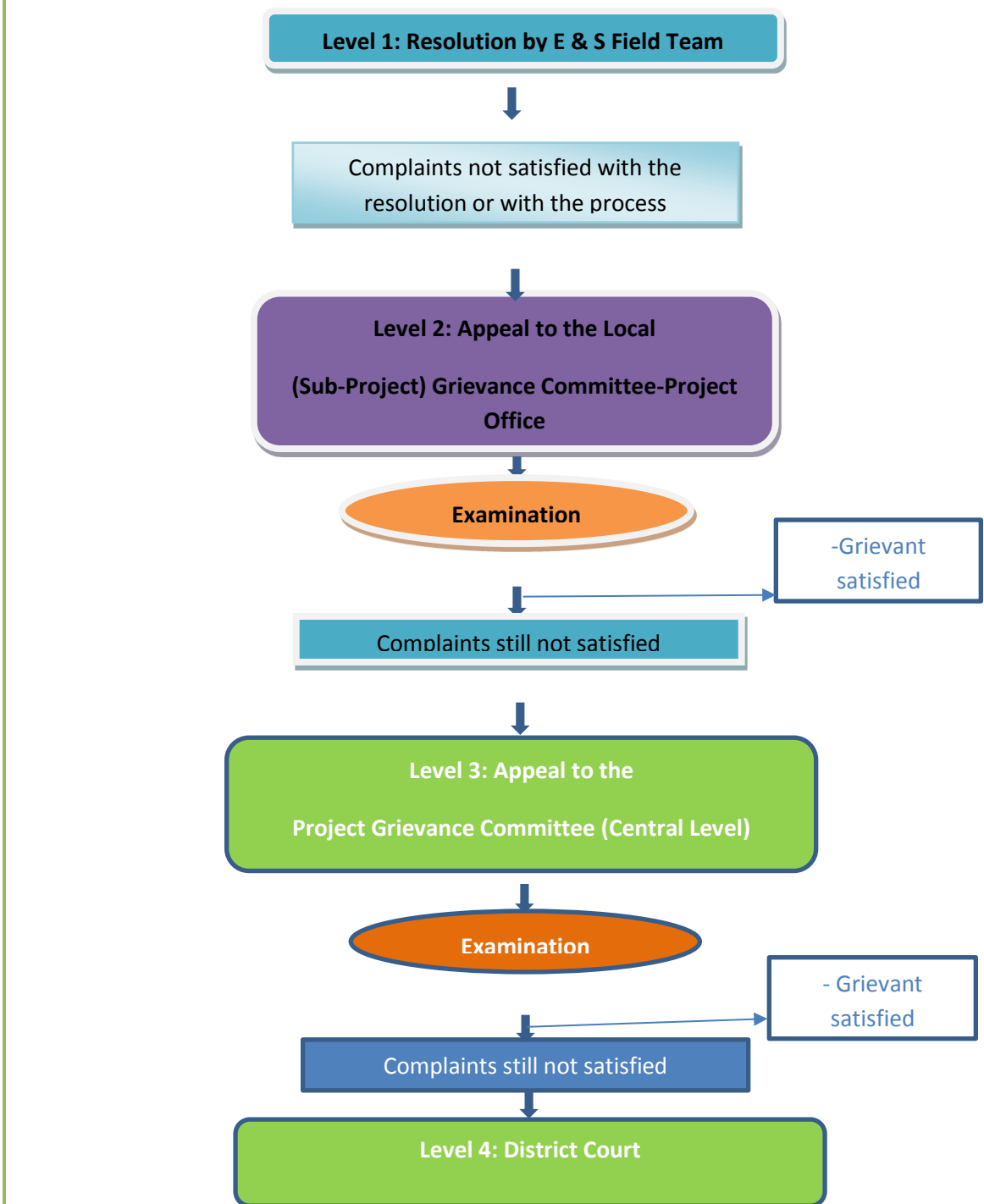
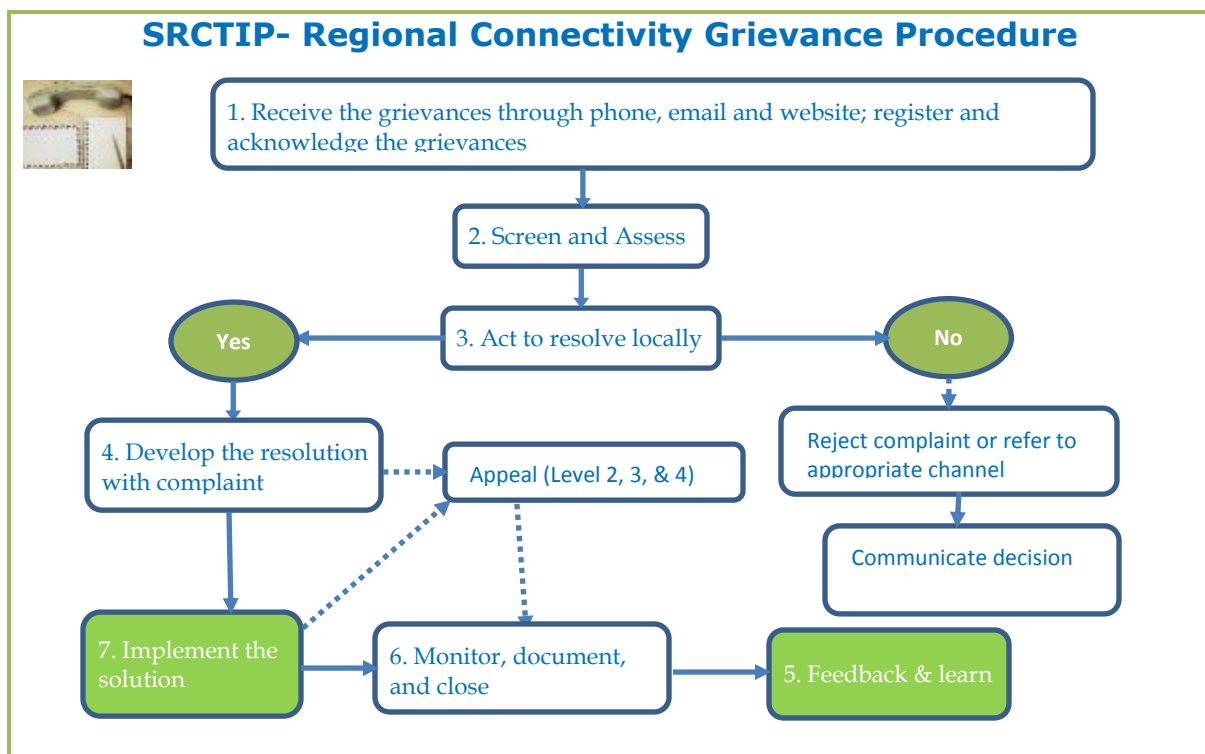


Figure 4: SRCTIP-Regional Connectivity Component Grievance Resolution System

## 6.4 The Grievance Procedure

All grievances shall be managed in accordance with the project's Grievance Procedure (Figure-5). All grievances must be handled in a discreet and objective manner. The Community Liaison Officers of E & S field team must take into consideration the sensitive nature of the needs and concerns of the affected communities and be responsive to the grievances made by the Project-Affected Parties, especially during the peak of the construction period.

All grievances and how they have been managed will be recorded in the Stakeholder Engagement Management System including complaint details, a summary of the grievance, the resolution or agreement on proposed actions (between the Project and the complainant), and monitoring actions taken in response to the grievance.



**Figure 5: SRCTIP-Regional Connectivity Improvement and Institutional Strengthening Component Grievance Procedure**

(Refer to Grievance Resolution System for Levels 2 - 4)

The key steps of the procedure are as follows:

### 1. Receive, register and acknowledge the grievance

A variety of methods will be available through which stakeholders can lodge grievances. This will include:

- Verbal communication with the CLOs who are stationed in the sub-project field office. For those who have difficulty reading or writing or inexperienced with the complaint process the CLOs will assist them in filling out the complaint form.
- Written communication by filling out the complaint form (Appendix E) provided by the CLOs. The form will also be made available at the Project Information Centre, Project field/site office, Ward Offices of the Local Government and other disclosure venues identified in the ESA consultation (Table 4.5).
- The complainants then can submit the complaint forms to the CLOs or drop them in the Comment Box (complaint boxes) available at Project field/site office, Ward Offices and public places, or mail them to the Project office.
- Other avenues for submitting grievances include through sending email, via phone, or via the DOR website.

The CLO who received the grievance form will **register** the grievance in their Grievance Log and the Social Safeguard Specialist will register it in Stakeholder Engagement Management System weekly. The CLO will assign a **unique grievance number** to each grievance for easy tracking.

Grievances for highly sensitive cases, and as requested by complainants, will be filed anonymously, which is essential for capturing any grievances that may arise in relation to GBV (gender-based violence) and SEA (sexual exploitation and abuse).

The CLO will provide the complainant with a verbal acknowledgement of the receipt of the complaint within 3 working days (phone call, text message, or a meeting) and a written acknowledgement within 7 days (email, letter). The acknowledgement will include the grievance number so the complainant can use as reference to track the status of their complaint. If the grievance is not well understood or if additional information is required, clarification should be sought from the complainant during this step.

**2. Grievance is screened and assessed** within 10 days of receipt. The significance of the grievance will then be assessed using the criteria outlined in **Box 0.2**.

- If the grievance is related to the Project development and can be resolved locally then proceed to the next step.
- If the complaint is not related to the Project then refer to other government departments or organisations, or judicial committee within the local government as appropriate, reject the complaint, and communicate decision to the complainant with explanation.



### 3. Inform and assign responsibility

At ESIA stage, it is expected that the complaints related to the Project will be rare as the Project impacts are not materialised. The Team Manager will **inform** the ESIA Stakeholder Engagement Team Lead who in turn will inform MoPIT-DoR Grievance Manager of all grievances. The Grievance Manager is a member of MoPIT-DoR Project executive team.

At pre-construction onwards, the Community Relations (CR) Manager will take over the role of the ESA Stakeholder Engagement Team Lead and Grievance Manager and will be notified of all grievances and the Project Director is notified of all Level 3 grievances.

- CLOs will initiate resolution for Level 1 complaints where potential impacts and consequences are relatively low (e.g. construction truck damages local Community fence).
- CR Manager will initiate resolution of all complaints at levels 2 and 3 and level 1 complaints that can have significant implications to the business image or performance.

---

#### Box 0.2 Significance Criteria

**Level 1 Complaint:** A complaint where potential impacts and/ or consequences are low that can be resolved quickly (e.g. Project construction vehicle damaging a local family's fences or cattle).

**Level 2 Complaint:** A complaint which is widespread and repeated (e.g. dust from construction vehicles).

**Level 3 Complaint:** A complaint that could potentially result in a serious breach of MoPIT policies or National law or affect MoPIT and Project image and performance (e.g. inadequate waste management).

---

4. A resolution is developed in consultation with the complainant as soon as possible but no later than 14 days after screening and assessing the grievance. The responsible CLO/ CR Manager shall seek input from relevant rural municipality officials as well as Project personnel and Construction Contractors, as necessary.

The response is signed-off by the Director for level 3 grievances and the CR Manager for Level 2 and Level 1. CLOs will ask complainant for written acceptance of the resolution (or verbal if the complainant has difficult reading/ writing).

5. If the complainant does not accept the proposed solution the responsible CLO/ CR Manager shall refer to the Local/Sub-Project Grievance Committee to facilitate an agreeable resolution

(Level 2 of the Grievance Resolution System). If the complainant does not accept solution proposed by the Local/Sub-project Grievance Committee they can appeal to the Project Grievance Committee (Level 3 of the Grievance Resolution System). And finally, as the last resort, they can appeal at District Court (Level 4).

6. Once the resolution is accepted by the complainant, the solution is implemented.

For relatively simple, short-term actions that can resolve the problem, the objective will be for the solution to be implemented within 20 days after assessing the grievance.

For solutions that take longer to address, or for which the complainants are not satisfied or additional corrective actions are required, the CLO will inform the complainants of the progress on a regular basis until the solution is completely implemented.

7. Inform the complainant once the resolution is implemented. The responsible CLO/CR Manager will inform the complainant that the corrective actions have been implemented and confirm that the complainant is satisfied with the resolution.
8. Monitor, document the grievance resolution process and close the grievance with sign-off from the CR Manager with the Project Director approval to close out level 3 grievances. A grievance close-out form will be used (Appendix E). If further attention is required the CLO/CR Managers should return to Step 2 to re-assess the grievance.

All correspondence related to the grievance must be documented in the Stakeholder Engagement Management System for monitoring, reporting and learning. This will help drive continual improvement.

## **Chapter VII- MONITORING AND REPORTING**

To ensure that the desired outcomes are being achieved, the SEP will be monitored throughout the project lifecycle.

### **7.1 Monitoring of Stakeholder Engagement Activities**

There are two methods through which stakeholder engagement process will be monitored:

1. Review of engagement activities in the field:
  - During engagement with stakeholders, the E & S team will assess meetings using a feedback evaluation form or by asking questions of participants.
  - At the end of each stakeholder engagement phase, the team will debrief with the Project team to assess whether the required outcomes of the stakeholder engagement process are being achieved, and to provide the opportunity to amend the process where necessary.
2. Systematic, formal evaluation, which will occur on an annual basis or on a special circumstances when the Project has potential to face a high social risk.

### **7.2 Evaluation of Stakeholder Engagement Activities**

Performance will be reviewed on an ongoing basis to determine the effectiveness of the SEP, including the methods being used and the accuracy of the mapping results.

A formal evaluation will be done annually, during which the performance indicators set out in Table 1 will be used to determine the extent to which the objectives of the SEP have been met. For the indicators related to participation and grievances filing, all data will be disaggregated according to gender and ethnicity. Information from the Stakeholder Engagement Management System and formal/informal feedback from stakeholders will be used to assess the performance indicators. The evaluation results will be used to update the SEP and will be reported internally as well as to key external stakeholders, as requested.

The annual review will be done internally, and by a third party if required. The annual review will start after the agreement on the ESCP. The Project team will undertake the first quick evaluation in six months after the start date to check if the different systems employed for the SEP are working.

The annual review will also provide a timely opportunity to review the stakeholder mapping results to ensure that the mapping results are still accurate.

Table 10: Performance Indicators

Objectives	Performance Indicators
Stakeholders are provided information about the Project in a timely manner	<ul style="list-style-type: none"> <li>• Number of materials disseminated</li> <li>• Comments received on disclosure materials, positive or negative</li> <li>• Locations of information disclosure and who received the information</li> </ul>
Stakeholders have an opportunity to share their views and concerns about the Project’s development	<ul style="list-style-type: none"> <li>• Number and type of engagement opportunities provided</li> <li>• Topics of engagement activities</li> <li>• Attendance rates</li> <li>• Numbers of grievances related to lack of opportunity to participate in Project development</li> </ul>
Informed participation by Vulnerable Groups	<ul style="list-style-type: none"> <li>• Number and type of engagement opportunities provided to Vulnerable Groups</li> <li>• Attendance rates</li> <li>• Representation of all groups including IPs, women</li> <li>• Number and type of issues raised are satisfactorily resolved.</li> </ul>
Positive working relationships are built and maintained over time	<ul style="list-style-type: none"> <li>• Number and type of grievances lodged by stakeholders</li> <li>• Number of satisfactorily closed out grievances</li> <li>• Percentage of stakeholders taking part in engagement efforts</li> <li>• Community attitudes and perceptions</li> </ul>
Engagement continues to be transparent, inclusive and appropriate throughout the Project lifecycle	<ul style="list-style-type: none"> <li>• Adherence to the schedule of stakeholder engagement activities</li> <li>• Representation of Vulnerable Groups in engagement activities</li> <li>• Number and type of grievances lodged by community members</li> <li>• Number of satisfactorily closed out grievances</li> </ul>

### 7.3 Reporting

Closing the loop in community engagement is vital in building trust and respect with stakeholders. Letting affected people and interested parties know what has happened with the feedback provided during consultation, the importance of their contribution to the project, and what the next step will be, is not only a good practice, but also a common courtesy.

Reporting back also has other benefits such as: double checking information, testing the stakeholder's reaction to the proposed mitigation measures, and obtaining further feedback to refine the measures before implementation, getting buy-in from key stakeholders for implementation plans.

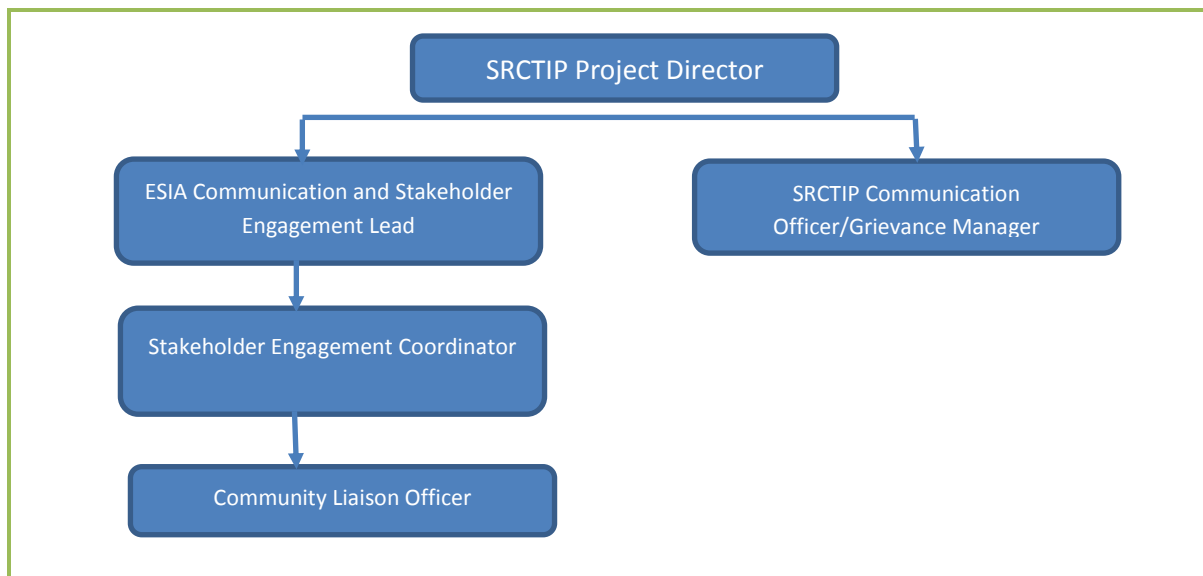
Reporting back to the stakeholders will be done through:

- Frequently updated FAQs to address new concerns that have come to light through stakeholder feedback during planning, pre-construction, construction and operations. The updated FAQs is one of the key disclosure materials for the Project throughout the Project lifecycle.
- Issues and Response Reports (“You Ask We Answer”) to be disclosed with the Draft ESA. The report will provide summary stakeholder engagement activities undertaken to date, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account or the reasons why it was not.
- Updated Issues and Response Report to be disclosed with the Final ESA incorporating any feedback received during the Draft ESA consultation phase and how the feedback has been considered in the Project designs and decisions.
- Construction Issues and Response Report to be disclosed which incorporate any new issues that have come to light and concerns and queries raised by the Project stakeholders, especially the Project-Affected Parties during construction, and how the feedback has been considered in the Construction designs and decisions.

# Chapter VIII - ROLES, RESPONSIBILITIES AND RESOURCES

## 8.1 Planning Phase

The organisation chart that depicts the roles and responsibilities for implementation of the SEP at the Planning Phase is provided in figure 6.



**Figure 6: Organisational Structure during the Planning Phase**

MoPIT-DoR has the overall responsibility for oversight of development and execution of the SEP. The roles and responsibilities of the planning phase stakeholder engagement team are summarised in **Table 11**.

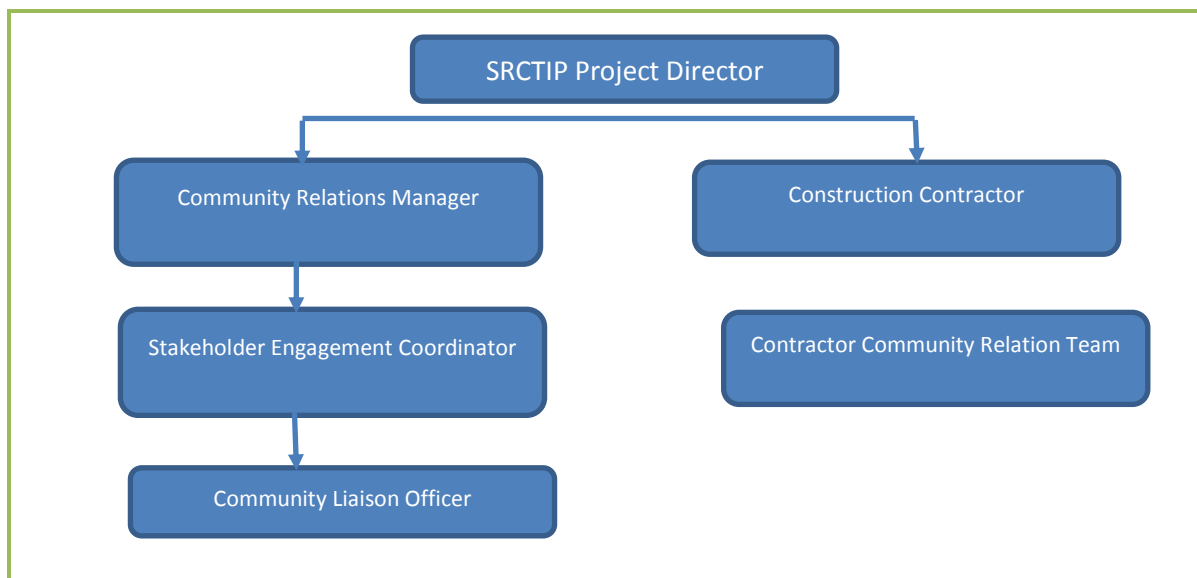
Table 11: Roles and Responsibilities of the Planning Phase Stakeholder Engagement Team

Planning Phase Team Member	Responsibilities
SRCTIP Project Director (DOR)	<ul style="list-style-type: none"> <li>Has the overall responsibility for oversight of development and execution of the SEP</li> <li>Responsible for approving the SEP, including the annual budget required for implementation.</li> </ul>
MoPIT-DoR Communication Officer/ Grievance Manager	<ul style="list-style-type: none"> <li>Manage interactions with key national-level stakeholders in Kathmandu such as media and critical NGOs, and policy-makers, etc.</li> <li>Provide resolutions of all grievances related to the Project according to the Grievance Mechanism</li> </ul>

<p>ESA Communication and Stakeholder Engagement Lead</p>	<ul style="list-style-type: none"> <li>• Lead in the implementation and monitoring of the SEP</li> <li>• Interface between MoPIT-DoR and the Project stakeholders</li> <li>• Train staff to undertake the stakeholder engagement activities outlined in the SEP</li> <li>• Coordinate the resolution of grievances with Communication Officer/Grievance Manager</li> <li>• Monitoring and reporting on the SEP, including updates, as required, to the stakeholder mapping results</li> <li>• Complete ESA disclosure</li> <li>• Adjust the SEP to accommodate any changes.</li> </ul>
<p>Stakeholder Engagement Coordinator</p>	<ul style="list-style-type: none"> <li>• Assisting the ESA Communication and Stakeholder Engagement Lead in implementing the SEP</li> <li>• Undertaking two rounds of visits to the affected communities a month the Directly and Indirectly Affected Population</li> <li>• Maintaining the Project Information Centre</li> <li>• Being the point of contact for any grievances for the PAPs</li> <li>• Coordinate the CLOs activities</li> <li>• Help ESA experts to communicate the findings from the impact assessment process and their recommendations for reducing or mitigating impact;</li> <li>• Help organise community level meetings for MoPIT-DoR-WB, and Public Hearing etc; and</li> <li>• Register stakeholder engagement activities and results, as well as grievances in the Stakeholder Engagement Management System.</li> </ul>
<p>Community Liaison Officer (CLO)</p>	<ul style="list-style-type: none"> <li>• Coordinate with ward chairperson</li> <li>• Implement Project Information Mobile Libraries in their communities</li> <li>• Hold small group meetings in local IPs language to explain printed disclosure materials for people who are not literate or problem in reading/understanding Nepali</li> <li>• Receive stakeholder feedback and grievances, and each will maintain a log of meetings held by them</li> <li>• Communicate urgent issues and grievances to the team coordinator in a timely manner.</li> </ul>

## 8.2 Future Phases

At the beginning of pre-construction, the Project will appoint a Community Relations (CR) Manager who will take over the responsibility and oversight of the implementation of the SEP from MoPIT-DOR Communication Officers and the Communication and Stakeholder Engagement Lead consultant (**Figure 8.2**). This organisational structure will be reviewed periodically to ensure effectiveness of SEP implementation.



