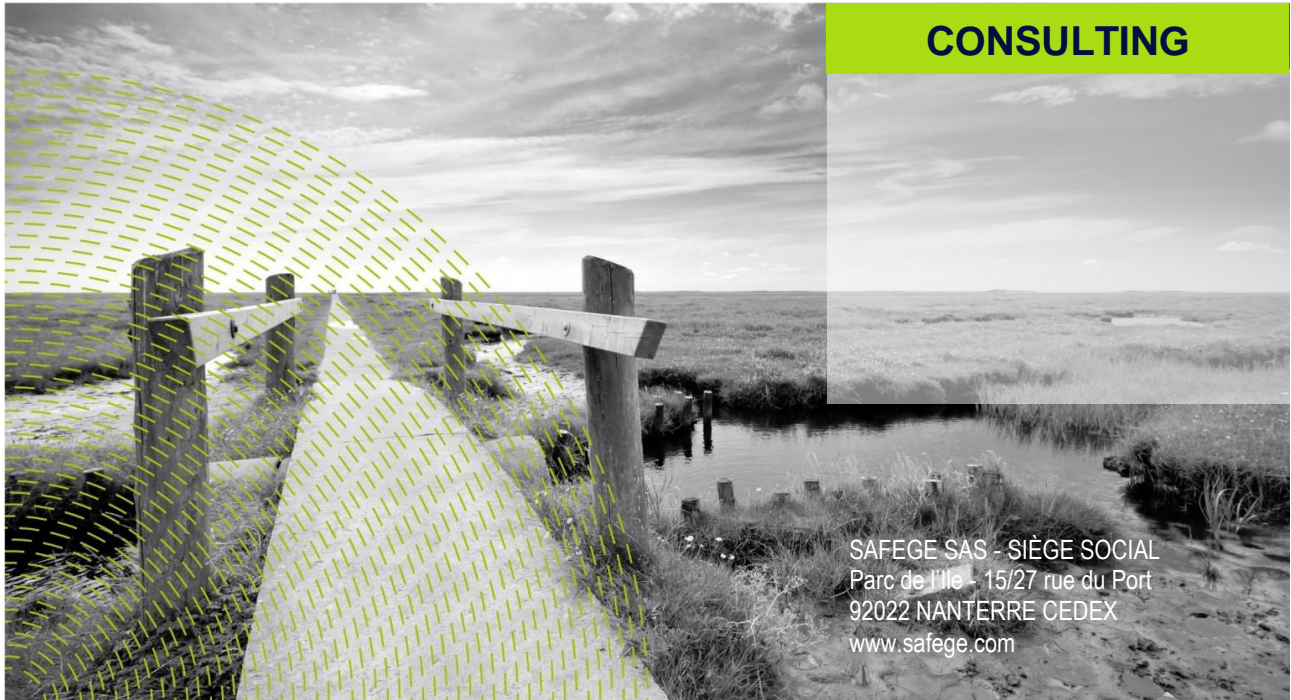


Stakeholder Engagement Plan

CONSULTING



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TABLE OF CONTENTS

1	<i>Project Description</i>	4
2	<i>Objectives of the SEP</i>	6
3	<i>Stakeholder Identification and Analysis</i>	6
3.1	Methodology	6
3.2	Project Affected Parties and Other Interested Parties	6
3.3	Disadvantaged/vulnerable individuals or groups	7
4	<i>Stakeholder Engagement Program</i>	9
4.1	Summary of Stakeholder Engagement Done During Project Preparation	9
4.2	Summary of project stakeholders needs and methods, tools, and techniques for stakeholder engagement	10
4.3	Stakeholder engagement Plan	11
4.3.1	Reporting back to stakeholders and closing the feedback loop	16
5	<i>Roles, Responsibilities, and Resources for Stakeholder Consultations</i>	17
5.1	Resources	17
5.2	Management Functions and Responsibilities	20
6	<i>Grievance Mechanism</i>	22
6.1	Introduction	22
6.2	Description of GM	23
7	<i>Monitoring and Reporting</i>	26
7.1	Summary of how SEP implementation will be monitored and reported	26
7.2	Reporting back to Stakeholder Groups	26
	<i>ANNEX 1: Summary of Stakeholder Consultation Outcomes</i>	28
	<i>ANNEX 2: Stakeholder Consultation and Information Disclosure Method</i>	29
	<i>ANNEX 3: Sample Grievance Registration Form</i>	30

FIGURES AND TABLES

Figure 1: Location of the Project	5
Table 4-1 - Venue and Nature of Participants.....	9
Table 4-2: Proposed Strategy for Stakeholder Engagement.....	11
Table 5-1 Tentative Budget for SEP Implementation.....	18
Table 5-2 Role and Responsibilities	20

ACRONYMS

AOI	Area of Influence
APs	Affected Persons
CBO	Community Based Organization
CLO	Community Liaison Officer
CWASA	Chattogram Water and Sewerage Authority
CWIP	Chattogram WASH Improvement Project
DMA	District Metering Areas
EDCF	Economic Development Cooperation Fund
EPZ	Export Processing Zone
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standards
GM	Grievance Mechanism
KSA	Karnaphuli Service Area
KWSP	Karnaphuli Water Supply Project
LGI	Local Government Institution
MLD	Minimal Liquid Discharge
NGO	Non-governmental organization
PAP	Project Affected People
PD	Project Director
PIU	Project Implementation Unit
SDG	Sustainable Development Goal
SEP	Stakeholder Engagement Plan
WASH	Water, Sanitation, and Hygiene
WB	World Bank

