

People's Republic of Bangladesh

Department of Disaster Management
Ministry of Disaster Management and Relief

Department of Agricultural Extension
Ministry of Agriculture

Bangladesh Agricultural Development Corporation
Ministry of Agriculture

**Bangladesh Sustainable Recovery, Emergency Preparedness
and Response Project (B-STRONG)**

Project Code: P508058

Draft Stakeholder Engagement Plan (SEP)

**Part C: Community Recovery and Resilience to Disasters
& Agricultural System Restoration**

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1. Introduction/Project Description

This Stakeholder's Engagement Plan (SEP) is prepared for “**Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG)**” financed by World Bank and implemented by Local Government Engineering Department (LGED) under the Local Government Division (LGD), Ministry of Local Government, Rural Development and Cooperatives (MoLGRDC&C), Bangladesh Water Development Board (BWDB) under the Ministry of Water Resources (MoWR), Social Development Foundation (SDF), an autonomous organization under the Financial Institutions Division, Ministry of Finance, Department of Disaster Management (DDM) under the ministry of Disaster Management and Relief (MoDMR), and Department of Agricultural Extension (DAE) which will form a strategic alliance with the Bangladesh Agricultural Development Corporation (BADC), both under the Ministry of Agriculture.

The SEP has three parts: the first part is prepared by **BWDB and LGED**, the second part is prepared by **SDF**, and this part is prepared by **DDM, DAE and BADC**.

The August 2024 floods affected nearly six million people, leaving 1.26 million families stranded, and taking the lives of 74 people. Over 500,000 people sought refuge in multipurpose disaster shelters¹. The total direct physical asset damages are estimated at US\$1.676 billion², equivalent to 0.38 percent of Bangladesh's gross domestic product (GDP) in 2023. This project will finance immediate restoration, recovery and restore the flood affected districts while aiding both people and infrastructure. The cumulative impact of consecutive natural disasters in 2024—including Cyclone Remal in May, flash floods in the Haor region in June, riverine flooding in the Jamuna basin in July, and unprecedented flash floods in the eastern region in August—has critically strained Bangladesh's agricultural sectors, intensifying food insecurity across the nation. Agriculture was severely impacted, with over 1.3 million tons of standing crops lost, affecting more than 2 million farmers and 0.5 million hectares of land. Losses exceeded USD 447 million due to reduced rice production and damaged seed stocks^{3 & 4}.

DDM interventions will cover two districts (Feni and Brahmanbaria) among the B-STRONG districts. Exact districts will be finalized before the implementation. DAE and BADC interventions will cover Feni, Cumilla, Noakhali, Lakshmipur, and Brahmanbaria districts.

The project development objectives are to (a) rehabilitate and enhance the resilience of critical public infrastructure, and (b) support flood-affected households to strengthen livelihoods. **The proposed project comprises five components and will follow Build Back Better principles.**²³ Component 1 will improve resilience through the restoration, rehabilitation, and improvement of critical rural and flood protection infrastructure and Component 2 will address livelihoods resilience through community empowerment and enhancing earning opportunities of affected communities and households.

¹Inter-cluster Coordination Group (ICCG). (30 August, 2024). Bangladesh: Eastern Flash Floods - Situation Report No. 02. ReliefWeb. Retrieved from <https://reliefweb.int/report/bangladesh/bangladesh-eastern-flash-floods-2024-situation-report-no-02-30-august-2024>

²World Bank. (2024). Floods in eastern Bangladesh, August 2024: Global Rapid Post-Disaster Damage Estimation (GRADE) Report.

³FAO. 2024. Bangladesh: Impact of the floods on agricultural livelihoods and food security in the eastern part of the country – DIEM-Impact report, September 2024. Rome. <https://doi.org/10.4060/cd3008en>

⁴FAO. 2024. Bangladesh, September 2024. Impact of the floods on agricultural livelihoods and food security in the eastern part of the country – DIEM-Impact report, Rome. <https://doi.org/10.4060/cd3008en>

Component 3: Community Recovery and Resilience to Disasters has two subcomponents. The component 3 will be implemented by DDM. The key activities under this component include providing livelihood opportunities to communities through EGPP+ and strengthening community disaster preparedness and response. Subcomponent 3.1 supports the EGPP+, a shock-responsive window of DDM's national poverty-targeted public works program, by providing temporary employment in flood-affected districts (Feni and Brahmanbaria) under the Chattogram Division. Activities include public works such as disaster-resilience of homesteads, rural road repair, and embankment strengthening, as well as community services like social mobilization to address GBV.

Subcomponent 3.2 focuses on enhancing community capacity for effective disaster preparedness and response through the supply of rescue boats and equipment, and conducting training, exercises, and drills (TEDs). The rescue boats will enhance the operational efficiency of flood response activities by enabling faster evacuation of at-risk populations; reducing casualties; and facilitating the rapid delivery of food, clean water, and medical aid to stranded communities. The TEDs include training of 2,400 volunteers on SAR operations and basic disaster risk management, and integrating about 1,500 individuals into emergency response operations under the DMIC initiative.

The component 4 will support sustainable agricultural production increase through improved technology dissemination, rebuilding and strengthening irrigation, seed and fertilizer storage facilities. The Department of Agricultural Extension (DAE) sub-component 4.1 aims at increasing production and productivity through (i) inputs support, promotion and adoption of high yielding, climate resilient, water saving and sustainable crop production technologies and management methods and practices by establishing technology demonstrations, and arranging field days; (ii) technology training to farmers and entrepreneurs; (iii) agricultural machinery support (rice transplanter, power thresher, LLP-0.5 cusec, IRRI Cocoon, Dryer, Seed storage drum, Oil extract machines, and food processing machine) to the affected farming community with the objectives to reduce heavy work, compensate labor shortage and enhance productivity and to promote farm mechanization (iv) establishing of polyshed house for seedling production and seed village to produce and supply quality seeds; (v) establishment of community vermicompost and tricho-compost demonstrations for soil health management; (vi) homestead or community gardening to enhance nutritious food production and to support women, vulnerable, people. Expanding crop cultivation area by utilization of fallow areas for crop production. Drip irrigation technology support will help growers to increase fruit or vegetable production with an optimum use of water resource.

