



STAKEHOLDER ENGAGEMENT PLAN (SEP)

Resilient Urban and Territorial Development Project (RUTDP)

[WB Project ID: P178985]

Local Government Engineering Department (LGED)

Local Government Division, Ministry of Local Government, Rural Development and Cooperatives

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Abbreviations

CERC	Contingency Emergency Response Component
CSOs	Civil Society Organizations
E&S	Environment and Social
ESF	Environment and Social Framework
ESS	Environment and Social Standard
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
EHS	Environmental Health and Safety
ESF	Environmental and Social Framework
ESS	Environment and Social Standards
FGD	Focus Group Discussion
GAAP	Governance and Accountability Action Plan
GoB	Government of Bangladesh
GBV	Gender-based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRO	Grievance Redress Officer
GRS	Grievance Redress System
IDA	International Development Association
LGED	Local Government Engineering Division
LGCRRP	Local Government COVID-19 Response & Recovery Project
LGD	Local Government Division
LMP	Labor Management Procedures
NGO	Non-Government Organization
O&M	Operation & Maintenance
PAPs	Project Affected Persons
PRA	Participatory Rapid Appraisal
PAM	Performance Assessment Monitoring
PD	Project Director
PIU	Project Implementation Unit
PMU	Project Management Unit
RUTDP	Resilient Urban and Territorial Development Project
ROW	Right of Way
SEP	Stakeholders' Engagement Plan
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SoP	Series of Project
TPM	Third Party Monitoring
UPs	Union Parishads
WB	World Bank
WHO	World Health Organization

1. INTRODUCTION

1.1. Project Description

The Local Government Engineering Department (LGED) has prepared the Resilient Urban and Territorial Development Project (RUTDP) for implementation as the first of a Series of Projects (SOPs) to achieve the overall objective in three phases. The RUTDP (the Project) will be implemented in pre-selected 87 Urban Centers; comprising 73 regular cities including six city corporations and 67 pourashavas, and 14 nodal cities (all pourashavas), along the priority economic growth corridor connecting Cox's Bazar in the southeast of the country to Panchagarh in the northwest. The development potential of the pourashavas and city corporations in the selected corridor, aligned with north-west, south-west border with India, has enormous business and growth potential which can be enabled and unleashed through a good and well-targeted operation. The north-western corridor is very much important in terms of inter-regional trade and development prospects with the neighboring countries of India, Nepal, and Bhutan. The name and location of the pre-selected pourashavas and city corporations are given in the **Annex V**.

1.2. Project Objectives and Components

The project is designed (i) to increase access to climate resilient urban infrastructure and services, and (ii) to strengthen urban management capacity in selected urban centers. The Project will be implemented over a period of six years (2024 – 2030) with a total investment of US\$560 million. The project supports critical policy reforms by using the IPF with Performance-Based Conditions (PBC) to provide incentives for improved performance in key areas of urban management with a longer-term view of seeding a performance-based culture among participating cities.). The Project has three components in total, those component descriptions are presented hereafter:

Component 1: Climate Resilient Urban Services and Infrastructure Investments. Component 1 will be implemented under three subcomponents.

Sub-Component 1.1: Climate Resilient Infrastructure Investment in selected 14 Nodal Cities. This subcomponent will provide support to nodal cities for investments in climate resilient, job creating and gender responsive urban infrastructure and services to enhance economic productivity and reduce poverty. Part of these investments were identified through a demand-driven and participatory process, while others will be identified through the multi-sectoral pourashava development planning processes supported under Component 2. Four categories of infrastructure will be eligible for investments. Implementation will employ labor-intensive/job-creating approaches as much as possible:

(i) Road system and streetscape improvements that integrate carriageway, footpaths, bicycle lanes, street furniture, streetlight, plantation, traffic management, and road safety measures. These sub-projects will incorporate both climate-resilient and gender-responsive design features. For example, to make roads more resilient to climate-induced flooding, they will be designed as part of an integrated urban flood risk management system. Energy efficient streetlighting will be used to improve personal safety and access especially for women.

(ii) Public buildings and open spaces, including revenue-generating assets (municipal and wholesale markets, community centers, municipal buildings, bus terminals, public toilets, parks, waterside

developments) with separate toilets for women in public buildings and designated spaces for women in parks and open spaces where appropriate. Public buildings and open spaces will incorporate appropriate climate-resilient and green building design features, such as cool roofs, reflective surfaces, urban greenery, open public green areas with nature-based solutions, where appropriate.

(iii) Infrastructure for adapting to climate and disaster risks including managing and reducing waterlogging and flooding in urban areas with integrated cross-boundary flood risk management and drainage system; and reducing impacts of urban heat with cool roofs, urban greenery, public open green areas, and rainwater harvesting.

(iv) Infrastructure for the nodal cities and surrounding areas in Union Parishads by increasing connectivity (e.g., strategic roads for improving mobility between nodal city and adjoining Union Parishads, regional bus terminals, etc.) and promoting new economic opportunities (e.g., facilities for tourism, urban regeneration, waterfront development, etc.).

12. Sub-component 1.2: Basic Urban Service Improvements through Infrastructure Investments in the Selected Pourashavas and City Corporations to carry out eligible infrastructure investments that support climate resilient urban basic services. This subcomponent will support climate resilient and gender responsive infrastructure investments to improve urban service provision in 67 pourashavas and six city corporations. It will focus on two categories of investment:

(i) Road system and streetscape improvements that integrate carriageway, footpath, streetlight, plantation, traffic management, and road safety measures that will incorporate climate resilient and gender responsive design features, as described above.

(ii) Public buildings and open spaces including climate resilient revenue-generating/economic assets (municipal and wholesale markets, community centers, bus & truck terminals, recreation parks and waterside developments, etc.), that are gender responsive (with separate female toilets in public buildings and designated spaces for women in parks and open spaces) where appropriate. Public buildings and open spaces will incorporate appropriate climate resilient, gender responsive and green building design features, as described above.

13. Sub-component 1.3: Performance Based Conditions (PBCs) to Support Operation and Maintenance. The intended value of introducing the PBC approach is to bring a performance-based incentive culture to participating pourashavas which could potentially evolve into more systematic institutional reforms under future SOPs. This subcomponent will finance the operation and maintenance (O&M) of urban infrastructure in pourashavas which meet the requirements stipulated in the PBCs. It is critical to properly operate and maintain urban infrastructure to absorb and withstand climate impacts over their lifetime. The implementing agency, the Local Government Engineering Department (LGED) will support pourashavas in meeting the PBCs; evaluate their performance; and allocate funds to those that meet the PBCs. Under this component, project resources will be disbursed based on the achievement of targets under three PBCs:

(i) PBC1 will incentivize the Nodal Cities to prepare, adopt and implement climate resilience action plans following standardized guidelines issued by LGED. Each plan will be based on a comprehensive climate risk assessment, GHG inventory and identification of adaptation and mitigation measures covering different sectors such as urban transport, drainage, water supply and sanitation, energy/building, and green space. Nodal cities will sign a Memorandum of Understanding (MOU) with their adjoining UPs for cross-boundary sub-projects (e.g., drainage, flood control drainage, etc.). DSM Consultants will help them to develop these plans. The target is for the fourteen (14) Nodal Cities to prepare and adopt cross-sectoral climate resilience action plans included in the pourashava Development Plans.

(ii) PBC2 will incentivize the 81 pourashavas to increase their own source revenues to improve their fiscal autonomy. Increased OSR is critical in meeting their recurring expenditures, scale up urban, adopt climate resilient measures, and reduce their dependence on fiscal transfers, especially given the existing low levels in OSR mobilization. Under PBC2, the pourashavas are expected to implement measures identified in their Revenue Enhancement Action Plans, such as improving e-governance, deploying field teams to increase collections, and using GIS-based property assessment software to increase property assessments. Overall, the target is to achieve 20% increase from the baseline in OSR for 81 pourashavas.

(iii) PBC3 aims to increase social accountability and access of the most vulnerable segments of society to urban services and spaces. It does this by incentivizing pourashavas to include women and other vulnerable groups in the Town-level Coordinating Committees (TLCCs) which play a decisive role in the selection, planning and implementation of sub-project. The target is for eighty-one (81) pourashavas to have TLCCs with at least one-third female members (already mandated by law) and co-chaired by a woman.

Component 2: Project Management, Technical Assistance and Capacity Building. Component 2 comprises three subcomponents.

Sub-component 2.1: Capacity Building. This sub-component will provide targeted capacity building and training in key areas of urban management such as cross-boundary planning, climate and disaster resilience and local revenue mobilization. Focus areas include incorporating adaptation and mitigation strategies into the urban and capital investment planning and asset management process; improving gender-responsive planning and design; disability/universal accessibility for urban services; strengthening municipal financial management systems, including own-source revenue (OSR) enhancement; and procurement. It will also cover e-GP rollout and measures to strengthen environmental and social performance of cities. To further support gender development, capacity building and leadership training will be provided to female members of the TLCCs to ensure their effective participation and eligibility for leadership positions.

Sub-component 2.2: Technical Assistance. This sub-component will provide technical assistance in three areas: (i) urban management and cluster-level planning for pourashavas and city Corporations; (ii) operation and management of food markets; and (iii) long-term multi-sectoral, integrated climate resilience planning the sub-regional level. For the first area, technical assistance will strengthen the capacity of pourashavas in the preparation of: (i) multi-sectoral and climate resilient pourashava development plans for 14 nodal cities; (ii) revenue enhancement action plans for 81 pourashavas to improve OSR mobilization; and (iii) O&M plans for 81 pourashavas and city corporations to improve asset management and maintenance. Multi-sectoral and climate resilience plans will be part of the Pourashava Development Plan (PDP) for the 14 nodal cities.