1 Project Description

The Chattogram Water Supply Improvement Project¹, aims to i) increase access to safe water supply and build capacity to execute sanitation plans; ii) strengthen the operational performance of CWASA; and iii) build resilience and preparedness to disasters. The proposed project will focus on improving the sustainable water supply system in Chattogram by expanding the network to unserved and underserved areas and establishing “Smart District Metering Areas (DMAs)” to attain the United Nations Sustainable Development Goal 6 (SDG6) of supplying clean water to the entire population of the Chattogram City by the year 2030. The Chattogram Water Supply Improvement Project, comprises the following components:

- **Component 1 (Water Supply Improvement):** This component will support the rehabilitation and expansion of distribution networks following the DMA concept and the expansion of water supply services to LICs. This component will also support the installation and maintenance of WASH facilities (such as handwashing stands, drainage systems, and so on) in key public areas to enhance hygiene management.
- **Component 2 (Investment Planning and Project Preparation for Sanitation):** This component will support technical assistance for the CWASA to prepare investment proposals for sanitation facilities in one or more catchments of Greater Chattogram, following the recommendations of the Sanitation Master Plan. It will also support the establishment and capacity building of new organizational unit/s in the CWASA for managing capital investments and for O&M of sanitation services.
- **Component 3 (Institutional Capacity Development):** This component will support activities to: (a) strengthen the utility’s operational efficiency and financial sustainability, including: (i) install and provide training on the SCADA system; (ii) strengthen citizen engagement; (iii) strengthen MIS; (iv) implement a tariff roadmap for sustainability; (v) improve commercial management; and (vi) assess feasibility of public-private partnerships and (b) finance capacity building and plans for enhanced resilience to disasters and disease outbreaks.
- **Component 4 (Project Implementation and Management Support):** This component will finance general operating costs of the CWASA to coordinate and execute the project.
- **Component 5 (Contingent Emergency Response):** A provisional zero amount component is included, which will allow for rapid allocation of loan proceeds from other project components during an emergency, under streamlined procurement and disbursement procedures.

The Chattogram Water Supply Improvement Project (CWSIP) is being prepared under the World Bank’s Environment and Social Framework (ESF). As per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

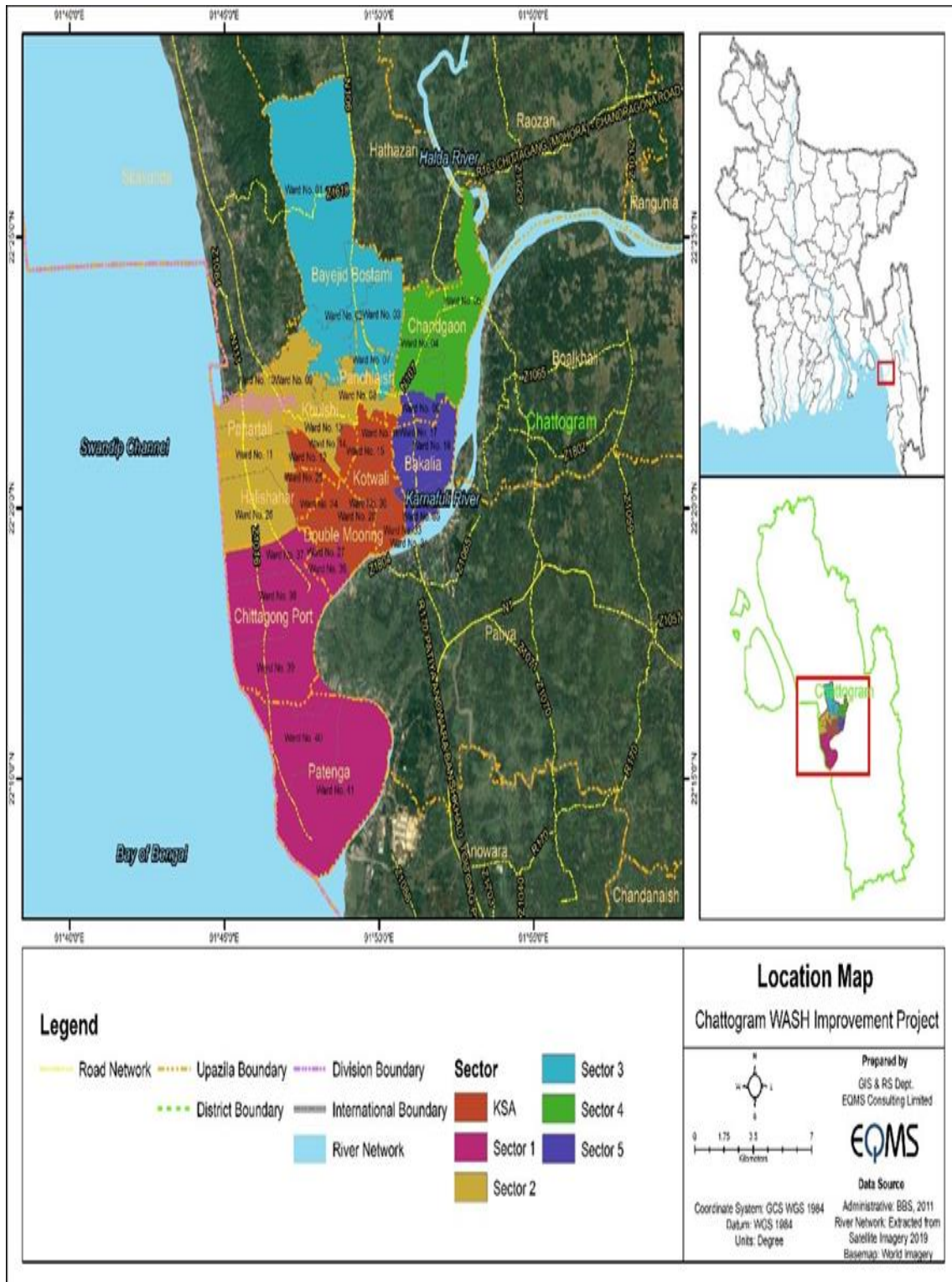
The proposed project is located in 23 of the 41 Wards in Chattogram City. The project area is divided into 5 sectors as the framework for interventions to improve the water supply and distribution network to provide consumers with continuous supply with adequate pressure. Figure 1 shows the project area as defined in the Terms of Reference.