**Figure 7: Organisational Structure for Future Phases**

The roles and responsibilities of the stakeholder consultation team during the future phases of the project are summarised in **Table 12**.

Table 12: Roles and Responsibilities of the Future Phase Stakeholder Engagement Team

Future Phases Stakeholder Engagement Team Member	Responsibilities
SRCTIP Project Director (DOR)	Responsible for approving the SEP, including the annual budget required for implementation.
Community Relations Manager	<ul style="list-style-type: none"> <li>Responsible for the overall implementation of the SEP and to ensure that grievances are resolved in a timely manner</li> <li>Coordinate the engagement activities between the SEP and various frameworks/plans such as IPPF and RPF, including adjusting the SEP to accommodate any changes.</li> <li>Accommodate the grievance mechanism likely to be included in the Indigenous People's Planning Framework.</li> </ul>
Stakeholder Engagement Coordinator	<ul style="list-style-type: none"> <li>Support the CR Manager in the implementation of the SEP</li> <li>Coordinating the CLOs activities on the ground, including regular training and briefings</li> <li>Hold weekly meetings with CLOs (one week at the Dam site and next week at the Power-house/access road side) to examine the stakeholder</li> </ul>



	<p>engagement/feedback and grievance register records undertaken by the CLOs</p> <ul style="list-style-type: none"> <li>• Provide a weekly summary of feedback and grievances to the Communications and Stakeholder Engagement Lead and Social Team Lead</li> </ul>
CLOs	<ul style="list-style-type: none"> <li>• Implement Project Information Mobile Libraries in the PAP area</li> <li>• Receive training once a month on general Project information, engagement skills and techniques, various specialist topics centred on Project key risks and how the Project team plans to manage them</li> <li>• Hold small group meetings in local IPs language to explain printed disclosure materials for people who are not literate or problem in reading/understanding Nepali</li> <li>• Receive stakeholder feedback and grievances, and each will maintain a log of meetings held by them</li> <li>• Communicate urgent issues and grievances to the team coordinator in a timely manner</li> </ul>

### 8.3 The Roles and Responsibility of Key different Stakeholders

The Roles and Responsibility of key different Stakeholders are shown in the table 13 below.

**Table 13: The Roles and Responsibility of Key different Stakeholders**

Key Agencies	Responsibilities
DoR-DCID-Project-GESU	<ul style="list-style-type: none"> <li>• Planning Budgeting and Implementation of the SEP throughout project lifecycle</li> <li>• Guiding stakeholder engagement activities for the success of project;</li> <li>• Management of grievances and its resolution as mention in ESIA</li> <li>• Coordination and monitored to the consultants and contractors on SEP activities;</li> <li>• Documentation of the environmental and social performance SEP implementation</li> <li>• Monitoring and Evaluation of the feedback of SEP</li> </ul>
Construction Supervision Consultation CSC	<ul style="list-style-type: none"> <li>• Facilitate the SEP activities for the implementation</li> <li>• Supervision and monitoring of Contractor's activities during construction phase.;</li> <li>• Coordination and Management of engagement meetings of stakeholders during the construction phase</li> <li>• Facilitate to lodge overall project level grievances.</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>• Implementation of given activities as per stakeholder engagement plan</li> <li>• inform and share the project any issues related to their engagement with stakeholders;</li> <li>• Updates the activities of SEP in every monthly Meeting</li> </ul>

### 8.4 Estimated budget

Given that the detailed design for the KDP Road has not yet commenced, and therefore the environmental and social impact assessment (ESIA) has not yet started, the budget for implementing the SEP cannot be determined at this stage. Given that the SEP is a living document, costs for implementing the SEP will be incorporated once determined.

## **Appendix A: Planned Stakeholder Engagement Activities**

### **Consultation and Information Disclosure during Planning Phase**

Given the high profile and history of trade & transport sector development in Nepal, stakeholder engagement needs to start early, during the planning process to obtain input and discuss potential concerns from Project stakeholders, to support a comprehensive impact assessment and identification of potential mitigation measures. Early engagement will lead to a greater likelihood of Project acceptance within the community. Engagement will need to continue throughout the Project lifecycle.

Consultations during the project design stage is likely to be the most intense period of planned public participation for the Project to establish a strong foundation for a long-lasting and trusting relationship between MoPIT-DoR and stakeholders, in particularly the PAPs and surrounding communities, and to identify key issues and have an effect on the project decisions to which they relate.

The consultations aim to achieve the following goals:

- Disclose relevant Project information to help affected communities and other stakeholders understand the risks, impacts, and opportunities for the Project in a timely, understandable, accessible and appropriate manner and format;
- Provide the affected communities and stakeholders with opportunities to express their views on Project risks, impacts, and mitigation measures;
- To solicit stakeholders' ideas, opinions, and recommendations on various alternatives; and
- To assess the level of stakeholder interest and support for the Project and to enable stakeholders' views to be taken into account in project design and environmental and social mitigation measures as well as development benefits and opportunities.

## Scoping Consultation

Scoping consultation for the ESIA and ESA has been completed.

The aim of the scoping consultation is to scope stakeholder issues. It is an important step to help identify more accurately the full range of potential impacts of the Project. The results of the completed scoping consultation will be incorporated into the Draft Scoping Report, which will help form the Terms of Reference (ToR) for the ESA. **Appendix B** provides information on the scoping consultation that has been undertaken.

During consultation with PAPs, the Project team PAPs, both men and women will participate in the scoping consultation. To ensure the objective of the SEP is met and basic principles of good stakeholder engagement are followed, the gender imbalance will be addressed and managed in the ESA consultation and throughout all Project phases. See the following sections for measures to increase women participation in the Project consultation and disclosure.

### **Incorporating Stakeholder Feedback and Reporting Back**

Stakeholder questions, issues, suggestions and feedback during the Scoping consultation will help the Project team scope the key risks and issues for the Project which in turn will inform the ToR for the ESA.

The key stakeholder issues also will inform the content of the ESA consultation materials such as the Project Information Document (PID), the Frequently Asked Questions (FAQs) in **Appendix C**. These materials will be disclosed widely following the disclosure channels identified in Section 4.1.1 as a way for Project to report back to stakeholders how the Project has incorporated their feedback into Project design and decision-making.

### **Consultation on Terms of Reference for ESIA**

The ESIA ToR for the KDP road has been submitted to MoPIT-DoR and the World Bank for review.

A series of expert panel workshops will be held to present the findings of the scoping process to the key stakeholders who directly or indirectly influence the Project development and seek their input.

At the district level, a meeting will be held with key stakeholders such as: the District Coordination Committee Office, the District Administration Office, the District Road and Transport Office, Other relevant District Offices, and local NGOs working in the area.

Similarly, at the provincial level, meetings will be conducted with key stakeholders such as:

- Kathmandu: Consultation meeting with the Members of Parliament from the Sub-Project District, MoPIT-DoR, Members of Parliament's Trade & Transport Committee and Kathmandu-based project "concerned group" members, including Trade Unions/Transport Committees.
- Province Headquarter: Consultation meeting with the Chief Minister, Ministers of provincial governments and senior officials (e.g. the Provincial Planning Commission, Secretaries, etc.), provincial Trade Unions/Transport Committees. and Provincial community service organisations (CSOs) representing women, Indigenous Peoples, Dalits and other vulnerable groups

The comments and suggestions received from the participants at the district, provincial and central levels will be collected and incorporated in the final Scoping and ToR documents.

### **Consultation during the ESIA of NNM and ESA of KDP**

Following the scoping consultation, a wider engagement program will be undertaken during the ESA baseline data collection process and impact assessment. Key consultation activities during this stage will be:

- Disclosing the Project information to affected communities and other stakeholders (as identified during the stakeholder mapping process); and
- Consulting on the scope of impacts, alternative options for Project components, and potential measures to help minimise the impacts and enhance the Project benefits.

### **Information Disclosure**

The following information about the projects will be disclosed to the stakeholders:

- **PID:** This document consists of a non-technical summary of the Project, development timeline and milestones, the ESIA process, ESA consultation program and opportunities for the stakeholders to participate in development of the Project, timeline and venues for engagement activities, contact details for questions and queries.
- **FAQs** which comprises of Project key risks and issues, and Project's plan to address them, as well as answers to key questions raised by the stakeholders during the Scoping consultation. The FAQs will be revised and updated regularly to reflect Project development and key issues that have come to light.
- **Grievance mechanism:** Details on how to access the grievance mechanism will be provided. This will include information on how the grievance management process will work, including the timeframes for responses.

Please refer to **Appendix D** for the Draft PID and FAQs for the Project.

The Project related information documents will be translated into Nepalese and will be brought to the PAPs by the Stakeholder Engagement Coordinator who is stationed in the local area.

The Stakeholder Engagement Coordinator will visit the communities in the PAPs twice a month and move around communities and social venues such as local markets and tea houses in the Project Areas of Influences whenever possible. CLOs stationed at sub-project site offices will undertake regular consultations with community people in these two locations.

In addition, the Project will make disclosure materials available to stakeholders via the communication channels outlined in **Table 4.2**.

Disclosure events (time and place) will be communicated to all stakeholders via the following means and methods outlined in **Section 4.2**.

### ***Consultation Activities***

Consultation activities during this period will be undertaken following the methods identified in **Section 4.3**.

In addition to introducing Project information and alternatives, and obtaining stakeholder feedback, consultation at this stage will focus on key issues identified during the Scoping phase such as environmental impacts, compensation, shares and employment opportunities, community risks, and potential mitigation measures as well as benefit enhancers.

Stakeholder feedback will be documented, collated, and analysed in the Stakeholder Engagement Management System as discussed.

### ***Incorporating Stakeholder Feedback and Report Back***

Refer to **Section 4.4** for details.

### **Consultation on the Draft ESIA**

The key objective of Draft ESA consultation is to:

- Disclose the Draft ESA and ESCP; and
- Consult on Project potential risks and impacts and proposed mitigation measures and benefit enhancers, and respond to stakeholder comments and inputs. Feedback will be incorporated them into final project designs and ESCP.

### ***Information Disclosure***

The following information will be disclosed to the stakeholders in Nepalese:

- A non-technical summary of the ESA and ESCP;
- A list of potential risks and impacts, proposed mitigation measures and benefit enhancers;
- Opportunities for comments and feedback, next steps, and contact details for questions and queries;
- Updated the SRCTIP-Regional Connectivity Component FAQs based on feedback received during previous consultation activities (Impact Assessment Consultation);
- An Issues and Response Report which provides a summary stakeholder engagement activities undertaken to date, a summary of the feedback received and a brief explanation of how the feedback was taken into account or the reasons why it was not; and
- Full version of the Draft ESIA, ESCP, and SEP.

Information will be disclosed via the channels established at the ESA Consultation stage at Table 9.

### ***Consultation Activities***

Consultation activities during this period will be undertaken following the methods identified in Table 9

### ***Incorporating Stakeholders and Report Back***

Stakeholder feedback will be documented, collated, and analysed in the Stakeholder Engagement Management System as discussed in **Section 4.4**. Stakeholder comments and suggestions will be addressed and incorporated into the Final ESA and management plans.

The Project team will report back to the stakeholders about how their feedback has influenced the Project outcomes via the Issues and Response Report described above.

### **Pre-construction Engagement**

Pre-construction engagement is designed to seamlessly continue the engagement process as the Project transitions from the ESIA stage to pre-construction. The aim is to:

- Provide stakeholders with updated information about the Project and progress towards development;
- Disclose the final ESIA, ESA and ESCP as well as Contractors ESMPs and related plans such as Community Health and Safety Plan, Traffic Management Plan, Worker's Camp Management Plan, etc.;
- Provide information on construction management plans such as traffic management plan, health and safety plan
- Conduct ongoing consultation related to compensation and resettlement;
- Road test the project mitigation measures and benefit enhancers; and
- Provide an update on engagement activities that will occur during construction, including the frequency in which activities will be undertaken, and the key points of contact within the Project team.

### ***Disclosure and Consultation***

Consultation materials to be disseminated during this phase include, but are not limited to:

- Project brochure – consisting of Project updates, construction activities and timelines, engagement activities during construction, details of the Project Information Centre, Project Information Mobile Libraries, point of contact for questions or queries;
- A non-technical summary of the Final ESIA and ESCP;
- Updated FAQs based on feedback received during the ESIA consultation;
- Updated Issues and Response Report based on feedback received during the Draft ESIA consultation; and
- Full version of the Final ESIA, ESCP, SEP, sub-project specific ESMPs and related plans such as Community Health and Safety Plan, Traffic Management Plan, Worker's Camp Management Plan, etc.

Information will be disclosed via the channels used during the ESA consultation period (**Table 9**).

Pre-construction engagement will be held at local, district, provincial and centre levels and will include all stakeholders impacted or interested in the construction phase. Consultation with stakeholders will be via channels and methods identified during the ESA consultation phase (**Table 9**). Many of these channels and methods will be tested during the earlier stages of the Project to see if they meet the needs of stakeholders and modifications will be made to the SEP accordingly to ensure the effectiveness of the plan, particularly to ensure that vulnerable groups are able to engage in the process.

### ***Incorporating Stakeholder Feedback and Report Back***

Stakeholder feedback will be documented, collated, and analysed in the Stakeholder Engagement Management System. Stakeholder comments and suggestions will be filtered to the Project team to incorporate into the various construction plans.

The Project team will report back to the stakeholders about how their feedback has influenced the Project outcomes via an Updated Issues and Response Report.

### ***Project Information Offices***

The site offices of the projects will also serve as Project Information Offices (PIO) that will operate in full capacity during the pre-construction phase. See **Section 4.2** for details.

A Project website and Facebook page will be established at this stage as described in **Section 4.2**.

## **Engagement During Construction**

Engagement during construction will focus on construction of relocation sites for resettlement and resettlement activities, together with subsequent construction of the Project facilities and land clearing activities. The main objectives of the consultation process during the construction phase are to:

- Provide regular updates to stakeholders on construction activities, in particular activities that may cause disruptions (e.g. road disruption, noisy activities, etc.), changes to construction schedule, and changes in designs, as well as various plans to manage construction-related impacts;
- Undertake stakeholder engagement to ensure compliance with and management of the construction various plans;
- Identify new issues, concerns or needs of the Project affected communities related to construction and address them promptly;
- Provide resolution of community complaints in an expedited manner whenever possible;
- Assess the effectiveness of environmental and social mitigation measures by participatory monitoring, and social monitoring in communities and direct feedback, particularly related to compensation and resettlement; and
- Identify opportunities for the Project to make a sustainable contribution to local communities and the region.

Once the Project construction begins, while the Construction Contractors will relevant stakeholders on construction related activities directly, MoPIT-DoR will remain the first point of contact with the

affected communities on many issues during the construction period. MoPIT-DoR will work closely with the Construction Contractors to ensure that communications are consistent and that information is provided on hiring opportunities and practices, local workforce training, worker camps and codes of conducts, and upcoming construction activities.

MoPIT-DoR will remain in charge of community relations although it will require the Construction Contractors to have appropriate personnel to undertake parallel consultation and disclosure activities, particularly in construction schedule updates, local job opportunities and emerging issues related to their scope of work.

Details of the main activities for consultation anticipated during construction are provided in Table 14.

**Table 14: Engagement during Construction**

Engagement Activities	Details
Regular updates about the Project	Disclosure of Project information at Project Information Centre and district government offices Local radio notices and updates (monthly or quarterly) Provincial newspaper notices and updates (quarterly and as required) Regular revision of information on the Project website and Facebook page Periodic press conferences and interactions with media, including site visits
Monitor community concerns, attitudes and progress	Identify and manage issues via a range of community relation activities including Community meetings, focus group discussions and household visits (Vulnerable Groups), written correspondence
Monitor the effectiveness of the ESCP	Assess the effectiveness of the ESCP implementation through participatory monitoring and community perception surveys
Consultation on compensation and resettlement	Ongoing consultation and negotiation with affected households, organisations and institutions. Details to be provided in the Resettlement Action Plan and Livelihood Restoration Program.
Construction Contractor activities	Construction Contractors to consult and disclose on a range of activities during construction including: <ul style="list-style-type: none"> <li>• Construction activities and schedule</li> <li>• Additional mitigation measures/ updated ESCP</li> <li>• Community health and safety, workers camp code of conducts, environmental management, road access and traffic management</li> <li>• Hiring opportunities and practices and local worker training program</li> </ul>
Project telephone line	For phone enquiries and complaints for regional and national stakeholders
Community enquiry line	Maintain FAQs to respond to community queries



	Provide mailboxes (complaint boxes) at Project Information Corners and public places
Complaints handling and management	A formal grievance mechanism has been introduced (Section 5) and will continue through to the construction phase Provide mailboxes (complaint boxes) at Project Information Centres and public places in the PAP area
National and international communications	Regular updates on the Project website and Facebook page Report annually to district, provincial and central governments Site tours as required Engage with national and international media as required

The activities outlined above are indicative of engagement activities and methods that will be undertaken for the Project construction phase. Many of these activities will be tested during the earlier stages of the Project to see if they meet the needs of stakeholders and modifications will be made accordingly based on these review processes, particularly to ensure that vulnerable groups/IPs are able to engage in the process.

### Engagement during Operation

Consultation at this phase will focus on day-to-day operation of the Project, including progressive rehabilitation through to Project disclosure. The main objectives of the consultation process during Operation are to:

- Provide updates on the progress of the Project;
- Maintain constructive relationships with the communities adjacent to the Project facilities;
- Maintain awareness of environmental and safety practices in the local communities, especially emergency preparedness and response;
- Manage concerns and complaints from stakeholders and in particular PAPs and Adjacent and Surrounding Communities; and
- Monitor community attitudes towards the Project and MoPIT-DoR

Table 17 describes the main activities for consultation anticipated during operation.

**Table 15: Engagement during Operation**

Engagement Activities	Details
Updates about the Project	Brochures, fact sheets made available for Project-Affected Parties bi-annually Newsletters to district and provincial government offices bi-annually or annually

	<p>Local media notices and updates once at the beginning of operation and as required</p> <p>Regular revision of information on the Project website</p> <p>Briefings of media as needed</p>
Community relations activities	<p>Consultation and disclosure activities will form part of day-to-day functions</p> <p>Community relations staff will be placed throughout the life of the Project to maintain relationships with local communities and other stakeholders</p>
Environmental and safety awareness program	Provide brochures, pamphlets, and regular environmental and safety talks to relevant stakeholders
Emergency preparedness and response	<p>Provide training, brochures and pamphlets for local communities and workforce on emergency preparedness and response</p> <p>Undertake emergency drills as outlined in Emergency Preparedness and Response Plan</p>
Manage community issues and monitor community attitudes	Through a range of community relation activities including Community meetings, group discussions, household visits, community perception surveys
Project telephone line	For phone enquiries and complaints for regional and national stakeholders
Complaints handling and management	A formal grievance mechanism will be introduced (Section 5) and will continue through to the operational phase

The activities outlined above are indicative of engagement activities and methods that will be undertaken for the Project operation phase. The SEP will be updated prior to operation to provide more details on how these engagement activities will be carried out, and how the stakeholder comments and feedback will be incorporated and reported back.

## Appendix B: Scoping Consultation

Scoping consultations for the Environmental and Social Impact Assessment will be conducted. The results of the completed scoping consultation will be incorporated into the Draft Scoping Report, which will form the Terms of Reference for the ESIA.

### Consultation with Project-Affected Parties

Consultation meetings with the Project Affected Persons will be undertaken in different locations. The Project team will introduce the Project to the local community people, answer questions, and obtain feedback. Community people participating during the meetings will include women, Indigenous Peoples, and Dalit participants. Key issues, suggestions and feedback that were raised across the local communities will be reported after the consultation.

### Consultation Workshop for Central Level Stakeholders conducted on 5<sup>th</sup> March , 2020.

Central level consultation with line ministries departments, associated organizations was carried to convene project information and to collect valuable suggestions from them. The consultation workshop has been organized on 5<sup>th</sup> March, 2020 at Lalitpur. The major participants were focal persons from federal ministries and respective departments. Altogether 31 participants have actively participated in the workshop. The major issues raised have listed in the table below.