The subcomponent 4.2 aims to will support the construction, rehabilitation, and reconstruction of flood-affected Irrigation infrastructure and storage facilities under BADC's jurisdiction, in selected districts, including: (i) repair and reconstruction of damaged irrigation equipment (pump, motor, starter, solar, capacitor, transformer etc.) and infrastructure (hydraulic structure, buried pipe line, pump house, pump shade etc.); (ii) re-excavation of waterbodies (khal, nala, boropit) to available surface water for dry season supplementary irrigation; (iii) construction of uPVC drainage pipe line and water passes to remove excess water; (iv) Construction of new uPVC pipe line for Buried pipe to increase irrigation water use efficiency; (v) construction of 01 Seed Storage Godown, 03 Sunning Floor & 03 Loading Unloading Shade. Construction and installation of these facilities will enable rehabilitating the damaged irrigation and drainage networks which will secure production of 32350 metric tons food grains covering 6470 hectares

of land in the selected districts. Exact location, design and their estimated costs will be finalized with a detailed assessment and community consultation.

This will ensure the provision of immediate response to eligible flood affected farmers and increase crops productivity by providing agricultural inputs (seeds, fertilizer and irrigation technology) facilities. In such an event, the component will contribute to benefit people directly and indirectly to achieve their food and nutrition security.

Aligned with the World Bank's Environmental and Social Framework (ESF), especially ESS10 on Stakeholder Engagement, the project ensures transparent, inclusive, and culturally respectful community engagement, free from manipulation or discrimination, to support informed and meaningful participation throughout the project.

The B- STRONG is being prepared under the World Bank's Environment and Social Framework (ESF). All proposed activities under the Project will be subject to an Exclusion List, to screen out any High-risk related activity. No activity requiring any land acquisition, major displacement, bearing any type of adverse impacts on small ethnic communities (SECs) will be permitted under the project.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the DAE and BADC and DDM will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

3. Stakeholder Identification and Analysis per Project Component

3.1 Methodology

For the B- STRONG, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

Table 3-1: Stakeholder Identification and Analysis per Project Component

Component	Implementing Agency	Stakeholders	Analysis
Component 3: Community Recovery and Resilience to Disaster	DDM	Flood affected communities in 5 districts. Farmers, Women and youth of the Rural Communities, local leaders, Small Ethnic Communities, Laborers, flood affected people, people living by the embankments, roadsides, Local Government Officials, Environmental	Flood affected Communities: Direct beneficiaries of, and EGPP+, agricultural demonstration, agricultural inputs, agricultural tools and equipment, and irrigation service. In addition, the capacity of community disaster preparedness and response, climate-resilient agricultural practices and seed production will be enhanced by
Component 4: Agricultural restoration system	DAE and BADC		

Component	Implementing Agency	Stakeholders	Analysis
(Sustainable agricultural production support And Rebuilding irrigation and storage facilities)		Protection Authorities, Health Authorities, Residents, Business Entities, Individual Entrepreneurs, Consultation with water user groups & communities	<p>trainings. Flash flood protection standard through a combination of structural and non-structural interventions</p> <p>Government Officials, Local Government Officials, Environmental Protection Authorities: Responsible for oversight and coordination of development activities, ensuring compliance with regulations and safeguarding public health and environmental integrity.</p> <p>Residents, Business Entities, Individual Entrepreneurs: Stand to benefit from highly efficient irrigation facilities enhancement of infrastructure for irrigation facilities, seed and fertilizer storage capacity increased, employment opportunities, and improved service provision, contributing to local economic development.</p> <p>Suppliers, Contractors, Laborers: Their role is imperative in the implementation of project activities.</p>

3.2 Affected Parties

Affected parties include local communities, community members and other parties that may be subject to direct impacts from the Project.

Specifically, the following individuals and groups fall within this category:

- ✓ Flood affected People
- ✓ Women, and adolescents living in the flood affected communities
- ✓ Communities in the vicinity of the project's planned activities
- ✓ Farmers and agricultural entrepreneurs
- ✓ Local population and communities including local/neighborhood associations/clubs, youth groups/associations
- ✓ Small Ethnic Communities living around the project area
- ✓ Residents, business entities, and individual entrepreneurs around the project that can benefit from the employment, training and business opportunities
- ✓ Local government officials in the project area, environmental protection authorities and health authorities

3.3 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- ✓ Officials of Government agencies, directly and indirectly linked with project
- ✓ Local and national media, including electronics and print media
- ✓ Participants/ influencers of social media
- ✓ Civil society and local Politicians
- ✓ Other national and international health organizations
- ✓ National & International NGOs are currently operating in flood affected communities.
- ✓ Suppliers, contractors and contractors' workforce, etc.
- ✓ Agencies working with sustainable energy sources

3.4 Disadvantaged / Vulnerable Individuals or Groups

It is crucial to assess whether the effects of the project might unfairly affect individuals or groups who are disadvantaged or vulnerable. These individuals often lack a platform to voice their concerns or fully comprehend the project's impacts. To address this, it is important to tailor awareness-raising and stakeholder engagement efforts for these groups, considering their specific sensitivities, concerns, and cultural aspects. Vulnerability can arise from various factors such as origin, gender, age, health, economic status, financial insecurity, marginalized position in the community, dependence on others or natural resources, and more. Engaging with these vulnerable groups requires implementing specific measures and assistance to facilitate their involvement in project-related decision-making. This ensures that their awareness and input in the overall process are on par with other stakeholders.