¹ <https://documents1.worldbank.org/curated/en/310711628851844317/pdf/Concept-Project-Information-Documents-PID-Chattogram-Water-Supply-Improvement-and-Sanitation-Project-II-P176429.pdf>

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Figure 1: Location of the Project



Source: GIS Unit, EQMS

2 OBJECTIVES OF THE SEP

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

3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- **Openness and Life-cycle Approach:** Activities involving stakeholder engagement, public consultations, and the disclosure of project-related information will be carried out in a transparent manner throughout the project lifecycle, free of manipulation, interference, coercion, or intimidation.
- **Informed Participation and Feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- **Inclusiveness and Sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

3.2 Project Affected Parties and Other Interested Parties

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

- Local populations living in the vicinity of the planned project infrastructure and activities may be adversely affected by noise, dust, vibration, and vehicular movements.
- Persons or households may lose access to land and/or will be restricted from accessing their homes and business units, e.g., landowners, squatters, and business operators.
- Residents, business entities, and firms and factories may lose access to businesses in project areas during construction.
- People living in the slum areas
- People who will be temporary affected due to construction of the drainage and pipelines
- Transgender Community, if exists.
- People of ethnic minority living around the project area, if exists

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

- Residents, business entities, and individual entrepreneurs in the area of the project that can benefit from the employment, training and business opportunities

Individuals, groups, and organizations, other than the affected parties, who may have an interest in the project, or whose interests may be affected by the Project or have the potential to influence the Project outcomes in any way because of their knowledge or political influence over the project activities.

The legitimacy of such representatives may stem from both their official elected status and their formal, informal, and widely supported standing within the community that allows them to act as focal points of contact in the Project's interaction with its stakeholders. Examples of legitimate stakeholder representatives include and are not limited to:

- Elected officials of local, and ward councils and self-governance bodies.
- Leaders of informal or traditional community institutions such as village head persons or chiefs of the communities.
- Non-elected leaders that have wide recognition within their community, such as chairpersons of local initiative groups, committees, local cooperatives, etc.
- Leaders of community-based organizations, NGOs, Youths, and women's groups.
- Elders and veterans within the affected community.
- Religious leaders, including those representing traditional faiths.
- Teachers and other respected persons in the local communities, etc.
- Local health centers would have to provide basic health support to the project staff and migrant workers.
- NGOs working in the area on environmental and social issues and the media.
- Industries/Business hubs/Markets
- National & International NGOs currently operating in project areas who are working on water and sanitation
- Businesses and service providers in WASH sector
- Suppliers, contractors and contractors' workforce, etc.

3.3 Disadvantaged/vulnerable individuals or groups

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

- Ethnic Groups
- Elderly-headed households.
- Persons with physical and mental disabilities.
- Households living the below poverty line.
- Women-headed households or single mothers with underage children, adolescent girls.

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

- Informal settlers
- Minority transgender community.
- Households residing in the slum areas

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate.

4 Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement Done During Project Preparation

As a part of the proposed project, a total of 49 public consultation meetings, focus group discussions, and key informant interviews were carried out where affected and interested peoples, community leaders, local politicians, local government administration, female groups, and relevant government department representatives participated. Refer to Annex Table 1 for key issues discussed. Details of the consultations are given in the ESIA report and a summary of the previous stakeholder engagement activities is depicted hereunder:

Table 4-1 - Venue and Nature of Participants

SL#	Date	Stakeholder Group	Details of Participants	Venue
1	20/03/2023	Chattogram City Corporation	Councilor, Ward no 10	Councilor Office, Ward No - 10
2	20/03/2023	Chattogram City Corporation	Councilor, Ward no 13	Councilor Office, Ward No - 13
3	21/03/2023	Chattogram City Corporation	Councilor, Ward no 4	Councilor Office, Ward No - 4
4	21/03/2023	Chattogram City Corporation	Councilor, Ward no 19, South Bakalia	Councilor Office, Ward No - 19
5	28/03/2023	Chattogram City Corporation	Executive Engineer	Nagar Bhaban, Temporary office of CCC, Tiger Pass
6	28/03/2023	RHD, Chattogram	Executive Engineer	RHD, Agrabadh, Chattogram
7	30/03/2023	DOE, Chattogram	Deputy Director	Poribesh Bhaban, Khulshi, Chattogram
8	30/03/2023	Directorate of Primary Education	Head Teacher, Porapara Government Primary School	Porapara Government Primary School, Chattogram.
9	28/03/2023	Local People of Low-Income Community Area	Total FGD:8 Total Participants: 46 Male Participants: 16	Ward No – 6, 8, 17, 18, 19, 26
10	30/03/2023	Women Group of Low-Income Community Area	Female Participants: 30	
11	31/04/2023	Local People of Existing Line Area	Total FGD:17 Total Participants: 121 Male Participants: 57	Ward No – 10, 13, 36, 37, 38
12	03/04/2023	Women Group of Existing Line Area	Female Participants: 64	
13	05/04/2023	Local People of New Line Area	Total FGD:13 Total Participants: 84 Male Participants: 42	Ward No – 4, 5, 6, 11, 19, 35, 39
14	06/04/2023	Women Group of New Line Area	Female Participants: 42	
15	17/04/2023	Project-affected people and local	Total Participants: 76	Sujana Square Community Centre, City Gate,

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

SL#	Date	Stakeholder Group	Details of Participants	Venue
		community members		Chattogram
16	03/05/2023		Total Participants: 61	Government Teachers Training College, KB Aman Ali Road in Chattogram
17	08/05/2023		Total Participants: 102	Wireless Jhautola Colony High School, Pahartoli, Khulshi, Chattogram

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

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

- Focus group meetings/discussions,
- Public consultations,
- Key Informant interviews, and
- Site visits

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

4.3 Stakeholder engagement Plan

Table 4-2: Proposed Strategy for Stakeholder Engagement

Stage	Estimated Time Period	Target stakeholders	Topic of Consultation	Method(s) to be used	Responsibilities
Project Preparation	<ul style="list-style-type: none"> Project area under Chattogram Districts for disclosure of Drafts ESIA, SEP, RPF, and LMP Immediately after finalizing ESIA, SEP, RPF, LMP, etc., and then as and when required. 	<ul style="list-style-type: none"> Project Affected People People residing in the project area Vulnerable households Local administration and local leadership Common Property Resources Committee Leadership 	<ul style="list-style-type: none"> Project scope and rationale ESIA, SEP, RPF, LMP Disclosure Assistance in gathering official documents for authorized land uses Project E&S principles Resettlement and livelihood restoration options Grievance mechanism process including GRC Composition 	<ul style="list-style-type: none"> Public meetings, separate meetings for women and vulnerable Face-to-face meetings Mass/social media communication (as needed) Disclosure of written information: brochures, posters, flyers, and Information boards at the project area in Bangla Grievance mechanism CWASA newsletter and website (in English) 	CWASA
	<ul style="list-style-type: none"> Project launch meetings in City Corporation/Ward Public forums in Chattogram 	<ul style="list-style-type: none"> Other Interested Parties (External) Representatives inwards Press and media NGOs Business organizations Workers' organizations 	<ul style="list-style-type: none"> Project scope, rationale, and E&S principles ESIA, SEP, RPF, and LMP disclosures Grievance 	<ul style="list-style-type: none"> Public meetings, separate meetings for women and vulnerable Face-to-face meetings Mass/social media 	CWASA

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Stage	Estimated Time Period	Target stakeholders	Topic of Consultation	Method(s) to be used	Responsibilities
		<ul style="list-style-type: none"> Academic institutions National Government Ministries Government Departments General public, jobseekers 	mechanism	<ul style="list-style-type: none"> communication (as needed) Disclosure of written information: brochures, posters, flyers, and Information boards at the project area in Bangla Grievance mechanism CWASA newsletter and website (in English) 	
	<ul style="list-style-type: none"> Disclosure meetings Reports as required 	<ul style="list-style-type: none"> Other Interested Parties (External) Other Government Departments including DoE from which permissions/clearances are required. Other project developers, donors/Development partners 	<ul style="list-style-type: none"> Legal compliance issues Project scope, rationale, and E&S principles Coordination activities ESIA, SEP, RPF, and LMP disclosures Grievance mechanism process 	<ul style="list-style-type: none"> Face-to-face/ Public meetings Submission of required reports 	CWASA
	As needed	<ul style="list-style-type: none"> Other Interested Parties (Internal) Other CWASA staff Supervision Consultants - Third-Party Monitoring 	<ul style="list-style-type: none"> Project information: scope and rationale and E&S principles 	<ul style="list-style-type: none"> Face-to-face meetings Training/workshops Invitations to public/community 	CWASA