**Table 16: Issue Raised and Response During Stakeholder Consultation**

SN	Issue Raised	Name/Organization	Response	Responsibility
1.	What are the provisions/mechanisms incorporated for differently able people in the project? Also suggested for review of guideline <sup>1</sup>	Mr. Pashupati Mahat, under secretary, Ministry of Women Children and Senior Citizen(MoWCSC)	<ul style="list-style-type: none"> <li>The tick tile foot trail has been included in the design report of NNM road and for KDP road; it will be incorporated during the detailed design stage.</li> <li>The guideline will be reviewed and followed and incorporated the measures as appropriate.</li> </ul>	MoPIT DoR-DCID
2.	The issues related on GBV, pedestrian and zebra crossing, construction of bicycle lane in KDP road. How these issues will be addressed?	Mr. Dhurba Chhetri, officer, National Women Commission (NWC)	<ul style="list-style-type: none"> <li>The GBV risk mitigation plan will be prepared. The GBV issues will be minimized and mitigated based on the GBV risk mitigation plan.</li> <li>The construction of the pedestrian path (footpath) and zebra crossing and</li> </ul>	MoPIT DoR-DCID

<sup>1</sup>Physically Accessible Infrastructure and Communication Guidelines for Differently Abled People-2013 (Apangata Bhayeka Byakktika Lagi Pahuch Yukta Bhautik Samrachana Tatha Sanchar Sewa Nirdeshika-2069)

			bicycle lane will be construed especially in the settlement area. This issue will be brought forward during the detailed design phase and to the level extent suggestion will be incorporated.	
3.	What about following the guidelines prepared for women and children? Whether this guideline will be reviewed or not during the preparation of the ESIA document.	Mr. Rabindra Acharya, joint secretary, Department of Commerce, Supplies and Consumer Protection	The updated guidelines have been followed during the preparation of E&S documents. The guidelines related to women and children will also be reviewed once again and gaps will be assessed and incorporated in the ESMP during the execution of the works.	MoPIT DoR-DCID
4.	Conservation of the local indigenous cultural values and norms	Mr. Ram Maden, section officer, National Foundation for Development of Indigenous Nationalities(NFDIN)	The upgrading of both NNM and KDP road will not disturb the indigenous cultural values and norms. However, there is some impact on IP HHs that are migrated and settled along the roadside for day to day earning from the small tea shop, vegetable/fruit stalls, etc. which will be covered by RAP and IPDP.	MoPIT DoR-DCID
5.	The construction of wildlife crossings for large mammals such as Asiatic Elephants, Tigers, and Leopard. The project should also plan for Monkey ladders and borehole passing for reptiles etc. in the KDP road	Mr. Sujan Maharjan, under secretary, Department of Forest and Soil Conservation(DoFSC)	In KDP road, the construction of wildlife crossings for large wild animals has been suggested in the feasibility report. The construction of the borehole passage and monkey ladder will be assessed and incorporated during the detailed design stage.	MoPIT DoR-DCID
6.	a. How DoR-DCID have incorporated the issues of periodic road maintenance in SRCTIP? b. How DoR-DCID have addressed the parking space and widening in	Mr. Krishna Singh Basent, executive director-Road Board Nepal	<ul style="list-style-type: none"> <li>The details about periodic road maintenance is included under component 3 of SRCTIP project</li> <li>The extra lane in market areas and build areas have been proposed in the design report of NNM road and for KDP road, it</li> </ul>	MoPIT DoR-DCID

	market place areas in the design?		will be included during detailed design	
--	-----------------------------------	--	---	--

**Table 18** provides the template for further details on the key issues raised, as well as the locations of the meetings and the attendees.

**Table 17: Template for Scoping Consultation with Local Communities and Key Suggestions and Issues Discussed**

Date	Meeting Location and Communities	Attendees		Key Suggestions and Issues Discussed
		Male	Female	

The Project team will also undertake scoping consultation with other stakeholders in the Affected Parties category. This included meetings with:

**Table 19** provides the template for further details on the key issues raised, as well as the locations of the meetings and the attendees.

**Table 18: Template for Consultation with other Stakeholders in the Affected Parties Category**

Date	Meeting Location and Stakeholders	Attendance	Key Suggestions and Issues Raised by Stakeholders

### Consultation with Other Interested Parties

The Project team will also undertake scoping consultation meetings with other stakeholders:

- Meeting with DCC and senior district officials
- Interview on radio by MoPIT-DoR representative

Key issues, suggestions and feedback raised:

This section will be filled-up after the consultation.

**Table 20** provides template for further details on the key issues raised, as well as the locations of the meetings and the attendees.

**Table 19: Template for Scoping Consultation with Other Interested Parties and Key Suggestions and Issues Discussed**

<b>Date</b>	<b>Meeting Location and Stakeholders</b>	<b>Attendees</b>	<b>Key Suggestions and Issues Discussed</b>

## Appendix C: Project Information Disclosure Documents

The following are the project information disclosure documents

- Environment and Social Impact Assessment(ESIA) of Naghdhunga-Naubise-Mugling(NNM) Road,
- Environment and Social Assessment(ESA) of Kakadvitta-Pathalaiya and Kamala-Dhalkebar-Pathalaiya(KP-KDP) Road,
- Resettlement Action Plan(RAP) of Naghdhunga-Naubise-Mugling(NNM) Road,
- Indigenous Peoples Development Plan(IPDP) of Naghdhunga-Naubise-Mugling(NNM) Road,
- Resettlement Policy Framework (RPF) of Kamala-Dhalkebar-Pathalaiya(KDP) Road,
- Indigenous Peoples Planning Framework(IPDP) of Kamala-Dhalkebar-Pathalaiya(KDP) Road,
- Periodic Road Maintenance (PRM)of SRCTIP with component of regional connectivity improvement and institutional strengthening,
- Environment and Social Commitment Plan(ESCP) of SRCTIP with component of regional connectivity improvement and institutional strengthening,
- Stakeholder Engagement Plan (SEP ) with component of regional connectivity improvement and institutional strengthening,
- Labour Management Procedure(LMP) with component of regional connectivity improvement and institutional strengthening.

## Appendix D: Stakeholder Engagement Management System Template

A stakeholder database template is provided in **Table 21**. Some examples of stakeholder engagement to track in the management system have been included in the template.

**Table 20: Stakeholder Database Template**

Stakeholder	Contact person	Contact details	Interest/ Issues	Details of engagement		
				Engagement	Issues	Actions
Stakeholder group	Individual	Ward, Municipality, District, Province		Date Location Attendees	Key issues raised Response provided	Agreed actions
Women Group	Mrs. Aapsada Pandit	Galchi RM-5, Baireni Dhading	Facilities to local people and opportunity for females during project implementation	16 June 2019, Baireni Dhading, 15 women have participated	Priority to female worker in construction related works, construction of overhead bridge at Galchi. The DoR-DCID responded as: The raised issues will be incorporated in detailed design stage	Incorporation of raised issues in detailed design report within a month
Project Affected Groups	Mr. Bal Bahadur Chepang	Benighat Rorang RM-3, Malekhu	Skill development training to affected people	8 August, 2019, Malekhu Dhading, 5 affected Chepang HHs have participated	Priority should be given to those affected groups during skill developed training. The DoR-DCID responded as: Those issues have been incorporated in RAP and it be revisit again	The RAP will be updated with the confirmation of incorporation of those issues



S . N .	Stakeholder group	Date	Location / venue	Name of Key representatives	Purpose of engagement	Method of engagement	Key outcomes & actions	Status of actions	Responded in management plan	Reference to records

## Appendix E: Grievance Form and Close-Out Template

The grievance log and close-out template is provided in **Table 22**.

**Table 21: Grievance Log and Close-Out Template**

Grievance Form PART 1 Contact and Details
<b>Complaint number :</b>
Date: Recorded by:
<b>Complainant details (Tick the box for anonymity <input type="checkbox"/>)</b>
Name: Category [community/ contract worker/ supplier/ contractor]: Telephone number: Address: Preferred method of contact:
Grievance Log PART 2 Description of grievance(s)
Describe the grievance below.
Mode of communication (written/ verbal/ meetings/ mediator): Date of grievance: Date of acknowledgement:
<b>Signatures</b>
Recorder: Claimant: Date:
Grievance Closed Out PART 3 Resolution
Describe the steps taken to resolve the grievance and the outcome.
Department: Mode of communication for reply (meeting/ written/ verbal/ display): Date closed:
<b>Signatures</b>

Complainant:

Project representative:

Date:



**Government of Nepal**

**Ministry of Industry, Commerce and Supplies (MoICS) and  
Ministry of Agriculture and Livestock Development (MoALD)**

**Strategic Road Connectivity and Trade Improvement Project (SRCTIP)  
Trade Component**

**Stakeholder Engagement Plan (SEP)**

**April, 2020**

## Table of Contents

Acronyms	105
Executive Summary	107
1 Introduction	111
Context of the Document	111
Scope, Purpose and Objectives	111
Project Background	112
Current Stage of the Project	113
Summary of Potential Environmental and Social Impacts	114
Project Alternatives	115
Previous Stakeholder Engagement Activities	115
2 Key Standards and Legislation	118
National Legislation	118
World Bank Environmental and Social Framework (ESF)	119
3 Project Stakeholders	121
Stakeholder Identification and Analysis	121
Stakeholder Mapping	129
4 Stakeholder Engagement Plan	132
Strategies for Consultation	141
Strategies for Vulnerable Groups	142
Strategies for Information disclosure	143
Review of Comments and Report Back	146
5 Stakeholder Engagement Management System	148
6 Grievance Mechanism	149
Objectives	149
Use of the Existing Dispute Resolution Systems	149
The Complaint Resolution System	149
The Grievance Procedure	151
7 Monitoring and Reporting	156
8 Roles, Responsibilities and Resources	159
Appendix A: Planned Stakeholder Engagement Activities	164
Appendix B: Details of Stakeholder Consultation and Disclosure Workshop – March 2020	175
Appendix C: Grievance Form and Close-Out Template	181

## Acronyms

Acronym	Description
BMP	Biodiversity Management Plan
CIA	Cumulative Impact Assessment
CLO	Community Liaison Officer
CSO	Community Service Organisation
DCC	District Coordination Committee
DAoI	Direct Area of Influence
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework (World Bank)
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
FAQs	Frequently Asked Questions
FNCCI	Federation of Nepalese Chambers of Commerce and Industries
FPIC	Free, Prior and Informed Consent
NFIN	Nepal Federation of Indigenous Nationality
GBV	Gender Based Violence
GoN	Government of Nepal
GRM	Grievance Redress Mechanism
IPs	Indigenous Peoples
IPPF	Indigenous Peoples Planning Framework
Km	Kilometres
MoALD	Ministry of Agriculture & Livestock Development
MoICS	Ministry of Industry, Commerce and Supply
NCC	Nepal Chamber of Commerce
NGO	Non-Governmental Organization
PAPs	Project-Affected Parties
PAM	Project Affected Municipalities
PIC	Project Information Centre

PID	Project Information Document
RPF	Resettlement Policy Framework
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SRCTIP	Strategic Road Connectivity and Trade Improvement Project
ToR	Terms of Reference
WB	World Bank

## **Executive Summary**

This Stakeholder Engagement Plan (SEP) has been developed to ensure the process of continuous interaction with the project stakeholders in the course of preparation and implementation of the SRCTIP-Trade Facilitation Component. This process is essential for the Project's successful planning, implementation, the effectiveness of the Project. By undertaking activities proposed in this SEP, The MoICS and MoALD the implementing agency of the Project, demonstrates its openness, responsiveness and willingness to embark on the constructive dialogue with its stakeholders as per the prevailing law of Nepal as well as the World Bank Environmental and Social Standard (ESS) 10: Stakeholder Engagement and Information Disclosure.

The SEP has been developed at this stage of the project given that the scale and exact locations of project activities to be implemented under this component are not yet determined. Details will be determined when the relevant feasibility studies as well as Environmental and Social Studies are conducted during the detail design phase.

SRCTIP-Trade Facilitation Component emphasizes the significance of close involvement of the communities and their representatives in the Project Area of Influence via the process of informed consultation, participation and good faith negotiation throughout the Project lifecycle.

The SRCTIP-Trade Facilitation Component also recognizes that its collaboration with the Indigenous Communities residing in the area of its Project activities is of paramount importance to ensuring that this on-going relationship is built on the principles of trust, respect, transparency and mutual consensus. To achieve this, the SEP is intended as a public document that is open for discussion with the stakeholders and will be subject to regular revision to remain up-to-date and to reflect outcomes of the continued engagement. The SEP consists of the following elements:

- Scope Purpose and Objective of SEP
- Description of the SRCTIP-Trade Facilitation Component and its Sub-Projects
- Outline of the potential environmental and social issues associated with the Project and stakeholder need
- Overview of applicable standards legalisation of stakeholder engagement, including requirements of the GoN and World Bank standards;
- Identification of the SRCTIP-Trade Component Stakeholders and their analysis
- Stakeholders mapping and stakeholder engagement plan summary proposed stakeholder engagement activities and methods for future engagement



- Strategies for information disclosure communication and consultations methods vulnerable groups, indigenous people and resettlement planning process
- Stakeholders engagement management system
- Grievance Mechanism enabling the lodging and addressing of complaints from the stakeholders
- Indicators for monitoring and reporting
- Roles responsibilities and resources to ensure effective implementation of the SEP at various phase

The SRCTIP-Trade Facilitation Component's Project Coordination Unit (PCU) established within MoICS/MoALD invites its stakeholders to take part in ensuring that this SEP functions as a live interactive document and welcomes feedback on the proposed process of engagement.

## सरोकारवालाहरूको संलग्नता योजना

### कार्यकारी सारांश

यस रणनीतिक सडक कनेक्टिभिटी तथा व्यापारिक सुधार पुर्वाधार आयोजना ( एस.आर.सि.टि.आई.पि.) को व्यापार सहजिकरण कम्पोनेन्टको तयारी तथा कार्यान्वयनको क्रममा परियोजनाका सरोकारवालाहरूसँग निरन्तर अन्तरक्रिया सुनिश्चित गर्न यस सरोकारवाल संलग्नता योजना (एस.ई.पि.) तयार पारिएको छ । परियोजनाको सफल योजना, कार्यान्वयन तथा प्रभावकारिताका लागि यो प्रक्रिया अत्यावश्यक छ । परियोजना कार्यान्वयन निकायहरू उद्योग, वाणिज्य तथा आपूर्ती मंत्रालय र कृषि तथा पशुपंछी विकास मंत्रालयले यस एस.ई.पि. मा प्रस्तावित गतिविधिहरू कार्यान्वयनमा नेपालको प्रचलित कानूनका साथै विश्व बैंकको वातावरणीय र सामाजिक ढाँचा भित्रको वातावरणीय तथा सामाजिक स्ट्याण्डर्ड (ई.एस.एस. १०) अन्तर्गत रहेर सरोकारवालाहरूको छलफल तथा आवश्यक सुचना सार्वजनिकरण वा खुलासा र सम्प्रेषण गर्ने आधिकारिक निकाय हो र सरोकारवालहरूसँग रचनात्मक संवाद शुरू गर्ने चाहाना प्रदर्शन गर्ने छ ।

यस कम्पोनेन्ट अन्तर्गत कार्यान्वयन हुने परियोजनाहरूको स्केल र स्थान अझै यकिन नभएको चरणमा यस एस.ई.पि.को विकाश गरिएको छ । सम्भाव्यता अध्ययन तथा विस्तृत डिजाइनको चरणमा गरिने वातावरणीय तथा सामाजिक अध्ययनका समयमा विस्तृत योजना यकिन गरिने छ । एस.आर.सि.टि.आई.पि.को व्यापार सहजिकरण कम्पोनेन्टले परियोजना चक्र भरि सूसुचित परामर्श, सहभागिता र आस्थापूर्ण छलफल मार्फत परियोजना क्षेत्र भित्रका समुदाय र तिनका प्रतिनिधिहरूको सहभागिताको महत्वलाई जोड दिन्छ ।

एस.आर.सि.टि.आई.पि.को व्यापार सहजिकरण कम्पोनेन्टले आदिवासी समुदायसंगको जारी सम्बन्ध, विश्वास, सम्मान, पारदर्शीता र पारस्परिक सहमतिको सिद्धान्तमा आधारित भएको सुनिश्चित गर्न आयोजना क्षेत्र भित्रका आदिवासी समुदायहरूसंगको सहकार्यलाई विशेष महत्व दिन्छ । एस.ई.पि. लाई सार्वजनिक दस्तावेजको रूपमा लक्षित गरिएको छ जो सरोकारवालाहरूसँग छलफलका लागि खुल्ला हुने छ र सरोकारवालाहरूसंगको निरन्तर संलग्नताको परिणाम स्वरूप नियमित संशोधित र सूसुचित हुने छ । एस.ई.पि. मा निम्न तत्वहरू हुने छ ।

- १। एस.ई.पि. को परिधी र उद्देश्य
- २। एस.आर.सि.टि.आई.पि.को व्यापार सहजिकरण कम्पोनेन्ट र तिनको उप आयोजनाको विवरण
- ३। परियोजना र सरोकारवालाहरूको आवश्यकता अनुसार सम्भावित वातावरणीय र सामाजिक मुद्दाहरूको रूपरेखा
- ४। नेपाल सरकार र विश्व बैंकको मापदण्ड सहित सरोकारवालाहरूको संलग्नताको प्रचलित कानुनी मापदण्डको रूपरेखा
- ५। एस.आर.सि.टि.आई.पि.को व्यापार सहजिकरण कम्पोनेन्टका सरोकारवालाहरूको पहिचान र तिनको विश्लेषण

- ६। सरोकारवालाहरूको नक्शांकन र सरोकारवाला सहभागि योजनाको सारांश, प्रस्तावित सरोकारवाला संलग्नता गतिविधि र भविष्यमा संलग्न गरिने विधिहरू
- ७। सुचना प्रकाशन, संचार र परामर्श विधी, असाहाय समुह, आदिवाशी जनजाती र पूर्णवास योजना प्रक्रियाका लागि रणनीतिहरू
- ८। सरोकारवाला सहभागिता व्यवस्थापन प्रणाली
- ९। सरोकारवालाहरूको उजूरी लिने र सम्बोधन गर्न सक्ने क्षमता सहितको गुनासो व्यवस्थापन
- १०। अनुगमन र रिपोर्टिभका सुचकहरू
- ११। विभिन्न चरणमा एस.ई.पि.को प्रभावकारी कार्यान्वयन सुनिश्चित गर्ने भुमिका, जिम्मेवारी र श्रोतहरू

उद्योग, वाणिज्य तथा आपूर्ती मन्त्रालय र कृषि तथा पशुपंछी विकास मन्त्रालय अन्तर्गत स्थापना भएको परियोजना समन्वय एकाईले यस एस.ई.पि. सरोकारवालाहरूलाई यो एस.ई.पि. प्रत्यक्ष अन्तरक्रियात्मक दस्तावेज रूपमा रहने र प्रस्तावित प्रक्रियामा अवलम्बन सूचिश्चित गर्न आमन्त्रण गर्ने छ ।

## **1 Introduction**

### **Context of the Document**

The World Bank is supporting the Government of Nepal (GoN) to implement the Strategic Road Connectivity and Trade Improvement Project (SRCTIP) to improve the efficiency and safety of select transport infrastructure, improve the efficiency of cross-border trade, and strengthen capacity for strategic road network management in Nepal. This document forms the Stakeholder Engagement Plan (SEP) for the Strategic Road Connectivity and Trade Improvement Project (SRCTIP), specifically for Component 1 of the SRCTIP, Trade Facilitation. The SEP identifies the project stakeholders and describes how these stakeholders will be consulted throughout the project lifecycle. On the findings on the risks, benefits and other aspects of the project activities which have been described in this SEP are preliminary, based on currently available data, surveys and studies. The SEP is a living document and will be updated and revised as the project progresses. This will include a revision prior to the construction and operation phases so that the SEP continues to be fit for purpose.

### **Scope, Purpose and Objectives**

Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand and respond to the concerns of stakeholders, and building constructive and responsive relationships that are important for successful management of a project's environmental and social risks, as well as the sustainability of a Project's outcomes.

The Project team is committed to undertaking a process that delivers an inclusive dialogue with the Project stakeholders.

---

### ***OBJECTIVES OF THE SEP***

---

- To establish a systematic approach to stakeholder engagement that will help MoICS/MoALD build and maintain a constructive relationship with stakeholders, especially Project affected parties.
  - To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and to improve the environmental and social sustainability of the Project.
  - To provide means for effective and inclusive engagement with Project-affected parties and other interested parties throughout the Project life cycle on issues that could potentially affect them.
  - To ensure that appropriate Project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
  - To provide Project-affected parties with accessible and inclusive means to raise issues and grievances, and allow MoICS/MoALD to respond to and manage such grievances.
-

## **Project Background**

The proposed development objective of the project is to improve the efficiency and safety of select transport infrastructure, improve the efficiency of cross-border trade, and strengthen capacity for strategic road network management in Nepal

The proposed project seeks to address poor transport connectivity and trade facilitation - two notable reasons for Nepal's low competitiveness, a key factor limiting its growth - through increasing efficiency in movement of people and goods within and across the borders to enhance access to markets and opportunities and trade competitiveness.

The SRCTIP comprises four different components including trade facilitation. The scope of this SEP covers Component 1 Trade Facilitation only.

### **Component 1: Trade Facilitation**

The objective of this component is three-fold: (i) reduce the time taken for goods transit at selected border crossing points; (ii) improve capacity and efficiency for sanitary and phytosanitary (SPS) management at selected locations and for targeted products; and (iii) enhance capacity for managing trade. The support will consist of three sub-components:

- (a) Augmentation of physical infrastructure, equipment, inspection and related border transit management systems that are required to absorb increasing traffic and trade volumes at key border crossing points at Birgunj, Bhairahawa and Biratnagar;
- (b) Augmentation of equipment and training, and construction and/or renovation of lab buildings at key border locations; and
- (c) Knowledge and capacity building for: continuous improvement of the trade policy environment; monitoring of trade performance; and development and implementation, and monitoring and evaluation, of targeted trade promotion measures.

Elements within the Trade Facilitation component include the below:

#### **1. Border Infrastructure**

*i. Improvement and Strengthening facilities at Bhairahawa, Birgunj and Biratnagar Integrated Check Posts (ICPs):* All the ICPs have been constructed and are under operation process. Some basic facilities in the ICPs such as Lab building, parking yards, warehousing and others are yet to be improved and strengthened.