Within the project, these vulnerable or disadvantaged groups may encompass, but are not restricted to, the following:

- ✓ People with disabilities
- ✓ Women
- ✓ Children
- ✓ Female-headed households
- ✓ Elderly (especially those of 60 years and above) people
- ✓ Low-income people from Small Ethnic Communities living in the project area
- ✓ Community laborers
- ✓ Transgender and LGBTQ groups/people

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement Done During Project Preparation

Table 4-1: Summary of Consultation Meetings

SI No	Date	Venue	Main Participant Groups	No. of Participants		Key Issue Discussed
				Male	Female	
01	25 October 2024	Brahmanbaria	Local level Consultations with the flood affected people, farmers, water user groups & communities and Govt. officials	22	6	Discussed the project scopes, benefits, and E&S issues, GRM and future consultation meetings.
02	25 October 2024	Brahmanbaria	Local level Consultations with the flood affected people, farmers, water user groups & communities and Govt. officials	20	5	Discussed the project scopes, benefits, and E&S issues, GRM and future consultation meetings.
03	11 November 2024	Noakhali	Local level Consultations with the flood affected farmers, water user groups & communities and Govt. officials	21	5	Potential locations for the project activities Potential E&S impacts and mitigation measures
04	11 November 2024	Noakhali	Local level Consultations with the flood affected farmers, water user groups & communities and Govt. officials	24	4	Potential locations for the project activities Potential E&S impacts and mitigation measures
05	24 December 2024	Lakshmipur	FGD with the flood affected communities water user groups & communities	10	4	Potential locations for the project activities Potential E&S impacts and mitigation measures

SI No	Date	Venue	Main Participant Groups	No. of Participants		Key Issue Discussed
				Male	Female	
06	25 December 2024	Feni	Local level consultation with the government officials	20	7	Discussed on the potential scopes of the DAE, DDM and BADC activities, and potential E&S impacts and mitigation measures.
07	02January 2024	Cumilla	Consultations with the flood affected communities	17	6	Discussed the project scopes, benefits, and E&S issues, GRM and future consultation meetings.
08	02January 2024	Cumilla	Local level consultation with vulnerable communities, water user groups & communities	25	8	Discussed the project scopes, benefits, and E&S issues, GRM and future consultation meetings.

4.2 Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 4-2: SEP Summary Table

Stage	Target Stakeholders	Topic(s) of Engagement	Method(s) Used	Location/Frequency	Responsibilities
STAGE 1: Project Preparation STAGE 2: Implementation Phase	Project Affected People: Flood affected people residing in project area, Vulnerable households	ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF; Project scope and rationale; Project E&S principles, Grievance mechanism process	Public meetings, separate meetings for women and the vulnerable group, Face-to-face meetings, Mass/social media communication (As needed), Disclosure of Written information: brochures, posters, flyers, website Information boards or desks, Grievance mechanism, Local newspaper	Quarterly meetings at project sites and as various components are executed and put to operation, continuous communication through mass/social media and routine interactions.	DDM, DAE and BADC
	Other Interested Parties (External) - NGO working in waste management, climate resilience issues and GBV sectors	ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF. Project scope, rationale, and E&S principles, Grievance mechanism process	Face-to-face meetings Joint public/community meetings with PAPs	Quarterly meetings with affected communities. Disclosure meetings in local and national levels	DDM, DAE and BADC
	Other Interested Parties (Internal) - Press and media, Local NGOs, Different Government Departments having link with project implementation, General public, jobseekers, etc.	ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF; Grievance mechanism, Project scope, rationale and E&S principles	Public meetings, trainings/workshops (separate meetings specifically for women and vulnerable people as needed), Mass/social media communication, Disclosure of written information: Brochures, posters, flyers, website Information boards Grievance mechanism Notice board for employment recruitment	Project launch meetings with relevant stakeholders, Meetings in affected locations/communities as needed. Communication through mass/social media (as needed) Information desks with brochures/posters in affected villages (continuous)	PIUs

	Other Interested Parties (External) - Other Government Departments from which permissions/clearances are required. Businessmen, Contractors and suppliers	Legal compliance issues, Project information scope and rationale and E&S principles, Coordination activities, Grievance mechanism process, ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF	Face-to-face meetings Invitations to public/community meetings, Submission of required reports	Disclosure meetings, Reports as required	PIUs
	Project Affected People, including Vulnerable community	Grievance mechanism, Health and safety impacts (RAP, ESMP, ESIA community H&S, community concerns), Employment opportunities, Project status	Public meetings, open houses, trainings/workshops, Separate meetings as needed for women and vulnerable group. Individual outreach to PAPs as needed. Disclosure of written information: brochures, posters, flyers, website Information boards. Notice board(s) at construction sites Grievance mechanism Local monthly newsletter	Quarterly meetings during construction phase Communication through mass/social media as needed. Notice boards updated weekly. Routine interactions Brochures in local offices	PIUs
	Other Interested Parties (External)	Project scope, rationale and E&S principles, Grievance mechanism, Project status	Face-to-face meetings Joint public/community meetings with PAPs	As needed (monthly during construction phase)	PIUs

	Other Interested Parties (External) - Press and media, Various Government Departments, General public, jobseekers	Project information - scope and rationale and E&S principles, Project status, Health and safety impacts, Employment opportunity, Environmental concerns, GBV related consultation, Grievance mechanism process	Public meetings, open houses, trainings/workshops Disclosure of written information: brochures, posters, flyers, website, Information boards Notice board(s) at construction sites. Grievance mechanism, GBV related issues would be handled and awareness on the issue including change of mind on the matter by the society at large would be addressed by implementing agencies including, NGOs, NGOs specifically working on GBV matter, local leadership, religious leaders, elders including women representatives, teacher of the local schools and Madrassas.	Same as for PAPs/at regular intervals throughout the project period to educate and raise awareness amongst the population about the pitfalls of GBV and making them capable of addressing GBV in respective community.	PIUs
STAGE 3: Operation and Maintenance	Project Affected People including vulnerable community	Satisfaction with engagement activities and GRM, Grievance mechanism process	Outreach to individual PAPs, PIUs website, Grievance mechanism, Newsletter	Outreach as needed. Meetings in affected people and villages (as needed/requested)	PIUs
	Other Interested Parties (External), Press and media, NGOs linked with on GBV issue, Various Government Departments, local people, etc.	Grievance mechanism, Issues of concern, Status and compliance reports	Grievance mechanism, PIUs websites, Face-to-face meetings, Submission of reports as required	As needed	PIUs