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Stage	Estimated Time Period	Target stakeholders	Topic of Consultation	Method(s) to be used	Responsibilities
		<ul style="list-style-type: none"> Agency, when employed. Supervision contractors, sub-contractors, service providers, suppliers, and their workers 	<ul style="list-style-type: none"> Training on ESMP/ESMF requirements and other management plans Grievance mechanism process E&S requirements Feedback on consultant/contractor reports 	meetings	
Construction	<ul style="list-style-type: none"> Quarterly meetings during the construction stage Communication through mass/social media as needed. Notice boards are updated weekly. 	<ul style="list-style-type: none"> Project Affected People People residing in the project area. Vulnerable households 	<ul style="list-style-type: none"> Grievance mechanism Health and safety impacts (EMF, community H&S, community concerns) Employment opportunities Project status 	<ul style="list-style-type: none"> Public meetings, workshops Separate meetings as needed for women and vulnerable. Individual outreach to PAPs/VGs and minority as needed. Disclosure of written information: brochures, posters, flyers in Bangla, website (in English) Notice board(s) at construction sites (Bangla) Grievance mechanism 	CWASA

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Stage	Estimated Time Period	Target stakeholders	Topic of Consultation	Method(s) to be used	Responsibilities
				<ul style="list-style-type: none"> CWASA Quarterly newsletter 	
	<ul style="list-style-type: none"> Quarterly meetings during the construction stage Communication through mass/social media as needed. Notice boards are updated weekly 	<ul style="list-style-type: none"> Other Interested Parties (External) Press and media NGOs Business organizations Workers' organizations Academic institutions National Government Ministries 	<ul style="list-style-type: none"> Project information - scope and rationale and E&S principles Project status Health and safety impacts Employment opportunities Environmental concerns Grievance mechanism process 	<ul style="list-style-type: none"> Public meetings, open houses, training Disclosure of written information: brochures, posters, flyers, website, Information boards in CWASA Notice board(s) at construction sites Grievance mechanism 	CWASA
	Daily, as needed	<ul style="list-style-type: none"> Other Interested Parties (Internal) Other CWASA staff Supervision Consultants Contractor, subcontractors, service providers, suppliers, and their workers 	<ul style="list-style-type: none"> Project information: scope and rationale and E&S principles Training on ESMF/ESMP requirements and other sub-management plans Worker grievance mechanism 	<ul style="list-style-type: none"> Face-to-face meetings Training/workshops Invitations to public/community meetings 	CWASA

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Stage	Estimated Time Period	Target stakeholders	Topic of Consultation	Method(s) to be used	Responsibilities
Operation and Maintenance	<ul style="list-style-type: none"> Outreach as needed. Meetings in Affected Area (as needed/ requested) Monthly (newsletter) 	<ul style="list-style-type: none"> Project Affected People: People residing in the project area. Vulnerable households/persons 	<ul style="list-style-type: none"> Satisfaction with engagement activities and GM Grievance mechanism process Damage claim process 	<ul style="list-style-type: none"> Outreach to individual PAPs CWASA website Grievance mechanism CWASA newsletter 	CWASA
	As needed	<ul style="list-style-type: none"> Other Interested Parties (External) Press and media NGOs Business organizations Workers' organizations Academic institutions Local Government Departments, Local Leadership General public 	<ul style="list-style-type: none"> Grievance mechanism process Issues of concern Status and compliance reports 	<ul style="list-style-type: none"> Grievance mechanism CWASA website Face-to-face meetings Submission of reports as required 	CWASA

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

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

4.3.1 Reporting back to stakeholders and closing the feedback loop

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance redress mechanism.

5 ROLES, RESPONSIBILITIES, AND RESOURCES FOR STAKEHOLDER CONSULTATIONS

5.1 Resources

The management, coordination, and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within CWASA PIU, its Head office and project offices, Contractors, and local sub-contractors. The project will ensure the necessary logistics and budget to implement the SEP as per the above-mentioned discussion. A tentative budget for SEP implementation is depicted in Table 5-1.

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Table 5-1 Tentative Budget for SEP Implementation

Budget Category	1. Quantity (in Nos.)	2. Unit Costs (in USD)	3. Frequency (No. of Times Per Year)	4. Total Cost (USD) per annum (= 1x2x3)	5. Remarks
1. Estimated staff salaries* and related expenses					
1a. Estimated salaries for Social Safeguard Specialist					Paid from PIU Budget
1b. Estimated salaries for Design and Supervision Consultant					Paid from Project Consulting Service Budget
1c. Estimated salaries for Community Liaison Officers					Paid from PIU Budget
2. Events					
2a. Periodic stakeholder consultations - Meetings/workshops/FGDs ((hiring of venues, refreshments, etc.)	20	300	5	30,000	As and when demanded/required
2b. Individual and group consultations		Lump sum	5	2,000	As and when demanded/required
3. Communication campaigns					
3a. Development of communication tools, methods, and materials (Newspaper advertisements, brochures, leaflets, information booklets, posters, display boards, websites, etc.)		Lump Sum		7,000	
3b. Communication and coordination/facilitation (mobile, telephone, email)		Lump sum		3,600	
4. Beneficiary surveys					
4a. Mid-project perception survey	1	4,000	1	4,000	The survey is to be conducted after two years of implementation