*ii. Construction of Container Freight Station (CFS):* Birgunj ICD is only one rail linked ICD of Nepal which is linked to Kolkata and Visakhapatnam port. The space is not sufficient to handle dirty/dusty bulk cargo. And therefore, CFS MoICS/MoALDr to ICD Birgunj needs to be constructed to resolve the logistic and space problems. MoICS has identified the land for this purpose.

#### **2. Strengthening warehouse, collection/processing/semi-processing centers**

*i. Establishment of Warehouse with cold storage facilities at border points:* Many border Customs points do not have warehouse facilities to exportable and imported cargoes.

Therefore, such warehouses with cold storage facilities need to be built mainly in Biratnagar, Birgunj and Bhairawa

*ii. Construction of collection/processing/facility centers:* Nepal needs to construct collection and processing/semi-processing centers with warehouse and cold storage facilities in the major areas so that many agriculture, herbal and horticulture products can be integrated into the production and value chain development process. Some of the potential locations include Pokhara and Kathmandu/Kavre.

### **3. Strengthening laboratory testing and certification at border points**

Nepal is facing various non-tariff barriers in export and also it has not been able to regulate import through proper testing laboratory system. Therefore, strengthening laboratory testing and certification for SPS and TBT measures at border points are proposed.

### **4. Access Roads**

The designs and works for 'Access Roads' will have provisions for road construction/maintenance/expansion to improve connectivity of ICDs, cold storage centers and other structures as well as better management of climate change impacts and road safety related issues and risks. Exact location of access roads needs to be explored and defined.

### **5. Products and value chain development of priority export potentials**

The Government of Nepal has identified some export potentials (large cardamom, ginger, tea, chyangra pashmina, carpet, MAPs, footwear, leather and leather products etc.). These products need to be developed and diversified well to harness the potential benefit. Therefore, products and value chain development of these products focusing on construction of product specific zone, common facility centers and establishing training and design centers are needed (location to be identified through further discussion).

### **6. Other infrastructure and supports**

Nepal has huge potential of exporting Himalayan Spring water mainly due to its Himalayan range from the East to the West. However, due to infrastructure and technology gap, it has not been able to exploit the potentials. Therefore, necessary infrastructure, technology and other logistic facilities, such as processing plants, equipment, and skills (technical knowhow) among others are needed to support and facilitate entire product and value chain development of Himalayan spring water.

### **Current Stage of the Project**

The Project is currently at the planning phase. While MoICS & MoALD are still working to develop technical sub-components of the project SRCTIP-Trade Component, an ESMF has been developed for the project. The ESMF identifies, assesses environmental and social risks and recommends mitigation measures. Further information is provided in *Section 1.4.1*. MoICS & MoALD have also prepared other Environment and Social Safeguard related documents in line with the Bank's E & S Standards, namely Environment and Social Commitment Plan (ESCP), Labour Management Procedures (LMP), Resettlement Policy Framework (RPF) and Indigenous People Planning Framework (IPPF) in addition to this Stakeholder Engagement

Plan (SEP). Environment and Social Management Plan (ESMP) of sub-projects will also be developed prior to each sub-project approval.

Consistent with the objective of engaging stakeholders all throughout the life cycle of the Project, stakeholder engagement activities at this stage will focus on:

- Disclosing Project information including alternatives;
- Informing stakeholders about the status of the Project;
- Seeking stakeholder inputs on various environmental issues, management measures and benefit; and
- Obtaining stakeholder insights that would help the evaluation of Project alternatives.

Refer to **Section 4** for detailed stakeholder engagement plan for the current stage of the Project development.

### **Summary of Potential Environmental and Social Impacts**

Potential environmental and social impacts and benefits of the Project, as highlighted in the ESMF, impact assessment studies, and during initial stakeholder consultation sessions, that require particular attention during project implementation include:

- Land acquisition and compensation where private land and property is required for construction under the various components), and finding suitable replacement land to resettle displaced families;
- Relocation of public utilities including electric power distribution lines and water pipes;
- Engaging with Indigenous Peoples to avoid adverse impacts on IPs from project activities and to promote project benefits to IP; free, prior, and informed consent of the Project from IP communities may be required;
- Managing environment impacts, which may include forest clearance around access roads, cold storage construction site, risks of landslides and impacts on natural resources used by communities;
- Managing social impacts such as in-migration of workers resulting into labour influx and preserving Indigenous Peoples' way of life;
- Potential impacts on air quality due to excavation, breaking rocks, movement of vehicles and equipment, open piles of topsoil and spoil, etc;
- Noise, dust, waste generation, hazardous materials pesticides generated from Labs, use and traffic disturbance from construction vehicles and machinery;
- Biodiversity impacts as the project entails risks to critical and natural flora and fauna habitats, wildlife, risk of grass land fragmentation
- Health and safety impacts on community and especially the safety of women;
- Community access to roads;
- Increased demand on social infrastructure and services;

- Generation of local income through the recruitment of workers from local communities to the project; and

**Appendix A** provides further information on the potential environmental and social risks and issues identified ESMF and how MoICS & MoALD will manage them.

The potential risks and impacts identified in the ESMF and raised, most likely, by stakeholders are covered by the eight World Bank Environmental and Social Standards (ESS), including ESS10 – Stakeholder Engagement and Information Disclosure (further information in **Section 2.2**). MoICS & MoALD will work to meet these standards, therefore covering issues raised by stakeholders.

### **Project Alternatives**

A number of alternative options are being assessed for the Project to avoid and minimise the potential impacts on the environment and surrounding communities. These alternatives include:

- Engineering and trade optimization in terms of capacity;
- Alignment of the access roads to ensure slope stability and traffic safety, and to minimise impacts on households, grasslands, agricultural areas, and the communities in general;
- Location of Project ancillary facilities (e.g., worker camps, disposal areas, quarries, crushing plants, power plants, maintenance shops, storage yards, fuel storage) to maintain community safety, and minimise physical resettlement, economic displacement, disruption of communities to the extent possible.

### **Previous Stakeholder Engagement Activities**

An initial site visit was conducted by Environment and Social Safeguard Specialists of MoICS/NITDB during December 26-31, 2019. This provided an opportunity to observe selected Project areas and conduct informal stakeholder meetings. This included a meeting with ICD, Birgung team, a meeting with ICP team, and conversations with local communities in Birgunj.

The results of consultations undertaken in separate locations in the project influence area during the past reveal that PAPs are mainly concerned about a) compensation rates for lost land and assets; b) the provision of broader benefits by the Project authorities, including employment opportunities, project shares, public infrastructure and access to services; c) the alignment of the access road for the Project; and d) the preservation of local traditions and cultures. This feedback triangulates well with comments solicited from PAPs and Other Interested Parties during less formal meetings and dialogues held both before and after that, and is feeding directly into the preparation of multiple social and environmental mitigation plans for the SRCTIP-Trade Component.

Scoping consultations for ESA will be conducted for the project and its sub-components. The results of the completed scoping consultation activities will be summarised in **Appendix**, when available.



The Ministry of Industry Commerce and Supplies (MoICS) and Ministry of Agriculture and Livestock Development (MoALD) has jointly organized a consultation and disclosure workshop on 2nd March, 2020 at Nepal India Regional Trade and Transport Project's Project Coordination Office meeting hall, Bhadrakali, Kathmandu. The main objectives of the Workshop were:

- Create awareness about the project, location, and benefits
- Disclose information about potential impacts of the project;
- Solicit feedback from stakeholders
- Meet regulatory requirements: GoN and World Bank
- Draw suggestions to enhance project design and impact mitigation

The invited stakeholders from respective ministries and departments have actively participated and shared their views and feedback. The summary of the issue raised/feedback and corresponding responses are as tabulated below in Table-1.

**Table-1 Issue Raised and Response during Stakeholder Consultation**

SN	Issue Raised	Name/Organization	Response	Responsibility
1.	<p>What are the provisions/mechanisms incorporated for Establishment of fumigation center at ICD to fumigate goods being export from Nepal such as carpet, wooden carved items etc.</p> <p>Proper management of solid waste and effluent, it should not be like in Birgung ICD</p> <p>What about provision of the Plantation hence to maintain the sufficient greenery at project site</p>	Mr. Rajan Sharma, Chairman Nepal Freight Forwarders Association (NEFFA)	<ul style="list-style-type: none"> <li>• The general provision has been included in the ESMF of the Trade Component; the detail will be incorporated during the detailed design stage.</li> <li>•</li> <li>• The guideline will be reviewed and followed and incorporated the measures as appropriate.</li> <li>• The provision has been included in ESMP and further detailed in ESMP during the Execution of the project</li> </ul>	MoICS, MoALD-PCU
2.	<p>Laboratory waste should be managed properly. Good laboratory practices shall be established</p> <p>Proper management of carcasses and ill livestock and birds especially during export</p>	Dr. Modnath Gautam, Senior Veterinary Officer, Department of Livestock, MoALD	<ul style="list-style-type: none"> <li>• The general provision has been included in the ESMF of the Trade Component.</li> <li>• The The detail will be incorporated in the ESMP during the execution of the project .</li> </ul>	MoICS, MoALD-PCU
3.	During the construction and Operation of the project there will be impact on the agriculture nearby the construction site due	Dr. Mahadev Prasad Poudel, Sr. Agro-Economist; Department of Agriculture; MoALD	The general provision has been included in the ESMF of the Trade Component. This issue will be brought forward during the detailed design phase and to	MoICS, MoALD-PCU

	to project activities how this issue will be managed?  Dust management during construction works		the level extent suggestion will be incorporated.	
4.	What are the provision for the encroches, squatters and economically displaced people due to the implementation of the project  Conservation of the local indigenous cultural values and norms	Mr. Maahesh Acharya, Senior Plant Protection Officer; Plant Quarentine and Pesticide Management Centre, MoALD	The project doesnt required acquisition of the land. In addition most of the work will be confined in the closed boundary of existing ICD and ICP however, HHs that are migrated and settled along the roadside for day to day earning from the small tea shops, vegetable/fruit stalls, etc.which will be covered by RPF and IPDP  Generally the project do not expected to harm IPs. However meaningful consultation will be done with IP communities during detailed design and implementation of the project. .	MoICS, MoALD-PCU
5.	a. The issues related on GBV and equal wages for Male/Female will be ensured?	Mr. Dependra Kafle, Secretary, National Women Commission (NWC)	<ul style="list-style-type: none"> <li>• The GBV risk mitigation plan will be prepared. The GBV issues will be minimized and mitigatedbased on the GBV risk mitigation plan.</li> <li>• The Labor Mannagement Procedure (LMP) ensure the equail wage for man and women.</li> </ul>	MoICS, MoALD-PCU

## 2 Key Standards and Legislation

The Project will conform to the legal and administrative requirements of the Federal Democratic Republic of Nepal, international treaties to which Nepal is signatory, and to relevant international standards, in particular the World Bank Environmental and Social Standards.

### National Legislation

Key national legislative requirements and standards concerning public consultation and participation that apply to the Project include:

- **Constitution of Nepal 2072 (2015)**, Article 27 states that all citizens have the right to demand or receive information on any matter of his or her interest or of public interest, except for information that has to be kept confidential in accordance with the laws.
- **Right to Information Act (2007)** requires all public bodies to make proactive disclosures of certain types of information to respond to information requests. Section 4 of the Act elaborates on the responsibility of a public body (MoICS & MoALD, in the case of the SRCTIP-Trade Component) to disseminate information about the Project in an open and transparent manner, and make it easy for the public to access the information.
- **Good Governance Act (2008)** has provisions for holding public hearings (Section 30) and also specifies the participation at these hearings such as subject matter experts, stakeholders, and representatives of civil society and officials of the local bodies. Section 31 of the Act requires public bodies to provide a Grievance Management Process, including maintaining a complaint's box to collect grievances.
- **Environment Protection Rules (1997)** has provisions requiring holding public consultations and acquiring feedback. Rule 4 requires that an Environmental Impact Assessment scoping document incorporate public concerns about the development. Notice about the proposed project must be posted in the local area and stakeholders are invited to express their view about the project in writing. Rule 7 requires the proponent to organise a public hearing about the proposal "at the area of Municipality where the proposal is to be implemented and collect opinions and suggestions".
- **Land Acquisition, Resettlement and Rehabilitation Policy (2015)** has implementation policies requiring meaningful consultation with affected persons and vulnerable groups, disclosing information on resettlement planning and implementation in periodic manner, and establishing appropriate grievance redress mechanism. The policies also put emphasis on giving priority to project alternative with less environmental and social impacts and consult on the alternative options with the affected stakeholders.

- **National Land Policy (2019)** is underpinned by an inclusive agenda that covers the land rights of women and vulnerable groups, including rehabilitation of the landless, squatters and informal tenure-holders for improved housing; access to land and security of tenure; tenure security for landless peasants for farming; women’s access to land ownership; and the optimum use of land for sustainable housing.

In addition, various government policies require participation of underrepresented groups including women, Dalits and Adibasi/Janajati (Indigenous nationalities) in policy and decision-making, which also apply to engagement and communication. For example, the Fundamental Rights Section under Article 21 included a right to social justice which gives indigenous nationalities the right to participate in state structures on the basis of principles of proportional inclusion. Under Article 33, the Responsibilities, Directive Principles and State policies section includes a policy to uplift the economically and socially disadvantaged indigenous nationalities by making provisions for reservations in education, health, housing, food security and employment for a certain period of time, as well as a policy of making special provision on the basis of positive discrimination.

Nepal voted “Yes” to the UN Declaration on the Rights of Indigenous Peoples (UNDRIP) at the UN General Assembly in 2007. In addition, Nepal ratified as a primary international legal instrument the Convention on Indigenous and Tribal Peoples of the International Labour Organization (ILO, Convention no 169) in 2006.

### **World Bank Environmental and Social Framework (ESF)**

Environmental and Social Standards 10 (ESS10) Stakeholder Engagement and Information Disclosure requires project proponents to engage with stakeholders throughout the Project lifecycle, and through disclosure of information, consultation, and informed participation. To facilitate this, ESS10 requires the proponent to develop and implement a Stakeholder Engagement Plan that is appropriate to the nature and scale of the project and its risks and impacts, and tailored to the characteristics and interests of the affected communities. ESS10 requires a SEP to include differentiated measures to enable effective participation of those identified as disadvantaged or vulnerable. A grievance mechanism and ongoing monitoring and reporting to affected communities are also required.

All standards have stakeholder engagement requirements; therefore, ESS10 applies to all standards. Furthermore, Environmental and Social Standard 7 (ESS7) on “Indigenous Peoples /Sub-Saharan African Historically Underserved Traditional Local Communities” requires additional consultation measures for projects such as SRCTIP-Trade Component which affect Indigenous Peoples.

The World Bank has developed a range of guidance notes under the individual standards. These guidance notes will be used to guide the Project.

The World Bank has also developed templates and checklists, which will assist the Project team. These include:

- An Environmental and Social Commitment Plan
- Grievance Redress Mechanism Checklist
- Labour Management Procedures Template
- Stakeholder Engagement Plan Template.

### 3 Project Stakeholders

This section outlines the key stakeholders as identified now and the plan for engaging with them.

#### **Stakeholder Identification and Analysis**

For the purposes of this SEP, as defined in the World Bank Environmental and Social Framework, “*stakeholder*” refers to individuals or groups who: (a) are affected or likely to be affected by the Project (project-affected parties); and (b) may have an interest in the Project (other interested parties).

Stakeholder identification for the SRCTIP-Trade Component will be initiated during the scoping meetings, once Component activities and locations are defined, and will be further developed during the stakeholder mapping workshop to be held with key representatives from the World Bank and the MoICS/MoALD team. The stakeholder mapping workshop will be undertaken to:

- Confirm the stakeholders and groups who were identified in initial scoping exercises and further revise and update the stakeholder list with input from key stakeholders;
- Analyse the level of impact the Project have on each stakeholder group, their level of interest, influence and importance, to identify the level of engagement required for each group; and
- Identify engagement strategy with each stakeholder group and assign responsibility to team members.

**Table 3:** Summary of Stakeholders

provides a summary of Project stakeholders to be consulted, which have been grouped into 15 categories.

Table 3.1 Summary of SRCTIP-Trade Component Stakeholders

Stakeholder Group	Stakeholder
<b>Project-Affected Parties</b>	
Directly Affected Population	<ul style="list-style-type: none"> <li>• Individuals and households that are located within the Project Direct Area of Influence (DIA):               <ul style="list-style-type: none"> <li>• Environmental – those areas located within the Project’s footprint or area of disturbance plus the entire length of the Project’s access roads, users of road</li> <li>• Social – the communities and households directly affected by Project construction and operation</li> </ul> </li> </ul>
Indirectly Affected Population	Individuals and organisations located within Indirect Area of Influence includes: <ul style="list-style-type: none"> <li>• Environmental – those areas located within 1 km of any project construction, including the ICD sites, access road, and worker camp components, laboratories and other ancillary project facilities.</li> <li>• Social – the municipality within which the sub-projects are located, and neighbouring municipalities.</li> </ul>
<b>Other Interested Parties</b>	
District Administration and Offices	<ul style="list-style-type: none"> <li>• Chief District Officer/Administrator, District Forest Offices, District Agriculture &amp; Livestock offices</li> <li>• District Coordination Committee (DCC)</li> </ul>
Provincial Government	<ul style="list-style-type: none"> <li>• Provincial Ministries, Provincial Planning Commissions, Chief Secretary and Secretaries of the relevant Ministries</li> </ul>

<p>Centre (Federal) Government</p>	<ul style="list-style-type: none"> <li>• PMO &amp; Council of Ministers</li> <li>• Ministry of Industry, Commerce and Supply (MoICS)</li> <li>• Ministry of Agriculture and Livestock Development (MoALD)</li> <li>• Ministry of Finance</li> <li>• Ministry of Home Affair</li> <li>• Ministry of Physical Infrastructure and Transport</li> <li>• Ministry of Forest and Environment</li> <li>• Ministry of Labor, Employment and Social Security (MoLESS)</li> <li>• Ministry of Tourism and Culture</li> <li>• Ministry of Women, Children and Senior Citizens</li> <li>• Ministry of Land Management, Poverty and Cooperatives</li> <li>• National Planning Commission</li> <li>• Departments: Department of Commerce, Department of Custom (DOC), Department of Agriculture Service, Department of Food Technology and Quality Control, Department of Livestock Service, Department of Transport, Department of Roads, Department of Physical Infrastructure, Department of Forest and Soil Conservation, Department of Environment, Department of Road, Department of Transport Management, Department of Railways, Department of Labor, Land management Division, Land and Resettlement Section,</li> <li>• Parliament: Agriculture, Cooperatives and Natural Resources Committee</li> <li>• Nepal Intermodal Transportation Board (NITDB)</li> <li>• Nepal Food Management and Trading Company Limited (NFMTCL)</li> <li>• Nepal Business Forum (NBF)</li> <li>• Trade and Export Promotion Centre (TEPC)</li> <li>• Nepal Transit and Warehouse Company Limited (LTWCL)</li> <li>• Nepal Food Management and Trading Company Limited (NFMTCL)</li> </ul>
--	--



Stakeholder Group	Stakeholder
Elected Officials and Local Politicians	<p>All elected leaders of project &amp; sub-project located Municipalities, Local political leaders</p> <p>District level political leaders (different parties) – to be identified during the ESA baseline study and consultation activities</p> <p>Elected chief of the DDC includes in the Elected Officials and Local Politicians</p>
Non- Government Organizations (NGOs)	<ul style="list-style-type: none"> <li>• The Federation of Nepalese Chambers of Commerce and Industry (FNCCI)</li> <li>• Nepal Chamber of Commerce (NCC)</li> <li>• Nepal Truck Container Business Association</li> <li>• Nepal Truck and Container Professional Association</li> <li>• Nepal Freight Forwarders Association</li> <li>• Customs Agent Federation of Nepal</li> </ul>
Media	<p>National</p> <ul style="list-style-type: none"> <li>• Category-A newspapers (daily and weekly)</li> <li>• Kathmandu-based TV stations</li> <li>• Kathmandu-based radio stations</li> </ul> <p>Local</p> <ul style="list-style-type: none"> <li>• Social media</li> <li>• Satellite TV/ Dish Home</li> <li>• Other local media channels to be identified during the ESA baseline study and consultation activities</li> </ul>
Businesses and Associated Groups	<ul style="list-style-type: none"> <li>• Federation of Nepalese Chambers of Commerce and Industries (FNCCI) and Nepal Chamber of Commerce (NCC)</li> </ul> <p>Local</p> <ul style="list-style-type: none"> <li>• FNCCI unit in District</li> <li>• NCC unit in District</li> <li>• Local businesses: tourism businesses (hotels/lodges/restaurants), (train operators, traders of items with India)</li> </ul>

Stakeholder Group	Stakeholder
Educational and Training Institutions	<ul style="list-style-type: none"> <li>Local Schools</li> <li>Others to be identified during the ESA baseline study and consultation activities</li> </ul>
Health Institutions	To be identified during the ESA baseline study and consultation activities
Interest Groups	<ul style="list-style-type: none"> <li>Nepal Federation of Indigenous Nationalities (NEFIN)</li> <li>Nepal Dalit Commission</li> <li>Nepal Women Commission</li> <li>‘concern’ groups/Struggle groups</li> <li>Transport Unions &amp; Committees</li> </ul> <p>Local</p> <ul style="list-style-type: none"> <li>NEFIN local chapter</li> <li>Transport Unions &amp; Committees local chapter</li> </ul>
Internal Stakeholders	<ul style="list-style-type: none"> <li>Include but not limited to: supervision consultants, suppliers, Construction Contractors and Contractor’s workforce, sub-contractors, petty contractors, etc</li> </ul>
Project Financiers	<ul style="list-style-type: none"> <li>The World Bank</li> <li>Other potential financiers</li> </ul>

The **Project-Affected Parties (PAPs)** are divided into three categories:

3. **Directly Affected Population** - Individuals and households that are located within the Project Direct Area of Influence (DIA)<sup>1</sup>. These may include, but not limited to:
  - Individuals and households that will be directly affected by the land sub-projects
  - People who make their livelihoods by working around the project and sub-project construction sites;

<sup>1</sup>The National EIA Guidelines (1993) defines the direct impact as a direct alteration in the existing environmental conditions as a consequences of project activity. The DIA includes the Project footprint, which includes areas occupied by the Project structures, ancillary facilities, and immediately adjacent areas (i.e., extending up to 200 m from the Project footprint)

- Individuals and households that will have restricted access to natural resources due to the Project footprint. These stakeholders may include people who collect grass/firewood for livelihood, communities that use the access road section;
- People directly affected by the construction and operation of the ancillary facilities and workers' camps; and
- People directly affected by the construction and operation of the cross-border infrastructure.