Second, pourashavas and city corporations will be assisted to mainstream food safety and reduce food loss and waste in markets to be built under RUTDP and in existing kitchen markets. This will include the following areas: (i) food safety practices; (ii) governance and enforcement of hygienic conditions and food safety regulations; (iii) climate smart technology adoption, including the use of digital platforms for inventory management, real-time monitoring of food safety, and efficient waste management practices that reduce methane emissions; and (iv) awareness raising among urban consumers on the importance of food safety and the role of kitchen markets in ensuring and maintaining standards.

Third, technical assistance will assist pourashavas and city corporations to conduct long-term multi-sectoral climate resilience planning at the sub-regional level. In addition, it will also finance preparatory and feasibility studies for subsequent stages of the SOP and preparation of a strategy plan for solid waste management. Continuous analytical outputs under RUTDP as well as other ongoing studies (e.g., rigorous analysis of the local/sub-regional economy and existing and potential for economic growth and agglomeration economies, demographics, climate risk assessment, connectivity/logistics issues, policy/regulatory dimensions, etc.) will help to better inform and target future interventions under the SOP. The technical assistance will also be

provided to conduct the analytics to design interventions that can support private sector inclusive growth and economic integration along the supported corridor.

Sub-component 2.3: Project Management and Operational Support. This component will support project management and operation through a Project Management Unit (PMU) at LGED Headquarters in Dhaka and Project Implementation Units (PIUs) in pourashavas and city corporations. It will cover the cost of project management, including financing the day-to-day administration, management, monitoring and coordination of project activities by the PMU and the PIUs, operational audit, financial management, environmental and social risk management, procurement, monitoring and evaluation, and reporting. It will also finance consultancy services provided by the DSM consultants, the Municipal Services Unit (MSU), Third Party Monitoring (TPM), PMU Individual Consultants, Project Appraisal and Management Consultants (PAM Consultants), Sub-Project Readiness Consultants, Operational Audit, etc.

Component 3: Contingent Emergency Response (US\$0 million). Following an eligible crisis or emergency, the GoB may request the World Bank to re-allocate project funds to support emergency response and reconstruction. This component would draw from the uncommitted grant resources under the project from other project components to cover emergency response.

1.3. Stakeholder Engagement Plan, Objectives and Principles

LGED has prepared this Stakeholder Engagement Plan (SEP) for the Project to document the involvement and influence of the stakeholders and outline the plan to communicate with them at identification, design, and implementation of the activities. The SEP considers stakeholder needs, their interest in and influence on the RUTDP, and the environmental and social (ES) risks on them. The SEP is designed for stakeholder engagement and communication to promote transparency and accountability in Project management for sustainable outcomes.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project life. The SEP shall be applicable to all activities planned under the Project and an integral part of its environmental and social (E&S) performance at the Pourashava and City Corporation level and during implementation. The specific objectives of the SEP are to

- ✓ Identify stakeholders and maintain a constructive relationship with them to enable stakeholders view to consider in project design and E&S performance.
- ✓ Involve interactions between and among identified groups of people and provides stakeholders with an opportunity to raise their concerns and share their opinions and ensures that this information is taken into consideration when making decisions pertaining to the project.
- ✓ Begin early during the project planning process to gather initial views of various stakeholder groups on the project proposal and design.
- ✓ Encourage stakeholder feedback, especially as a way of informing the project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts.
- ✓ Ensure prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultation with stakeholders in a culturally appropriate format, in relevant local languages and is understandable to stakeholders.

- ✓ Consider and respond to feedback.
- ✓ Support active and inclusive engagement with project affected parties/ project beneficiary group mainly the residential and industrial customers,
- ✓ Ensure that implementation of the SEP will be documented and disclosed prior to Project appraisal.

The SEP details the commitment of LGED with regards to engaging the stakeholders of the RUTDP at the Pourashava and City Corporation level and provides a Grievance Redress Mechanism (GRM) and an action plan for the implementation stage activities in identification, design and execution of civil works.

Every Pourashava and city corporations will implement the Project SEP engaging with the project affected parties (beneficiaries and affected persons) and other interested parties including those with disadvantages and vulnerability for their social and economic status, physical and mental ability, and ethnic identity. This SEP can be amended anytime during Project implementation in agreement with the World Bank and will be adopted for subsequent RUTDP phases based on experience and lessons learnt. To meet the best practice approaches, the Project will apply the following principles for stakeholder engagement:

Transparency and life-cycle approach: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in a transparent manner, free of external manipulation, interference, coercion, or intimidation. Additional stakeholders will be identified throughout the project cycle and based on the newly identified stakeholders; the SEP will be updated, if required.

Informed participation and feedback: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' 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 periods 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 include vulnerable groups, in particular women, youth, elderly, and the cultural sensitivities of diverse ethnic groups.

Flexibility: If social distancing requirements by the government or the WHO inhibit traditional forms of engagement, the methodology should adapt to other forms of engagement, including various forms of internet communication.

2. SUMMARY OF STAKEHOLDER ENGAGEMENT AT PREPARATION

2.1. Process for Engaging with Stakeholders

Stakeholders, at the feasibility study level, were engaged through consultation meetings. LGED organized a series of consultation meetings with stakeholders at the Paurashava level. A total of twenty consultation meetings were conducted at 20 Paurashavas during December 2022 to January 2023. A total of 677 people including 30% women (largely elected councilors) participated in these meetings. Participants include mayors, councilors, government officials, NGOs, community leaders, private sector operators. The vulnerable section of the communities at this stage was not consulted directly but feedback from community representatives were integrated into the project/SEP design. The consultation meetings focused on various aspects of the project including project objectives, interventions, implementation approach, positive social and economic impacts, negative environmental and social impacts, land acquisition, involuntary resettlement, applicable laws and policies, and citizen engagement. The meetings aimed to inform people about the objectives and requirements of citizen participation, rights and responsibilities, and procedures of citizen participation. Consultation meetings were organized with prior notice through personal contact and announcements. *Annex-II* provides details of the location of the consultation meetings and participant information.

2.2. Summary of the Consultations and Feedback

The preparation level consultation meetings identified environmental and social risks for due attention during design and implementation level. The stakeholders' feedback of relevance for sustainable project outcomes have been reflected in the project design at preparation. Detailed feedback is attached with *Annex-II*. Summary of the stakeholder feedback is appended hereunder.

Environmental risks. Followings are some key environmental issues those were raised during the consultation process:

- Air and noise pollution for civil works construction.
- Waste generation during construction including any hazardous wastes.
- Managing household wastes by pourashavas and city corporations, there capacity and practices.
- Risks of felling down trees to accommodate designed urban infrastructures.
- Offsetting unavoidable vegetation clearings.
- Capacity building of pourashavas and city corporations in solid waste management.

Social risks. Followings are some key social risks those were raised during the consultation process:

- Risks of accidents, measures to avoid accidents and managing fatality and injuries from construction related accidents.
- Mosquito and pest control measures for safeguarding community health from dengue, chikungunya, etc.

- Traffic congestion and pedestrian suffering induced by civil works construction during the construction period.
- Traffic management plan and alternative access measures for pedestrians to be identified and implemented.
- Concern over the present waste collection and disposal practices of the Paurashavas. Need for proper waste collection measures were stressed in the discussions.
- During construction of footpath, regular walkways of people will be restricted. Construction during night time is suggested so that day to day activities of people is not hampered.
- Need more street lights in areas having higher crime rate/history.
- Medical waste collection, sorting and disposal are focused as the Paurashavas do not have any capacity in managing such wastes.
- Vector control and management, though already part of the project design, came up during the discussions.

Planning and operational management. The participants of consultation meetings identified the following issues and options for project management with better approach.

- Uninterrupted management of existing services to be ensured for any project interventions for improvement of existing services.
- Integrated vector management to be considered involving different ministries to cover the whole country including with necessary technical support.
- A modern waste management system can be identified and scaled up after successful piloting in certain Paurashava.
- Sustainability of involving private sector in urban service delivery can be reviewed and tested.
- An appropriate institutional arrangement for basic urban service delivery to adopted with extensive consultation with beneficiaries and stakeholders.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder engagement process for the Project has started from identification, mapping and analysis. This analysis is central to the designing of the SEP, particularly in developing the Project's approach to consultation and communication. This involves identifying relevant Project stakeholders or groups of stakeholders, characterizing the key stakeholder issues and concerns, and mapping the Project stakeholders to determine the appropriate level of engagement for each stakeholder or stakeholder group.

3.1. Project Areas Of Influence

The Area of Influence (Aoi) of the Project is the area within the geographical boundary of the selected pourashavas and city corporations and the contingent areas of the UPs neighboring to these pourashava and city corporations. The project Aoi incorporates two concepts such as area of direct impacts, area of indirect impacts and area of cumulative impacts. The Aoi of the Project comprises of Direct Aoi and Indirect Aoi as defined in the Table 1 below.

Table 1: Project Areas of Influence

Area of Influence	Identification of the areas
Direct Area of Influence	<ul style="list-style-type: none"> - Direct Aoi includes the direct footprint of the Project activities (both temporary and permanent interventions (from the menu of investments). This area is determined as the buffer area of varied scale of any physical interventions like road, drain, market, community center, park/public space, bus terminal, etc. - This area will be understood when specific sites will be identified at the Pourashava and City Corporation and UP level during implementation (Table 2).
Indirect Area of Influence	<ul style="list-style-type: none"> - Indirect Aoi includes areas which may experience induced or cumulative changes in combination with activities not under the direct control of the project. - Includes one or several neighborhoods in the pourashavas and city corporations benefiting from or affected by project interventions (per menu of investments) indirectly. - This area will constitute of the entire areas within the administrative boundary of the selected pourashavas and city corporations and the contingent UPs neighboring the selected pourashavas and city corporations. - This area also includes the clusters of pourashavas and city corporations and administrative jurisdictions along the selected growth corridor for investment under the Project.