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Budget Category	1. Quantity (in Nos.)	2. Unit Costs (in USD)	3. Frequency (No. of Times Per Year)	4. Total Cost (USD) per annum (= 1x2x3)	5. Remarks
4b. End-of-project perception survey	1	4,000	1	4,000	The survey is to be conducted in the last year of implementation
5. Grievance Mechanism					
5a. Meetings, documentation, and record-keeping/databases and reporting	120	30	5	18,000	For documentations and reporting each year
5b. Logistics for meetings with complainants and other stakeholders		Lump sum		3,000	As and when demanded/required
5c. GRM implementation monitoring		Lump sum		3,000	As required
5d. Training and orientations for staff on GRM management	6	2000	2	24,000	One in a year
6. Other expenses					
6a. Transport		Lump sum		10,000	
6b. Communications		Lump sum		4,000	
6c. Utilities		Lump sum		3,500	
6d. Internal monitoring		Lump sum		6,000	
6e. Data storage and analysis		Lump sum		3,000	
6f. Report preparation	4	50	5	1,000	
6g. Logistical support for other vulnerable groups for attending consultations		Lump sum		2,500	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				1,28,600	

5.2 Management Functions and Responsibilities

Implementation of the SEP will require the establishment of an effective institutional entity to undertake E&S management obligations. The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where one Social Safeguard Specialist, One Community liaison officer, Design and Supervision consultancy firm will assist in implementing the day-to-day activities. The roles and responsibilities are depicted hereunder in Table 5-2.

Table 5-2 Role and Responsibilities

Positions/Experts	Role and Responsibilities
<p>Social Safeguard Specialist</p>	<p>The Social Safeguard/RAP/LAP Specialist would be responsible for stakeholder engagement, public consultation, land acquisition, and resettlement issues. It is emphasized that the qualifications and competencies of the specialist should ensure that the E&S Unit is able to implement the necessary issues related to the social, land acquisition and requisition, RAP, etc. For this reason, it is recommended that the specialist hold a background in social development and special competencies within land acquisition and requisition, and resettlement.</p> <p>Supervising the implementation of social mitigation and management measures.</p> <ul style="list-style-type: none"> • Organizing, supervising, and/or performing social monitoring activities. • Preparation of monthly reports on the E&S Unit's performance. <p><u>Additional specific responsibilities:</u></p> <ul style="list-style-type: none"> • Ensuring timely and appropriate information disclosure, including stakeholder information on the CWASA website. • Ensuring community/media announcements and briefings. • Ensuring community relations in affected communities. • Ensuring that all land and resettlement issues are properly addressed and the LAP and RAP are enforced, including cooperation with various government institutions involved in the resettlement/compensations process, as well as PAPs.
<p>Community Liaison Officer</p>	<p>The Community Liaison Officer (CLO) would be responsible for, the management of the grievance and redress mechanism, community liaison and engagement, and public consultation. It is emphasized that the qualifications and competencies of the CLO should ensure that the E&S Unit is able to implement the necessary issues related to the grievance and community relation plans. For this reason, it is recommended that the CLO hold a background in social development and special competencies within community relations.</p> <p>Supervising the implementation of social mitigation and management measures.</p> <ul style="list-style-type: none"> • Organizing, supervising, and/or performing monitoring activities in collaboration with the social safeguard/RAP/LAP specialist. • Preparation of monthly reports on the E&S Unit's performance. <p><u>Additional specific responsibilities:</u></p> <ul style="list-style-type: none"> • Establishing a grievance redress mechanism, including the

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Positions/Experts	Role and Responsibilities
	<p>procedure for grievance response.</p> <ul style="list-style-type: none"> • Ensuring that each legitimate complaint and grievance is satisfactorily resolved. • Ensuring proper administration and records of complaints. • Ensuring timely and appropriate information disclosure, including stakeholder information on the CWASA website. • Ensuring community/media announcements and briefings. • Ensuring community relations in affected communities. <p>The guiding principle to mitigate impacts on communities during construction is to engage in an open and transparent dialogue between CWASA and the affected communities. CWASA is responsible for the community liaison during the construction phase and should continue consultation in a culturally appropriate manner.</p> <p>The community liaison officer will be responsible for communicating CWASA's views and positions to citizens and communities and maintaining effective dialogue and communications with local leaders and organizations. Soliciting community recommendations and cooperation to avoid or lessen disruptions and mitigate risks, monitoring specific situations and generalized disruptions resulting from construction in affected communities, and communicating with local government and public service entities (schools, youth clubs, medical services, etc.) to maintain good community relations is the responsibility of the CWASA public liaison office.</p> <p>All grievances and communications received by the CWASA will be registered and the actions taken/responses given will be tracked and recorded for each. Proper administration and internal records of stakeholder complaints and communications are essential for transparency and quality of CWASA responsiveness and reporting to stakeholders on the resolution of grievances.</p>
Design and Supervision Consultant	<ul style="list-style-type: none"> • Supervision/monitoring of Contractor. • Management of engagement activities during the construction phase. • Support to Social Specialist to develop, implement, and monitor all stakeholder engagement strategies/plans for the Project/ESIA. • Support to Social Specialist to oversee all stakeholder engagement-related activities for the Project.

6 Grievance Mechanism

6.1 Introduction

The project will establish a Grievance Redress Mechanism (GRM) for addressing grievances and complaints received from the target group beneficiaries, any project-affected parties (beneficiaries and affected persons), other interested parties, and stakeholders on any implementation issues including environmental and social impacts. The GRM will have two tiers; community level and project level. The project GRM will also be equipped to receive SEA/SH-related complaints with a protocol of survivor-centric approach proportionate to sensitivity and will be child friendly. Labor GRM will be constituted where civil works will be involved at any sites. The GRM is a valuable tool which will allow affected people to voice concerns regarding the environmental and social impacts of the project activities. The proposed project will ensure that grievance redress procedures are in place and that all project actors and beneficiaries are informed of the processes involved in filing a complaint. The project would monitor those procedures to ensure that grievances are handled properly and in confidence. The project office will establish a procedure to answer sub-component-related queries and address complaints, disputes, and grievances about any aspect of the sub-component, including disagreements regarding the assessment and mitigation of environmental and social impacts. Details of the institutional arrangements and procedures are discussed in the following sections.

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

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

6.2 Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>A two-tier grievance redress mechanism has been proposed for the affected people and other stakeholders (Project GRM) under this project to address all grievances/claims and allow the people to go to the upper level or to the courts of law for seeking final judgment. The GRM will be at the community level and project level.</p> <ul style="list-style-type: none"> ▪ The community-level Grievance Redress Committee (GRC) shall have the following members: <ul style="list-style-type: none"> - Community Liaison Officer - (CWASA) (Convener) - An Elected Member of the City Corporation - A Female Member of the City Corporation - A Representative of the beneficiaries and affected persons in the subprojects - Social Development Officer (Member Secretary) - A member of the NGO working in the locality on Social Development/Gender/SEA/SH issues - A Representative of Small, Ethnic Communities (if any present around the sub-project area) ▪ The project-level GRM shall have the following Grievance Redress Committee (GRC) members: - <ul style="list-style-type: none"> - Project Director (Convener) - Technical Engineer - Social Safeguard Specialist (Member Secretary) 		
Grievance uptake	<p>Project stakeholders will be able to provide feedback and report complaints through several channels: in person at offices (Mahalla, Ward, CWASA offices) and at project sites, and by mail, telephone, and email.</p>		
Sorting, processing	<p>Complaints and feedback will be compiled by the E&S Officer and</p>	Upon receipt of the	Local grievance focal



Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

Step	Description of Process	Time Frame	Responsibility
	recorded in a register. Submissions related to the resettlement and compensation program will be referred to the planning department for processing and resolution and submissions related to SEA/SH will be delegated to a mapped service provider.	complaint	points
Acknowledgment and follow-up	Within seven (7) days of the date a complaint is submitted, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint.	Within 7 days of receipt	Local grievance focal points
Verification, investigation, action	This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and resolving the complaints following the process. It is expected that many or most grievances will be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register	Within 10 working days	Grievance Redress Committee (GRC)
Monitoring and evaluation	Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.	Within 15 working days	
Provision of feedback	This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. On a monthly basis, the Planning Department will report to the Executive Chairman on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days.	Within 30 working days	

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse. Any SEA/SH-related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on gender-based violence. SEA/SH-related complaints will be dealt with in strict confidentiality, based on the wishes of the SEA/SH survivor. With the consent of the survivor, only three elements of an allegation of SEA/SH will be taken into account: (i) the allegation in the survivor's own words; (ii) if the alleged perpetrator is, to the best of the survivor's knowledge, related to the project; and, if possible, (iii) the age and sex of the survivor. Any

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

SEA/SH survivor will be referred to an NGO assigned for the project by the Borrower to manage and respond to SEA/SH cases. This NGO will support SEA/SH survivors in accessing service providers and guiding them through options for lodging a complaint. The implementing agency should provide only the following information to the World Bank team and not more: (i) the type of case; (ii) whether the case is project-related; (iii) the age and sex of the survivor (if available); and (iv) whether the survivor was referred to services.

Also, the ESIA may identify additional mitigation measures related to gender and such measures will be reflected in site-specific ESMPs, including the contractors ESMP or contractors specific Labor Management Plans, and Codes of Conduct for laborers where required. This will include engagement with communities on gender-related risks, grievance, and response measures available, as identified in the manual. PMU, with support from consultants, will identify institutions and service providers who are actively engaged in the prevention of gender-based violence, sexual exploitation, and workplace sexual harassment to establish a manual available for all project actors to create awareness and mitigate risks of SEA/SH.

7 MONITORING AND REPORTING

7.1 Summary of how SEP implementation will be monitored and reported

The Social Specialists will revise and update the SEP as needed during CWIP planning and implementations to ensure that the information presented herein is consistent and up to date, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of development. Any significant changes to the project's activities and schedule will be reflected in the SEP. This way, there would be room to include a newly identified stakeholder group that may have been overlooked/was absent during the initial SEP preparation.

To ensure the proper implementation of SEP, CWASA may plan to employ a 'Third Party Monitoring' from among national or international development organizations to monitor and supplement the field-level implementation of SEP by the Borrower, including collaborating with the Borrower on voluntary land donation matters, land acquisition and compensation, labor influx, occupational safety and health, gender-based violence, and child labor restrictions.

7.2 Reporting back to Stakeholder Groups

Monthly summaries and internal reports on public grievances, inquiries, and related incidents, as well as the status of associated corrective/preventative actions, will be compiled by responsible staff and forwarded to the project's senior management. The monthly summaries will serve as a mechanism for assessing the number and nature of complaints and information requests, as well as the Project's ability to respond to them in a timely and effective manner.

As previously stated, the intensity of interaction and stakeholder engagements will vary depending on the project's stage and the SEP's Grievance Mechanism. However, upon receipt of any grievance, the necessary timeframe would be strictly adhered to in order to communicate the solution reached/if referred to hierarchy/is in the Court of Law awaiting a final decision to the local community and the interested groups verbally/through meetings/interactions/local elected leadership/local administration/CWASA's means, namely PIU and the Contractor, etc.

NGOs operating in the area could also be used to spread the message. The CWASA website would be regularly updated to cover all aspects of the project, including progress, meeting outcomes, and Grievance-related issues. Close and intense monitoring by the District's PD, CWASA, PIU, XEN, and Social Safeguards Adviser (field) in the project area, for example, would also be an effective means of disseminating related information to the PAPs.

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

- Publication of a standard standalone annual report on the project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
 - A number of public hearings, consultation meetings, and other public discussions/forums are conducted within a reporting period (e.g., monthly, quarterly, or annually).
 - Frequency of public engagement activities.

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

- Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (AOI).
- A number of public grievances received within a reporting period (e.g., monthly, quarterly, or annually) and a number of those resolved within the prescribed timeline.
- Type of public grievances received.
- A number of press materials were published/broadcasted in the local, regional, and national media.
- Amount of Project's charitable investments in the local communities in the Project Area of Influence.

ANNEX 1: SUMMARY OF STAKEHOLDER CONSULTATION OUTCOMES

Issues	Discussion
Environmental and Social Risks and Management	<p>Following are some key environmental and social factors that were identified and asked to be taken into consideration during the implementation of the project:</p> <ul style="list-style-type: none"> • Participants were not well-informed about the project. They were informed about the project through socioeconomic surveys and consultations. • Huge crisis of CWASA-supplied water in most of the wards • People suffer due to a lack of water supply facilities. In some areas, there are some water booths provided by CWASA but the booths only provide water for a short period of time, resulting in long lines. • In some areas, water has not been supplied to the pipelines for several years. But people have to pay the meter bill regularly without getting a water facility. • The present source of water is mostly Deep Tubewell and Bottled Water. Bottled water costs 1500 to 2000 per month. • Water in most areas is heavily contaminated by iron and salinity. People are suffering from liver diseases, diarrhea, cholera, skin diseases, and other waterborne diseases from using this water. • Lack of sanitation facilities in these areas. In some areas, 6-8 families share a single toilet for sanitation purposes. • In some areas, water supply pipelines are too weak and get leaked repeatedly. • The groundwater in some areas is of poor quality. • Women in the area are mostly involved in the water collection process. Usually, they go to collect water, stand in line for a long time, and collect water for home. • Most women have to run the duty twice each day to meet their daily water needs. • Most households lack separate toilets or bathing arrangements for women and children. The toilets often lack an uninterrupted supply of water.
Planning and Operational Management	<ul style="list-style-type: none"> • During the project implementation, there will be temporary arrangements for many issues, like labor sheds, WTP installation, and many more. It needs to make sure that the temporary operational issues are smooth and not interrupting the daily activities of the locals. • Proper coordination between other government departments e.g., RHD, PWD, CCC, and DOE should be confirmed during the implementation of the project. • Effective Monitoring and Evaluation

Stakeholder Engagement Plan

Chattogram Water Supply Improvement Project

ANNEX 2: STAKEHOLDER CONSULTATION AND INFORMATION DISCLOSURE METHOD

Project stage	List of Information to be disclosed	Methods proposed	Timetable: Locations/Dates	Target stakeholders (Tentative)	Responsibilities
Project Preparation Phase	Project design documents/SEP/ LMP/ ESIA/RPF	CWASA website, National and Local Newspaper advertisement, District and Upazila administration website and notice board, Project office at Chattogram	As soon as the concerned documents are uploaded on the website/published	Expert in the field of ES, Journalists, NGOs/CBOs, PAPs, and Local Population including local administration and local businessmen	PMU/ CWASA
Construction	Project design documents/SEP/RAP/ LMP, GRM	CWASA website, Meetings, Signboard Brochures FGD	Monthly As per need	Contractors, Communities, Local and Migrant Workers of the project	PMU/ CWASA
Operation	SEP, LMP, Service and Complaints Management Procedures	Meeting Brochures FGD	Monthly	PAPs, Youth, Women, Business Community, Transport owners and Drivers, NGOs, local elected leadership	PMU/ CWASA

ANNEX 3: SAMPLE GRIEVANCE REGISTRATION FORM

Grievance Form: Chattogram Water Supply Improvement Project (CWSIP) CWASA, Chattogram			
Grievance reference number (to be completed by Project):			
Contact details (Can be submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like IA (CWASA) or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	Email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In-person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of IA's official assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgment signature
1st proposed solution			
2nd proposed solution			
3rd proposed solution			