4. **Indirectly Affected Population** – Individuals and organisations located within Indirect Area of Influence<sup>1</sup>. These may include, but not limited to:

- Community people in project/sub-project construction area. Individuals where the Project infrastructures are located;
- People outside of these municipalities who may be affected by restricted access to roads and infrastructures due to the Project construction and operation;
- Public and private organisations and businesses – to be identified during the ESA baseline study and consultation activities.

These stakeholders may include, for example, people who may experience increased traffic congestion, increased cost of living, and reduced livelihood productivity.

Potential vulnerable groups were also identified during the stakeholder identification process.

---

<sup>1</sup>The Indirect Impact Area (IIA) refers to the geographical area between the DIA and administrative boundary of the Project's development administrative units. This consists of the surrounding area which may be affected due to project implementation.

**Table 3:** Summary of Stakeholders

provides a summary of the potentially vulnerable Project stakeholders.

Vulnerable groups are those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable. Identification of the vulnerable groups helps the Project further identify individuals and sub-groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate, forms of engagement.

Table 3.2 SRCTIP Potentially Vulnerable Groups

Stakeholder Group	Stakeholder
Dalit	<ul style="list-style-type: none"> <li>Individual households that are in ‘extreme poverty’ who are formally considered as ‘untouchable’.</li> </ul>
Indigenous Groups	<ul style="list-style-type: none"> <li>In project located Municipality, based on information available*: -Muslims</li> <li>Information on IPs in the Project area, adjacent and surrounding communities will be identified during the ESA baseline study</li> </ul>
Women	<p>In Nepal's patriarchal society women are often expected to not speak out, not be educated and their traditional roles involve work at home and in the fields (such as housework, crafting, and farming). The most vulnerable women include:</p> <ul style="list-style-type: none"> <li>Single women–headed households</li> <li>Women in low income households</li> <li>Landless women</li> </ul>
Children, Youth and Elderly	<ul style="list-style-type: none"> <li>They are vulnerable for lack of ability to influence decisions affecting their lives.</li> <li>Population to be identified during the ESA baseline study</li> </ul>
People with Disability	<ul style="list-style-type: none"> <li>Population to be identified during the ESA baseline study</li> </ul>
LGBTI	<ul style="list-style-type: none"> <li>Lesbian, Gay, Bisexual, Transexual, Intersex individuals in project area who are at risk of exclusion from project benefits</li> </ul>
Minority Religious Groups	<ul style="list-style-type: none"> <li>Population to be identified during the ESA baseline study</li> </ul>
Households in “Extreme Poverty”**	<ul style="list-style-type: none"> <li>Households that suffer severe deprivation of basic human needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information.</li> </ul>

\* This needs to be confirmed by social baseline survey.

\*\* The World Bank uses an updated international poverty line of US \$1.90 a day as a line for extreme poverty.

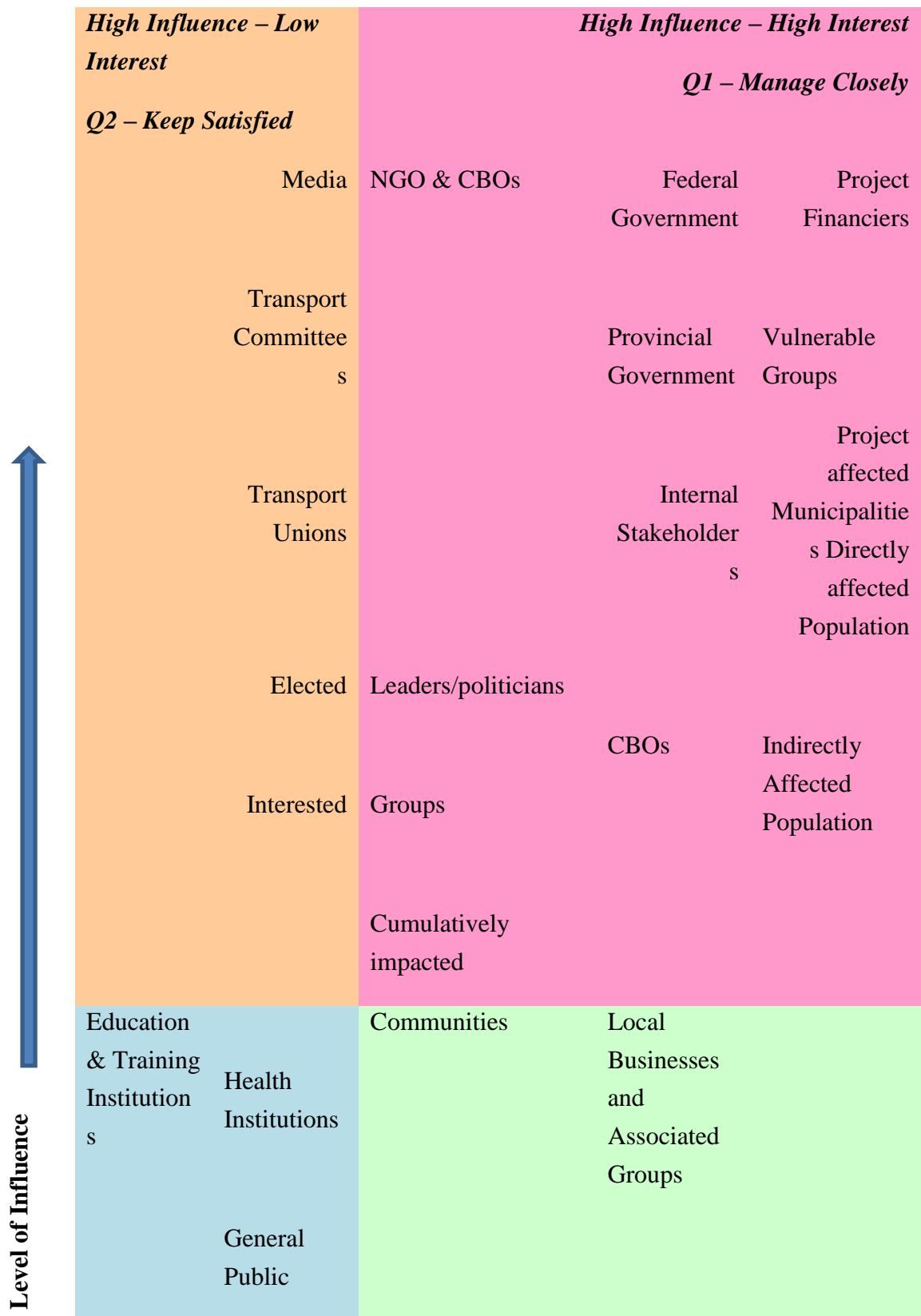
## **Stakeholder Mapping**

Stakeholder mapping, illustrated in the figure below will be further consulted to identify the level of engagement required during the ESA and future phases for each group of stakeholders based on their level of interest and level of impact.

The stakeholders will be mapped by group, based on the level of influence and level of interest. The mapping results will be summarized 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.



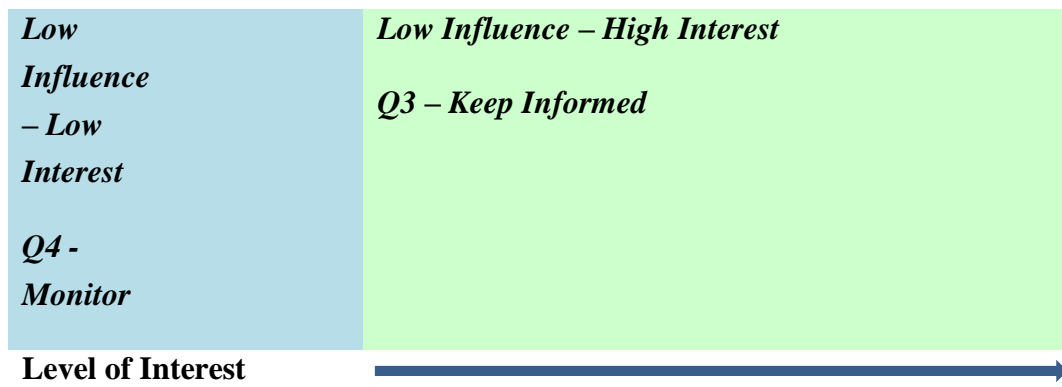


Figure 3.1 Preliminary Stakeholder Mapping Results



#### **4 Stakeholder Engagement Plan**

The engagement process has been split into four stages. Table 4.1 below describes the four stages of engagement and the relevant activities and target stakeholders. Detailed stakeholder engagement activities during the four stages are provided in **Appendix C**.

##### **Stakeholder Identification and Analysis**

A SEP is required to outline engagement activities to be undertaken throughout the project lifecycle. A preliminary engagement plan has been developed below which will be updated once Component activities are confirmed, and social assessments have been carried out.

The SEP will be **revised further prior to construction and operation** to confirm and further detail the stakeholder engagement activities and ensure engagement methods and tools are effective, especially in encouraging informed participation from the vulnerable and disadvantage groups.

The potential stakeholders of the SRCTIP-Trade Facilitation Component have been identified by the preliminary stakeholder mapping. The details of the stakeholder engagement are listed as below

Table 4.1 Engagement Summary

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
<b>Planning and Approvals Objective</b> Disclose relevant project information to stakeholders and solicit their inputs/feedback into ESMF, ESCP, LMP, ESA, RPF, IPPF, ESMP-sub projects and other plans	Project alternatives, scope of the potential impacts and mitigation measures and benefit enhancers Land acquisition process, if required Project environmental and social (E&S) principles Resettlement and livelihood restoration measures Grievance mechanism process Consultation with IPs	Project Affected Parties, including vulnerable groups (such as IP groups, women)	Village meetings One-to-one meetings Separate group discussions with women, IPs youth and children Household visits to IP families and individuals in the communities Project Information Sheets such as PID, FAQs, GRM Mass/Social Media Communication - Facebook, radio	Scoping meetings (project scoping stage) Radio talk (once at project scoping stage) Visits to communities (as needed) Communication through mass/social media (as needed) E & S Specialists providing regular consultations with community people who are most affected by Project development  The engagement of stakeholders in respective sub-projects will be carried in coordination with each wards of RM/M and will be done in their nearby community at least once during preparation, during construction and after completion of construction works	Feedback Form Through Stakeholder Engagement Project Facebook One radio interview where stakeholders can call in to ask questions Meetings and household visits Grievance mechanism	PIU with E & S Team
	Land acquisition process, if required Resettlement and livelihood restoration options Project scope, rationale and E&S principles Grievance mechanism process	Chief District Officer, Ministry of Home Affairs, Ministry of Forestry, other government departments involved in land acquisition at multiple levels. Municipality land acquisition and resettlement committee,	Face-to-face meetings Joint public/community meetings with PAPs	Monthly (and as needed)	Meetings Grievance mechanism	PIU with E & S Team

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
		Compensation Fixation Committee Representatives of affected communities, government entities and businesses				
	Project alternatives, scope of the potential impacts and mitigation measures and benefit enhancers Land acquisition and resettlement planning, if any Project E&S principles Grievance mechanism process Coordination activities for development and implementation of management plans	Other Interested Stakeholders – District, Provincial and National Stakeholders	One-to-one meetings Group meetings/ Workshop Project Information Sheets Mass/Social Media Communication - Facebook, radio, newspaper articles/ ads	One at each ESA milestone and as needed	Feedback Form Through MoICS/MoA Social Safeguard Specialist; Communication Officer and consultants Project Facebook and radio interview Meetings Grievance mechanism	MoICS/MoA Social Safeguard Specialist; Communication and Grievance Officer with support from consultants
	Project information - scope and rationale and E&S principles Training on ESA and other sub-management plans Grievance mechanism process	Other Interested Stakeholders – Internal Stakeholders	Face-to-face meetings Trainings/workshops Invitations to public/community meetings	At each ESA milestone and as needed	Meetings and workshops Internal emails Grievance mechanism	PIU with E & S Team
	Consultations and coordination to ensure management of cumulative impacts on VECs are well-coordinated and implemented	Other Interested Stakeholders – Trade & transport sector Developers, District, Provincial and National Governments, relevant research institutions and NGOs, etc	Face-to-face meetings Trainings/workshops Invitation to public/community meetings	At each milestone and as needed	Meetings and workshops Written correspondence Grievance mechanism	MoICS/MoA Social Safeguard Specialist; Communication and Grievance Officer with support from consultants

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	Consultation and coordination with various stakeholders for input into BMP (particularly on the offsets) to ensure achieving “like-for-like or better” biodiversity gains to balance the losses due to the project	Other Interested Stakeholders – District, Provincial and National Governments, relevant research institutions and NGOs, etc	Face-to-face meetings Trainings/workshops Invitation to public/community meetings	At each BMP milestone and as needed	Meetings and workshops Written correspondence Grievance mechanism	MOICS/MOALD with support from consultants
	Present the final ESA, Environmental and Social Management Plans (ESMF), draft environmental and social commitment plan (ESCP) and related plans for comments and feedback	Project Affected Parties	Village meetings One-to-one meetings Separate group discussions with women, youth and children Project Information Sheets such as PID, FAQs, GRM Mass/Social Media Communication - Facebook, radio	Once in each project site E&S Team Communication through mass/social media (as needed) Project Information Centre	Feedback Form Through Stakeholder Engagement Coordinator and CLOs Project Facebook Meetings and group discussions Grievance mechanism	Stakeholder Engagement Team Lead Stakeholder Engagement Coordinator CLOs
	Present the final ESA, Environmental and Social Management Framework (ESMF), draft environmental and social commitment plan (ESCP) and related plans for comments and feedback	Other Interested Stakeholders	One-to-one meetings Group meetings Project Information Sheets such as PID, FAQs, GRM, Feedback Form Mass/Social Media Communication - Facebook, radio Project Information Centre Project website Project telephone line	Once when final ESA and related plans are available	Meetings Feedback Form Project Facebook, telephone line and email address Grievance mechanism	MOICS/MOALD Community Relations Manager Stakeholder Engagement Coordinator CLOs

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
<b>Pre-construction Objective</b> Ramp-up engagement activities to prepare stakeholders for construction phase Present Construction Contractors ESMPs and related plans, and final ESCP	Present the Construction Contractors Environmental and Social Management Plans (ESMPs) such as Traffic Management Plan, Spoils Disposal Management Plan and related plans for comments and feedback Present final ESCP for feedback Project updates including construction activities, construction management plans, engagement activities and responsibilities Road test mitigation measures Ongoing consultation related to RPF & IPPF	Project Affected Parties, including vulnerable groups (such as IP groups, women)	Village meetings One-to-one meetings (including with vulnerable groups such as IPs, women) Separate group discussions with vulnerable groups Project Information Sheets such as PID, FAQs, GRM Mass/Social Media Communication - Facebook, radio Project Information Centre Project website Project telephone line	Once a month and as required	Feedback Form Through Stakeholder Engagement Coordinator and CLOs Project Facebook, telephone line and email address, radio interview Meetings and household visits Grievance mechanism	MOICS/MOALD Community Relations Manager Stakeholder Engagement Coordinator CLOs
	Construction permits and licenses and regular Project progress and updates	District, Provincial and National Governments	One-to-one meetings Group meetings/ briefing	Monthly and as required	Meetings Feedback Form	MOICS/MOALD Community Relations Manager with support from consultants and contractors
	Ongoing consultation on land acquisition and resettlement	With relevant government bodies and representatives of affected families, business and entities identified during Planning phase	Face-to-face meetings Joint public/community meetings with PAPs	Monthly (and as needed)	Meetings Grievance mechanism	MOICS/MOALD Resettlement consultants
	Interaction related to IPPF	Directly and Indirectly Affected Population	IPPF consultation meetings. This could serve as the key engagement tool with communities.	As required and at locations necessary	IPPF meetings Grievance mechanism	IPPF facilitator, as assigned MOICS/MOALD Community Relations Manager

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
			IPPF monitoring and assessment activities; IPPF progress reports.			
	<p>Present the C-ESMP and related plans for comments and feedback</p> <p>Present final ESCP for feedback</p> <p>Project updates including construction activities, construction management plans, engagement activities and responsibilities</p> <p>Update on ongoing land acquisition and resettlement activities</p>	Other Interested Stakeholders	<p>One-to-one meetings</p> <p>Group meetings</p> <p>Project Information Sheets such as PID, FAQs, GRM, Feedback Form</p> <p>Mass/Social Media Communication - Facebook, radio</p> <p>Project Information Centre</p> <p>Project website</p> <p>Project telephone line</p>	One during Pre-Construction and as required	<p>Meetings</p> <p>Feedback Form</p> <p>Project Facebook, telephone line and email address, radio interview</p> <p>Grievance mechanism</p>	<p>MOICS/MOALD</p> <p>Community Relations Manager</p> <p>Stakeholder Engagement Coordinator</p> <p>CLOs</p>
<p><b>Construction</b></p> <p>Objective:</p> <p>Provide regular updates on construction activities, implement management plans and monitor the effectiveness of the plans</p> <p>Handling of complaints in a prompt and effective manner</p>	<p>Regularly update on construction activities, including key milestones, key changes in the Project design, and monitoring results from the ESCP and ESMPs</p> <p>Health and safety impacts (EMF, Construction-related safety measures)</p> <p>Update on resettlement and livelihood rehabilitation, community development initiatives and other activities of community interest</p> <p>Start giving effects to benefit sharing</p> <p>Complaint handling</p>	Project Affected Parties including vulnerable groups (such as IP groups, women)	<p>Focused group discussion at Project Information Centre</p> <p>Distribution of Project Information Sheets such as Brochures, Factsheets, media notices, Feedback Form</p> <p>One-to-one meetings</p> <p>Village meetings</p> <p>Monitoring and community perception surveys</p> <p>Project Facebook and website</p> <p>Radio and newspaper</p> <p>Grievance mechanism</p>	<p>Once a month and as needed</p> <p>Community perception surveys – once a year</p>	<p>Feedback Form</p> <p>Through Stakeholder Engagement Coordinator and CLOs</p> <p>Project Facebook and radio interview</p> <p>Meetings</p> <p>Project telephone line, Facebook and email</p> <p>Grievance mechanism</p>	<p>MOICS/MOALD</p> <p>Community Relations Manager</p> <p>Construction Contractors</p>
	Disclose and consult on Construction Contractor activities, hiring preferences, job and business	Project Affected Parties	Organisation of Periodic Village meetings	Monthly at the first 6 months of construction, then quarterly and as required from there on.	Feedback Form Project Facebook and radio interview	Construction Contractors with support from MoICS/MoALD

Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	opportunities, training opportunities etc Undertake community environmental and safety awareness program		Dissemination of Project Information Sheets such as Brochures, Factsheets at Project Information Centre Facebook, radio and website Project Facebook and website Radio and newspaper Training and simulations	Advanced notification will be given to hiring opportunities so local community members have a reasonable lead time to prepare for application.	Meetings Project telephone line, Facebook and email Grievance mechanism	
	Meetings and discussions with key government departments for construction permits and licences and provide construction progress update	District, Provincial and National Governments	One-to-one meetings Group meetings/ briefing	Monthly and as required	Meetings Feedback Form	MoICS/MoALD Community Relations Manager Construction Contractors
	Ongoing consultation on land acquisition and resettlement	With relevant government bodies and representatives of affected families, business and entities	Face-to-face meetings Joint public/community meetings with PAPs	Monthly and as needed PAP survey - Upon completion of resettlement	Meetings Grievance mechanism	MoICS/MoALD Community Relations Manager Resettlement consultants
	Interaction with IPPF governance bodies	Directly and Indirectly Affected Population	IPPF meetings. This could serve as the key engagement tool with communities. IPPF Monitoring and evaluation efforts; IPPF progress reports.	As required and at locations required	IPPF meetings Grievance mechanism	IPPF facilitator, as assigned MoICS/MoALD Community Relations Manager
	Update on construction activities and implementation of management plans Update on resettlement and livelihood rehabilitation, benefit sharing, community development initiatives, etc Complaint handling	Other Interested Stakeholders	Project Information Centre Project Information Sheets such as Brochures, Factsheets, media notices, Feedback Form One-to-one meetings One radio talk Group meetings	Once at the start of construction then once a year, and as required	Feedback Form Project Facebook, telephone line and email address, radio talk Grievance mechanism	MoICS/MoALD Community Relations Manager Construction Contractors



Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
	Coordination of activities especially the roll-out of management plans Health and safety impacts (EMF, Construction-related safety measures) Employment opportunities		Project Facebook page, telephone line and website Grievance mechanism			
<b>Operation</b>  Objective: Maintain constructive relationships with stakeholders and maintain awareness of environmental and safety practices in the local communities  Engagement will focus on day-to-day operation of the Project	Day-to-day engagement with stakeholders to maintain good relationships and provide update on the Project progress Manage community issues and monitor community attitudes Complaint handling	Project Affected Parties including vulnerable groups (such as IP groups, women)	Focused group discussion, including with vulnerable groups  Village meetings Project telephone line Facebook page Project website Project Information Sheets such as Brochures, Factsheets, media notices Grievance mechanism	Once at the beginning of the operation then bi-annually  Community attitude surveys – every 3 years	Feedback Form Meetings Project telephone line, Facebook and email Grievance mechanism	MoICS/MoALD Community Relations Manager with support from community relations staff
	Environmental and safety awareness program Emergency preparedness and response	Project Affected Parties	Brochures, pamphlets, and regular environmental and safety, emergency response talks to PAPs and other relevant stakeholders Emergency drills	Once at the beginning of operation then bi-annually or annually	Feedback Form Meetings Project telephone line, Facebook and email Grievance mechanism	MoICS/MoALD Community Relations Manager with support from H&E experts
	Day-to-day engagement with stakeholders to maintain good relationships and provide update on the Project progress.	Project Affected Parties District, Provincial and National government departments Other Interested Stakeholders	One-to-one meetings Group meetings Project telephone line Facebook page Project website	Once at the beginning of operation and bi-annual and as needed	Feedback Form Meetings Project telephone line, Facebook and email Grievance mechanism	MoICS/MoALD Community Relations Manager with support from Community relations staff



Project Stage and Engagement Objective	Primary Engagement Activities and Topics	Target Stakeholders	Method(s) of Engagement	Frequency and Location	Stakeholder Feedback Opportunity	Responsibilities
			<p>Project Information Sheets such as Brochures, Factsheets, media notices</p> <p>Site visits for government officials, PAP representatives, media</p>			
	Interaction in line with IPPF	Directly and Indirectly Affected Population	<p>IPPF meetings. This could serve as the key engagement tool.</p> <p>IPPF monitoring and evaluation activities; IPPF reports</p>	As required and at locations identified	IPPF meetings Grievance mechanism	IPPF facilitator, as assigned MoICS/MoALD Community Relations Manager

## Strategies for Consultation

Table 4.3 outlines various consultation methods to ensure inclusive and effective engagement and enable participation of marginalised groups.