Area of direct impacts are considered as the physical footprint of the project such as right-of-way, construction sites, work staging areas, and areas affected during the operational phase. Direct area of influence areas of specific subproject by activities are defined in the Table 2 hereunder.

Table 2: Direct Areas of Influence of Project Interventions

Sub-project	Influence Area
Urban roads	Areas and communities on either side of the road, who are users of the road and who are likely to be affected during construction of the road; Entire road length up to the major intersections at either end of the road, including the drainage network (if any) along the road ¹ .
Pedestrian Bridge	Areas and communities within about half a kilometer surrounding the proposed bridge location.
Storm Drain	Areas and communities on either side of the drain alignment (i.e., catchment area of the drain section); Downstream section of the drain up to the discharge point ² ; Discharge point (water body; e.g., river, khal, another major drain).
Bus Terminal	Areas and communities within about half kilometer surrounding the proposed location of the bus terminal.
Community Center	Areas and communities within about half kilometer surrounding the proposed location of the community center.
Office Building Complex	Areas and communities within about half kilometer surrounding the proposed location of the building complex.
Park/Public place	Areas and communities within about half kilometer surrounding the proposed location of the park.
Kitchen Market	Areas and communities within about half kilometer surrounding the proposed location of the kitchen market.
Super Market	Areas and communities within about half kilometer surrounding the proposed location of the super market.
Public Toilet	Areas and communities within about half kilometer surrounding the proposed location of the public toilet.
Bridge (< 30 m)	Areas on either side of the river/khal/canal covering areas about half km upstream and downstream of bridge location (including major roads/ intersection on either side that would be connected by the bridge); The river/ channel itself about half a kilometer upstream and downstream of the bridge location.
Box Culvert	Areas and communities within about half kilometer surrounding the proposed location of box-culvert. The channel/ khal itself about half a kilometer upstream and downstream of the box-culvert location.
Retaining Wall	Areas and communities within about one kilometer surrounding the proposed location of retaining wall.
Street Light	Entire street length up to major intersections at either end of street

3.2. Stakeholder Identification

Project stakeholders are defined as individuals, groups or other entities who (i) are impacted or likely to be impacted directly or indirectly, positively or negatively, by the Project (also known as ‘affected parties’); and (ii) may have an interest in the Project (‘other interested parties’). They include individuals or groups whose

¹ It has been found that condition of road is intricately related to drainage; without proper drainage, roads become inundated and deteriorate quickly (especially when used by heavy vehicles).

² Discontinuity in storm drain network appears to be common in pourashavas and city corporations; drains are often not constructed up to discharge point, and drains just carry storm water from one area to another without solving water logging problem. Also, storm drains are found to be filled with debris/ solid wastes dumped by the local residents.

interests may be affected by the Project and who have the potential to influence the Project outcomes in any way. Probable Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the project. The affected parties include groups such as, persons with disabilities, economically disadvantaged groups, and minority groups who are part of the primary beneficiary group. The project recognizes the sensitivity involved when engaging with these groups and steps will be taken to ensure that the nuances of their circumstances are considered in outreach and awareness activities. Furthermore, special care will be taken to ensure that they are able to voice their grievances.

For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be identified under the core categories as proposed in Table 3 and Table 3.

Table 3: Stakeholder Groups and Categories

Stakeholder Groups	Stakeholders
Project Affected Parties	<p>Directly Affected Population: Individuals (including the non-titled holders and the vulnerable groups), households, communities and business and other entities that are located within the Direct Aols. They include:</p> <ul style="list-style-type: none"> ✓ Users of roads, drains, footpath, streetlights, markets, public toilets, street lights. ✓ Vulnerable households ✓ Directly affected households ✓ Communities in the vicinity of the project's planned activities ✓ Different local government bodies ✓ Community workers ✓ Residents, business entities, and individual entrepreneurs ✓ Government officials, including Municipal Administration in the project area, village administrations, environmental protection authorities ✓ Local leadership
	<p>Indirectly Affected Populations are the individuals and organizations located within the Indirect Area of Influence including (1) the areas located within 1 km of any subproject and other ancillary subproject facilities and (2) individuals residing in the Pourashava and city corporations, Unions and Wards where subprojects are located.</p>
Other Interested Parties	<ul style="list-style-type: none"> ▪ Regional and local administrations (municipalities) will be involved into risk communication and information sharing activities ▪ Local Government Institutes - neighboring Union Parishad/municipality ▪ Traditional media and journalists ▪ Social media administrators and users

	<ul style="list-style-type: none"> ▪ Civil society groups and NGOs on regional, national and local levels that pursue environmental and socio-economic interests and may become partners of the project ▪ Local Labor involved during project implementation stage ▪ Public at large ▪ Local Government Division ▪ Local Government Engineering Department ▪ Upazila Parishad ▪ DPHE ▪ Social Welfare ▪ Department of Livestock Services ▪ Cooperative Office ▪ Police Station
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3.3. Disadvantaged and 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 on infectious diseases and medical treatments in particular, 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 (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders. Within the Project, the vulnerable or disadvantaged groups include and are not limited to the following (Table 4):

Table 4: Vulnerable and Disadvantaged Groups

Stakeholder Groups	Cause of vulnerability
Women	The most vulnerable women include: (i) Single women-headed households and widows; (ii) Pregnant women, women with physical and mental disabilities; (iii) Elderly and disabled women who are jobless and dependent on children whose homestead/ business may be adversely affected owing to the project, particularly due to civil constructions; (iv) Women who may lose their livelihoods due to project; (vi) Women that occupy public land for shelter and

Stakeholder Groups	Cause of vulnerability
	livelihoods; (vii) Girls and adolescents impacted by the project construction; (viii) Women who might face harassment or GBV etc. at home or from the migrant workers induced by the project civil works.
Children	According to the existing laws of Bangladesh, population under the age of 14 to 18 years are considered as children. The street children, children in the worst form of labor, children affected by HIV/AIDS, children with disabilities, local orphaned and children very poor families are particularly vulnerable. These children have no ability to claim their rights, participate in decision making those affect them.
Adolescents	Adolescents are people of the age between 10 and 19 years. As per national laws, they are largely children. Adolescence is seen as a window of opportunity for intervention but also as a time during which restrictive gender attitudes and norms become more salient to be able to participate in decision making affecting their lives.
Elderly	The elderly people (above the age of 65 years), especially those are poor, lose social recognition of their wisdom to participate in decision making process, they lack the capacity to engage in employment to support their families.
People with Disability	People with some form of physical disability could still work suiting his/her physical condition like running a Tea Stall in a rural market or selling vegetables etc. and his/her livelihood will not be affected that much. There are people of different age group and gender, whose physical and mental disability forces them to be dependent on their children/relatives/others. When these groups livelihood is adversely affected by the project looking for an alternative livelihood, these disabled persons are also indirectly and severely affected.
Minority transgender community	The minority transgender community live in a commune of their own and work in a group for their safety and to avoid harassment. This group would then become vulnerable and need special attention and care from Pourashava and city corporations, the project contractors, local administration including local police. During the subproject preparation stage, Pourashava and city corporations should identify this group in close coordination with local administration and given priority access to jobs at the Project sites.
Households in extreme poverty ³	If any construction work imposes access challenges to the labor markets for these individuals, they might become economically vulnerable. Vulnerable groups are likely to be economically benefitted by the Project and the impact on them during operation is likely to be low. However, if anyone of this group is dislocated, special care is to be taken about rebuilding their shelter and sources of livelihood.

³ The World Bank has defined extreme poverty as people living on less than \$2.15 a day (2017 PPP), measured using the international poverty line. But extreme poverty is not only about low income; it's also about what people can or cannot afford.

Stakeholder Groups	Cause of vulnerability
People living in remote disconnected areas and slums	There may be poor people living in slums located in remote and/or in disconnected areas within the boundary of a Paurashava or City Corporation. These people supply the workforce in urban development and services but might be out of core development considerations. They also may be reluctant to engage with consultation due to obstacles faced by the remoteness of their location.
Migrant workers returned from abroad who lost their employment	These people are vulnerable losing their jobs and their lack of networking and country-specific experience exacerbate situations. They may feel the society looks down on them since they are out of earning.

3.4. Stakeholders Analysis

The stakeholders of the Project include (i) concerned national government agencies such as the LGED, (ii) utility service providers (electricity, gas, cable TV, internet), (iii) participating urban local bodies (Paurashavas and city corporations), (iv) users of the subproject installations (visitors, customers and tenants), (v) local residents, (vi) local business communities, (vii) women's groups, poor communities, youth and other disadvantaged groups, and (viii) external development partners. Their interests and influence as well as the anticipated degree of the subprojects' impacts to them is shown in the Table 5 below.

Table 5: Stakeholders Analysis Matrix

Sl. No.	Stakeholder	Interest	Influence
1	National Government	<ul style="list-style-type: none"> • Attainment of national development goals 	<ul style="list-style-type: none"> • Policy making • Regulation • Access to financing; and • Support to implementation.
2	Utility Service Providers (electricity, internet, cable TV, gas)	<ul style="list-style-type: none"> • May increase service areas 	<ul style="list-style-type: none"> • Provision of utility services
3	Urban Local Bodies (Paurashavas and city corporations)	<ul style="list-style-type: none"> • Attainment of local development goals 	<ul style="list-style-type: none"> • Appropriate and timely implementation; and • Ensure the sustainability of operations.
4	Users of the Subproject installations (visitors, customers and tenants)	<ul style="list-style-type: none"> • Improved income generation; • Enhanced accessibility to markets; • Increased convenience; • Improved environment; and • Reduced vehicle maintenance costs. 	<ul style="list-style-type: none"> • Support the sustainability of subprojects during operations.
5	Local Residents	<ul style="list-style-type: none"> • Improved access to basic services and facilities; 	<ul style="list-style-type: none"> • Facilitate subproject implementation.

Sl. No.	Stakeholder	Interest	Influence
		<ul style="list-style-type: none"> Enhanced social cohesion; and Improved environment. 	
6	Local Business Communities	<ul style="list-style-type: none"> Increased business opportunities. 	<ul style="list-style-type: none"> Support the financial sustainability of the subprojects.
7	Women's Groups, Poor Communities, Youth and other Disadvantaged Groups	<ul style="list-style-type: none"> Improved access to basic services and facilities; and Improved environment. 	<ul style="list-style-type: none"> Facilitate subproject implementation.
8	External Development Partners	<ul style="list-style-type: none"> Serve as basis for development programs. 	<ul style="list-style-type: none"> Policy making; and Access to financing.

Notes:

1. Interest = How the proposed subproject may affect the stakeholder.
2. Influence = Stakeholders' roles in relation to the proposed subproject
3. Impact = Anticipated degree of impact of the proposed subprojects to the stakeholder.

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

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Purpose and timing of stakeholder engagement program

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them. The engagement activities will be carried out at the Project level by LGED Project Management Unit (PMU) and the Pourashava and City Corporation level by Project Implementation Units (PIUs). The pourashavas and city corporations will undertake stakeholder engagement for identification, design and implementation of their subprojects upon appraisal, approval for implementation, financing and implementation oversight and management by the PMU at LGED. The Table 6 below presents purpose and timeline of stakeholder engagement at each stage of subproject cycle.

Table 6: Purpose and Frequency of Stakeholder Engagement

Project stage	Purpose of engagement	Target stakeholders	Timeline and location	Responsibility
Project launch at national level	Inform about project objective, location and implementation approach	National level stakeholders and Pourashava and City Corporation mayors	At project launch in Dhaka	LGED PMU
Subproject identification at Pourashava and City Corporation level	Inform stakeholders of climate change impact on urban infrastructure services, urban infrastructure issues at the ward level, across and between pourashavas and city corporations, requirements of national and World Bank ES codes and standards	Local stakeholders at Ward and pourashava and city corporation level	At identification of each subproject at pourashava and city corporation level	PIUs at pourashava and city corporation level
Subproject design at pourashava and city corporation level	Inform stakeholders of climate resilient urban infrastructure options, document their views and feedback on design options and implementation approach, response to national and World Bank ES codes and standards	Local stakeholders at Ward and pourashava and city corporation level	At design of each subproject at pourashava and city corporation level	PIUs at pourashava and city corporation level
Mid-term review at national level	Identify good practices, experience of ES planning and implementation, and identify gaps engaging with beneficiaries and stakeholders	Local stakeholders at the pourashava and city corporation level and national level stakeholders	Mid-term project progress workshop at the national level	LGED PMU
Subproject implementation at pourashava and city corporation level	Engage beneficiaries and stakeholders in subproject implementation process responding to ES requirement and procedures adopted under the Project and getting their feedback to improvement implementation	Local stakeholders at Ward and pourashava and city corporation level	At subproject launch and quarterly during subproject implementation at pourashava and city	pius at pourashava and city corporation level

Project stage	Purpose of engagement	Target stakeholders	Timeline and location	Responsibility
			corporation level	
Project closing at national level	Document project implementation experience, achievement of objectives, beneficiary satisfaction and feedback, key lessons identified by stakeholders	Local stakeholders at the pourashava and city corporation level and national level stakeholders	End-term Project workshop at the national level	LGED PMU
End-term evaluation at national level	Document beneficiary feedback on achievement of project objectives, outputs and outcomes	Beneficiaries and stakeholders at the pourashava and city corporation level and interested parties at the national level	End-term Project workshop at the national level	LGED PMU

4.2. Mechanisms for Information Disclosure

The SEP and other ES documents will remain in the public domain for the entire project life cycle and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of and engagement with any new stakeholders to tracking of changes to characteristics and subsequent methods of engagement, if required. The methods of engagement will also be revised periodically to maintain their effectiveness and relevance to the project's evolving environment. To that extent, the latter would also be revised periodically to maintain their effectiveness and relevance to project performance and external circumstances. Based on this, the table in *Annex IV* highlights information that would be disclosed, stage of the project lifecycle when they are each publicized and generic timeline, specific stakeholder to whom they may hold relevant, their means of disclosure to various stakeholder groups, entities responsible for the output and targeted percentage of reach of said product.

Free printed copies of the ES documents in Bangla will be made accessible for the general public at the following locations, if situation permits:

- PMU/LGED Headquarters
- Urban Local Bodies: city corporations and Paurashavas
- Union Parishad Offices
- Other designated public locations to ensure wide dissemination of the materials
- Newspapers, posters, radio, television
- Information centers and exhibitions or other visual displays
- Brochures, leaflets, posters, nontechnical summary documents and reports
- Official correspondence, meetings

Information disclosure at the pourashava and city corporation level is associated with their subprojects and to be done following the strategy proposed in Table 7.

Table 7: Information Disclosure Strategy at pourashava and city corporation Level

Sub-project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Preparation (identification, design and procurement at pourashava and city corporation level)	Project objectives, menu of investments & implementation approach, SEP, LMP, ESMF, RPF, Gender and GBV Action Plan	Community meetings and FGDs	Once at subproject identification, twice at design and once at bidding time at subproject location and at the pourashava and city corporation office	Residents in the Ward level, TLCC/CDCC, beneficiaries and affected persons, civil society organizations, women and vulnerable groups	40% of residents 60% of other stakeholders	Pauro Nirbahi Karmokarta (Municipal Executive Officer), pourashava and city corporation
Implementation	Subproject design, ES plans, implementation progress, ES management process and achievements against the requirements of SEP, LMP, ESMF, RPF and GBV Action Plan	Community meetings Project information brochures, posters available for wider public at pourashava and city corporation and UP offices	Once at subproject launch at site, quarterly and as need arises Key information of SEP, RPF, ESMF available at pourashava and city corporation offices	Residents at the Ward level, members of TLCC/CDCC, beneficiaries and affected persons, women and vulnerable groups Contractors	40% of local residents and stakeholders	Pauro Nirbahi Karmokarta (Municipal Executive Officer), pourashava and city corporation

4.3. Proposed Strategy for Consultation

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them. The table below presents the stakeholder engagement activities that LGED and the selected pourashava and city corporations will undertake for the Project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), implementation, and post-implementation operation and maintenance.

The strategy for consultation (Table 8) using the methods applied, according to the target audience would include:

- (i) Public/community meetings, separate meetings for women and vulnerable
- (ii) Focus Group Discussions/Key Informant Interviews
- (iii) Workshop with the Experts
- (iv) Surveys, polls, etc.
- (v) Interviewing stakeholders and relevant organizations
- (vi) Mass/social media communication (as needed)
- (vii) Disclosure of written information: brochures, posters, flyers, website.

Table 8: Stakeholder Consultations and Corresponding Engagement Mechanisms

Target stakeholders	Topic(s) of engagement	Method(s) used	Responsibilities
Preparation of Subproject (identification, design & procurement)			
<p>Project community</p> <p>People potentially affected by repossession of pourashava and city corporation land or other public land, if any</p> <p>People residing in subproject area</p> <p>Subproject side residential and business squatters and encroachers</p> <p>Vulnerable households</p> <p>Marginalized communities</p> <p>Media</p> <p>Local businessmen</p> <p>Others</p>	<p>All the ES documents will be disclosed</p> <p>Approaches for acquisition of private land repossession of encroached public land, if cannot be avoided</p> <p>ES risks and impacts and mitigation measures including SEA/SH risks</p> <p>Subproject scope and rationale including timeline</p> <p>Grievance redress mechanism</p> <p>Citizen engagement</p>	<p>Consultation with stakeholders will be carried out at identification and design stages of a subproject. Following methods will be applied:</p> <p>Public meetings, separate FGD for women and vulnerable groups</p> <p>Face-to-face meetings including TLCC/CDCC meetings</p> <p>Disclosure of written information: brochures, posters, flyers, website</p> <p>Information boards or desks in local language</p> <p>Grievance procedures through consultation, information brochures</p> <p>Development of local preparedness plans in a participatory manner</p> <p>Setting up web-portal or digital information system to improve citizen engagement.</p> <p>The following methods will be adopted for the vulnerable groups:</p> <ul style="list-style-type: none"> • Robust engagement with local community-based organizations. • The project would arrange separate consultation sessions for different target groups and in the case of the minority communities • Resources allocation towards local administration representatives and councilors. • Engagement of local NGO's who work with vulnerable people at the community level to help disseminate information and organize consultations • Manageable and gendered FGD to be arranged so that women can speak freely • The project must have adequate means to reach the disabled ones in the community. If need be, teams must visit the disabled ones in their habitat • Notice board for employment recruitment and student admission 	<p>PMU/pourashava and city corporations /ES consultants of DSM</p>

Target stakeholders	Topic(s) of engagement	Method(s) used	Responsibilities
		• Training/workshop	
Implementation Phase (subproject launch, implementation, and supervision)			
Project Affected People People potentially affected by land acquisition and involuntary resettlement (if any) People residing in subproject area of influence Vulnerable households Contractors Local NGOs Government office Local Press Local businessmen Construction workers Others	Grievance mechanism Land acquisition including acquisition of private land and repossession of public land Involuntary resettlement Worker's health and safety, community health and safety including SEA/SH Employment opportunities Subproject implementation status Environmental and social risks and their management Any other identified by the stakeholders	Stakeholders will be engaged at subproject launch and periodically during implementation for each project progress report. The consultation will be carried out using the following method: Public meetings, open houses, trainings/workshops Separate meetings as needed for women and vulnerable Individual outreach to PAPs as needed Disclosure of written information: brochures, posters, flyers, website Information boards in local offices/education institutions Notice board(s) at construction sites Grievance mechanism The following modes to be adopted specifically for the vulnerable groups: Robust engagement with local community-based organizations. The project would arrange separate consultation sessions for different target groups Resources allocation towards local administration representatives and councilors. Engagement of local NGOs and CBOs those work with vulnerable people at the community level to help disseminate information and organize consultations	PMU/pourashava and city corporations/ ES consultants of DSM, Contractor
Note: Stakeholders engagement program has been detailed at Annex IV			

4.4. Review of Comments and Closing of Feedback Loop

People 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 mechanism. The PMU at LGED with the help of consultants will document the comments from stakeholders (written and oral comments) and review those to identify necessary remedial actions to implement. Responsibility for implementation of the actions may lie with the PMU itself, the pourashava and city corporations or with their contractors to be determined based on review. To close the feedback loop, these follow up actions will be reported back to stakeholders using the following process:

Local Government Engineering Department (LGED)

- Comments are received from stakeholders at the subproject level with the pourashava and city corporations or with the PMU while in field missions or through the Centralized GRS portal.
- The responsible officer at the pourashava and city corporations or at the PMU would summarize the comments and bring to the notice of the Mayors and the Project Director (PD), as applicable.
- The Mayor/PD would respond to the comments by oral or written means at the subproject level (if the comments are in the written form, then the answer will be also in the written form).
- The Mayor/PD may also herself/himself organize the meeting with respective stakeholders.
- If it is not solved by Mayor, then it will be addressed by the PD, PMU and if not by the PD, by the Project Steering Committee.
- The responsible Officer will disclose the summary of the comments to stakeholders at every level in stakeholder meetings, FGDs and workshops.
- A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all.

5. GRIEVANCE REDRESS MECHANISM

LGED and the selected pourashava and city corporations will adopt all-inclusive participatory approach for identification, design, and implementation of subprojects for resilient and territorial urban infrastructure solutions. The Project will therefore be responsive to beneficiaries and stakeholders on their concerns, complaints, suggestions, and expectations. The national judiciary has options for seeking justice to the aggrieved stakeholders and alternative dispute resolution (ADR) system available at the district level and at the service providing public and autonomous institutions. The World Bank has also requirements on hearing, registering, and attending complaints on any matters relating to implementation of the Project including identification of sites, design, construction method and environmental and social management.

5.1. National Justice System

Judicial system of Bangladesh is based on the Constitution and the laws are enacted by the legislature and interpreted by the higher courts. Supreme Court is the highest court of Bangladesh and has two divisions namely the Appellate Division and the High Court Division (HCD). The Appellate Division deals with civil and criminal appeals from the HCD. The HCD consists of Civil courts, Criminal courts and some Special courts. At the district level, there are Five civil courts (Judge Courts) for dealing with civil suits and criminal courts including Session judge courts and Magistrate courts. There are special courts for women and children and labor. There are seven labour courts in Bangladesh: three in Dhaka, two in Chattogram, and one each in Rajshahi and Khulna. There is only one Labour Appellate Tribunal in Dhaka.

There is, however, shortage of justice and magistrates in the existing courts and the ever-increasing backlog of law suits pending in the courts, especially in the higher courts made the justice system slow and lengthy.

5.2. Alternative Dispute Resolution

Citizens have options of seeking speedy resolution to the District Legal Aid Office (DLAO), an alternative dispute resolution (ADR) system, available countrywide at the district level. LGED, like any other government and autonomous institutions in Bangladesh, has its own Grievance Redress System (GRS) for attending any complaints on their activities produced from communities and stakeholders. It operates its online feedback page (<https://lged.gov.bd/forms/form/feedback-forms>) and make use of the centralized GRS platform (www.grs.gov.bd) hosted by the Cabinet Division.

LGED has adopted its corporate GRS Guideline (October 2022) for managing public opinions and complaints on the services of LGED including the externally funded projects. Under the centralized GRS Guideline 2015 (Central GRS) and the LGED's own corporate GRS Guideline 2022 (LGED GRS), there is a Grievance Redress Officer (GRO) at its headquarters and each of its District offices. District GROs cover the Upazila Engineers' offices. According to LGED GRS, project related complaints are registered at the Upazila Engineers' office and attended locally with project GRC at the Upazilas. Complaints also come online through the Feedback page and the Central GRS portal. This guideline necessitates the establishment of special GRM under projects for managing GBV related complaints and labour related complaints. Complaints received through any channels, are also registered, and uploaded with the Central GRS portal.

At the pourashava and city corporation level, the city corporations and paurashavas maintain their own complaint management system through a special desk. Complaints are received by emails, letters, walk-ins

and in complain box. There is Grievance Redress Officer an Appeal officers at the city corporations while a special officer is assigned at the Paurashavas for receiving and processing public grievances. Response to grievances and their resolution are monitored centrally under the annual performance agreements.

LGED and the pourashava and city corporations use the traditional Complaint Box at their offices. LGED operates an online feedback page at their corporate website. Complaints are also received through *E-Nathi* (another online portal) and the Central GRS portal directed to LGED or any other public agencies like the pourashava and city corporations. LGED staff at Upazila, District and Regions are following the Corporate GRS Guideline to make use of the available systems and respond to project level complaints and grievances.

5.3. Project GRM

The Central GRS and conventional complaints systems available with LGED and the pourashava and city corporations are functional and register complaints. However, these systems are not that receptive to the complaints related to externally financed projects. The Project will therefore, establish its system of grievance resolution with Grievance Redress Committees (GRCs) constituted at the pourashava and city corporation level and mainstreaming those with the Central GRS.

The Project GRM will assist and resolve project related complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective, and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. The Project GRM, in specific:

- ✓ Provides affected people (for positive or negative impacts) with avenues for making a complaint or resolving any dispute that may arise during the implementation of projects.
- ✓ Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- ✓ Allows for the identification and impartial, timely and effective resolution of issues affecting the project
- ✓ Strengthens accountability to beneficiaries, including project affected people, and provide channels for project stakeholders and citizens at all levels to provide feedback and raise concerns.
- ✓ Avoids the need to resort to costly and time-consuming judicial proceedings.

The GRM will also be accessible to all internal and external stakeholders including affected people, community members, civil society, media, vulnerable people, and other interested parties. External stakeholders, including international and regional parties, can use the GRM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the project.

5.4. Objectives and Scope of Project GRM

The objective of the Project GRM is to address issues and complaints, relevant to identification, design and implementation of the project and responding to allegations of SEA/SH incidents, in an efficient, Local Government Engineering Department (LGED)

timely, and cost-effective manner. It will be accessible by and responsive to all stakeholders. Specific objectives and mandate of the GRM will be as follows:

- ✓ Provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to the environmental and social impact, resettlement and compensation program.
- ✓ Strengthen accountability to beneficiaries, including project affected people.
- ✓ Provide protocols of confidentiality in attending any allegations or complaints of gender discrimination and GBV including SEA/SH.
- ✓ Complain or comment from people residing in the project area, project staff, consultants and contractors and indirectly affected persons and communities/ host communities.
- ✓ Complain, comments or suggestions from GRM will be accessible to all potential project stakeholders, including affected people, community members, civil society, media, vulnerable people and other interested parties.

5.5. Description of the Project GRM

The Project will establish its own grievance mechanism to mainstream with the existing grievance redress system (GRS) and judiciary of the Republic of Bangladesh at national and district level. The structure and process of the grievance redress procedures have been discussed hereunder.

5.6. Grievance Redress Committees (GRC)

Grievance Redress Committees (GRC) will be formed to receive and resolve complaints as well as grievances from aggrieved persons from the local stakeholders including the project-affected persons. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal actions. The GRCs will be established at two levels: (i) Local Level at the participating pourashava and city corporations and (ii) Project level at LGED.

5.6.1. Composition of Local Level GRC

All the sub-project/local level complaints will be received at local level with the pourashava and city corporation GRCs. This local level GRC will ensure easy accessibility by the project affected parties and other interested parties, so that any grievances can be resolved directly within 20 calendar days. All cases at the subproject level will be heard within 10 working days of their receipt.

Table 9: GRC membership at local level

Municipal Executive Officer, pourashava and city corporation	Convener
Assistant Engineer, pourashava and city corporation	Member Secretary
Representative from respective ward councilor	Member

Representative of the affected people	Member
Woman representative of affected people in case of women aggrieved persons	Member

5.6.2. Composition of Project Level GRC

If the resolution attempt at the project/local level fails, the GRC will refer the complaint with the minutes of the hearings of the local GRC to project level for further review. With active assistance from the social specialist of implementation support unit, the committee will make a decision and communicate it to the concerned GRC. The PMU will make periodic visit to the subproject sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to register with the GRM books. The decisions on unresolved cases will be communicated to the GRC within one week of the complaint receipt. PD will be the convener, and social specialist will be the member secretary of the Project level GRC.

Table 10: GRC membership at project level

Project Director (PD)	Convener
Social Specialist at PMU	Member-Secretary
Representative from respective areas local government	Member
Representative from respective areas Local Women's Group	Member
Representative from respective areas PAP Group	Member

The membership of the GRCs will ensure proper presentation of complaints and grievances as well as impartial hearings and investigations, and transparent resolutions. Where grievances are among the ethnic minority communities with indigenous status, the membership composition of the GRCs will consider any traditional conflict resolution arrangements that the communities may practice. If the aggrieved person is a woman, LGED will ask the concerned female Ward Councilor to participate in the hearings. All cases at the project level will be heard within four weeks of their receipt. Grievances received through any channel will be registered and a notification of receipt with assurance of necessary review and resolution given in writing to the aggrieved persons.

A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon pourashava and city corporations and LGED. There will be budgetary allocation for local, project and ministry committee members for participating meetings and refreshments during meeting. To ensure that grievance redress decisions are made in formal hearings and in a transparent manner, the Convener will apply the following guidelines:

- Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- Remove a recommendation by any person that may separately accompany the grievance redress application.

- Disqualify a GRC member who has made a recommendation on the application or separately before the formal hearing: Where a GRC member is removed, appoint another person in consultation with the Project Director.
- The Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this SEP and the mitigation standards, such as compensation rates established through market price surveys.

The affected persons and their communities will be informed of the project's grievance redress mechanism in open meetings at important locations and in PAP group meetings. Bangla translations of the SEP in the form of information brochures will be distributed among the affected persons. The PAPs will also be briefed on the scope of the GRC, the procedure for lodging grievances cases and the procedure of grievance resolution at the project level.

To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures.

5.7. Registering and Resolution of Complaints

Registering a complaint. The pourashava and city corporations will be responsible to receive and register any complaints at their level as activities will be implemented at the pourashava and city corporation level by them only. However, there may be complaints directed to the PMU at LGED or any higher management. Grievances can be submitted via the following channels:

- Toll-free telephone hotline/Short Message Service (SMS) line
- E-mail (address to be given)
- Letter to Grievance focal points at pourashava and city corporations
- Online GRS portal
- LGED Feedback Page or E-Nathi
- Walk-ins may register a complaint in a grievance logbook at pourashava and city corporation or in complaint box
- Aggrieved persons in Union Parishad jurisdiction, may complain to their respective U/P Chairmen, who will forward it to concern pourashava and city corporation.

Sorting and processing. Any complaint received will be forwarded to the Grievance Redress Officer (GRO) at the pourashava and city corporation, logged in Complaint Book at the pourashava and city corporation, and categorized according to the following complaint types: [1] Environmental; [2] Social; [3] Labour; [4] GBV; [5] design and construction.

The complainant will be notified withing 48 hours of the receipt stating the future course of action and the responsibility of the complainant. The GRO is responsible to acknowledge the receipt and follow up.

Verification, investigation and action. Investigation of the complaint is led by GRO. A proposed resolution is formulated by GRO with the help of member secretary in the GRC and communicated to the complainant email, text message in cell phone, letter via courier. The investigation will be completed within 10 working days by the GRC constituted at the pourashava and city corporation level. If the complaints are about damage

and compensation due to the project activities, reparations will be delivered within 3 months of the resolution accepted by the complainant.

Training on GRM. Training for staff/consultants in the PIUs, Contractors, and Supervision Consultants and the PMU will include: (i) objective and scope of GRM, (ii) scope and mandate for the national GRS; (iii) responsibility of GRCs; (iv) role of GRC members; (v) reporting back to complainants and feedback, (vi) documentation and reporting. The training will be designed and conducted by the PMU at project launch and annually with the help of the Design and Supervising Consultant.

Monitoring and evaluation. Data on complaints are collected in Intake, Resolution and Closing Registers and reported to the PMU regularly. LGED will make the pourashava and city corporations maintain the following three Grievance Registers:

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

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

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

The GRM will provide an appeal 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.

On situations of potential risks of SEA/SH in the process of project management and civil works special protocol will be constituted for GBV GRM with adequately trained personnel enabling uptake of SEA/SH related complaint following a survivor centric approach with full confidentiality. The GBV GRM will respond to SEA/SH related complaints and be child friendly. 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.

The GBV GRM operator of the PIU reports minimal information to the PMU, which in turn informs the Bank task team. Information should be provided along these four lines: (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.

A Worker GRM has been proposed to constitute at each civil works site/works package and for project management personnel included in the Labor Management Procedure (LMP). All complaints of the project workers against coworkers, the management, or the community and of the community against the project workers including SEA/SH will be registered and attended through the Worker GRM. Any complaints from the worker, if cannot be resolved at the project level to the satisfaction of the aggrieved worker, concern complaint will be referred to the Labor Court.

6. IMPLEMENTATION RESPONSIBILITY AND RESOURCES

6.1. Implementation Arrangements of the SEP

The SEP is primarily be implemented through and build on components and subcomponents of the project, which has a focus on risk communication and outreach. The SEP is financed through the budget defined in the project as part of the communication and outreach program. LGED will be the project holder and responsible for managing the E&S risks of the project, including implementation of the SEP.

The Project implementation arrangement involves the LGED through a Project Management Unit (PMU) at HQ, Municipal Support Unit (MSU) at HQ and Regional Offices, and a Design, Supervision and Management Consultant firm (DSM Consultant) under the PMU. The Project will engage M&E Consultant for third party monitoring (TMP) of the project activities, directly supervised by LGD. The Project will support 87 pre-selected pourashavas and city corporations. The paurashavas and city corporations will assign at least one of their permanent staff at the Project Implementation Units (PIUs) headed by the respective Mayors (Paurashavas) or Project Directors (city corporations). The DSM Consultant will have a Senior Social Development Specialist and several junior Social Development Specialists to assist the PIUs in implementation of the SEP. Table 11 provides the details of SEP implementation responsibility.

Table 11: Role and Responsibilities for SEP Implementation

Actor/Stakeholder/ responsible person	Responsibilities
Communication/SEP team	<ul style="list-style-type: none"> - Overall planning and implementation of the SEP; - Lead activities on stakeholders' engagement - Management and resolution of grievances; - Guide/coordinate/supervise the contractors for activities related to the SEP - Monitoring and reporting on SEP to LGED and World Bank - Take lead in carrying out the beneficiary satisfaction survey
PMU and PIU Officials	<ul style="list-style-type: none"> - Visit project area for M&E (at least quarterly)
Implementation Consultants	<ul style="list-style-type: none"> - Supervision/monitoring of Contractor on SEP
Site Contractor(s) / sub-contractors	<ul style="list-style-type: none"> - Report/inform LGED staff on issues related to the implementation of the SEP / engagement with the stakeholders. - Resolve and convey management/resolution of grievance cases to the project GRM team, in particular labor related grievance cases. - Prepare, disclose and implement the contractor's code of conduct, Labor Management Plan etc. - Collaborate/inform the local communities and other local level stakeholders on the E&S monitoring
Other interested stakeholders (external/regulatory agencies)	<ul style="list-style-type: none"> - Participate in the implementation of SEP activities

	<ul style="list-style-type: none">- Monitor/ensure project's compliance with the laws of Bangladesh- Engage with the project's stakeholders on E&S issues
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6.2. Budget for SEP Implementation

A tentative budget for implementing this SEP for the entire duration of the project is included in the below table. The budget includes all the activities pertaining the project's stakeholder engagement plan and comprises of a range of activities, which might be equally included in the other E&S documents (LMP, RPF etc.) of the project. This budget will be reviewed by LGED; if found necessary, will be revised and adjusted. The budget is provided at Table 12 below (all figures are in USD):

Table 12: Indicative Budget for SEP Implementation

Sl no	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/Month	Total Cost (USD)
1	Training on stakeholder engagement and GRM	10 meetings (2 in each of 5 Divisions)	2000	2	20,000
2	Stakeholder/community/sensitization meeting	2 meetings in 85 pourashava and city corporations	200	170	34,000
3	Feedback Survey	Three surveys*/pour ashava and city corporation = 255 Surveys	500		127,500
4	Travel Expenses	Lump sum/yr	5000	Three	30,000
5	Communication Materials	Lump Sum			10,000
6	GRM Handout	Lump Sum	5000		5,000
7	Suggestions Box	85 pourashava and city corporations	100		8,500
8	GRM Database and MIS	Lump sum	5000		5,000
	Total				240,000

* Baseline survey, mid-term review and end-term evaluation surveys.

7. MONITORING AND REPORTING

7.1. Monitoring SEP Implementation

The LGED will be responsible for the overall coordination and supervision of the M&E tasks through its existing structures. The Communication Expert at the PMU will be responsible for the monitoring and reporting of this consultation plan. S/he will prepare periodic monitoring report as required (monthly, quarterly, six-monthly, annual, etc.) by the project Implementation unit. In case consolidated report on social safeguard management is prepared, s/he will ensure that specific sections/chapters on the consultation plan implementation are entered in such reports.

Monitoring and reporting will include involving Project Affected Parties, internal and external stakeholders, interested groups and the vulnerable in monitoring mitigation measures that will be agreed on the stakeholder concerns; thus, promoting transparency. The Project will establish a monitoring system that is participatory, which will utilize indicators that are sensible to concerned stakeholders. Furthermore, the project will involve affected parties by gathering their observations to triangulate scientific findings and involve them in participatory discussions of external and monitoring and evaluation missions.

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

Table 13: Monitoring requirements

Key elements	Time frame	Methods	Responsibilities
Stakeholders' access to project information and consultations	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, survey	PMU –LGED and DSM Consultant
Project beneficiaries' awareness of project activities, their entitlements and responsibilities	Periodic (during project implementation)	Interviews, observations, survey	PMU –LGED and DSM Consultant
Acceptability and appropriateness of consultation and engagement approaches	Periodic (during project implementation)	Interviews, observations, survey, score-card as relevant	PMU –LGED and DSM Consultant
Community facilitators' engagement with target beneficiaries	Periodic (during project implementation)	Interviews, observations, survey, score-card as relevant	PMU –LGED and DSM Consultant
Accessibility and readability of public information dissemination materials	Periodic (during project implementation)	Spot checks, interviews, desk-review	PMU –LGED and DSM Consultant
Rate of grievances and complaints (reported and unreported)	Periodic (during project implementation)	Desk review, interviews, survey	PMU –LGED and DSM Consultant

7.2. Reporting Back to Stakeholders

The PMU will make the pourashava and city corporations ensure regular/periodic reporting back and information sharing with the beneficiaries, affected persons and other stakeholders including disadvantaged and vulnerable groups. This 'reporting back' measures vis-à-vis the stakeholders should be always carried through face-to-face meeting or direct interactions, and for the other stakeholders' like media, such as website, social media, press briefing, may also be used.

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project(s). The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

The Project will arrange necessary training associated with the implementation of this consultation plan that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with community stakeholder grievances as per the Public Grievance Procedure. Project contractors will also receive necessary instructions for the Grievance Procedure and in relation to the main principles of community relations.

- ✓ Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g., monthly, quarterly, or annually);
- ✓ Frequency of public engagement activities;
- ✓ Geographical coverage of public engagement activities 20 number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
- ✓ Number of public grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- ✓ Type of public grievances received;
- ✓ Number of press materials published/broadcasted in the local, regional, and national media;

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

7.3. SEP in E&S Reporting

The PMU will establish monitoring mechanism and stakeholder engagement activities and outcomes will be reflected in the regular project E&S monitoring report. The E&S monitoring report will be shared with the World Bank for information and review as applicable for disclosure.

Annex – I: Sample ‘Complaint Form’

Sample Grievance Form			
Grievance reference number (to be completed by Project):			
Contact details (May 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, what happened, when and where it happened, who is the perpetrator and 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 LGED 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 client 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 at Project Level			
Final resolution (briefly describe)			
	Short description	Accepted ? (Y/N)	Acknowledgment signature
1st proposed solution			
2nd proposed solution			

3 rd proposed solution			
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Annex-II: Consultation and Participation during Project Preparation

The Consultation Process

LGED organized a series of consultation meetings with potential affected parties and other interested parties at convenient locations within the project influence area. A total of twenty consultation meetings were conducted during the feasibility study of RUTDP. The consultation meetings were held from December 2022 to January 2023. Participation in the consultation meetings was ensured by using Participatory Rapid Appraisal (PRA) approach. The objectives and intended benefits and potential environmental and social risks of the project were disclosed to the community and stakeholders as well as to ensure the inclusion of views and opinions from them about project impact on their livelihood and social well-being.



Consultation meetings with stakeholders

The consultation meetings focused on various aspects including land acquisition, positive and negative impacts of the project, involuntary resettlement policy, citizen engagement and grievance mechanism. The meetings aimed to inform people about the project objectives and proposed interventions and were conducted with prior notice through personal contact and announcements.

Table 2: Community level stakeholder consultations

Sl. No	Name of Pourashava And City Corporation/Venue	Date of Community consultation	Number of Participants	Number of women participants	Level of Participants
01	Lohagora Pourashava	15/01/2023	29		Mayor, Councilor, Female Councilor, Govt. Officials, NGO Representatives, Community leaders, Private sector where female participation was visible (around 30%).
02	Parshuram Pourashava	07/01/2023	26		
03	Pirganj Pourashava	31/12/2022	33		
04	Nangolkot Pourashava	06/01/2023	23		
05	Chagnaiya Pourashava	08/01/2023	23		
06	Ishwardi Pourashava	27/12/2022	37		
07	Palashbari Pourashava	31/12/2022	29		
08	Gurudaspur Pourashava	26/12/2022	35		
09	Godagari Pourashava	28/12/2022	43		
10	Naogaon Pourashava	29/12/2022	33		
11	Kotalipara Pourashava	16/01/2023	31		
12	Ramgarh Pourashava	08/01/2023	25		
13	Magura Pourashava	14/01/2023	45		
14	Lakshmipur Pourashava	07/01/2023	48		
15	Narail Pourashava	15/01/2023	50		
16	Rajshahi City Corporation	27/12/2022	46		
17	Bagherpara Pourashava	14/01/2023	25		
18	Madhukhali Pourashava	13/01/2023	28		
19	Joypurhat Pourashava	30/12/2022	41		
20	Chapai Nawabganj Pourashava	28/12/2022	27		
Total			677	??	

Summary of the Consultations and Feedback

Proceedings of the consultation meetings are summarized in the following table:

Table 1: Consultation Proceedings Summarized

Issues	Discussion	How the inputs of SCs are taken into consideration during designing phase of the project
Environmental Risks and Management	<p>Followings are some key environmental factors that were identified and asked to take into consideration during implementation of the project:</p> <ul style="list-style-type: none"> Air and Noise pollution would be one of the vital issues, particularly during the implementation period. 	Capacity building of the Paurashavas considering the project, regarding the waste collection

	<ul style="list-style-type: none"> Waste Management System during construction will be one of the major issues and a proper management system will be in place to mitigate the impacts. Capacity building related to waste management should be one of the primary goals in the urban areas, as the amount of waste generated from different households are higher in urban areas. During the implementation of the project, need to make sure minimal to no trees are being cut down, and if cut down, according to the rules, three times the number of trees must be planted. 	
Social Risks and Management	<ul style="list-style-type: none"> Accidents during construction; Proper measures must be taken to avoid the incidents. OHS related risk and mitigation measures are discussed during the SC. Mosquitoes and pesticides control measures; mostly forgotten but one of the crucial issues since serious health issues like dengue, chikungunya, etc. are associated with this. Traffic congestion: During the construction period, the amount of usable land may be reduced, particularly in areas, hence creating traffic congestion. An alternative plan needs to put in place to minimize the congestion. Concern over the present waste collection and disposal. Recycling could be a way, but first of all, need proper measures to collect the waste safely as it may occur infection if exposed. During construction of footpath, regular walkways of people will be restricted. Also, construction during night is suggested so that day to day activities of people is not hampered. Traffic lights: Need more lights in areas having higher crime rate/history. 	<p>Capacity building of the Paurashavas considering the project, regarding the medical waste collection.</p> <p>Vector Control and management; though was already part of the design, came up during the discussions of stakeholder consultations</p>
Planning and Operational Management	<ul style="list-style-type: none"> During the project implementation, there will be temporary arrangement for many issues, like labor sheds, server reinstallation, and many more. It needs to make sure that the temporary operational issues are smooth and not interrupting the daily activities. Integrated Vector management to be considered involving different ministries to cover the whole country effectively. Besides, adequate technical support to be arranged to check the efficiency of the vector control method. Mayors of the urban bodies may be integrated with the project for increased patronization. For waste management, a model/piloting with innovative ideas may be developed and later on followed by others. 	<p>Further consultation with related beneficiaries and stakeholders for adapting an appropriate institutional arrangement</p>

	<ul style="list-style-type: none"> Monitoring and Evaluation: Efficient reporting system will be developed by using the existing MIS systems. Sustainability of the present modalities of service delivery through NGOs 	
Operational Arrangement	<ul style="list-style-type: none"> Proper institutional arrangements for improved effectiveness of the project interventions. Clarity in the scope and the work items. Environmental and Social Documents like ESMF, HORMP, SEP, ESCP, SEA/SH. 	The DPP being prepared by LGD will clearly define the scope, working modalities and the project activities.

Annex III: Strategy to Engage with and Incorporate Views of the Vulnerable Groups

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
Person with Disability (PWD) and Elderly	<ul style="list-style-type: none"> Societal stigma against these people may discourage them from participating any consultation, engagement and broader project activities. They often remain in the fringes of commonly used means of communication, demonstrated through their limited knowledge. Those with disabilities also experience higher need for assistance, and mental support. Challenges posed by their specific disability may force them to stay out of consultation process 	<ul style="list-style-type: none"> Listing out of eligible persons with disabilities and the elderly Consultations with NGOs dealing with persons with disabilities and the elderly. Targeted sensitization and mobilization campaign to access and incentivize their participation. Guided focus group discussions with potential eligible PWDs in close proximity to their own locations for awareness raising, behavior change communication and consultation on project activities. Distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation Social media account for proposed program to allow individualized solicitation of information. 	<ul style="list-style-type: none"> Provision of, participation allowance, covering transportation, and basic sustenance for attendance in participation and access to transportation as needed. Preparation of information materials, including brochure for the project Promote informal networking systems among PWD and other relevant stakeholders
Women, Female-headed Household (including orphaned women, elderly women and women entrepreneurs)	<ul style="list-style-type: none"> Conservative gender norms and social stigma may prevent women to come out of their homes to participate in the consultation. These customs are also tied to limitations on women's safety and mobility. Lack of access to childcare facilities and inability to find suitable replacement during assigned consultation can dissuade participation. Likewise, those requiring preparing meals and support through other forms of domestic labor directly contributing to household income may choose to not join. Attempting to reach them through heads of households, in the absence of successful social behavior change communication campaign, may not only exclude them, but also subject them to further domestic abuse. 	<ul style="list-style-type: none"> Female-led community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation Soliciting of listing of female-headed households, families left behind women from households hardest hit (or without dual incomes), and other vulnerable women with lack of access to information through consultation with community-based organizations, and women support organizations. Focus group discussions with successful female persona, to bring women for sensitization and mobilization to project activities. Access to psychosocial support and counseling on a case-by-case basis. Provision of separate space for consultation, meal and transport facilities Timing of consultation suitable for women doing chores and performing caregiver roles 	<ul style="list-style-type: none"> Consultations with women advocacy organizations to develop initial listing of potential eligible female beneficiaries. Additional consultations with successful female persona, politicians, traditional leaders and influential figures to encourage other women for consultation Provision of, participation allowance, covering transportation, and basic sustenance for attendance in consultation. Preparation of information materials, including brochure for the project Promote informal networking systems among females and other relevant stakeholders

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
Transgender minority community	<ul style="list-style-type: none"> The minority transgender community live in a commune of their own and work in a group for their safety and to avoid harassment. This group would then become vulnerable and need special attention and care from pourashava and city corporations, the project contractors, local administration including local police. 	<ul style="list-style-type: none"> Identify the group in close coordination with local administration. Identify the community leaders and communicate with through for organizing FGD Soliciting of listing of potential beneficiaries through consultation with NGOs working with these communities, 	<ul style="list-style-type: none"> Provision of, participation allowance, covering transportation, and basic sustenance for attendance in consultation Engagement of interlocutors from their community for consultation
People living in remote areas	<ul style="list-style-type: none"> Their location in outskirts might be a hindrance for reaching out and hence they may be left out completely from the consultation process. They also may be reluctant to engage with consultation due to obstacles faced by the remoteness of their location 	<ul style="list-style-type: none"> Listing of areas hard-to-access and engage local community groups and local leaders for consultation Community mobilization, distribution of leaflets & brochure and social networks can play vital role to enable voluntary participation Use of cable TV channels to engage 	<ul style="list-style-type: none"> Engage NGOs, ward committees and community groups to reach these inaccessible places for consultation. Cable time and TV channels to engage Provide transportation cost and meal for the consultation period
People living in poverty (especially women and children) and less educated people	<ul style="list-style-type: none"> Their economic and education status itself pose an obstacle for selection for consultation and may be left out of the process. They may have immediate chores, money earning engagement deterring them to join due to lack of time. They may feel that their involvement would not make any difference 	<ul style="list-style-type: none"> Community mobilization, distribution of leaflets & brochure with pictures and social networks can play vital role in order to enable voluntary participation and registration of the people living in poverty Focus group discussions in proximity to their own locations for awareness raising and consultation Offer a physical space/ office location/ telephone number for complaint or information exchange Provision for meal and remuneration for consultation period 	<ul style="list-style-type: none"> Use of local leaders, NGOs and other support organization to provide information and encourage participation Use of local cable TV channels to engage Provide transportation cost and meal for the consultation period
Migrants who returned from abroad and lost employment	<ul style="list-style-type: none"> Their loss of jobs renders themselves vulnerable Their lack of networking and country-specific experience exacerbate situations They may feel the society looks down on them since they are out of earning 	<ul style="list-style-type: none"> Face-to-face consultation is required since most of them may lack access to internet Local radio and TV channels may be used to intimate information Focus group discussions in proximity to their own locations for awareness raising and consultation Offer a physical space/ office location/ telephone number for complaint or information exchange 	<ul style="list-style-type: none"> Mobilize labor organizations to consult with to develop initial listing of people who migrated and lost their jobs Use of local leaders and NGOs to provide information and encourage participation Provision for meal and remuneration for consultation period

Annex IV: Stakeholder Consultation and Information Disclosure Program

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

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	Bidding Documents for Procurement	Project website and appropriate physical news outlets	Following approval of the document	Eligible candidates and firms, Partner Organizations and other industry partners contributing to project activities	PMU/ULGIs/CC, RSCs
	Environmental and Social Standards Training and Corresponding Module	Project website, and physical informational products and in-person consultations as needed	Published following completion of training sessions	Partner Organizations, industry partners, master craftsmen and project beneficiaries	PMU/ULGIs/CC, RSCs
	Implementation Arrangements in Response to Covid-19 Training and Corresponding Module	Project website, and in-person training sessions for each of the target stakeholder groups	Published following completion of training sessions	Partner Organizations, master craftsmen and project beneficiaries	LGCRRP -PMU, ULGIs/CC, DGHS and POs
	Labor Management, Occupational Health and Safety Training and Corresponding Module, including Code of Conduct				
	Sexual Exploitation and Abuse/Sexual Harassment Training and Corresponding Module, including Code of Conduct				
	Emergency Response and Preparedness Training and Corresponding Module				
	Stakeholder Mapping and Engagement Training and Corresponding Module				
	Grievance Redress and Feedback Mechanism Training and Corresponding Module				
	Environmental and Social Management Plans for Sub-Projects	Project website, and physical informational products and in-person/virtual consultations as needed	Following approval of first draft	Partner Organizations and other industry partners contributing to project activities	LGCRRP -PMU, ULGIs/CC
	Informational Products on Case Management System and Eligibility Criteria	Project website, and physical informational products and in-person/virtual consultations as needed	Following approval of the document	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and Partner Organizations serving them	PMU/ULGIs/CC, RSCs
	Informational Products on Life Skills, Apprenticeship and Self-Employment Curriculum				

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	Employer and Skills development trainer's selection	Project website, dissemination in other online and print media, public launching sessions and, for targeted stakeholders,	Following approval of final draft	All project stakeholders and interested parties, with particular emphasis on Partner Organizations, industry partners, lending institutions, master craftsmen, potential employers and other service providers contributing to project activities	PMU/ULGIs/CC, RSCs and if contracted skills development firm(s)
	Midterm & Impact Evaluation	Project website, public information sessions, as needed, and focus group discussions	Following approval of the document	World Bank	PMU/ULGIs/CC, RSCs and Research Firms
	Incidents and Accidents Report	Project website, and physical informational products and in-person consultations as needed	Following resolution of issues presented, or otherwise as needed	World Bank	PMU/ULGIs/CC, RSCs
	Grievance Redress and Feedback Reports and/or Resolution				
	Monthly Report from PMU/ULGIs and if contracted firms	Physical informational products and in-person consultations as needed	Following approval of the document	World Bank	PMU/ULGIs/CC, RSCs
	Bi-Yearly and Annual Project Reports (Includes Mid-Term Review and External Audits)	Project website, and physical informational products and in-person consultations as needed	Following approval of the document	World Bank	PMU/ULGIs/CC, RSCs
	Additional Spot Checks				PMU/ULGIs/CC, RSCs
CLOSURE	Sustainability Plan and Exit Strategy	Project website, public information sessions and, for targeted stakeholders, focus group discussions	Following approval of first draft, with online publication only taking place after final approval	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and Partner Organizations serving them	PMU/ULGIs/CC, RSCs
	Impact Evaluation	Project website, and physical informational products and in-person consultations as needed	Following approval of the document	Project stakeholders	PMU/ULGIs/CC, RSCs
	Final Audit	Project website, and physical informational products and in-person consultations as needed	Following approval of the document	World Bank & other Stakeholders	LGCRPP -RSCs/PMU

Annex V: Location of the 85 Pre-Selected Pourashava And city corporations

Division	District	Ethnic Minority Population	SL No.	Name of Pourashava and City Corporation	Category
Dhaka	Shariatpur	437	1	Shariatpur	A
	Madaripur	508	2	Madaripur	A
	Faridpur	6,452	3	Faridpur	A
			4	Madhukhali	B
	Rajbari	508	5	Rajbari	A
	Gopalganj	2,470	6	Muksudpur	B
			7	Gopalganj	A
			8	Kotalipara	A
	Narsingdi	508	61	Madhabdi	A
	Narayanganj	1,267	62	Narayanganj City Corporation	CC
			63	Tarabo	A
			64	Sonargaon	B
Khulna	Khulna	3,260	9	Khulna City Corporation	CC
	Jashore	5,386	10	Jashore	A
			11	Jhikargacha	B
			12	BagherPara	C
			13	Noapara	A
			14	Benapol	A
	Narail	8,278	15	Narail	A
			16	Lohagara	C
	Jhenaidah	5,624	17	Jhenaidah	A

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Division	District	Ethnic Minority Population	SL No.	Name of Pourashava and City Corporation	Category
			18	Kaliganj	A
			19	Shailkupa	A
	Magura	8,548	20	Magura	A
	Chuadanga	707	21	Chuadanga	A
			22	Jibannagar	B
	Meherpur	161	23	Meherpur	A
	Kushtia	2,117	24	Kushtia	A
			25	Khoksa	C
Rajshahi	Pabna	2,368	26	Ishwardi	A
			27	Pabna	A
	Natore	11,189	28	Bonpara	A
			29	Natore	A
			30	Gurudaspur	A
			31	Singra	A
	Rajshahi	47,832	32	Rajshahi City Corporation	CC
			33	Godagari	A
	Chapai Nawabganj	23,275	34	Chapai Nawabganj	A
	Bogura	5,993	35	Bogura	A
			36	Kahaloo	C
			37	Shibganj	C
			38	Sherpur	A
	Naogaon	107,292	39	Naogaon	A
	Joypurhat	26,324	40	Joypurhat	A
Rangpur	Gaibandha	4,149	41	Gobindaganj	A

STAKEHOLDER ENGAGEMENT PLAN
Resilient Urban and Territorial Development Project

Division	District	Ethnic Minority Population	SL No.	Name of Pourashava and City Corporation	Category
			42	Palashbari	C
	Rangpur	15,940	43	Rangpur City Corporation	CC
			44	Pirganj	C
	Dinajpur	52,939	45	Ghoraghat	C
			46	Hakimpur	B
			47	Birampur	A
			48	Fulbari	A
			49	Parbatipur	A
			50	Dinajpur	A
			51	Birol	C
			52	Birganj	B
			53	Setabganj	A
	Nilphamari	127	54	Saidpur	A
			55	Nilphamari	A
	Thakurgaon	15,511	56	Pirganj	A
			57	Ranisankail	B
			58	Thakurgaon	A
	Panchagarh	2,011	59	Boda	B
			60	Panchagarh	A
Chattogram	Cumilla	2,044	65	Daudkandi	B
			66	Chandina	B
			67	Cumilla City Corporation	CC
			68	Laksam	A
			69	Nangalkot	A
			70	Chauddagram	A
	Chandpur	2,863	71	Chandpur	A

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Division	District	Ethnic Minority Population	SL No.	Name of Pourashava and City Corporation	Category
	Noakhali	1,003	72	Noakhali	A
	Feni	906	73	Feni	A
			74	Chhagalnaiya	B
			75	Parshuram	B
	Lakshmipur	150	76	Lakshmipur	A
	Chattogram	48,144	77	Baraiyarhat	A
			78	Mirsharai	B
			79	Sitakunda	A
			81	Satkania	A
			82	Patiya	A
	Cox's Bazar	14,861	83	Chakaria	A
			84	Cox's Bazar	A
			85	Teknaf	A
	Khagrachhari	349,378	80	Ramgarh	B