4.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups

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

5. Resources and Responsibilities for Implementing Stakeholder Engagement

5.1 Implementation Arrangements and Resources

The Project Implementation Units (PIUs) of respective IAs will be in charge of stakeholder engagement activities. DDM will hire an E&S specialist to carry out stakeholder engagement activities. DAE will hire E&S and gender experts while BADC will hire a supervision firm which will include social, gender and environments specialists. The overall responsibility for SEP implementation lies with the Project Director and Deputy project director of respective IAs.

The project's stakeholder engagement implementation arrangements are as follows:

PIUs will be the project holder and responsible for managing the E&S risks of the project, including implementation of the SEP through its existing structures. The project implementation team will be recruited from the market or delegated from the existing for this purpose. For efficient and smooth implementation of the project, suitable institutional arrangements are necessary to manage and implement the proposed project relevant social management planning documents. Although the project is now at preparation stage, the most likely institutions those would be involved are as follows:

The Implementing Agency (IA) and Project Implementation Unit (PIU)

The respective PIUs from DDM, DAE and BADC will have overall responsibility for project implementation and management. PIUs with the support of the communication specialists will coordinate the consultation and communication needs of the project as per the SEP.

The PIUs will (i) help to supervise and streamline the Grievance Redress Mechanism (GRM) management system based on the experience from field; (ii) provide support to respective flood affected communities in arranging training on SEA/SH related risk mitigation ; (iii) manage the overall training and capacity-building program; (iv) monitor and supervise all project management activities; (v) organize monitoring and evaluation activities, including GRM management; (vi) prepare necessary project progress and project completion reports; and (vii) ensure full compliance with GoB and World Bank ESF.

Each project implementation agency will have a Project Implementation Committee (PIC), chaired by the head of agency (Director General of DDM and DAE, and Chairman of BADC), which will assist in the supervision of the respective components. The PICs are expected to include relevant representatives from

ministries, divisions, departments/agencies. The PICs will ensure that implementation follows both Government and Bank rules and regulations. Specifically, the PIC will be responsible for: (i) supervising and reviewing implementation and providing necessary advice for timely delivery; (ii) monitoring and evaluating implementation progress and suggesting necessary course corrections; (iii) resolving issues and conflicts that may emerge during implementation; (iv) facilitation coordination and convergence with other line ministries, division, and departments/agencies; and (v) keeping the Project Steering Committee apprised on overall performance and key issues relating to the project.

The firms and contractors will provide the PIU with monthly progress reports on the implementation of mitigation measures. The reports prepared by the contractors along with quarterly monitoring reports to be prepared by project consultants will be consolidated and submitted.

Table 5-1: Role and Responsibilities for SEP Implementation

Actor/Stakeholder/Responsible Person	Responsibilities
E&S Specialist/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 PIC and World Bank - Take lead in carrying out the beneficiary satisfaction survey
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 PIUs 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 - Monitor/ensure project's compliance with the laws of Bangladesh. - Engage with the project's stakeholders on E&S Issues

The stakeholder engagement activities will be documented through PIUs (DDM, DAE and BADC).

Budget

The budget estimate for preparing and implementing SEP is USD 20,500. The budget breakdown can be found in Annex2. However, this budget will be updated before implementation of this SEP.

6. Grievance Mechanism

A Grievance Mechanism (GM) is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. A three Tier GM will be

established in this project. Detailed grievance management procedures at flood affected communities are described in the Labor Management Procedures (LMP) and Annex 6 of this SEP.

Before specialists are hired, existing GMs or designated focal points will handle grievances. Each IA will provide monthly GM reports, compiled into quarterly reports by DAE's hired Project M&E Firm.

6.1 Description of Grievance Mechanism (GM)

Table 6-1: Description of Grievance Mechanism (GM)

Step	Description of Process	Timeframe	Responsibility
GM Implementation Structure	<p>Flood Affected Communities: Local level GRC Composition (all Upazilas where IA has activities):</p> <ul style="list-style-type: none"> • Upazila Agriculture officer/Additional Agriculture officer/ Agriculture Extension Officer (for DAE)/Assistant Engineer/Sub-Assistant Engineer of the BADC local offices (for BADC)/nominated official by the PD- Convener (from Upazila where complaint originates) • Environment Specialist and/or Social Specialist or both, from the PIU (as per nature of the complaint) - Member-Secretary(s) (will be common across the GRCs for that particular IA) • Environment Specialist and/or Social Specialist from the Supervision Firm hired by BADC - member. • Representative from respective Union Parishad (from where the complaint originates; must be female if the complainant is female) - Member. • Representative from the community (teacher, NGO, or local person nominated by the complainant) - Member. 	Specialists to be hired within 3-6 months of effectiveness. All cases at the local level will be heard within 10 days of their receipt.	<ul style="list-style-type: none"> • All complaints will be received at the Office of the respective Upazila Agriculture (DAE) and District office of DDM and BADC.
PIU Level GRC	<ul style="list-style-type: none"> • Project Director - Convener • Social Specialist and Environmental Specialist of PIU - Member-Secretary • Local Government Representative (can be the same representative who was 	The decisions on unresolved cases will be communicated to the PIU level GRC and will be solved within 15 working days.	If the resolution attempt at the local level fails, the GRC will refer the complaint with the minutes of the hearings of the local GRC to the project level for further review. With active