During the *current phase* (Planning Phase) the relevant E & S team member will make visits to the affected communities in the Directly and Indirectly Affected Population. The E & S team members located in field offices will undertake consultation activities with the members of the communities that are most affected by the Project proposed activities. Supplemental to these, an intensive round of project awareness-raising consultations will also be conducted (see **Section 4.5** below).

Table 4.2 *SRCTIP-Trade Component Consultation Methods*

Consultation Methods	Targeted Stakeholders
Community meeting with proceedings appropriate to the culture and norms of the Indigenous Peoples in each Ward*	Every community in the Directly and Indirectly Affected Population.
Focus group discussion (FGD)	Women groups, youth groups, and minority religious groups in the Directly and Indirectly Affected Population. The focus group discussions will explore the gaps.
Household visit	Dalit, households in ‘extreme poverty’, single female headed households, people with disability, elderly who have mobility issue, minority religious groups in the Directly and Indirectly Affected Population. As many as possible.
School visit/ group briefing	School children in the Directly and Indirectly Affected Population
Face-to-face meeting/ workshop	Government offices – all levels, elected officials, PAM, DCC, FNCCI, NCC, schools and health clinics, interest groups, NGOs, Trade unions/transport committees
Radio	Regional stakeholders and other interested parties who can call in to ask questions and raise issues/ concerns while MoICS/MoALD representatives attend the radio interviews (It is proposed that this occur twice during Planning Phase)

Project Facebook page	All stakeholders can visit to get Project updates and ask questions, and raise issues/ concerns
Project email address	All stakeholders can email to request information, and raise issues/concerns
Perception survey	A perception survey examining PAPs' experience and feedback about the project will be carried out before/during construction, and at the completion of RPF.

\*Most if not all PAPs are Indigenous People hence no separate methods are proposed to engage with them separately from the rest of the Community

### **Strategies for Vulnerable Groups**

Vulnerable groups consist of people who may not be able to access Project information and articulate their concerns and priorities about potential Project impacts owing to certain barriers that disadvantage them. The barriers could be socio-political, for example in Nepalese patriarchal society, women are expected to not speak out in public. Other factors could be related to caste, ethnicity, language abilities, religion, or poverty as people influenced by these factors are not expected to or do not feel that they can have a 'voice' in public.

Taking these barriers into account, a number of measures will be used to remove obstacles to participation for vulnerable groups.

- Focus groups for women, led by a female facilitator, to introduce the Project and discuss any issues and concerns that the women may have regarding the Project development. FGDs will be undertaken for social baseline and further FGDs will be planned to fill the gaps in the Directly and Indirectly Affected Population. E & S field team will pay extra effort on recruiting women to visit Project Information Centre and attend women group discussions.
- Similarly focus groups for the youth will be led by a youth facilitator in each Community in the Directly and Indirectly Affected Population. SRCTIP-Trade Component Project Facebook page and Facebook ads are designed to target the youth and encourage them to participate in the Project development.
- Individual household visits to as many Dalit, households in 'deep poverty', single female headed households, people with disability, the elderly who have mobility issues, and households of minority religious groups in the Directly and Indirectly Affected Population as possible at each Project milestone to ensure they are provided with the Project information and have opportunities to raise their questions and concerns freely without intimidation, discomfort or ridicule.

- School visits to disseminate Project information and consult with school children and teachers about potential impacts and benefits. Information disclosure through school teachers and students is also an effective way to reach the broader community, especially women, as teachers are important influencers in the community and children often bring information collected from school to share with their families.
- Most IPs in the Project affected areas speak Nepalese but some individuals may experience language issues especially around new concepts and processes. To overcome this, E & S field team will hold small group meetings in local IPs language to explain printed disclosure materials for people who are not literate or problem in reading/understanding Nepali. They will also assist IPs in how to provide comments, feedback and raise grievances.
- While reaching out to different groups particularly vulnerable groups such as women, elderly and disabled, the Project team will make sure time and location of consultation are appropriate to their needs.

Throughout the ESA consultation, the Project team will continue to identify representatives of these groups locally and at the district level to facilitate two-way communication on the Project development.

### **Strategies for Information disclosure**

The Project will make disclosure materials available to stakeholders via the communication channels outlined in **Table 4.2**. Other effective communication networks in the local communities identified throughout the Project lifecycle will be utilised whenever possible.

E&S Specialists will move through communities and social venues including community sentences and offices of RM/M, for the purposes of providing information to, and solicit information and input from, community members and other project stakeholders, through engaging in two-way discussions with the project stakeholders. The information that is provided directly to community members through visits of the E&S specialists will also be displayed in well-publicised, visible and publicly accessible locations, to ensure that knowledge of/ and access to project information is just limited only to those who E&S specialists meet and speak with. Example of publicly accessible locations include public offices such as ward offices, schools and health clinics, town halls, and community centres.

They will ensure that the Project disclosure and consultation occur on neutral grounds to help remove obstacles to participate, especially for women and vulnerable groups.

The Project will also explore films and videos of construction of different components of SRCTIP trade component to screen for the PAPs and other interested stakeholders. Videos of relevant progressive rehabilitation programs, resettlement and livelihood restoration programs

and community health and safety training programs will also be sourced whenever possible for community screen time.

*Table 4.3 SRCTIP-Trade Component Information Disclosure Channels*

Targeted Stakeholders	Information Disclosure Channels
Project Affected Persons and Project Affected Municipalities	<ul style="list-style-type: none"> <li>• Project Information Centre</li> <li>• E &amp; S team</li> <li>• Ward offices</li> <li>• Municipality Office</li> <li>• Local schools</li> <li>• Local clinics</li> <li>• Local tea houses/lodges</li> </ul>
District Level Stakeholders – including Regional Stakeholders, District Government, Elected Officials, Local Businesses, Local Interest Groups, Local Education and Health Institutions	<ul style="list-style-type: none"> <li>• District Offices of various agencies</li> <li>• DCC</li> <li>• District chapters of Trade Unions/Transport Committees</li> <li>• FNCCI unit in district</li> <li>• NCC unit in district</li> <li>• District schools and health clinics</li> <li>• Interest groups and local NGOs’ networks</li> </ul>
Provincial Level Stakeholders – including Provincial Government, Elected Officials and Politicians, Businesses, Interest Groups, Education and Health Institutions, Local NGOs, and Local Media	<ul style="list-style-type: none"> <li>• Provincial Government Offices</li> <li>• Provincial Trade Unions/Transport Committees</li> <li>• Provincial FNCCI and NCC</li> <li>• Provincial NGOs and interest groups’ network</li> <li>• Project Facebook page</li> </ul>
National Level Stakeholders – including Centre Government and	<ul style="list-style-type: none"> <li>• Ministry Offices</li> <li>• NGOs’ networks</li> <li>• Offices of National Trade Unions/Transport Committees</li> </ul>

National and International NGOs	<ul style="list-style-type: none"> <li>• Project Facebook page</li> </ul>
Project website	<ul style="list-style-type: none"> <li>• All stakeholders can access Project information materials</li> </ul>

Disclosure events (time and place) will be communicated to all stakeholders via the following means and methods:

- E & S team in local areas
- Local teachers and school boards
- Ward officers and notice boards
- Clinic nurses and notice boards
- A local radio talk/ interview suggesting where and when information is available
- Facebook ads suggesting where and when information is available
- Local NGO network
- Notices to local chapters of trade unions/transport committees
- District level Journalists Association
- Advertisement on provincial newspapers and/or TV suggesting where information is available.

### ***Communication Materials***

Key disclosure and consultation materials include:

- Project Information Document (PID): This document consists of a non-technical summary of the Project, development timeline and milestones, Project updates, consultation program and opportunities for the stakeholders to participate in development of the Project, timeline and venues for engagement activities, contact details for questions and queries. The PID will be updated at each Project milestone to reflect the Project development and key activities at each stage.
- Project Factsheet: A one-pager in Nepali explaining the Project information in simple, plain language accompanied with maps and pictures.
- SRCTIP-Trade Component Frequently Asked Questions (FAQs) which comprises of Project key risks and issues, and Project's plan to address them, as well as answers to key questions raised by the stakeholders during the previous consultation. The FAQs will be

revised and updated regularly to reflect Project development and key issues that have come to light.

- Grievance Redress Mechanism (GRM): Details on how to access the grievance mechanism will be provided. This will include information on how the grievance management process will work, including the timeframes for responses.

These documents will be provided in Nepali and/or local language as required. Refer to **Appendix A** for more details on the series of communication materials planned for the Planning Phase.

### ***Project Information Centre***

A Project Information Centre (PIC) will be established in the local area in 2020. The PIC will be maintained by the field level E & S team members. The PIC will welcome visitors from the local communities and the district to obtain Project information, ask questions, raise issues or log grievances.

### ***Project Website and Telephone line***

A Project website will be established at Pre-Construction phase to provide information about the Project and disclose all Project related information to the wider public. The Project website will be regularly updated with new Project updates such as job opportunities for local workforce, compensation and resettlement process. The Project website will also allow the public to submit issues or grievances related to the Project development.

The Project telephone line and email will also be made available from the Pre-construction to enable the public to ask questions, raise issues and submit grievances.

### ***Social Media***

Facebook is the most popular social media app in Nepal hence the SRCTIP-Trade Component Facebook page will be established during the pre-construction phase to communicate with the local population of different age and background and other Project Interested Parties via social media campaigns throughout the Project's lifecycle. Facebook ads that target youth will be generated as much as possible to disseminate information to this high social media user group.

### **Review of Comments and Report Back**

Feedback from the PAPs will be captured by the deployed E & S team. They will also maintain a stakeholder engagement/feedback and grievance register that will be forwarded to the E & S Project team in Kathmandu. Urgent issues and grievances that need immediate attention will be communicated to the Social Specialist to take it up the chain of command as soon as practically possible.

For other disclosure channels, a Comment Box will be provided in each disclosure location together with copies of a Feedback Form for stakeholders to provide input. Stakeholders can also make comments and suggestions via the Project Facebook page, Project email, and information telephone line.

Stakeholder feedback will be collected and Social Team will analyse engagement data to identify stakeholder key issues, trends, suggestions and aspirations. During the Planning and Pre-Construction phases, a stakeholder engagement report will be produced at each consultation milestone and include:

- Number of stakeholders engaged (total and by stakeholder group)
- Methods of engagement
- Key issues and trends
- Grievances and details of how they have been resolved.

During the Construction phase, the report will be produced monthly.

The report will be submitted to MoICS/MoALD Project Director and relevant managers in order to help them address the issues that have come up in different management plans, such as the traffic management plan, health and safety plan, or Construction Contractor's various plans. Mitigation measures will be addressed systematically through the relevant management plans. The FAQs will be revised and updated regularly to reflect Project changes and key issues that have come to light as a result of information disclosure and consultation activities.

A Stakeholder Issues and Response Report ("You Ask, We Answer") will be provided to the stakeholders at Draft ESA Consultation Phase, which provides a summary of stakeholder engagement activities undertaken to date, a summary of the feedback received and a brief explanation of how the feedback was taken into account or the reasons why it was not.



## 5 Stakeholder Engagement Management System

Implementation of this SEP will be supported by a Stakeholder Engagement Management System. The system is a tool that can be used to track stakeholder activities and grievances and report on them. The system will help track the following information:

- The stakeholder – i.e. an organisation or individual;
- A contact person’s name and position or title;
- Contact details (address, telephone, email, website);
- Stakeholder group(s);
- Stakeholder analysis results including potential impacts by the Project, level of stakeholder importance, influence, key interests etc;
- Details of engagement activities – i.e. date, location, attendees and key issues raised – and responses/actions agreed; and
- Grievances and how the Project has responded to them including responses, corrective actions, responsibilities, final decision, communication on proposed resolution and agreement, due dates, closed dates, etc.

The outputs from the stakeholder mapping process (**Section 4**) will be captured in the stakeholder database as well as the outputs from the engagement activities described above. This will help ensure that issues and concerns are captured and can be fed into decision-making process and that commitments tracked over time ensuring that they are met. An example of a template to track engagement activities is provided below:

**Table: Stakeholder Engagement Management System - Template**

Stakeholder	Contact person	Contact details	Interest/ Issues	Details of engagement		
				Engagement	Issues	Actions
Ie Stakeholder group	Ie Individual	Ward, Municipality, District, Province		Date Location Attendees	Key issues raised Response provided	Agreed actions

## 6 Grievance Mechanism

This section details the grievance mechanism that will be used to identify, track, and manage grievances raised by external Project stakeholders.

### Objectives

The main objective of the grievance mechanism is:

- To address grievances promptly and effectively, in a transparent manner resulting in outcomes that are seen as fair, effective and lasting;
- To provide a grievance management process that is culturally appropriate and readily accessible to all Project affected parties;
- To build trust as integral component of the Project community relations activities; and
- To enable a systematic identification of emerging issues facilitating correcting actions and pre-emptive engagement.

### Use of the Existing Dispute Resolution Systems

An assessment of local systems of decision making or dispute resolution to see what can be built on for the Project grievance mechanism reveals the following:

- The Constitution of Nepal 2015 and Local Government Operation Act (LGOA) 2017 empower local judicial committees of Municipalities to deal with community-based disputes.

Sections below describe how these existing systems have been incorporated in the dispute resolution process to ensure the cultural appropriateness of the mechanism.

### The Complaint Resolution System

The objective of this system is to ensure there is a robust and transparent process available for addressing complaints. This system comprises a sequential process of four (4) levels of resolution. The next level of resolution is triggered if the complaint cannot be resolved at a lower level, although SRCTIP-Trade Component recognises and accepts that complainants may go directly to Level 4 to lodge complaints.

---

#### Box 6.1 SRCTIP-Trade Component Grievance Resolution System

**Level 1:** This level of resolution is for complaints that can be resolved by the E & S field team member of sub-project directly with the complainant. This level of complaint can be dealt with through immediate corrective action.

**Level 2:** This level of resolution is for complaints that could not be satisfactorily resolved by SRCTIP-Trade Component alone and therefore appeal to the Local Grievance Committee (also referred to as Sub-project Grievance Committee).

---

---

**Level 3:** If the complainants are not satisfied with the resolution proposed by the Local Sub-project Grievance Committee, they can appeal to the Project Grievance Committee.

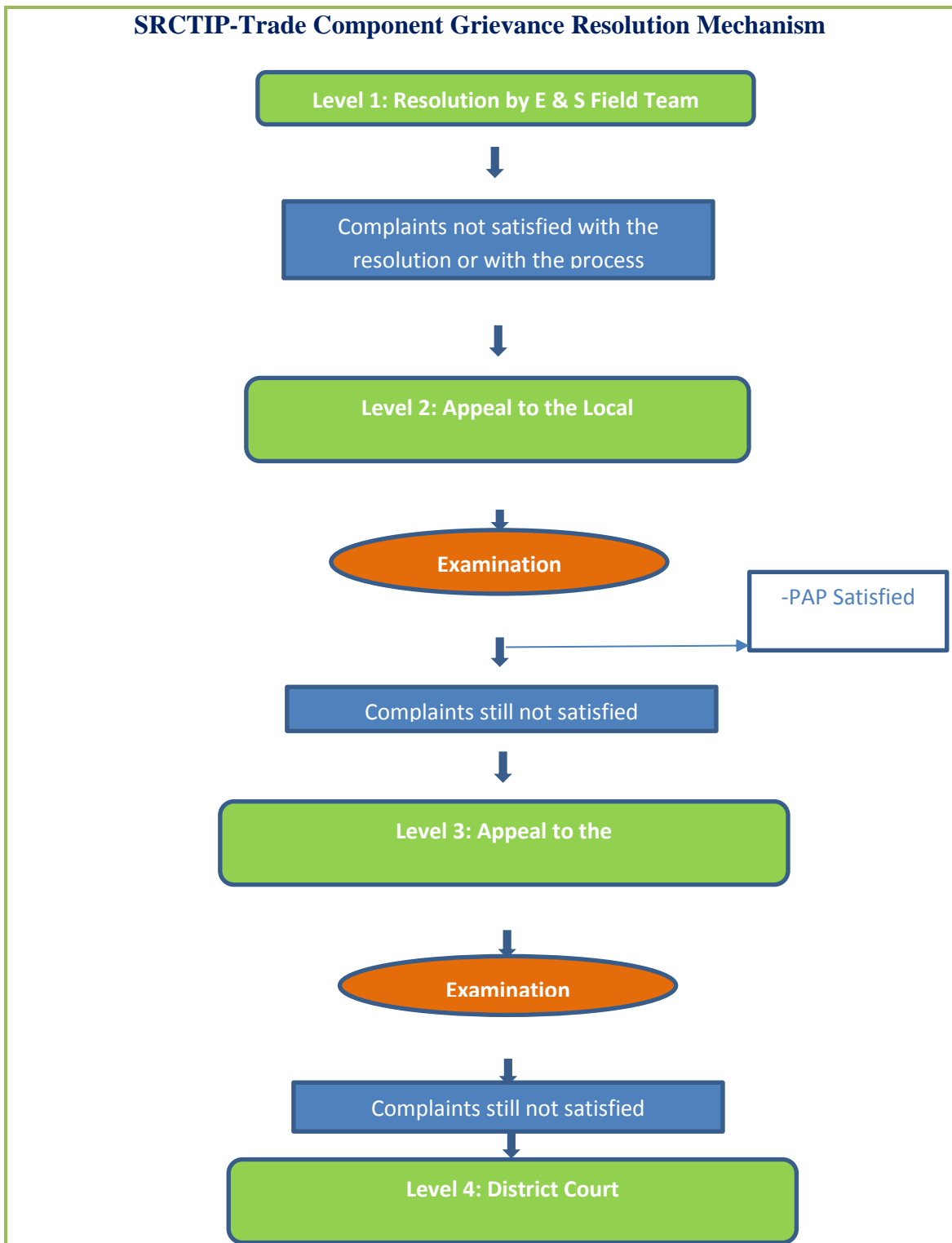
**Level 4:** If the complainants do not accept the resolution or decision at level 3 then they can take legal action at the District Court. The Project does not control this level of resolution but acknowledges this process is available to stakeholders. It also acknowledges that some complainants may choose to proceed directly to this level of resolution.

---

Building on existing dispute resolution systems, the grievance committees will be set up as soon as possible during the Planning stage. They will be constituted as below:

- **Local Grievance Committee** (also referred to as **Sub-project Grievance Committee**): Consists of the Sub-Project Social Safeguard Specialist, Construction Contractor representatives, Ward/Municipality officials, and community representatives (especially women and youth).
- **Project Grievance Committee:** Consist of Project E & S Specialists, Construction Contractor representatives, Ward/Municipality representatives, the District Coordination Committee representative, an official from the District Administration Office, MoICS/MoALD representative, and community representatives (especially women and youth).

The Grievance Resolution System is illustrated in **Figure 6.1**.



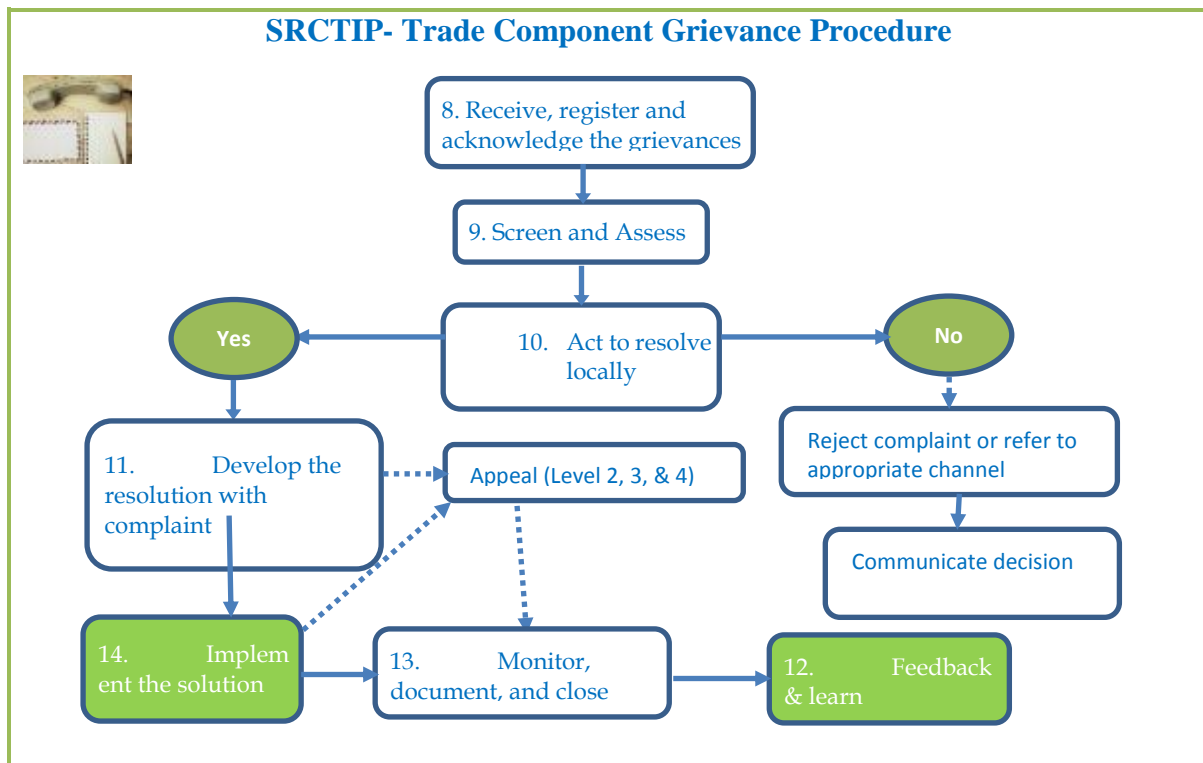
**Figure 6.1 SRCTIP-Trade Component Grievance Resolution System**

**The Grievance Procedure**

All grievances shall be managed in accordance with SRCTIP-Trade Component’s Grievance Procedure (**Figure 6.2**). All grievances must be handled in a discreet and objective manner. The Community Liaison Officers of E & S field team must take into consideration the sensitive nature of the needs and concerns of the affected communities and be responsive to the

grievances made by the Project-Affected Parties, especially during the peak of the construction period.