Step	Description of Process	Timeframe	Responsibility
	<p>present at the local GRC hearing, or other as required; must be female if the complainant is female) - Member</p> <ul style="list-style-type: none"> • Representative from the community (teacher, NGO, or local person nominated by the complainant - preferably the same person who was present at the local GRC hearing) - Member 		<p>assistance from the PIU will make a decision and communicate it to the concerned GRC. The Social/Environmental Specialist at PIU with the support of member secretary of local GRC will make periodic visits 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.</p>
PSC Level GRC	<ul style="list-style-type: none"> • Representative of secretary from Respective ministry - Convener • Project Director - Member-Secretary 	Four weeks	<p>All the unsolved cases at the project level, decisions on unresolved cases, if any, will be made in no more than four weeks representative of the Secretary, respective ministry. A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon IAs.</p>
Grievance uptake	<p>Face-to-Face: There will be a few field offices by the supervision firms/contractors, and each field office will nominate an individual to register complaints. He/She will register to note the complaints and complaint forms to fill up. The form will be signed by both the staff and the Complainant.</p>	<p>Will operate 9 am to 5 pm (at flood affected communities). This information will be disseminated to the public.</p>	<ul style="list-style-type: none"> • The complaint desk will be manned during working days only. For non-working days, virtual means (SMS, Telephone, email etc.) will be suggested. • The field level staff will welcome the Complainant and make him/her comfortable and begin with greetings. The staff will note, fill up the company form, get complainant's signature and sign the form him/herself. • The Staff will also provide estimated timeline and a tracking number. • The Staff will also intimate the local GRC level for eligibility checking. After eligibility check by the local level, the Staff will inform the Complainant if the complaint is eligible to be considered or otherwise. If

Step	Description of Process	Timeframe	Responsibility
			not eligible, the Complainant will be provided other options (NGO, police, legal etc.).
Telephone:	DDM: 01700716615 ----- (DAE) and ---- (BADC) Phone number of the Member Secretaries (this will be a cell phone number which can receive calls, SMS, WhatsApp with voice/picture of damage), and the official number of the Upazila office/Sub-division office (for DAE and BADC) of the respective IAs – (this is a cell phone number which can receive calls, SMS, WhatsApp with voice/picture of damage). All level telephone number is attached with SEP for DAE and BADC. There will be telephone numbers available for all IAs.	Will be operated from 9 AM to 5 PM	Grievance site focal and E&S specialist. Following will be noted (Action 1): Name and address (none required if anonymity sought) Complaint, in summary Nature of Complaints If it is project related. Complaint against, if any. Operator will (Action 2): Register the complaint in a register Provide a tracking number Provide a timeline Fill up Complaint Form for filing (Complainant's copy may not be feasible for virtual filing) Intimate the first level of GRC about the complaint Intimate Central GRC aggregator After eligibility check by first/local level, inform the complainant if the complaint is eligible to be considered or otherwise. If not eligible, the complainant will be provided other options (NGO, police, legal etc.).
Email:	<u>DDM:ddresearch@ddm.gov.bd</u> <u>Project.GRM@email.com</u>	Will be monitored as per above timing (12 hours)	Will be operated by the Social Development Specialist/Communication Specialist/Any other nominated staff of the PIU at Project Office. If no details are given will request number (Action 1) above. If phone number is given, the Complainants will be called to get the above information, else email will suffice. Then the Staff will carry out Action 2 above.
Website:	<u>www.project.com/GRM</u>	Will be monitored as per above timing (12 hours). The site will provide a format for complaint registration. This will	As Above

Step	Description of Process	Timeframe	Responsibility
		include info required in Action 1 above. The complaint will be redirected to the email above with a Subject GRM From Web – Date and Time.	
Letter:	Social Development Specialist. Environmental Specialist. Restoration of Agricultural system Project Room 713, Rd Krishi khamarsorok, Sector Khamarbari, Farmgate, Dhaka Phone: 01688054786 (DAE/BADC) Phone: DDM: 01700716615	Will be received and opened during office hours	After the letter is received, the complaint will be studied and if ineligible, it will be sent to the Complainant including provision of other options. If eligible Action 1 and 2 above will be implemented.
Drop-Box:	Suggestion Boxes will be placed in front of every field office	Will remain open round the clock. Will be opened during the beginning of office hours by the staff responsible to register complaints in each field office	As above
Sorting, Processing	Any complaint received is forwarded to local GRC office; logged in by member secretary of local Recategorized according to the complaint types	Upon receipt of complaint	Local grievance focal points
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by cell or written as suitable	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	<ul style="list-style-type: none"> Investigation of the complaint is led by local GRC. Member Secretaries document unresolved complaints, promptly address non-project-related grievances and consider anonymous complaints. SEA/SH/GBV-related complaints go to the Gender and GBV Specialist. The Convener and Member Secretaries work with site managers to resolve issues. Unresolved complaints escalate to the full GRC for resolution within 10 days. Compensation follows RPF/RAP procedures; 	Within 5 working days of receipt	Local GRC

Step	Description of Process	Timeframe	Responsibility
	complainants are notified. <ul style="list-style-type: none"> • Unresolved issues may go to the PIU Level GRC and then to the Project Steering Committee GRC. • If necessary, the Project Director may conduct field investigations within 15 days. • Complainants can seek legal recourse if issues persist. • Bank-received complaints are reported to GRS and forwarded to the Project Director. • A proposed resolution is formulated by local GRC and communicated to the complainant by cell or email or physically as suitable. 		
Monitoring and evaluation	Supervision Firm hired including: <ul style="list-style-type: none"> • Environmental Specialist • Social Specialist Both will be members of all the local level GRCs convened at the Upazilas where the IA will be active and where complaints will originate from.	Within 6-9 months of project effectiveness	PIU (DDM, DAE and BADC) & Monitoring and Supervision Firm
	Data on complaints are collected every month and reported to PIU every month	Every month	PIU (DDM, DAE and BADC) & Monitoring and Supervision Firm
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by monitoring and supervision firm and local GRCs	Every month	Local GRC and Monitoring and Supervision firm
Training	Training needs for staff/consultants in the PIUs, Contractors and Supervision Consultants are grievance uptake, sorting, record, response, address, and feedback mechanism	Every quarter	Monitoring and supervision firm
If relevant, payment of reparations following complaint resolution	Following the guidelines of RPF, ESMF and SECPF	As warranted	Respective PIU and Monitoring and supervision firm

Step	Description of Process	Timeframe	Responsibility
Appeals process	If the aggrieved person is not satisfied with the decision of the local GRC, can appeal to the project level GRC	Within 10 working days of the decision of the local GRC	Aggrieved person with the support of local GRC or directly to the PIU

Labor GM:

A separate mechanism will be available for the laborers working under contractors and sub-contractors. For contracted workers, the Contractor is obligated under the Contract (as per ESS2) to set up the Workers GM to redress complaints relating to workers deployed for construction works under this Project. It is mandated that contractors set up a Workers GM according to contractual obligations, ensuring compliance with international standards such as transparency, confidentiality, and protection against retribution. Upon engagement, workers are required to sign the Labor Code of Conduct (CoC) and undergo training on the GRM processes. There will be labor GRC at flood affected communities which is described in detail in the Labor Management Procedures and in Annex 6.

In flood affected communities, Contractors and subcontractors appoint Site Managers as focal persons for the Labor GM. These managers are tasked with the responsibility of receiving, recording, and addressing grievances from workers or related to workers at their respective construction sites. The GM includes training for workers on the CoC and related issues such as SEA/SH. A structured process is outlined for resolving grievances, involving an inquiry, opportunity for the worker to be heard, and communication of findings within a stipulated timeframe. Overall, the labor GRM aims to ensure fair and transparent handling of labor-related issues within the project's operational framework.

6.2 Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

All three tiers/levels (mentioned below) of the GM will be sensitized to receive SEA/SH related complaints. As per the latest World Bank Good Practice Note on SEA/SH, GM will be responsive to complaints of child SEA/SH as well. The project GM will be linked with service providers supported by World Bank in the Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG) project. Utilizing GBV service providers from B-STRONG, PIUs will refer any person to relevant service providers, including health facilities, law enforcement's gender unit or others as relevant using the information on available services. Grievances related to SEA/SH will be reported through the project/contractor, after which the nature of the complaint (without details) will be recorded along with the age of the complainant and relation to the project will be recorded. After consultation with the service providers and assessing the complaint, appropriate disciplinary measures will be taken against the perpetrator. It will adopt a survivor centric approach when responding to SEA/SH complaints. Survivor centric approach will prioritize the wish of the survivor and take measures accordingly.

The DDM and DAE/BADC intend to strengthen the GRM through information and communication technology to ensure that all complaints including those of SEA/SH are immediately reported to the Government. DAE/BADC will integrate the GRM on a web-based dashboard, to adequately and promptly address any potential grievance related to GBV and SEA/SH. The complaints registered in this system will be managed by a dedicated administrator that will liaise immediately any GBV and SEA/SH complaints with the contractors, consultant and DAE/BADC for immediate measures. If the GRM receives a case on

sexual exploitation and abuse related to the project, it will be recorded, and the complainant will be referred to the relevant assistance, if needed, for referral to any other service providers. The supervision consultant will keep the information confidential to protect the privacy of GBV and SEA/SH complainants. In cases, where the perpetrator(s) is linked to project activities then the contractor will take appropriate actions as per the Code of Conduct signed by the person and under the effective law in Bangladesh. DDM and DAE/BADC will report activities and outcomes of GBV and SEA/SH surveillance and management to the World Bank on a regular basis.

SEA/SH GRM Process: The following will be the steps to be followed addressing SEA/SH/GBV cases.

Table 6-2: SEA/SH GRM process

Step	Function	Detail
Uptake	Receive SEA/SH allegation through multiple reporting channels established for the project.	<ul style="list-style-type: none"> - Project GRM channel will be used. - Survivor must be informed that her/his wishes to continue with the case will prevail. - Upon receiving the allegation, the survivor will be immediately referred to PIU level GRC who will deal with the case in its entirety, given its sensitivity and requirement of training. All PIU-GRC will have staff trained and assigned for SEA/SH cases.
Sort and Process	Document and register allegation	- The SEA/SH coordinator (Gender and GBV Specialists under PIUs) at PIU GRC is responsible to document and register the allegation. It can be done over the phone, videoconferencing or in person (suggested). The coordinator needs to visit the survivor in person immediately after initial documentation, if the survivor consents to proceed with the case and consent for the coordinator to disseminate the information. The SEA/SH allegation will document only (1) the nature of the allegation - what a survivor says in his or her own words without direct questioning; (2) if, to the best of the survivor's knowledge, the perpetrator is associated with the project; (3) when possible, the age and sex of the survivor; and (4) when possible, information about whether the survivor was referred to services (Health, psychosocial, legal etc.).
	Inform survivors about legal and internal data-sharing obligations	<ul style="list-style-type: none"> - If applicable, the survivor will be informed about any legal obligations to report SEA/SH to the Police. Wherever possible, this information should be delivered to the communities and the survivor prior to the disclosure of any information that could trigger mandatory reporting, both through community awareness-raising activities and by providing information as a first step in the uptake phase. - Survivor must consent to share the four non-identifiable data with PIU and WB. In the absence of consent, there should be absolutely no data sharing, in line with the principle of survivor-centricity.
	Notify the World Bank in accordance with the required reporting protocols	- If a survivor gives consent, the SEA/SH coordinator will inform PIU and WB on the four sets of data. Else, only an intimation to the WB and PIU about the survivor's non-consent will be made.
Acknowledge and Follow-up	Refer the survivor to relevant GBV service providers	- Note: A List of various SEA/SH service providers (Medical, psychosocial, legal, livelihood etc.) will be kept at the PIU GRC Coordinator. Service providers supported under B-STRONG project will be mapped and listed. At this stage the survivor will be referred to various service providers. Before referral, the survivor's consent must be documented. This means that the survivor can choose to fill out, sign, or fingerprint a consent form that outlines the survivor's

Step	Function	Detail
		choices regarding whether information about the case is shared and whether the survivor wants to take up the proposed referrals or not.
Verify, Investigate and Act	Provide support services to survivors	- GBV service providers support survivors until survivors choose to stop availing services.
	Review allegation and determine the likelihood that it is project-related	- If a survivor wishes to proceed with accountability measures, the SEA/SH Coordinator, with the help of other GRC members/Contractors as appropriate, will determine the likelihood that it is related to the project.
	Implement sanctions for perpetrators in accordance with employment contracts and local labor laws	- If SEA/SH allegations are confirmed, the appropriate party—the employer of the perpetrator, which could be the implementing agency, the supervising engineer, or a contractor—implements disciplinary actions in line with labor law, employment contract and Code of Conduct (CoC).
	Resolve and close cases	- If the survivor has been referred to the relevant SEA/SH service providers, received adequate assistance, and no longer requires support; and if appropriate actions have been taken against the perpetrator or if the survivor does not wish to submit an official grievance with the employer, the case can be closed by the coordinator. The SEA/SH GRM Coordinator records the resolution of the incident, the date it was resolved, and marks it as closed. The PIU and World Bank are notified that the case is closed.
Monitor and Evaluate	Monitor, track and provide regular reports	- The SEA/SH Coordinator is responsible for issuing regular (e.g., monthly/quarterly) reports to the PIU that can only contain data such as the total number of allegations, the number of alleged perpetrators who have a relationship to the project, the type of incident, the age and sex of survivors and the referral status.
Provide Feedback	Respond to survivors	- The SEA/SH Coordinator needs to provide ongoing feedback to the survivor throughout the process but especially: when the grievance is received; when the case is reported to PIU and WB; when the investigation commences or when a determination is made that there is an insufficient basis to proceed; and when an investigation concludes or when any outcomes are achieved or disciplinary action taken. - When an investigation is concluded, the survivor must be informed first to assess his or her safety before the investigation's conclusions are communicated to the perpetrator, particularly when sanctions will be taken.

Following issues to be kept in mind while dealing in SEA/SH issues:

Table 6-3: Issues While Dealing with SEA/SH Complaints

ISSUES	DO'S	DON'T'S
Confidentiality	- To record SEA/SH allegations, use an encrypted electronic storage system with proper tracing or a separate logbook that will be kept safe and that guarantees the	- Register the case in a logbook used for other types of grievances. - Leave information/logbook easily accessible. - Underestimate the importance of keeping

ISSUES	DO'S	DON'T'S
	confidentiality of data. - Create a sound coding system to anonymize case files by, for example, assigning tracking numbers. - Establish a formal protocol with clear rules and procedures for interagency information-sharing of case-level data to ensure confidentiality.	survivor files confidential, even within an organization or with colleagues. - Discuss survivor files with anyone unrelated to the case or include identifiable data or information about individual cases in interagency reports. - Include any elements in shared data that could help identify survivors, including names, characteristics, or specific locations.
Consent	- Document a survivor's consent to receive referrals and for the sharing of any data. - Depict the benefits and risks of every referral option and clearly relate to the survivor what cannot be provided as well as any limitations on services. - Adopt a context-sensitive approach for reporting to the police and making referrals to the legal justice system. - Security actors and the rule of law may not be reliable in some contexts; and some survivors may prefer to turn to traditional, informal justice mechanisms.	- Force a survivor to file a formal complaint with the grievance mechanism (some survivors may only wish to access services). - Act on the allegation in any way without the consent of the survivor. - Coerce a survivor to make a particular decision or create false expectations of available services and support. - Assume that reporting to the police, accessing legal support or dealing with the justice system is necessarily desirable. (In many cases, survivors do not want to pursue security- or police-related actions, and their decisions must be respected.)

A one-page information brochure on the GM process containing the contact information of the relevant GRC Convener (Upazila Agriculture/ Engineer from the BADC field offices/nominated official by the PD; from Upazila, where the construction site is located), will be provided to every complainant by the Site Manager so that the complainant can also raise the issue directly to the GRC if he/she is not satisfied.

7. Monitoring and Reporting

7.1 Summary of How SEP Will be Monitored and Reported Upon (Including Indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

(i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)

(ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) Issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or

excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.

(iii) Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex3.

7.2 Reporting Back to Stakeholder Groups

The SEP will be revised and updated as necessary during project implementation.

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 project managers.

Specific mechanisms to report back to the stakeholders include the following parameters:

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

This reporting back to the stakeholders will be compiled and shared/disclosed with the stakeholders' and public using proper media, line ministries websites, social media accounts, communication materials, etc. This will also include other urban areas/municipalities as and when such areas are selected under the project.

Annex 1: Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

Annex 2: SEP Budget Table

Sl. no	Stakeholder Engagement Activities	Quantity	Unit Cost (US \$)	Times/M onths	Total Cost (US\$)
1	Staff/Consultants Salaries				Paid from Project Consulting Service Budget
2	Training on Stakeholder Engagement and GRC issues	2 times	500		1000.00
3	Information Desk officer (will be nominated from BADC/PIUs existing staff)				Paid from Project Consulting Service Budget
4	Stakeholder/Community Meeting in Project areas	Lump Sum			3000.00
5	Meeting with District and Upazila Govt Officials	4meeting/yr	500	1	6000.00
6	Meeting at PIUs with APs and SECs	1 meeting/yr	500	3	1500.00
7	Satisfaction Survey	1/yr	1000	3	3,000.00
8	Travel expenses	Lump Sum	2000		2,000.00
	Outreach activities under DDM	Lump Sum	1000	4	4,000.00
9	Communication materials (Poster, Brochure, flier, billboards, website)	Lump Sum			2,000.00
10	GM Guidebook/Manual	Lump Sum			500.00
11	Suggestion/complain Boxes	20	50		1,000.00
12	GM/GRC expenses	Lump Sum			2,000.00
13	GMMIS Database	Lump Sum	5000		1,000.00
	Sub-Total				
14	Contingency				1,500.00
	Total(LessSerial1 and3)(Rounded)				23500.00USD

			BDT 28,67,000.00 (Rounded)
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Annex 3. Monitoring and Reporting on the SEP

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
GRM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	<ul style="list-style-type: none"> • Are project-affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. <ul style="list-style-type: none"> • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (If applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	- Records from the implementing agency and other relevant agencies
Stakeholder engagement	<ul style="list-style-type: none"> • Was there interest and support for the project? 	<ul style="list-style-type: none"> • Active participation of stakeholders in activities 	- Stakeholder Consultation

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
impact on project design and implementation³. How have engagement activities made a difference in project design and implementation?	<ul style="list-style-type: none"> • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<ul style="list-style-type: none"> - Attendance Sheets/Minutes - Evaluation forms - Structured surveys - Social-media/traditional media entries on the project results
Implementation effectiveness. Were stakeholder Engagement activities effective in implementation?	<ul style="list-style-type: none"> • Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness 	<ul style="list-style-type: none"> - Communication Strategy (Consultation Schedule) - Periodic Focus Group - Discussions - Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives

³It 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 are 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.

Annex 4: Summary of Stakeholder Consultation Outcomes

Issues	Discussion	How the inputs of consultations are taken into consideration during designing phase of the project
BADC		
Irrigation water scarcity	<ul style="list-style-type: none"> • Surface water availability increase • Irrigation equipment and infrastructure restored • Key objectives of the project and potential E&S impact 	Based on the consultation, khal/canalas re-excavation, irrigation equipment and infrastructure rehabilitation activity are considered
Drainage facility	<ul style="list-style-type: none"> • Save crop from early rain • Season based crop cultivation 	To increase drainage facilities uPVC drainage buried pipeline construction activity considered
Improved irrigation water management system	<ul style="list-style-type: none"> • Reduce irrigation water loss • Irrigation area increase • Reduce irrigation loss • Save land from earthen canal 	uPVC buried pipeline construction activity considered
Quality seed availability	<ul style="list-style-type: none"> • Quality seed availability • Seed storage capacity increase 	New seed storage godown construction and renovation of existing seed godown
Lack of leadership among farmers and formal education	<ul style="list-style-type: none"> • Lead farmers group • Networking between farmers and field officers • Field school and regular session 	475 lead farmers group to facilitate training session and knowledge sharing in the school which will lead by SAAO and lead farmers
DAE		
Lack of climate resilient agricultural technological practices and seed production	<ul style="list-style-type: none"> • High yielding variety and high value crops selection • Quality seed production • Sac cultivation • Seeds and fertilizer availability • Production cost • Good agricultural practices 	<p>Establish demonstration plots in the farmer's field as a technology orientation</p> <p>Seed village will be established including major crops rice, wheat, onion, pulses and oil crops</p> <p>Input support provides to the farmers to expand cultivation area, food production and reduce their production cost</p>
Limited knowledge and information about modern agricultural practices and formal education	<ul style="list-style-type: none"> • Formal training • Duration of training • Field day 	One-day, and two-days of formal training considered 1daysfield day program with 50 farmers at farm site visit to the standard and successful farms considered
Limited agricultural machinery facilities	<ul style="list-style-type: none"> • Rice transplanter • Food processing machine • Household Seed storage • Oil extraction machine 	<p>These machineries are considered as AIF (Agricultural Innovation Fund)</p> <p>Plastic drum or IRRI cocoon considered for Household Seed storage</p>

Planning and Operational Management	<ul style="list-style-type: none"> During the project implementation, there will be temporary arrangements for many issues, like labor sheds, serve reinstallation, and many more. It needs to make sure that the temporary operational issues are smooth and not interrupting the daily activities. Monitoring and Evaluation: Efficient reporting systems may be developed by using the existing MIS systems. 	<ul style="list-style-type: none"> Issues of excavated earth management Labor Engagement ES Risk management and community involvement
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 LMP, SEP, ESCP, ESMF, RPF SEA/SH Action Plan. Mid-term evolution 	The DPP will clearly define the scope, working modalities and the project activities.

Annex 5: Grievance Submission Form

Grievance Form			
Grievance reference number (to be completed by Project):			
Contact details (Can be submitted anonymously)	Name(s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like IA (DDM, DAE, or BADC) or another party/person to do to solve the problem?			

How have you submitted this form to the project?	Website	Email	By hand
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	In person	By telephone	Other (specify)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of IA's official assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved or referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgement signature
1 st proposed solution			
2 nd proposed solution			
3 rd proposed solution			

Annex 6: Sample Grievance Report Format

Period from.....to.....20.....

Project Phase.....

Case No.	Complainant's name, gender and location	Nature of complaints and expectation of complainant	Date of Petition submitted	Method of resolution with dates	Decisions and date of communication to the complainant	Agreement with And commitment To complainant	Progress (Solved/pending)	Reason, if pending

Annex 7- Stakeholders Engagement Details- Project Preparation Phase

Annex 8- Stakeholders Engagement Details- Project Implementation Phase

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)