All grievances and how they have been managed will be recorded in the Stakeholder Engagement Management System including complaint details, a summary of the grievance, the resolution or agreement on proposed actions (between the Project and the complainant), and monitoring actions taken in response to the grievance.



**Figure 6.2 SRCTIP-Trade Component Grievance Procedure (Refer to Grievance Resolution System for Levels 2 - 4)**

The key steps of the procedure are as follows:

**1. Receive, register and acknowledge the grievance**

A variety of methods will be available through which stakeholders can lodge grievances. This will include:

- Verbal communication with the CLOs who are stationed in the sub-project field office. For those who have difficulty reading or writing or inexperienced with the complaint process the CLOs will assist them in filling out the complaint form.
- Written communication by filling out the complaint form (**Appendix F**) provided by the CLOs. The form will also be made available at the Project Information Centre, Project field/site office, Ward Offices of the Local Government and other disclosure venues identified in the ESA consultation (**Table 4.5**).

- The complainants then can submit the complaint forms to the CLOs or drop them in the Comment Box (complaint boxes) available at Project field/site office, Ward Offices and public places, or mail them to the Project office.

The CLO who received the grievance form will **register** the grievance in their Grievance Log and the Social Safeguard Specialist will register it in Stakeholder Engagement Management System weekly. The CLO will assign a **unique grievance number** to each grievance for easy tracking.

Grievances for highly sensitive cases, and as requested by complainants, will be filed anonymously, which is essential for capturing any grievances that may arise in relation to GBV (gender-based violence) and SEA (sexual exploitation and abuse).

The CLO will provide the complainant with a **verbal acknowledgement** of the receipt of the complaint within 3 working days (phone call, text message, or a meeting) and a written acknowledgement within 7 days (email, letter). The acknowledgement will include the grievance number so the complainant can use as reference to track the status of their complaint. If the grievance is not well understood or if additional information is required, clarification should be sought from the complainant during this step.

**2. Grievance is screened and assessed** within 10 days of receipt. The significance of the grievance will then be assessed using the criteria outlined in **Box 0.2**.

- If the grievance is related to the Project development and can be resolved locally then proceed to the next step.
- If the complaint is not related to the Project then refer to other government departments or organisations, or judicial committee within the local government as appropriate, reject the complaint, and communicate decision to the complainant with explanation.

**3. Inform and assign responsibility**

At ESA stage, it is expected that the complaints related to the Project will be rare as the Project impacts are not materialised. The Team Manager will **inform** the ESA Stakeholder Engagement Team Lead who in turn will inform MoICS/MoALD Grievance Manager of all grievances. The Grievance Manager is a member of MoICS/MoALD Project executive team.

At pre-construction onwards, the Community Relations (CR) Manager will take over the role of the ESA Stakeholder Engagement Team Lead and Grievance Manager and will be notified of all grievances and the Project Director is notified of all Level 3 grievances.

- CLOs will initiate resolution for Level 1 complaints where potential impacts and consequences are relatively low (e.g. construction truck damages local Community's fence).
- CR Manager will initiate resolution of all complaints at levels 2 and 3 and level 1 complaints that can have significant implications to the business image or performance.

---

### **Box 6.2 Significance Criteria**

**Level 1 Complaint:** A complaint where potential impacts and/ or consequences are low that can be resolved quickly (e.g. Project construction vehicle damaging a local family's fences or cattle).

**Level 2 Complaint:** A complaint which is widespread and repeated (e.g. dust from construction vehicles).

**Level 3 Complaint:** A complaint that could potentially result in a serious breach of MoICS/MoALD policies or National law or affect MoICS/MoALD and Project image and performance (e.g. inadequate waste management).

---

- 4. A resolution is developed in consultation with the complainant** as soon as possible but **no later than 14 days after screening** and assessing the grievance. The responsible CLO/ CR Manager shall seek input from relevant rural municipality officials as well as Project personnel and Construction Contractors, as necessary.

The response is signed-off by the Director for level 3 grievances and the CR Manager for Level 2 and Level 1. CLOs will ask complainant for written acceptance of the resolution (or verbal if the complainant has difficult reading/ writing).

- 5. If the complainant does not accept the proposed solution** the responsible CLO/ CR Manager shall refer to the Local/Sub-Project Grievance Committee to facilitate an agreeable resolution (Level 2 of the Grievance Resolution System). If the complainant does not accept solution proposed by the Local/Sub-project Grievance Committee they can appeal to the Project Grievance Committee (Level 3 of the Grievance Resolution System). And finally, as the last resort, they can appeal at District Court (Level 4).

- 6. Once the resolution is accepted by the complainant, the solution is implemented.**

For relatively simple, short-term actions that can resolve the problem, the objective will be for the solution to be **implemented within 20 days** after assessing the grievance.

For solutions that take longer to address, or for which the complainants are not satisfied or additional corrective actions are required, the CLO will inform the complainants of the progress on a regular basis until the solution is completely implemented.

- 7. Inform the complainant once the resolution is implemented.** The responsible CLO/CR Manager will inform the complainant that the corrective actions have been implemented and confirm that the complainant is satisfied with the resolution.
- 8. Monitor, document the grievance resolution process and close the grievance** with sign-off from the CR Manager with the Project Director approval to close out level 3 grievances. A grievance close-out form will be used (**Appendix D**). If further attention is required the CLO/ CR Manager should return to Step 2 to re-assess the grievance.

All correspondence related to the grievance must be documented in the Stakeholder Engagement Management System for monitoring, reporting and learning. This will help drive continual improvement.



## **7 Monitoring and Reporting**

To ensure that the desired outcomes are being achieved, the SEP will be monitored throughout the Project lifecycle.

### **Monitoring of Stakeholder Engagement Activities**

There are two methods through which the stakeholder engagement process will be monitored:

1. Review of engagement activities in the field:
  - During engagement with stakeholders, the E & S team will assess meetings using a feedback evaluation form or by asking questions of participants.
  - At the end of each stakeholder engagement phase, the team will debrief with the Project team to assess whether the required outcomes of the stakeholder engagement process are being achieved, and to provide the opportunity to amend the process where necessary.
2. Systematic, formal evaluation, which will occur on an annual basis or on a special circumstances when the Project has potential to face a high social risk.

### **Evaluation of Stakeholder Engagement Activities**

Performance will be reviewed on an ongoing basis to determine the effectiveness of the SEP, including the methods being used and the accuracy of the mapping results.

A formal evaluation will be done annually, during which the performance indicators set out in the table below will be used to determine the extent to which the objectives of the SEP have been met. For the indicators related to participation and grievances filing, all data will be disaggregated according to gender and ethnicity. Information from the Stakeholder Engagement Management System and formal/informal feedback from stakeholders will be used to assess the performance indicators. The evaluation results will be used to update the SEP and will be reported internally as well as to key external stakeholders, as requested.

The annual review will be done internally, and by a third party if required. The annual review will start after the agreement on the ESCP. The Project team will undertake the first quick evaluation in six months after the start date to check if the different systems employed for the SEP are working.

The annual review will also provide a timely opportunity to review the stakeholder mapping results to ensure that the mapping results are still accurate.

The monitoring and evaluation activities and criteria will be reassessed when the IPPF emerges and a possible ongoing governance structure put in place for the IPPF. Such a structure would form a natural body for periodic and participatory evaluation.

Table 7.1 Performance Indicators

Objectives	Performance Indicators
Stakeholders are provided information about the Project in a timely manner	<ul style="list-style-type: none"> <li>• Number of materials disseminated</li> <li>• Comments received on disclosure materials, positive or negative</li> <li>• Locations of information disclosure and who received the information</li> </ul>
Stakeholders have an opportunity to share their views and concerns about the Project’s development	<ul style="list-style-type: none"> <li>• Number and type of engagement opportunities provided</li> <li>• Topics of engagement activities</li> <li>• Attendance rates</li> <li>• Numbers of grievances related to lack of opportunity to participate in Project development</li> </ul>
Informed participation by Vulnerable Groups	<ul style="list-style-type: none"> <li>• Number and type of engagement opportunities provided to Vulnerable Groups</li> <li>• Attendance rates</li> <li>• Representation of all sub-groups</li> <li>• Number and type of issues raised are satisfactorily resolved.</li> </ul>
Positive working relationships are built and maintained over time	<ul style="list-style-type: none"> <li>• Number and type of grievances lodged by stakeholders</li> <li>• Number of satisfactorily closed out grievances</li> <li>• Percentage of stakeholders taking part in engagement efforts</li> <li>• Community attitudes and perceptions</li> </ul>
Engagement continues to be transparent, inclusive and appropriate throughout the Project lifecycle	<ul style="list-style-type: none"> <li>• Adherence to the schedule of stakeholder engagement activities</li> <li>• Representation of Vulnerable Groups in engagement activities</li> <li>• Number and type of grievances lodged by community members</li> <li>• Number of satisfactorily closed out grievances</li> </ul>

### Reporting

Closing the loop in community engagement is vital in building trust and respect with stakeholders. Letting affected people and interested parties know what has happened with the

feedback provided during consultation, the importance of their contribution to the project, and what the next step will be, is not only a good practice, but also a common courtesy.

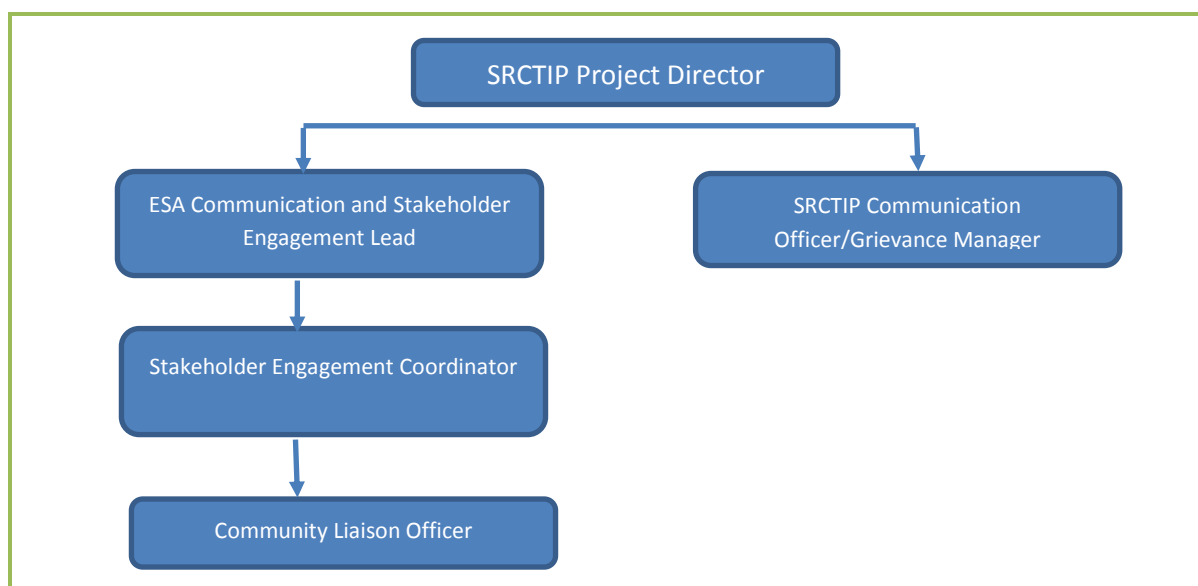
Reporting back also has other benefits such as: double checking information, testing the stakeholder's reaction to the proposed mitigation measures, and obtaining further feedback to refine the measures before implementation, getting buy-in from key stakeholders for implementation plans.

Reporting back to the stakeholders will be done through:

- Frequently updated FAQs to address new concerns that have come to light through stakeholder feedback during planning, pre-construction, construction and operations. The updated FAQs is one of the key disclosure materials for the Project throughout the Project lifecycle.
- Issues and Response Reports (“You Ask We Answer”) to be disclosed with the Draft ESA. The report will provide summary stakeholder engagement activities undertaken to date, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account or the reasons why it was not.
- Updated Issues and Response Report to be disclosed with the Final ESA incorporating any feedback received during the Draft ESA consultation phase and how the feedback has been considered in the Project designs and decisions.
- Construction Issues and Response Report to be disclosed which incorporate any new issues that have come to light and concerns and queries raised by the Project stakeholders, especially the Project-Affected Parties during construction, and how the feedback has been considered in the Construction designs and decisions.

## 8 Roles, Responsibilities and Resources

The organisation chart that depicts the roles and responsibilities for implementation of the SEP at the Planning Phase is provided in **Figure 8.1**.



**Figure 8.1 Organisational Structure during the Planning Phase**

MoICS/MoALD has the overall responsibility for oversight of development and execution of the SEP. The roles and responsibilities of the planning phase stakeholder engagement team are summarised in **Table 8.1**.

**Table 8.1 Roles and Responsibilities of the Planning Phase Stakeholder Engagement Team**

Planning Phase Team Member	Responsibilities
SRCTIP-Trade Component Project Director	<ul style="list-style-type: none"> <li>Has the overall responsibility for oversight of development and execution of the SEP</li> <li>Responsible for approving the SEP, including the annual budget required for implementation.</li> </ul>
MoICS/MoALD Communication Officer/Grievance Manager	<ul style="list-style-type: none"> <li>Manage interactions with key national-level stakeholders in Kathmandu such as media and critical NGOs, and policy-makers, etc.</li> <li>Provide resolutions of all grievances related to the Project according to the Grievance Mechanism</li> </ul>

<p>ESA Communication and Stakeholder Engagement Lead</p>	<ul style="list-style-type: none"> <li>• Lead in the implementation and monitoring of the SEP</li> <li>• Interface between MoICS/MoALD and the Project stakeholders</li> <li>• Train staff to undertake the stakeholder engagement activities outlined in the SEP</li> <li>• Coordinate the resolution of grievances with MoICS/MoALD Communication Officer/Grievance Manager</li> <li>• Monitoring and reporting on the SEP, including updates, as required, to the stakeholder mapping results</li> <li>• Complete ESA disclosure</li> <li>• Adjust the SEP to accommodate any changes.</li> </ul>
<p>Stakeholder Engagement Coordinator</p>	<ul style="list-style-type: none"> <li>• Assisting the ESA Communication and Stakeholder Engagement Lead in implementing the SEP</li> <li>• Undertaking two rounds of visits to the affected communities a month the Directly and Indirectly Affected Population</li> <li>• Maintaining the Project Information Centre</li> <li>• Being the point of contact for any grievances for the PAPs</li> <li>• Coordinate the CLOs activities</li> <li>• Help ESA experts to communicate the findings from the impact assessment process and their recommendations for reducing or mitigating impact;</li> <li>• Help organise community level meetings for MoICS/MoALD-WB, and Public Hearing etc; and</li> <li>• Register stakeholder engagement activities and results, as well as grievances in the Stakeholder Engagement Management System.</li> </ul>
<p>Community Liaison Officer (CLO)</p>	<ul style="list-style-type: none"> <li>• Coordinate with ward chairperson</li> <li>• Implement Project Information Mobile Libraries in their communities</li> </ul>

	<ul style="list-style-type: none"> <li>• Hold small group meetings in local IPs language to explain printed disclosure materials for people who are not literate or problem in reading/understanding Nepali</li> <li>• Receive stakeholder feedback and grievances, and each will maintain a log of meetings held by them</li> <li>• Communicate urgent issues and grievances to the team coordinator in a timely manner.</li> </ul>
--	--

At the beginning of pre-construction, the Project will appoint a Community Relations (CR) Manager who will take over the responsibility and oversight of the implementation of the SEP from MoICS/MoALD Communication Officers and the Communication and Stakeholder Engagement Lead consultant (**Figure 8.2**). This organisational structure will be reviewed periodically to ensure effectiveness of SEP implementation..



Figure 8.2 Organisational Structure for Future Phases

The roles and responsibilities of the stakeholder consultation team during the future phases of the project are summarised in **Table 8.2**.

Future Phases	Responsibilities
Stakeholder Engagement Team Member	

SRCTIP-Trade Component Project Director	<ul style="list-style-type: none"> <li>• Responsible for approving the SEP, including the annual budget required for implementation.</li> </ul>
Community Relations Manager	<ul style="list-style-type: none"> <li>• Responsible for the overall implementation of the SEP and to ensure that grievances are resolved in a timely manner</li> <li>• Coordinate the engagement activities between the SEP and various frameworks/plans such as IPPF and RPF, including adjusting the SEP to accommodate any changes.</li> <li>• Accommodate the grievance mechanism likely to be included in the Indigenous People’s Planning Framework.</li> </ul>
Stakeholder Engagement Coordinator	<ul style="list-style-type: none"> <li>• Support the CR Manager in the implementation of the SEP</li> <li>• Coordinating the CLOs activities on the ground, including regular training and briefings</li> <li>• Hold weekly meetings with CLOs (one week at the Dam site and next week at the Power-house/access road side) to examine the stakeholder engagement/feedback and grievance register records undertaken by the CLOs</li> <li>• Provide a weekly summary of feedback and grievances to the Communications and Stakeholder Engagement Lead and Social Team Lead</li> </ul>
CLOs	<ul style="list-style-type: none"> <li>• Implement Project Information Mobile Libraries in the PAP area</li> <li>• Receive training once a month on general Project information, engagement skills and techniques, various specialist topics centred on Project key risks and how the Project team plans to manage them</li> <li>• Hold small group meetings in local IPs language to explain printed disclosure materials for people who are not literate or problem in reading/understanding Nepali</li> <li>• Receive stakeholder feedback and grievances, and each will maintain a log of meetings held by them</li> <li>• Communicate urgent issues and grievances to the team coordinator in a timely manner</li> </ul>

Once further activities for the Trade Facilitation component have been defined, clarity about stakeholder engagement activities to be carried out, a budget for stakeholder engagement activities will be developed. The budget will include estimated costs for establishing and managing the GRM.



## **Appendix A: Planned Stakeholder Engagement Activities**

### **Consultation and Information Disclosure during Planning Phase**

Given the high profile and history of trade & transport sector development in Nepal, stakeholder engagement for the SRCTIP-TRADE COMPONENT needs to start early, during the planning process to obtain input and discuss potential concerns from Project stakeholders, to support a comprehensive impact assessment and identification of potential mitigation measures. Early engagement will lead to a greater likelihood of Project acceptance within the community. Engagement will need to continue throughout the Project lifecycle.

The ESA process is likely to be the most intense period of planned public participation for the Project to establish a strong foundation for a long-lasting and trusting relationship between MoICS/MoALD and stakeholders, in particularly the PAPs and surrounding communities, and to identify key issues and have an effect on the project decisions to which they relate.

The ESA consultation aims to achieve the following goals:

- Disclose relevant Project information to help affected communities and other stakeholders understand the risks, impacts, and opportunities for the Project in a timely, understandable, accessible and appropriate manner and format;
- Provide the affected communities and stakeholders with opportunities to express their views on Project risks, impacts, and mitigation measures;
- To solicit stakeholders' ideas, opinions, and recommendations on various alternatives; and
- To assess the level of stakeholder interest and support for the Project and to enable stakeholders' views to be taken into account in project design and environmental and social mitigation measures as well as development benefits and opportunities.

### **Scoping Consultation**

Scoping consultation for the ESA is well underway.

The aim of the scoping consultation is to scope stakeholder issues. It is an important step to help identify more accurately the full range of potential impacts of the Project. The results of the completed scoping consultation will be incorporated into the Draft Scoping Report, which will help form the Terms of Reference (ToR) for the ESA.

During consultation with PAPs, the Project team PAPs, both men and women will participate in the scoping consultation. To ensure the objective of the SEP is met and basic principles of good stakeholder engagement are followed, the gender imbalance will be addressed and

managed in the ESA consultation and throughout all Project phases. See the following sections for measures to increase women participation in the Project consultation and disclosure.

### ***Incorporating Stakeholder Feedback and Reporting Back***

Stakeholder questions, issues, suggestions and feedback during the Scoping consultation will help the Project team scope the key risks and issues for the Project (See **Appendix A**) which in turn will inform the ToR for the ESA.

The key stakeholder issues also will inform the content of the ESA consultation materials such as the Project Information Document (PID), the Frequently Asked Questions (FAQs). These materials will be disclosed widely following the disclosure channels identified in **Section 4.1.1** as a way for Project to report back to stakeholders how the Project has incorporated their feedback into Project design and decision-making.

### ***Consultation on Draft Scoping Report and Terms of Reference for ESA***

The Draft Scoping Report and ToR for the ESA will be submitted to MoICS/MoALD and the World Bank for review.

A series of expert panel workshops will be held to present the findings of the scoping process to the key stakeholders who directly or indirectly influence the Project development and seek their input.

At the district level, a meeting will be held with key stakeholders such as: the District Development Committee Office, the District Administration Office, the District Road and Transport Office, Other relevant District Offices, and local NGOs working in the area.

Similarly, at the provincial level, meetings will be conducted with key stakeholders such as:

- Kathmandu: Consultation meeting with the Members of Parliament from the Sub-Project District, MoICS/MoALD, Members of Parliament's Trade & Transport Committee and Kathmandu-based project "concerned group" members, including Trade Unions/Transport Committees.
- Province Headquarter: Consultation meeting with the Chief Minister, Ministers of provincial governments and senior officials (e.g. the Provincial Planning Commission, Secretaries, etc.), provincial Trade Unions/Transport Committees. and Provincial community service organisations (CSOs) representing women, Indigenous Peoples, Dalits and other vulnerable groups

The comments and suggestions received from the participants at the district, provincial and central levels will be collected and incorporated in the final Scoping and ToR documents.

### **Consultation during the ESA**

Following the scoping consultation, a wider engagement program will be undertaken during the ESA baseline data collection process and impact assessment. Key consultation activities during this stage will be:

- Disclosing the Project information to affected communities and other stakeholders (as identified during the stakeholder mapping process); and
- Consulting on the scope of impacts, alternative options for Project components, and potential measures to help minimise the impacts and enhance the Project benefits.

While scoping consultation aims to involve key stakeholders in the initial scoping activities to form the ToR for the ESA, consultation during the impact assessment process is designed to reach a wider stakeholder group. This will include more intensive engagement activities to ensure all interested parties, especially women and vulnerable groups, are provided with opportunities to express their views regarding the Project and for the Project team to respond to stakeholder feedback.

### ***Information Disclosure***

The following information about the SRCTIP-Trade component will be disclosed to the stakeholders:

- PID: This document consists of a non-technical summary of the Project, development timeline and milestones, the ESA process, ESA consultation program and opportunities for the stakeholders to participate in development of the Project, timeline and venues for engagement activities, contact details for questions and queries.
- SRCTIP-Trade Component FAQs which comprises of Project key risks and issues, and Project's plan to address them, as well as answers to key questions raised by the stakeholders during the Scoping consultation. The FAQs will be revised and updated regularly to reflect Project development and key issues that have come to light.
- Grievance mechanism: Details on how to access the grievance mechanism will be provided. This will include information on how the grievance management process will work, including the timeframes for responses.

The Project related information documents will be translated into Nepalese and will be brought to the PAPs by the Stakeholder Engagement Coordinator who is stationed in the local area.

The Stakeholder Engagement Coordinator will visit the communities in the PAPs twice a month and move around communities and social venues such as local markets and tea houses in the Project Areas of Influences whenever possible. CLOs stationed at sub-project site offices will undertake regular consultations with community people in these two locations.

In addition, the Project will make disclosure materials available to stakeholders via the communication channels outlined in **Table 4.2**.

Disclosure events (time and place) will be communicated to all stakeholders via the following means and methods outlined in **Section 4.2**.

### ***Consultation Activities***

Consultation activities during this period will be undertaken following the methods identified in **Section 4.3**.

In addition to introducing Project information and alternatives, and obtaining stakeholder feedback, consultation at this stage will focus on key issues identified during the Scoping phase such as environmental impacts, compensation, shares and employment opportunities, community risks, and potential mitigation measures as well as benefit enhancers.

Stakeholder feedback will be documented, collated, and analysed in the Stakeholder Engagement Management System as discussed.

### ***Incorporating Stakeholder Feedback and Report Back***

Refer to **Section 4.4** for details.

### **Consultation on the Draft ESA**

The key objective of Draft ESA consultation is to:

- Disclose the Draft ESA and ESCP; and
- Consult on Project potential risks and impacts and proposed mitigation measures and benefit enhancers, and respond to stakeholder comments and inputs. Feedback will be incorporated them into final project designs and ESCP.

### ***Information Disclosure***

The following information will be disclosed to the stakeholders in Nepalese:

- A non-technical summary of the ESA and ESCP;
- A list of potential risks and impacts, proposed mitigation measures and benefit enhancers;
- Opportunities for comments and feedback, next steps, and contact details for questions and queries;
- Updated the SRCTIP-Trade Component FAQs based on feedback received during previous consultation activities (Impact Assessment Consultation);

- An Issues and Response Report which provides a summary stakeholder engagement activities undertaken to date, a summary of the feedback received and a brief explanation of how the feedback was taken into account or the reasons why it was not; and
- Full version of the Draft ESA, ESCP, and SEP.

Information will be disclosed via the channels established at the ESA Consultation stage (**Table 4.2**).

### ***Consultation Activities***

Consultation activities during this period will be undertaken following the methods identified in **Table 4.3**.

### ***Incorporating Stakeholders and Report Back***

Stakeholder feedback will be documented, collated, and analysed in the Stakeholder Engagement Management System as discussed in **Section 4.4**. Stakeholder comments and suggestions will be addressed and incorporated into the Final ESA and management plans.

The Project team will report back to the stakeholders about how their feedback has influenced the Project outcomes via the Issues and Response Report described above.

### **Pre-construction Engagement**

Pre-construction engagement is designed to seamlessly continue the engagement process as the Project transitions from the ESA stage to pre-construction. The aim is to:

- Provide stakeholders with updated information about the Project and progress towards development;
- Disclose the final ESA and ESCP as well as Contractors ESMPs and related plans such as Community Health and Safety Plan, Traffic Management Plan, Worker's Camp Management Plan, etc.;
- Provide information on construction management plans such as traffic management plan, health and safety plan
- Conduct ongoing consultation related to compensation and resettlement;
- Road test the project mitigation measures and benefit enhancers; and
- Provide an update on engagement activities that will occur during construction, including the frequency in which activities will be undertaken, and the key points of contact within the Project team.

### ***Disclosure and Consultation***

Consultation materials to be disseminated during this phase include, but are not limited to:

- Project brochure – consisting of Project updates, construction activities and timelines, engagement activities during construction, details of the Project Information Centre, Project Information Mobile Libraries, point of contact for questions or queries;
- A non-technical summary of the Final ESA and ESCP;
- Updated SRCTIP-Trade Component FAQs based on feedback received during the ESA consultation;
- Updated Issues and Response Report based on feedback received during the Draft ESA consultation; and
- Full version of the Final ESA, ESCP, SEP, sub-project specific ESMPs and related plans such as Community Health and Safety Plan, Traffic Management Plan, Worker’s Camp Management Plan, etc.

Information will be disclosed via the channels used during the ESA consultation period in **(Table 4.2)**.

Pre-construction engagement will be held at local, district, provincial and centre levels and will include all stakeholders impacted or interested in the construction phase. The complete list of stakeholders is presented in **Table 3.1** and **Table 3.2**. Consultation with stakeholders will be via channels and methods identified during the ESA consultation phase (**Table 4.3**). Many of these channels and methods will be tested during the earlier stages of the Project to see if they meet the needs of stakeholders and modifications will be made to the SEP accordingly to ensure the effectiveness of the plan, particularly to ensure that vulnerable groups are able to engage in the process.

#### ***Incorporating Stakeholder Feedback and Report Back***

Stakeholder feedback will be documented, collated, and analysed in the Stakeholder Engagement Management System. Stakeholder comments and suggestions will be filtered to the Project team to incorporate into the various construction plans.

The Project team will report back to the stakeholders about how their feedback has influenced the Project outcomes via an Updated Issues and Response Report.

#### ***Project Information Offices***

The site offices of the projects will also serve as Project Information Offices (PIO) that will operate in full capacity during the pre-construction phase. See **Section 4.2** for details.

A Project website and Facebook page will be established at this stage as described in **Section 4.2**.

## Engagement During Construction

Engagement during construction will focus on construction of relocation sites for resettlement and resettlement activities, together with subsequent construction of the Project facilities and land clearing activities. The main objectives of the consultation process during the construction phase are to:

- Provide regular updates to stakeholders on construction activities, in particular activities that may cause disruptions (e.g. road disruption, noisy activities, etc.), changes to construction schedule, and changes in designs, as well as various plans to manage construction-related impacts;
- Undertake stakeholder engagement to ensure compliance with and management of the construction various plans;
- Identify new issues, concerns or needs of the Project affected communities related to construction and address them promptly;
- Provide resolution of community complaints in an expedited manner whenever possible;
- Assess the effectiveness of environmental and social mitigation measures by participatory monitoring, and social monitoring in communities and direct feedback, particularly related to compensation and resettlement; and
- Identify opportunities for the Project to make a sustainable contribution to local communities and the region.

Once the Project construction begins, while the Construction Contractors will relevant stakeholders on construction related activities directly, MoICS/MoALD will remain the first point of contact with the affected communities on many issues during the construction period. MoICS/MoALD will work closely with the Construction Contractors to ensure that communications are consistent and that information is provided on hiring opportunities and practices, local workforce training, worker camps and codes of conducts, and upcoming construction activities.

MoICS/MoALD will remain in charge of community relations although it will require the Construction Contractors to have appropriate personnel to undertake parallel consultation and disclosure activities, particularly in construction schedule updates, local job opportunities and emerging issues related to their scope of work.

The table below describes the main activities for consultation anticipated during construction. More details are provided in **Table 4.1**.

Table A.2 Engagement during Construction

Engagement Activities	Details
Regular updates about the Project	<p>Disclosure of Project information at Project Information Centre and district government offices</p> <p>Local radio notices and updates (monthly or quarterly)</p> <p>Provincial newspaper notices and updates (quarterly and as required)</p> <p>Regular revision of information on the Project website and Facebook page</p> <p>Periodic press conferences and interactions with media, including site visits</p>
Monitor community concerns, attitudes and progress	Identify and manage issues via a range of community relation activities including Community meetings, focus group discussions and household visits (Vulnerable Groups), written correspondence
Monitor the effectiveness of the ESCP	Assess the effectiveness of the ESCP implementation through participatory monitoring and community perception surveys
Consultation on compensation and resettlement	Ongoing consultation and negotiation with affected households, organisations and institutions. Details to be provided in the Resettlement Action Plan and Livelihood Restoration Program.
Construction Contractor activities	<p>Construction Contractors to consult and disclose on a range of activities during construction including:</p> <ul style="list-style-type: none"> <li>• Construction activities and schedule</li> <li>• Additional mitigation measures/ updated ESCP</li> <li>• Community health and safety, workers camp code of conducts, environmental management, road access and traffic management</li> <li>• Hiring opportunities and practices and local worker training program</li> </ul>
Project telephone line	For phone enquiries and complaints for regional and national stakeholders
Community enquiry line	Maintain FAQs to respond to community queries



	Provide mailboxes (complaint boxes) at Project Information Corners and public places
Complaints handling and management	A formal grievance mechanism has been introduced (Section 5) and will continue through to the construction phase Provide mailboxes (complaint boxes) at Project Information Centres and public places in the PAP area
National and international communications	Regular updates on the Project website and Facebook page Report annually to district, provincial and central governments Site tours as required Engage with national and international media as required

The activities outlined above are indicative of engagement activities and methods that will be undertaken for the Project construction phase. Many of these activities will be tested during the earlier stages of the Project to see if they meet the needs of stakeholders and modifications will be made accordingly based on these review processes, particularly to ensure that vulnerable groups/IPs are able to engage in the process.

### **Engagement during Operation**

Consultation at this phase will focus on day-to-day operation of the Project, including progressive rehabilitation through to Project disclosure. The main objectives of the consultation process during Operation are to:

- Provide updates on the progress of the Project;
- Maintain constructive relationships with the communities adjacent to the Project facilities;
- Maintain awareness of environmental and safety practices in the local communities, especially emergency preparedness and response;
- Manage concerns and complaints from stakeholders and in particular PAPs and Adjacent and Surrounding Communities; and
- Monitor community attitudes towards the Project and MoICS/MoALD.

The table below describes the main activities for consultation anticipated during operation.

**Table 0.1 Engagement during Operation**

Engagement Activities	Details
Updates about the Project	<p>Brochures, fact sheets made available for Project-Affected Parties bi-annually</p> <p>Newsletters to district and provincial government offices bi-annually or annually</p> <p>Local media notices and updates once at the beginning of operation and as required</p> <p>Regular revision of information on the Project website</p> <p>Briefings of media as needed</p>
Community relations activities	<p>Consultation and disclosure activities will form part of day-to-day functions</p> <p>Community relations staff will be placed throughout the life of the Project to maintain relationships with local communities and other stakeholders</p>
Environmental and safety awareness program	Provide brochures, pamphlets, and regular environmental and safety talks to relevant stakeholders
Emergency preparedness and response	<p>Provide training, brochures and pamphlets for local communities and workforce on emergency preparedness and response</p> <p>Undertake emergency drills as outlined in Emergency Preparedness and Response Plan</p>
Manage community issues and monitor community attitudes	Through a range of community relation activities including Community meetings, group discussions, household visits, community perception surveys
Project telephone line	For phone enquiries and complaints for regional and national stakeholders
Complaints handling and management	A formal grievance mechanism will be introduced (Section 5) and will continue through to the operational phase

The activities outlined above are indicative of engagement activities and methods that will be undertaken for the Project operation phase. The SEP will be updated prior to operation to provide more details on how these engagement activities will be carried out, and how the stakeholder comments and feedback will be incorporated and reported back.

### Scoping Consultation

Scoping consultations for the Environmental and Social Impact Assessment will be conducted. The results of the completed scoping consultation will be incorporated into the Draft Scoping Report, which will form the Terms of Reference for the ESA.

### **Consultation with Project-Affected Parties**

Consultation meetings with the Project Affected Persons will be undertaken in different locations. The Project team will introduce the Project to the local community people, answer questions, and obtain feedback. Community people participating during the meetings will include women, Indigenous Peoples, and Dalit participants. Key issues, suggestions and feedback that were raised across the local communities will be reported after the consultation.

## **Appendix B: Details of Stakeholder Consultation and Disclosure Workshop – March 2020**

### **Background**

The Government of Nepal (GoN) has requested the World Bank (WB) for the loan support for the improvements and maintenance of existing roads that are of vital importance to the country's economy and regional connectivity through the proposed Strategic Road Connectivity and Trade Improvement Project (SRCTIP). The project has three components: (1) Trade facilitation (2) Regional Connectivity Improvement and (3) Institutional Strengthening.

The Trade Facilitation Component covers the improvement of the existing infrastructure facilities and equipment at major border crossing points; improvements in sanitary-phyto-sanitary management (SPS), knowledge and capacity building support for improving capacity for managing trade. Trade Facilitation component will be implemented at existing selected ICD sites: Biratnagar, Birgunj and Bhairahawa. Following activities will be conducted under this component

1. The level and quality of border infrastructure will be improved in select locations
2. Selected labs will be enhanced with equipment and/or accreditation to enhance market access for agricultural commodities
3. Access roads sections will be improved for better linkage to transport and the trade (Biratnagar ICD/ICP)
4. The parking yards around ICDs will be further expanded and improved to enhance the connectivity and trade, and
5. Capacity will be enhanced through training and facilitation.

Under the Trade Facilitation Component, stakeholder engagement and consultation is essential to engage people of the project vicinity as well as concerned groups and collect and incorporate their feedback and also to ensure their engagement throughout the entire project period.

The Ministry of Industry Commerce and Supplies (MoCIS) and Ministry of Agriculture and Livestock Department (MoALD) are the primary implementing agency for the project and is responsible for ensuring constructive and meaningful dialogue with the project's stakeholders as per the prevailing law of Nepal as well as Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure, of the World Bank's Environmental and Social Framework (ESF).

### **The objective of the Consultation Workshop was:**

- Create awareness about the project, location, and benefits
- Disclose information about potential impacts of the project;
- Solicit feedback from stakeholders
- Meet regulatory requirements: GoN and World Bank
- Draw suggestions to enhance project design and impact mitigation

The Consultation Program was jointly organized by Ministry of Industry Commerce and Supplies (MoICS) and Ministry of Agriculture and Livestock Development (MoALD) on 2nd March, 2020 at Nepal India Regional Trade and Transport Project's Project Coordination Office meeting hall, Bhadrakali, Kathmandu. The program was chaired by Mr. Mahesh Acharya; Joint Secretary; Ministry of Industry Commerce and Supplies. The major participants were focal persons from ministries and respective departments and 30 participants have actively participated in the consultation workshop.

Mr. Yubak Dongol, Director of NITDB welcomed all the guests and participant and thanked them for attending the program. He briefly gave an introduction about the program before leaving the floor to Mr. Prakash Poudel, Social Safeguard Specialist.

Mr. Prakash Poudel has talked about the objectives of the consultation and briefly presented the provision on Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Indigenous People Planning Framework (IPPF) and Stakeholders Engagement Plan (SEP) prepared for the Trade Facilitation Component of SRCTIP. Thenafter, the floor was opened for the participant for their queries, feedbacks and suggestion.

### Issue Raised and Response

The invited stakeholders from respective ministries and departments have actively participated and shared their views and feedback. The summary of the issue raised/feedback and corresponding responses are as tabulated below in Table-1.

**Table-1 Issue Raised and Response during Stakeholder Consultation**

SN	Issue Raised	Name/Organization	Response	Responsibility
6.	<p>What are the provisions/mechanisms incorporated for Establishment of fumigation center at ICD to fumigate goods being export from Nepal such as carpet, wooden carved items etc.</p> <p>Proper management of solid waste and effluent, it should not be like in Birgung ICD</p> <p>What about provision of the Plantation hence to maintain the sufficient greenery at project site</p>	Mr. Rajan Sharma, Chairman Nepal Freight Forwarders Association (NEFFA)	<ul style="list-style-type: none"> <li>• The general provision has been included in the ESMF of the Trade Component; the detail will be incorporated during the detailed design stage.</li> <li>•</li> <li>•</li> <li>•</li> <li>• The guideline will be reviewed and followed and incorporated the measures as appropriate.</li> <li>•</li> <li>• The provision has been included in ESMP and further detailed in ESMP during the Execution of the project</li> </ul>	MoICS, MoALD-PCU

7.	<p>Laboratory waste should be managed properly. Good laboratory practices shall be established</p> <p>Proper management of carcasses and ill livestock and birds especially during export</p>	Dr. Modnath Gautam, Senior Veterinary Officer, Department of Livestock, MoALD	<ul style="list-style-type: none"> <li>The general provision has been included in the ESMF of the Trade Component.</li> <li>The detail will be incorporated in the ESMP during the execution of the project .</li> </ul>	MoICS, MoALD-PCU
8.	<p>During the construction and Operation of the project there will be impact on the agriculture nearby the construction site due to project activities how this issue will be managed?</p> <p>Dust management during construction works</p>	Dr. Mahadev Prasad Poudel, Sr. Agro-Economist; Department of Agriculture; MoALD	The general provision has been included in the ESMF of the Trade Component. This issue will be brought forward during the detailed design phase and to the level extent suggestion will be incorporated.	MoICS, MoALD-PCU
9.	<p>What are the provision for the encroches, squatters and economically displaced people due to the implementation of the project</p> <p>Conservation of the local indigenous cultural values and norms</p>	Mr. Maahesh Acharya, Senior Plant Protection Officer; Plant Quarentine and Pesticide Management Centre, MoALD	<p>The project doesnot required acquisition of the land. In addition most of the work will be confined in the closed boundary of existing ICD and ICP however, HHs that are migrated and settled along the roadside for day to day earning from the small tea shops, vegetable/fruit stalls, etc.which will be covered by RPF and IPDP</p> <p>Generally the project do not expected to harm IPs. However meaningful consultation will be done with IP communities during detailed design and implementation of the project. .</p>	MoICS, MoALD-PCU
10.	b. The issues related on GBV and equal wages for Male/Female will be ensured?	Mr. Dependra Kafle, Secretary, National Women Commission (NWC)	<ul style="list-style-type: none"> <li>The GBV risk mitigation plan will be prepared. The GBV issues will be minimized and mitigatedbased on the GBV risk mitigation plan.</li> <li>The Labor Mannagement Procedure (LMP) ensure the equail wage for man and women.</li> </ul>	MoICS, MoALD-PCU

### **Concluding Remarks**

Mr. Mahesh Acharya; Joint-Secretary of Ministry of Industry Commerce and Supplies; explained that the trade component activities will be confined in existing sites of ICD/ICP hence there is no any major impact on land and structures as well as indigenous culture and values, national and international best practices will be adopted during the detailed design and implementation phase of the project. Moreover he request for any additional feedbacks and suggestion from the stakeholders that will be incorporated in the site-specific ESMP and will be part of BoQ item during the execution of the works.

### **Photographs from presentation:**



### **List of Participants**



Government of Nepal  
Ministry of Industry, Commerce and Supplies  
Nepal Intermodal Transport Development Board  
Kupondol, Lalitpur

**Title: Strategic Road Connectivity and Trade Improvement Project (SRCTIP)- Trade Facilitation Component  
Stakeholders Consultation and Disclosure Workshop**

ON  
Environment and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Indigenous People Planning Framework (IPPF) and  
Stakeholder Engagement Plan (SEP)

Date: 2 March 2020 (19 Falgun 2078) Time: 13:00 HRS  
Venue: Meeting Hall, NIRTTP (PCO)

**ATTENDANCE SHEET**

S.N.	Name	Designation	Office/Firm	Contact No./Email	Signature
1	Mahesh Acharya	Joint Secretary	MOICS	9841222672	
2	Yubak Dangol	Director	NITDB	9841309649	
3	Mahesh Chandra Acharya	SPPD	PQPMC, NORD	9853266222	
4	Aman Chitrakar	Senior Divisional Engineer	DOAW	9841539233	
5	Dr. Nid Nath Gautam	Senior veterinary officer	DLS	985227205	
6	ISHWAR B. GURUNG	ECM	NEPAL FREIGHT FORWARDER ASSOCIATION (NEFFA)	9851027020	
7	Rajendra Prasad Chaudhary	Director	Department of Customs	9843661844	
8	Prakash Poudel	B.S.S	NIRTTP/NITDB	9851109578	
9	Dr. Mahesh Prasad Paudyal	Sc. Agr. Economist	Department of Agriculture	9845684896	
10	Tulsi Pokhrel	Joint Manager	NITDB/CL	9841754751	
11	Deependra Karki	Secretary	NWCC	9851249798	

12	Yubaraj Satyal	En. Expert	DOR-DCID	984125202	
13	Rama Shrestha	Sociologist	DOR-DCID	9841292143	
14	Prakash Prasad	Business WB		985705332	
15	Hari Bhattarai	Social Service WB		9841897851	
16	Anjun Aryal	Env. Safe Consultant	NITDB	9851030787	
17	Rajin Sharma	NETPA IPI		9851020211	
18	Mohan Kr. Mahajan	S.F.R.O.	DPTAC	980196333	
19	Blupendra Sharma	DOENV	Department of Environment	9841745319	
20	Aashu Shrestha	C.O.	NITDB		
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					





**Appendix C: Grievance Form and Close-Out Template**

The grievance log and close-out template is provided in **Table R.1.**

**Table F.1 Grievance Log and Close-Out Template**

<b>Grievance Form PART 1</b> <b>Contact and Details</b>
<b>Complaint number :</b>
Date: Recorded by:
<b>Complainant details (Tick the box for anonymity <input type="checkbox"/> )</b>
Name: Category [community/ contract worker/ supplier/ contractor]: Telephone number: Address: Preferred method of contact:
<b>Grievance Log PART 2</b> <b>Description of grievance(s)</b>
Describe the grievance below.
Mode of communication (written/ verbal/ meetings/ mediator): Date of grievance: Date of acknowledgement:
<b>Signatures</b>
Recorder: Claimant: Date:
<b>Grievance Closed Out PART 3</b> <b>Resolution</b>

Describe the steps taken to resolve the grievance and the outcome.
Department: Mode of communication for reply (meeting/ written/ verbal/ display): Date closed:
<b>Signatures</b>
Complainant: Project representative: Date: