

**STAKEHOLDER ENGAGEMENT PLAN**  
**FOR**  
**Western Economic Corridor and Regional Enhancement Program**  
**(WeCARE)**

**Project ID no: P169880**



**Roads and Highways Department (RHD)**  
**Ministry of Road Transport and Bridges (MoRTB)**  
**[www.rhd.gov.bd](http://www.rhd.gov.bd)**

**March 2020**

## Executive Summary

**Western Economic Corridor and Regional Enhancement Program (WeCARE - P169880)** aims to improve regional connectivity, logistic efficiency in the western region, and road sector management in Bangladesh. The WeCARE Program would be implemented in three phases in 10 years with intervention in 10 Districts. The first phase of this MPA (“the project”) will follow the same component structure as the overall program and will finance the upgrading of national highways from Jashore to Jhenaidah (48 km) to be implemented by RHD along with optical fiber cable/utility conduit will be installed for the entire length of the corridor and road transport sector modernization interventions. The WeCARE project includes five components.

**Component 1: Upgrading National Highway Corridor and enhancing digital connectivity:** This component will be implemented by RHD and will finance associated works, services, goods for the following sub-components:

- a) *Upgrading of the Jashore-Jhenaidah national highway (48km);*
- b) *Installation of OFC and deployment of Intelligent Transportation Systems (ITS); and*
- c) *Implementation of a Safe Corridor Demonstration Program (SCDP) along the Jashore-Jhenaidah national highway*

**Component 2: Upgrading secondary and tertiary roads and complementary logistics infrastructure and services:** This component will be implemented by LGED and will finance associated works, services and goods in the four (4) Program Districts of Jashore, Jhenaidah, Magura, and Chuadanga for the following sub-components:

- a) *Development and upgrading complementary logistics infrastructure and services including rural markets in selected growth centers; and*
- b) *Upgrading of secondary and tertiary road network serving selected markets.*

**Component 3: Project Implementation Support and Sustainability:** This component will be implemented by both RHD and LGED and will finance associated services and goods for following sub-components:

- a) *Training and capacity building;*
- b) *Strategic Environmental and Social Assessment (SESA);*
- c) *Establishing a Fiduciary Advisory Panel;*
- d) *Establishing a Transport Sector Integration and Coordination Platform (TSICP) and operationalizing the Road Maintenance Fund Board Act; and*
- e) *Preparatory Activities for Subsequent Program Phases.*

**Component 4: ~~Contingent Emergency Response Component~~: COVID-19 Relief and Recovery:** This component will be implemented by both RHD and LGED to help GoB to provide just-in-time livelihood support to poor people in rural areas and stimulate local economy to help fight against COVID-19 emergency. This component will finance associated services and goods for following sub-components:

- a) *Provision of jobs through labor intensive civil works;*
- b) *Development of an Emergency Response Plan for COVID-19; and*
- c) *Provision of necessary physical upgrades to transport agencies.*

**~~Component 5—Contingent Emergency Response:~~** This component will improve the GoB’s ability to respond effectively in the event of an emergency in line with WB procedures on disaster prevention and preparedness. Following an eligible crisis or emergency, the Recipient may request the Bank to

**Commented [KNC1]:** Ferdous apa: in the most recent version of the PAD (in the ROC package that I have), there is no component 5. Shouldn't we align with the PAD?

~~re-allocate project funds to support emergency response and reconstruction. This component would draw from other project components to cover emergency response.~~

Component 1: Upgrading Highway Corridor.

Component 3: Road sector modernization and capacity building.

Component 4: COVID-19 Relief and Recovery:

- (a) *Development of an Emergency Response Plan for COVID-19; and*
- (b) *Provision of necessary physical upgrades to transport agencies.*

Component 5: Contingent Emergency Response.

The 'Stakeholder Engagement Plan (SEP)' of WeCARE RHD involves effective engagement with all identified stakeholders to ensure their contribution toward the successful implementation of the project benefitting from their pre-existing expertise, networks and agendas.

RHD will have to engage with the PAPs throughout the life cycle of the project and integrating the PAPs and VGs including women in the project activities and decision making cycle so that the community where the project is implemented own it and contribute positively in its implementation. PD WeCARE RHD has already contacted relevant personalities of the District HQs, Municipalities, affected Upazila and Union Porishods and local elected leadership and is taking measures to ensure that the execution of the project related works suit local needs and create least inconvenience/discomfort to the VGs/PAPs. Certain lessons from the previous projects that have been incorporated in the WeCARE RHD project include:

- ✓ RHD is strengthening PIU, RSEC and CSC with relevant Specialists and Advisers who would be deployed in the field and monitor the work of the contractors and also assist in the Grievance Redress Mechanism.
- ✓ The contractual obligations of RHD for the project would include clauses for the contractors to recruit suitable labor force from the PAPs (including women, when interested);
- ✓ RHD officials are remaining present in all such meetings and addressing questions/queries of the stakeholders. RHD has developed GRM in line with ongoing World Bank supported projects that it is functional and addresses project related grievances including GBV related complaints promptly;
- ✓ Regular Meeting/Discussion is being arranged by RHD authority with relevant stakeholders at Dhaka and District level and discussion related decisions are communicated to all concerned using all planned means including updates through website.

The different group of stakeholders include Individuals, organizations and business and road transportation related entities beside the regulating entities. At the apex, the following come in: PMO and Cabinet Division, Ministry of Local Government, Rural development & Cooperatives, Ministry of Road Transport and Bridges, Ministry of Science and Information & Communication Technology and Ministry of Finance, and Departments of RHD and LGED. GoB officials of different departments at the district level including District Administration, DoE, RHD, LGED, BRTA, District level FBCCI office bearers, INGOs and local NGOs working on Labor, Gender and GBV issues; District, Upazila and Union Porishod level administration and elected leadership and Bonik Samity, Workers' Union, Road Transport Owners, Drivers and Workers Union, educational, religious and societal institutions along the Jashore-Jhenaidah Highway are also included as stakeholders. In the process project affected VGs

and disadvantaged groups are identified that include those whose land/business establishments are under acquisition beside others.

The project is in its preparatory stage awaiting finalization of the design, alignment of the Road and specifics on land acquisition. Till date, PD, RHD WeCARE project had a good number of meeting/discussion at the macro and micro levels and the takeaways from these meetings were incorporated in the design and road alignment. No indigenous community live in the project area of influence.

RHD has developed this SEP to engage different stakeholder groups at different stages namely Project Preparation (Project Design, Scoping, Resettlement Planning, SEP Disclosure), Construction and Mobilization Activities and O&M in varied intensities, modes and at different times.

The Project is poised to be implemented amidst COVID-19 outbreak which is likely to affect the health of both the workers and the communities. Absence of PPE, lack of training and awareness and social distancing protocol may exacerbate the situation. As such face to face interactions are likely to be limited and IT based interactions/FGD in small groups may have to be planned by the Borrower. RHD while planning stakeholder engagements in different forms, must comply with national, World Bank and WHO guidelines in this regard. The intensity of interaction and stakeholder engagements would vary depending on various Stage of the project (as indicated at Table 4) and Paragraph 6, Grievance Mechanism of the SEP. However, FGD, Meeting/Discussion, Public consultation, distributing project related brochures, their updates through dedicated website, billboards, flyers and personal contact by project related entities/persons including PD,RHD; PIU, RSEC, XEN of the District, and CSC with the assistance of Social Safeguards Adviser (field) in the project area etc. would also work as an effective means of disseminating project and GRC related information to the PAPs. NGOs operating in the locality could also be used to communicate the message. The WeCARE website would be regularly updated covering all aspects of the project including progress, outcome of various meetings, and the Grievance related issues.

RHD is pondering on the issue of whether to involve a third party for monitoring the implementation of the SEP. The third party, when involved, would work from the second year of project implementation. The PD, PIU, RSEC and CSC would address the issue of effective implementation of the SEP.

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<i>Acronym</i>	<b>Acronyms and Abbreviations</b>
	<i>Description</i>
AIIB	Asian Infrastructure Investment Bank
ARAP	Abbreviated Resettlement Action Plan
BP	Bank Policy
BRTA	Bangladesh Road Transport Authority
BWDB	Bangladesh Water Development Board
CBO	Community Based Organizations
CO	Community Organizer
CSC	Construction Supervision Consultant
CSO	Civil Society Organizations
DIA	Designated Implementing Agency
EMC	Environmental Management Cell
ESS	Environmental and Social Standards
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FGD	Focus Group Discussion
GBV	Gender Based Violence
GDR	General Department of Resettlement
GM	Grievance Mechanism
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HHs	Households
KII	Key Informant Interview
RHD	Local Government Engineering Department
LMP	Labour Management Plan
MPA	Multiphase Programmatic Approach
IEC	Information, Education and Communication
IPPF	Indigenous Peoples Planning Framework
RHD	Local Government Engineering Department
MoLGRDC	Ministry of Local Government, Rural Development and Co-operatives
MoRTB	Ministry of Road Transport and Bridges

M&E	Monitoring and Evaluation
MEF	Ministry of Economy and Finance
MOE	Ministry of Environment
MoRTB	Ministry of Road Transport and Bridges
NGO	Non-Governmental Organization
OFC	Optical Fiber Cable
OMAS	Online Monitoring and Accounting System
PAP	Project-Affected People (or Project-Affected Party)
PIU	Project Implementation Unit
PMO	Project Management Office
PMU	Project management Unit
PrDO	Program Development Objective(s)
PSC	Project Steering committee
RAP	Resettlement Action Plan
RCS	Replacement Cost Study
RHD	Roads and Highways Department
RoW	Right of way
RPF	Resettlement Policy Framework
RSEC	Social and environmental Circle of RHD
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SMVT	Slow-Moving Vehicle Traffic
SWR	Southwest Region
UE	Upazila Engineer
WB	World Bank
WBG	World Bank Group
XEN	Executive Engineer



## 1. Introduction and Project Overview

### 1.1 Introduction

Bangladesh is one of the world's most populous countries with per capita income of US\$1,751 (WB Atlas method) in 2018. The key challenges for accelerating growth are to ensure financial stability, strengthen revenue mobilization, improve infrastructure, enhance human capital and streamline business regulation. The country has made great strides in developing an extensive transport system, particularly road transport that enjoys a modal share of 70% for passenger traffic and 60% for freight. The total road network size of the country is roughly 375,000 km (road density of roughly 250 km per 100 km<sup>2</sup>), reflecting the tremendous progress in improving connectivity, particularly at the sub-national level. The rural road network makes up 94 percent of the network and Bangladesh has one of the highest scores on the Rural Access Index.

The primary road network of Bangladesh is under the responsibility of the Bangladesh Roads and Highways Department (RHD), Ministry of Road Transport and Bridges. Improvement of regional road connectivity to boost trade and commerce is a key priority for RHD, who is pursuing a policy of corridor-based road development with a view to accommodate regional as well as international traffic. RHD is participating in different regional connectivity initiatives, including the Asian Highway Network, South Asia Sub Regional Economic Cooperation (SASEC) Road Corridors, Bangladesh-China-India-Myanmar Economic Corridor (BCIM-EC), Bay of Bengal Initiatives for Multi-Sectoral Technical and Economic Cooperation (BIMSTEC) Road Corridor, SAARC Highway Corridor, and the BBIN MVA dialogue.

Despite improvements in developing an extensive road network, the overall quality of the road network remains poor. Only 40 percent of the main roads are paved, half of which are in good condition.

The transport sector faces institutional fragmentation, weak co-ordination and capacity constraints. At the national level, there are 5 ministries and 21 agencies responsible for the transport sector with overlapping mandates, and conflicts between service provision and regulatory responsibilities. The capacity of various agencies needs considerable enhancements in vast areas of emerging needs (PPPs, climate change, gender risks) as well as traditional road sector management and operations (e.g. innovative contracting methods, cost and resource efficiencies, road safety etc.). In the absence of a multi-sectoral mechanism or platform that can facilitate an integrated approach to infrastructure development, large transport projects tend to primarily focus on the physical investments with little consideration for how these investments impact the local and regional economies and how the benefits may be deepened through complementary interventions (e.g. logistics infrastructure and services).

The Road Network needs to be built "Greener" and "Resilient." Bangladesh faces a significant challenge in developing and maintaining the transport system because of its unique geographic conditions. The damage to the country's infrastructure, particularly transport network due to recurrent natural disasters like flood, cyclone etc. are extremely detrimental to the economy.

Road Sector Financing needs are enormous. A rough estimate suggests that the road sector alone would require annual investment of US\$ 11bn over the next 25 years to meet the aspiration of the country to become upper middle income country by 2041. GoB needs to explore models to leverage public/MDB resources with alternative financing such as private/commercial financing. The PPP regulatory framework has been established and the pipeline of projects include road sector projects.

Digital connectivity remains a challenge in Bangladesh, especially outside the main cities. Bangladesh ranks 78 on the Global Connectivity Index for 2018. While Mobile broadband subscription rate continues to grow, it has also become less affordable. Most of the optical fiber system is overhead and suffers from frequent cuts, requiring new OFC to increase coverage and reliability. To achieve the government's 'Digital Bangladesh by 2021' vision to mainstream ICTs as a tool to eradicate poverty, establish good governance, ensure social equity, significant investments in broadband infrastructure will be required.

## 1.2 Project Background and Components to be implemented by RHD

**Western Economic Corridor and Regional Enhancement Program (WeCARE - P169880)** aims to improve regional connectivity, logistic efficiency in the western region, and road sector management in Bangladesh. The WeCARE Program would be implemented in three phases in 10 years with intervention in 10 Districts. The first phase of this MPA ("the project") will follow the same component structure as the overall program and will finance the upgrading of national highways from Jashore to Jhenaidah (48 km) to be implemented by RHD along with optical fiber cable/utility conduit will be installed for the entire length of the corridor and road transport sector modernization interventions. **This Stakeholder Engagement Plan (SEP) covers the activities implemented by the Roads and Highways Department (RHD) only.**

The WeCARE project includes five components.

**Component 1: Upgrading National Highway Corridor and enhancing digital connectivity:** This component will be implemented by RHD and will finance associated works, services, goods for the following sub-components:

- ~~a)~~ Upgrading of the Jashore-Jhenaidah national highway (48km);
- ~~b)~~ Installation of OFC and deployment of Intelligent Transportation Systems (ITS); and
- ~~c)~~ Implementation of a Safe Corridor Demonstration Program (SCDP) along the Jashore-Jhenaidah national highway

**Component 2: Upgrading secondary and tertiary roads and complementary logistics infrastructure and services:** This component will be implemented by LGED and will finance associated works, services and goods in the four (4) Program Districts of Jashore, Jhenaidah, Magura, and Chuadanga for the following sub-components:

- ~~a)~~ Development and upgrading complementary logistics infrastructure and services including rural markets in selected growth centers; and
- ~~b)~~ Upgrading of secondary and tertiary road network serving selected markets.

**Component 3: Project Implementation Support and Sustainability:** This component will be implemented by both RHD and LGED and will finance associated services and goods for following sub-components:

- ~~a)~~ Training and capacity building;
- ~~b)~~ Strategic Environmental and Social Assessment (SESA);
- ~~c)~~ Establishing a Fiduciary Advisory Panel;
- ~~d)~~ Establishing a Transport Sector Integration and Coordination Platform (TSICP) and operationalizing the Road Maintenance Fund Board Act; and
- ~~e)~~ Preparatory Activities for Subsequent Program Phases.

**Component 4: ~~5 - Contingent Emergency Response: COVID-19 Relief and Recovery~~:** This component will be implemented by both RHD and LGED to help GoB to provide just-in-time livelihood support to poor people in rural areas and stimulate local economy to help fight against COVID-19 emergency. This component will finance associated services and goods for following sub-components:

- ~~a)~~ *Provision of jobs through labor intensive civil works;*
- ~~b)~~ *Development of an Emergency Response Plan for COVID-19; and*
- ~~c)~~ *Provision of necessary physical upgrades to transport agencies.*

~~**Component 5—Contingent Emergency Response:** This component will improve the GoB's ability to respond effectively in the event of an emergency in line with WB procedures on disaster prevention and preparedness. Following an eligible crisis or emergency, the Recipient may request the Bank to re-allocate project funds to support emergency response and reconstruction. This component would draw from other project components to cover emergency response.~~

**Component 1: Upgrading National Highway Corridor and enhancing digital connectivity.** This component will upgrade the following 260km of national and regional highways: (i) Bhomra-Satkhira-Navaron; (ii) Jashore- Jhenaidah; and (iii) Jhenaidah-Bonpara-Hatikumrul. This will encompass upgrading of existing two-lane road from to four lanes. In phase I of the MPA, RHD will only implement the Jashore-Jhenaidah highway. Separate Slow-Moving Vehicle Traffic (SMVT) lanes will be introduced on both sides of the main carriageway. The physical segregation of SMVT from normal motorized traffic is anticipated to decrease the potential for serious accidents. The presence of a central median and safety barrier will also reduce the potential for head-on collisions. This component will also finance the installation Optical Fiber Cable (OFC)/utility conduit alongside the road corridor. Laying conduit at the time of road construction would allow for significant cost savings. The resulting OFC connectivity will increase coverage and reliability of the broadband network in the western region and will bring additional benefits and utility of digital connectivity for road sector agencies including improved highway management, toll gates, weigh bridges, and for other services and applications.

**Component 3: Project Implementation Support and Sustainability** - This component will finance associated services and goods for following sub-components:

- Training and capacity building;
- Strategic Environmental and Social Assessment (SESA);
- Establishing a Fiduciary Advisory Panel;
- Establishing a Transport Sector Integration and Coordination Platform (TSICP) and operationalizing the Road Maintenance Fund Board Act; and
- Preparatory Activities for Subsequent Program Phases.

**Component 4: COVID-19 Relief and Recovery** - This component will finance associated services and goods for following sub-components for RHD:

- ~~a)~~ \_\_\_\_\_
- ~~e)~~ (b) \_\_\_\_\_—Provision of necessary physical upgrades to transport agencies.

**Component 4 (ab): Development of an Emergency Response Plan for COVID-19.** RHD will finance the development and dissemination of an action plan that will enhance emergency preparedness, management, and response capacity of the two leading transport agencies to mitigate and respond to the risks posed by COVID-19. This plan will include measures to minimize the chances and contain

the spread of the COVID-19 due to movement of staff and workers, and sensitization them and local communities regarding what to do if an outbreak occurs and how treatment will be provided. The plan will define procedures for isolation, testing and treatment including getting adequate supplies of water, food, medicines and medical equipment and cleaning equipment in the event of an outbreak at RHD offices and project offices/sites, especially should access to the site become restricted or movements of supplies limited. The plan will be communicated widely (through workshops and group trainings) to RHD staff, consultants, workers, contractors, sub-contractors, suppliers, adjacent communities, nearby projects/workforces, and local healthcare authorities to make them aware of the preparations that have been made. The plan will also include reporting mechanism for incidents/outbreak at any Program offices/sites.

Component 4 (be).Provision of necessary physical upgrades to transport agencies. This sub-component will be implemented by RHD and will provide the necessary physical upgrades to ensure business continuity in response to COVID-19 and future crises. To this end, it will finance improving digital connectivity between various offices of RHD and improving the work environment at both agencies. Notably, high-speed internet connections and IT services will be provided at RHD Headquarters, PIUs and field divisions. And additional hygiene measures at RHD Headquarters, PIUs and field divisions will be implemented to improve the work environment safety of the staff at both agencies.

**Component 5: Contingent Emergency Response Component (CERC)**—This component will ~~improve~~ also support the GoB's ability to respond effectively in the event of an emergency in line with World Bank procedures on disaster prevention and preparedness. Following an eligible crisis or emergency, the Recipient may request the Bank to re-allocate project funds to support emergency response and reconstruction. This component would draw from other project components to cover emergency response.

### 1.3 Project Location

The Project in Phase 1 is the 'national highway from Jashore to Jhenaidah (48 km) including road transport sector modernization interventions.' The project area is generally flat and plain with a railway line running parallel to the existing Highway from South to North. The Highway, Feeder roads and the railway track is generally higher than the surrounding area and number of bridges and culverts pass through these. The Highway passes through a stretch of few kilometers of 'Restricted Area'-Jashore Cantonment as one moves towards Jhenaidah. The major townships in the project area includes the District HQs of Jashore and Jhenaidah. Other major small built up areas along the Highway include CHURAMONKATI, KALIGONG, and BARO BAZAR. Agriculture is the primary source of earning and the area is famous for growing rice, vegetables, fruits, flowers and sugar cane. There are good number of water bodies in the area and these are used for planned pisciculture. There are good number of permanent markets and make-shift markets along the Highway wherefrom agro products and other goods are marketed throughout the country. Jashore-Jhenaidah being part of the national Highway that connects to Benapole Land Port connecting Kolkata, West Bengal of India, the vehicular traffic including SMVT plies through the road round the clock. Road traffic accidents take place along the highway for various reasons including poor road condition, narrow roads, dark zones along the highway, plying of unfit vehicles, lack of conscience of the pedestrians and non-compliance of traffic rules. The highway is connected by many a lateral road that connects with other growth centers at the Upazila HQs and the Union Porishods. The RHD road upgradation, rehabilitation will entail land acquisition and all efforts are taken to minimize private land acquisition which may include homestead, business entities, schools, religious sites, graveyards, agricultural land, waterbodies where fish harvesting etc. is ongoing. This would also entail cutting a good number of trees along the road and logistic infrastructures. Details are being worked out by RHD at this stage and would need

some time before specifics on its project can be defined. Maps showing the Project Area is attached at page 11 and 12. Details on the exact feeder roads and growth centers would be indicated once the project plan is confirmed by RHD.

**Figure 1: WeCARE Program Corridor and Phase I area shown in red circle**

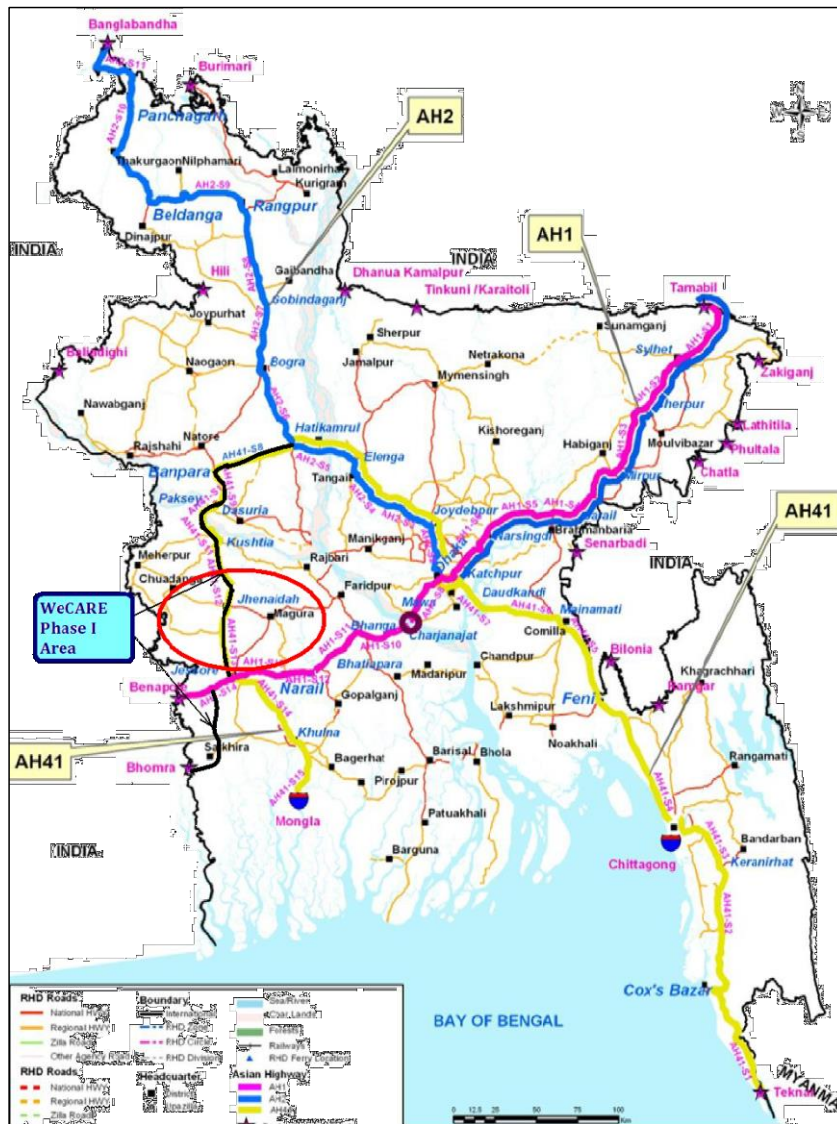
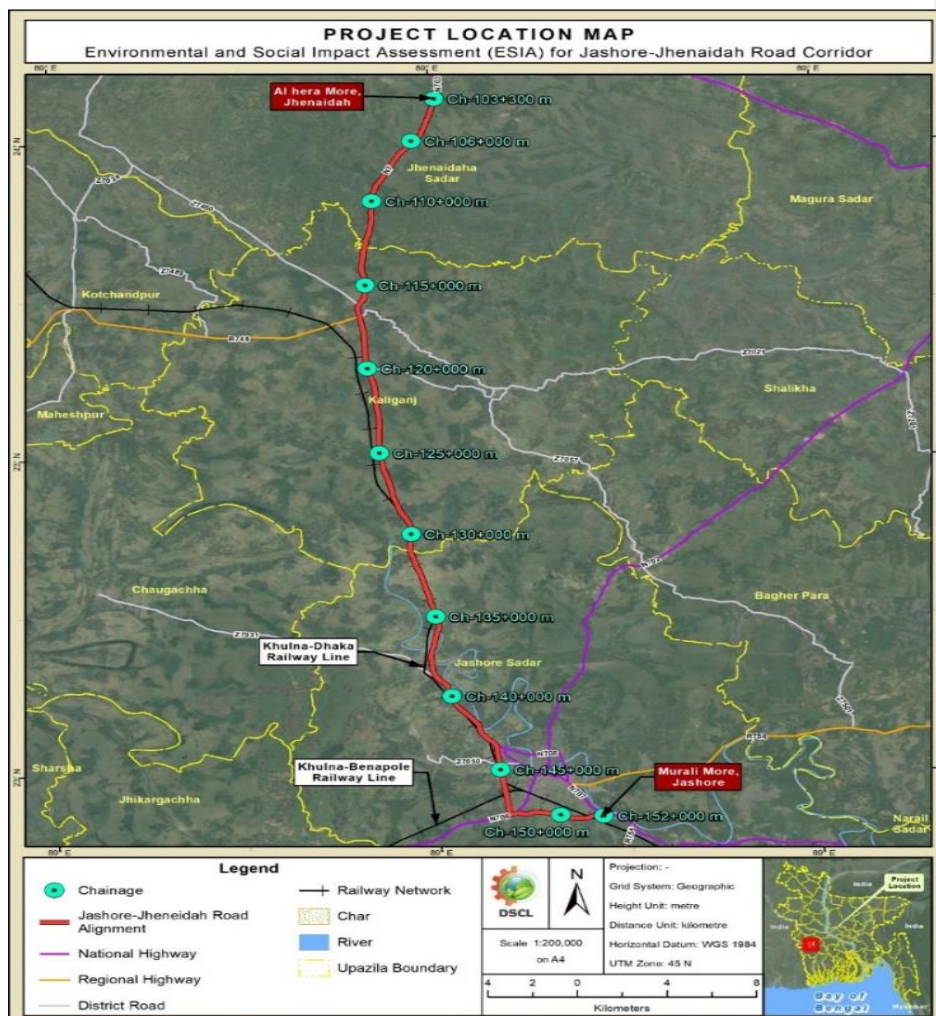


Figure 2: WeCARE Project Location Map



#### 1.4 Summary of the potential social and environmental risks and impacts of the project.

The project work would involve upgrading and rehabilitating of 48 km Jashore-Jhenaidah Highway along with optical fiber cable/utility conduit installed for the entire length of the corridor and road transport sector modernization interventions. Overall the positive impacts of the project would be significant and would have pronounced positive effect on the local population, transportation and road communication sector passing through the area and local and national economy.



## Environmental Risks and Impacts

The following are the likely Environmental Risks and Impacts of the project:

- Land filling/cutting along the Jashore-Jhenaidah Highway would create severe dust and noise pollution and displacement of wild lives;
- Road construction would entail soil, water, light, dust and noise pollution for a prolonged period;
- Filling of Road side Borrow-pit and pond will cause to lose the habitat of some aquatic lives and some flora and fauna could be endangered;
- Burning of Bitumen and Tar during road construction will emit large quantity of Carbon di Oxide and cause air pollution. Laborers working in the project and local communities, including elderly people, pregnant women and children may suffer from respiratory tract infections or asthma;
- There would be environmental pollution due to usage of fossil fuel and lubricant and their unsafe disposal by the construction-related equipment and vehicles; during operation phase increased traffic would play along these roads increasing additional carbon emission;
- Tree cutting along roads will remove green canopy and adversely affect the environment at least during the project implementation stage. However, planting trees by the roads, including on barren road slopes and shoulders, will regenerate green canopy and positively affect the environment;
- Water in the ponds and in other natural water reservoirs along the road may be polluted and there would be a large quantity of water needed for construction and dust suppression;
- Labor and Construction workers will also generate solid waste that would also endanger the surrounding environment;
- Solid and liquid waste management at the Growth Centers/ rural market areas would have positive effect on the environment and could reduce water-borne diseases in the area;

## Social Risks and Impacts

The following are the likely Risks and Impacts of the project:

- Land acquisition and/or temporary leasing of public and private land, including farmland/waterbodies/orchards etc. near the work-site for widening the Highway, dumping stores, developing construction yard, workers shed, bridge and alternative crossing sites and approach roads;
- Resettlement as short/long term effect of homesteads/business entities, shops etc. near the construction site could lead to uprooting locals and shifting of certain homestead/businesses roofed with CI sheet, timber etc. to other places and destruction of RCC made homestead, businesses being immovable.
- The squatters occupying public land/Khas land along the Highway and who have built temporary accommodation and businesses for living and livelihood could also be adversely affected;
- Adverse impact may occur owing to destruction of temporary and semi-permanent business structure for the improvement of the Highway;
- Vehicular traffic movement in the project area will be restricted during construction phase and there would be additional traffic during operation phase owing to widening of the roads. This could increase traffic accident manifold;
- In the process petty business and linked employments along the Highway will be affected. However, they could shift to surrounding areas through the help of their association/local administration/local elected leadership support and the support rendered by the project.



- Access through the under-construction road may impede safe movement of the elderly people, persons with disabilities, pregnant women and minor children through the specific lane adjacent to the project site.
- Influx of migrant workers at the works sites may put extra pressure on the local market and civic facilities. This may raise the price of daily necessities in the area adversely affecting the local population.
- Presence of migrant workers either at the Labor Camps/rented households may also increase the likelihood of GBV and rise in STD in the area.
- Adverse effects on the crop harvested, fisheries farms and felling of fruit bearing trees/trees with timber value in proximity of the Highway.
- The contractors or their representatives may employ child labors at a lower wage to reduce construction cost and increase profiteering.
- Widening of the Highway would force some land owners to move their homestead away from the Highway to new locations, thus causing permanent loss of fertile land;

The Project is likely to be implemented amidst COVID-19 outbreak, which is likely to affect the health of both the workers and the communities. Absence of PPE, lack of training and awareness and social distancing protocol may exacerbate the situation. As such face to face interactions are likely to be limited and IT based interactions/FGD in small groups/other means may have to be planned by the Borrower. The project will follow the World Bank's interim note on "

COVID-19 Considerations in Construction/Civil Works Projects" and the Technical Note on "Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings".

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**Potential social benefits and opportunities of the program are many. Noted Social Benefits include:**

- Improved communication network would create more opportunity for trade and business. This would result in lower transport costs for freight and passengers of motorized and non-motorized vehicles;
- Improved road transport corridors and Road network connectivity; Improved management of road sector institutions, enhanced maintenance of priority roads and savings in road maintenance costs.
- The Highway would contribute to rural prosperity, basic amenities to the villages along the proposed highways would improve; time savings for passengers and goods in transit; and alleviate development constraints in agriculture, commerce, education, health, social welfare, and public safety, and contribute to general expansion and diversification of development activities.
- OFC connectivity at the growth centers along the Highway would improve internet speed from the existing mobile internet facility at a cheaper rate;
- Unskilled labor force of the locality including women can find job at the construction sites for a prolonged period. This would enhance 'Gender Mainstreaming' through creating equal opportunity. The 'Contractual Obligations' developed by RHD has made specific provision of employing women in maintenance work. RHD would impose this provision in this project & the contract management authority (Executive Engineer, RHD) will ensure compliance of the same by the contractors through regular monitoring.

## 1.5 Project SEP Implementation Arrangements

### Institutional Arrangements<sup>1</sup>

Ministry of Road Transport and Bridges (MoRTB) is the Executing Agency (EA) of the project. The RHD is responsible for the implementation and management of the works and would establish a Project Implementation Unit (PIU). While contractor is responsible for the implementation of EMP during construction works, Construction Supervision Consultant (CSC) is primarily responsible for supervision of monitoring of the implementation of the ESMP, contract administration and day-to-day project supervision including environmental and social management. The CSC will consist of an environmental and social unit with 1 international and 1 national environmental expert. The CSC will advise the RHD and the PIU on ESMP implementation and monitor the work of the contractors in the field. The project consultants will also help the PIU to prepare quarterly progress reports which are to be submitted to the RHD, who in turn will submit semi-annual reports to co-financier for review. RHD Social and Environmental Circle (RSEC) was established under the technical wing of RHD to manage Social and Environmental dimensions of RHD Development projects. It has 15 staffs and is comprised of two divisions as shown in Figure 3.

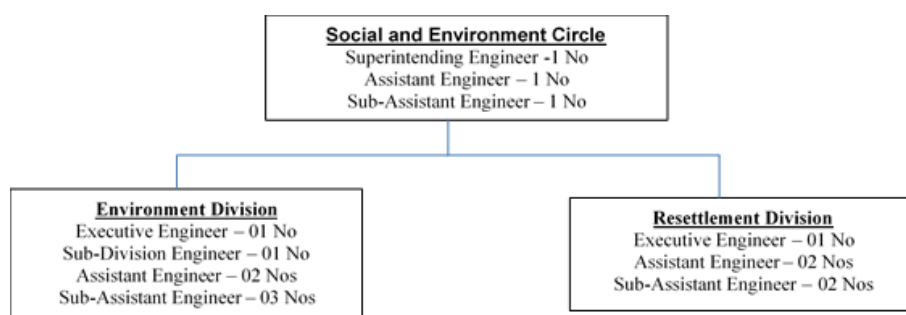


Figure 3: Social and Environmental Circle, RHD (RSEC)

The organogram presented indicates that RSEC is currently staffed with engineers with no in-house presence of environmental or social experts. Members of RSEC is not represented at the field level during project implementation. RHD would establish a Project Implementation Unit (PIU) and PIU will include an environmental and social unit (ESU). The ESU will consist of one Executive engineer, one sub-divisional engineer and two assistant engineers to monitor environmental and social compliances. The ESU will be responsible for overseeing of the monitoring activities conducted by the CSC on behalf of the RHD. RHD plans to recruit 1 x Environment Specialist, 1 x Social Safeguard Specialist at the PIU while 1 x Environment Advisor; 1 x Occupational and Community Health and Safety Advisor; and 1 x Social Safeguards Advisor at RSEC, RHD<sup>2</sup> for the WeCARE project, who would work in close coordination with CSC and be closely associated with SEP implementation in the field.

<sup>1</sup> ESIA of Jashore-Jhenaidah Road Corridor 2020; pages 180-190.

<sup>2</sup> Borrowers' Environmental, Social and Health & Safety Capacity Assessment, Bangladesh Western Economic Corridor & Regional Enhancement Program, page 42

## 2. Regulations and Requirements

### 2.1 Key National, Social, Legal Provisions and Citizen Engagement

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

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

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

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

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

**Article 39. Freedom of thought and conscience, and of speech.**

(1) Freedom of thought and conscience is guaranteed.

(2) Subject to any reasonable restrictions imposed by law in the interests of the security of the State, friendly relations with foreign states, public order, decency or morality, or in relation to contempt of court, defamation or incitement to an offence-

(a) the right of every citizen of freedom of speech and expression; and freedom of the press, are guaranteed.

**Article 59. Local Government.**

(1) Local Government in every administrative unit of the Republic shall be entrusted to bodies, composed of persons elected in accordance with law.

(2) Everybody such as is referred to in clause (1) shall, subject to this Constitution and any other law, perform within the appropriate administrative unit such functions as shall be prescribed by Act of Parliament, which may include functions relating to-

(a) Administration and the work of public officers;

(b) the maintenance of public order;

the preparation and implementation of plans relating to public services and economic development.

**Article 60. Powers of local government bodies**

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

#### 2.1.2. The Consumers' Right Protection Act, 2009

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

### 2.1.3. Right to Information Act (RTIA) 2009

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

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

**2.1.5. Bangladesh Labour Law, 2006 (Amended in 2013) and Labour Code 2015.** This Law pertains to the occupational rights and safety of workers and the provision of a comfortable work environment and reasonable working conditions.

The Labour Law of Bangladesh 2006 bans children under the age of 14 from working. Chapter III of the Act<sup>3</sup> under “**EMPLOYMENT OF ADOLESCENT WORKER**” puts restrictions on employment of children and adolescents as follows:

- (1) No child shall be employed or permitted to work in any occupation or establishment.
- (2) No adolescent shall be employed or permitted to work in any occupation or establishment, unless:
  - (a) A certificate of fitness in the form prescribed by rules, and granted to him by a registered medical practitioner is in the custody of the employer; and
  - (b) He/She carries, while at work, a token containing a reference to such certificate.

## 2.2 World Bank Requirements

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, “Stakeholder Engagement and Information Disclosure”, which recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice”. ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Key elements of ESS10 include:

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<sup>3</sup> The Bangladesh Labour Law, 2006; Act No. XLII OF 2006 [11 October, 2006]

- “Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project.”
- “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.” Borrowers are required to develop a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts. Stakeholders have to be identified and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

In view of the COVID 19 outbreak in Bangladesh, the Borrower would also comply with World Bank and WHO guidelines along with national guidelines in this regard.

### 3. Project Stakeholders

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

#### 3.1 Engagement Method and Tools in light of COVID 19 Outbreak

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

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

Given the COVID-19 pandemic situation, managing public consultation and stakeholder engagement in the Project needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project as well as the World Bank's Technical Note on "Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings"

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

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders.
- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.

- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines.
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

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

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including WebEx, Zoom and Skype;
- Be sure that everyone involved in stakeholder planning articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;
- However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, IA should discuss whether the project activity can be rescheduled to a later time. Where it is not possible to postpone the activity or where the postponement is likely to be for more than a few weeks, IA should consult WB Teams to obtain advice and guidance.

### 3.2 Stakeholder Identification and Analysis

The World Bank Environmental and Social Framework 2018 defines ***“stakeholder” as individuals or groups who: (a) are affected or likely to be affected by the Project (project-affected parties); and (b) may have an interest in the Project (other interested parties).***

Stakeholder identification for the WeCARE (RHD) was initiated during the scoping meetings and was further developed during the stakeholder mapping workshop held with key representatives from the World Bank and the Borrowers Environment and Social Impact Assessment (ESIA) Project team and related consultants on 24 October 2019. The stakeholder mapping workshop was undertaken to:

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

ESIA survey indicated the presence of only one tribal household across the 48.7 km Jashore – Jhenaidah corridor. This household has been living in the project area for the last 40 years and speaks Bangla (the local language). The HH does not have an identity which is distinct from others and neither does it follow or practice any separate customary/cultural/economic/social or political institutions which is different from what is practiced or followed by the locals in the project area. Hence the household is strongly integrated in the project area and does not meet the characteristics outlined in ESS 7.<sup>4</sup>

**Impacts on Temples, Mosques, Madrasahs, Graveyards etc.** RHD, for its part, would try avoiding acquisition of Common Property Resources (CPRs) such as mosques, temples, churches, schools, community centers, graveyards, cremation centers etc. However, despite all effort, full or partial relocation of some of these CPRs could be unavoidable. Though the relocation and or reconstruction of the above listed community facilities and places is an integral element of the RAP, complete coordination and participation with the relevant community along with local leadership in a culturally and socially-acceptable manner is of paramount importance. Relevant Committee leaders and the social elites of the locality must be taken into confidence and their concerns addressed.

**Table 1** provides a summary of Project stakeholders, which have been grouped into **14** categories **The list is not exhaustive as the project design is yet to be finalized.** As the project design is finalized, new stakeholders including VG/ disadvantaged groups could be identified and they should then be included in the SEP.

**Table 1: Summary of WeCARE Project (RHD) Stakeholders**

Stakeholder Group	Stakeholder
<b>Affected Population</b>	<ul style="list-style-type: none"> <li>• Individuals (including the non-titled people and the VG), households and business and other entities that are located within the Project Direct Area of Influence (DIA) whose land/ homestead /business entity would be under acquisition/may have to be shifted temporarily for the project implementation.</li> </ul>

<sup>4</sup> ESIA for Jashore-Jhenaidah Road Corridor 2020; page 139, paragraph 6.3.7



	<ul style="list-style-type: none"> <li>• Environmental – those areas located within the Project’s footprint or area of disturbance plus the entire length of the Project.</li> <li>• Social – the villages, households, growth centers and Business entities along the Highway directly affected by Project construction and operation. This is further elaborated below: <ul style="list-style-type: none"> <li>○ Individuals, households (including non-title holders) and businesses that will be directly affected by the land acquisition process for the Project in the 10 districts planned. <b>At Jashore 148 hectares and at Jhenaidah 106.29 hectares of land has been preliminarily identified</b> by RHD that would need acquisition.<sup>5</sup> However, as the project is implemented, the land for acquisition may increase and would be addressed accordingly.)</li> <li>○ The issue would be more appalling for the non-titled holders, <b>particularly near Haibatpur</b><sup>6</sup> at Jashore as they would be forced to look for new Khas land where they could move and resettle their lives afresh;</li> <li>○ People who make their livelihoods by farming the land of others and pisciculture that are under acquisition and people that are working with various business entities/shopkeepers/ agro based wholesalers etc. at the growth centers along the Highway;</li> <li>○ People directly affected by the construction and operation of the ancillary facilities and workers’ camps. Including those who have rented out their land temporarily for the project purpose;</li> <li>○ People and entities that had to move their establishments/shops/business/other facilities so to accommodate widening of the roads/growth centers to some other arable land. This has affected the loss of cultivable land and temporarily loss of earnings through business/related activities;</li> </ul> </li> </ul> <p>Individuals and organizations located within Indirect Area of Influence include:</p> <ul style="list-style-type: none"> <li>• Environmental – those areas located within 1 km of any project construction including the Jashore-Jhenaidah Highway, other access roads, worker camps and other ancillary project facilities</li> <li>• Social – Individuals residing in the Upazila, Unions and Wards within which the Project is located. They include: <ul style="list-style-type: none"> <li>○ Individuals including the elderly, the disabled ones, the children, pregnant women, single mothers, the school going children and persons needing medical attention etc. residing in the area while commuting along the Project Highway during project implementation stage;</li> <li>○ People outside of these municipalities/Upazila/Union/Wards whose commuting would be adversely affected through the project area during project implementation stage;</li> </ul> </li> </ul>
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<sup>5</sup> ESIA for Jashore – Jhenaidah Road Corridor 2020; page 142, paragraph 7.6

<sup>6</sup> Ibid, paragraph 142, ESMP Table, Row 1

	<ul style="list-style-type: none"> <li>Public and private organizations and businesses along the Highway and the growth centers – to be identified during the ESIA baseline study and consultation activities after RHD finalizes its plan.</li> <li>Local Law enforcement agencies, local truck/bus/van owner's and worker's union, businessmen's union, restaurant owners etc.</li> </ul> <p>Community Utilities and common property resources along the RoW would demand relocation. These include govt buildings, mosques / madrasas/temple/schools, graveyard, retaining walls and compound walls etc. During the period of relocation, local community would be adversely affected by the shifting process.</p>
<b>Interested Groups</b>	<p><b>National Government</b></p> <ul style="list-style-type: none"> <li>PMO and Cabinet Division</li> <li>Ministry of Local Government, Rural development &amp; Cooperatives</li> <li>Ministry of Road Transport and Bridges</li> <li>Ministry of Science and Information &amp; Communication Technology</li> <li>Ministry of Finance</li> <li>Departments: RHD, RHD</li> </ul> <p><b>District and Upazila Administration and Offices</b></p> <ul style="list-style-type: none"> <li>Department of Environment (DoE);</li> <li>Forest Department(FD);</li> <li>Local Government Engineering Department (RHD);</li> <li>Bangladesh Water Development Board (BWDB),</li> <li>Roads &amp; Highways Department (RHD);</li> <li>Bangladesh Agricultural Extension (BAE),</li> <li>Bangladesh Road Transportation Authority (BRTA);</li> <li>Bangladesh Inland Water Transport Authority (BIWTA);</li> <li>Local Administration (District/Upazila/Union);</li> <li>Deputy Commissioner's Office including AC Land/ Land Acquisition Officer</li> <li>Civil Surgeon's Office</li> <li>District Police Super, District Ansar Adjutant; Officer In Charge, Police in the Upazila and Upazila Ansar Platoon Commander</li> <li>District Fire Fighting and Civil Defense Organization</li> <li>District Livestock Officer</li> <li>District Fisheries Officer</li> <li>District Social Welfare Officer</li> <li>District Food Controller</li> <li>District Youth Welfare Officer</li> <li>Upazila Nirbahi Officer (UNO)</li> </ul> <p><b>Elected Officials and Local Politicians and community organizations</b></p> <ul style="list-style-type: none"> <li>Zilla Porishod Chairman and Members</li> <li>Upazila Porishod Chairman and Members</li> <li>Union Porishod Chairman and Members</li> <li>District level political leaders (different parties)</li> </ul>

	<ul style="list-style-type: none"> <li>• Community based organizations</li> </ul> <p><b>Media</b></p> <p>National</p> <ul style="list-style-type: none"> <li>• Newspapers (daily and weekly)</li> <li>• Dhaka-based TV stations</li> <li>• Dhaka-based radio stations</li> </ul> <p>Local</p> <ul style="list-style-type: none"> <li>• Social media: Facebook</li> <li>• Satellite TV/ Dish Home</li> </ul> <p>Local FM Radio Channel, when available</p> <p><b>Businesses and Associated Groups</b></p> <ul style="list-style-type: none"> <li>• Federation of Bangladesh Chambers of Commerce and Industries FBCCI unit in Districts</li> <li>• District and Upazila Truck/Bus/Van Owners President and Members</li> <li>• Bazar Management Committee President and Members, Bonik Samity President and Members, Labor Welfare Committee President and Members of the Markets/Business Centers along the Highway</li> <li>• Bankers / Money Lenders in the area</li> </ul> <p><b>Construction Related Entities</b></p> <ul style="list-style-type: none"> <li>• Construction Consulting Firms, Engineers, Architects, Suppliers of Construction Material and major Engineering and road construction rental entities</li> <li>• Civil society groups and NGOs on the national and local levels that pursue environmental and socio-economic interests and may become partners of the project;</li> <li>• Community-based groups and NGOs working on Labor, or Gender issues including GBV and Human Rights in the locality;</li> <li>• Business owners and providers of services, goods and materials that would be involved in the project's wider supply chain and transportation business;</li> <li>• Residents of the other rural settlements within the project area of influence that can benefit from employment and training opportunities stemming from the project, when planned;</li> <li>• IT and ITeS service providers involved in laying OFC all along the Highway in all 10 districts;</li> <li>• Training Service Providers who would be involved in the capacity building of the RHD officers and staffs, local workforce etc. when planned;</li> <li>• Mass media and associated interested groups including District and local Press Club, local, regional and national print and broadcasting media, digital/web-based entities, and their associations;</li> <li>• Supervision consultants, suppliers, Construction Contractors and Contractor's workforce, sub-contractors, petty contractors, etc.</li> </ul> <p><b>International and National Non-Governmental Organizations (NGO) and Organizations</b></p> <p><b>National</b></p> <ul style="list-style-type: none"> <li>• ASA</li> <li>• Grameen Bank</li> <li>• RS BD</li> <li>• Jagoroni Fund</li> <li>• Ad-Din</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ma o Shihu etc.</li> <li>• More NGOs in the project area, if any, would be identified through ESIA</li> </ul> <p><b>International</b></p> <ul style="list-style-type: none"> <li>• BRAC</li> <li>• ILO and other International NGOs working on Labor, Environment, Social, Gender and GBV issues.</li> </ul> <p>Details/ specificity would be identified through ESIA</p>
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### 3.3 Disadvantaged/vulnerable individuals or groups

Potential vulnerable groups were also identified during the stakeholder identification process. **Table 2** provides a summary of the potentially vulnerable Project stakeholders.

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

**For this particular project, RHD will take following steps to provide support to the vulnerable peoples in collaboration with local administration, local leadership and the project contractors:**

- RHD will approach local administration and the Project Contractors to give priority to the vulnerable family members and provide jobs on priority basis. UE and Community Organizer, RHD at the Upazila level to coordinate the same after thorough scrutiny of the vulnerable ones.
- RHD will approach the local administration and local political leadership to include the women-headed households as well as low-income families and persons with disabilities whose livelihood would be at jeopardy at the project implementation phase and as an alternative include them in the government social safety net programs.
- RHD will ensure active participation of all stakeholders including the vulnerable groups and the transgender community, if any in the project-related decision-making consultation meetings. ESIA of WeCARE RHD is in the process of being finalized and this would clearly identify the Vulnerable Groups and the transgender community. They would be engaged in the Stakeholder Engagement Activities and necessary support including transportation, meeting the disabled in situ, supplying them with project information related documents/brochure etc. would be arranged and their concerns heard, while their inputs would be taken into consideration while finalizing project design and during implementation. Assistance of local administration, local leadership, local police and the project contractors would be of great value in this regard.
- Women-headed households, the disabled elderly, the single mothers, the sick ones etc. who could be amongst the vulnerable groups, may require separate consultation owing to their

peculiar limitation. The PD/representatives (XEN/UE/District Sociologist/Upazila Community Specialist) should arrange meetings with such groups in the presence of local elders/local elected representatives so to ensure that they are heard, their viewpoints registered and the likely negative effects are mitigated.

**Table 2: WeCARE Project Potentially Vulnerable and Disadvantaged Groups**

Stakeholder Group	Stakeholder
Women	<p>The most vulnerable women include:</p> <ul style="list-style-type: none"> <li>• Single women-headed households and Widows</li> <li>• Pregnant Women, women with physical and mental disabilities</li> <li>• Elderly and disabled women who is jobless and dependent of children whose homestead/business has been adversely affected owing to the project</li> <li>• Women who are losing their livelihoods due to project</li> <li>• Women that are resettled, particularly squatters</li> <li>• Girls and adolescents impacted by the project construction</li> <li>• Women who might face harassment or GBV etc. at home or from the migrant workers as a byproduct of the project implementation</li> </ul> <p>HH survey was carried out during ESIA but this is not exhaustive and the actual number can be identified during project implementation by CSC/ RSEC Advisers on ground.</p>
Children, Adolescents and Elderly	<p>In Jashore-Jhenaidah setup, many a widows/single mothers have to look after their minor children, the surviving elderly in laws/parents and the adolescents as their guardian. When their lone piece of land/petty business is within the project area and under acquisition/they live in a piece of non-titled land and has to move out for the project, their whole survival system breaks down. They can neither go for a job leaving aside the elderly and the minor children at home, nor they can involve themselves with any small-scale business for lack of money. They are also vulnerable for lack of ability to influence decisions affecting their lives. These groups are to be identified prior project implementation and their livelihood including helping them rebuild their homestead in a Govt. Khas land along with transportation support to move their whatever little possessions to the new location along with inclusion into social safety net program of the govt. They could also be provided with a home in Govt. sponsored ASRAYON project (a Govt. Welfare project where the destitute are given a free house in a cluster accommodation of 10/20 or more houses in a govt. land with common kitchen, wash room and some land to cultivate vegetables and rear poultry, Goat etc.) if available nearby. HH survey was carried out during ESIA but this is not exhaustive and the actual number can be identified during project implementation by CSC/ RSEC Advisers on ground.</p>

Stakeholder Group	Stakeholder
People with Disability	<ul style="list-style-type: none"> <li>• 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.</li> <li>• There are people of different age group and gender from amongst the PAPs and the VGs in particular, 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 through land acquisition/resettlement/looking for alternative livelihood, these disabled persons are also indirectly and severely affected. UE/Upazila Community Coordinator should look for these persons and try restoring their livelihood after consultation with local administration and the local elected leadership.</li> <li>• The landless disabled people who have been moved from non-titled lands owing to the project, some alternative land may be arranged for them from available Khas lands/ASRAYON project in coordination with local administration.</li> <li>• Loans for the disabled who could still arrange their livelihood if some petty loans without any collateral could be arranged from local NGOs/other financial institutions. Local Administration and local elected leadership could come to assistance in this regard.</li> </ul> <p>HH survey was carried out during ESIA but this is not exhaustive and the actual number can be identified during project implementation by CSC/ RSEC Advisers on ground.</p>
Minority Transgender Community	<p>In Bangladesh context the minority transgender community live in a commune of their own and work in a group for their own safety and avoid harassment. If this group is forced to dislocate themselves for being in non-titled land, their livelihood would also be severely restricted. This group would then become vulnerable and need special attention and care from RHD, the project contractors, local administration including local police. During the project preparation stage, this group is to be identified by RHD in close coordination with local administration, relocated in some other Khas land as a community, whenever possible with the help of District and Upazila administration and given jobs at the project site to earn their livelihood.</p>
Households in “Extreme Poverty”*	<p>The expansion of the road is likely to cause physical and economic displacement along the ROW. However, vulnerable groups are likely to be disproportionately impacted. The socio-economic survey has identified HH with income less than or equal to BDT5000, disabled individuals, female Headed HHs and individuals above the age of 60. A high proportion of individual residing in the surveyed HH also report earning less than BDT 5000 per month. Therefore, if construction work imposes access challenges to the labour markets for these individuals, they might become economically vulnerable. Moreover, land acquisition may cause some individual to become marginal farmers or landless thus exposing them to vulnerability. Vulnerable groups are likely to be economically benefitted by the project and the impact on them during operation is likely to be low.<sup>7</sup> However, if any one of this group are dislocated, special care is to be taken about rebuilding their shelter as their livelihood is being arranged under Govt. Social safety Net Program. They must be relocated in available Khas lands/ASRAYON project in coordination with local administration. RHD CSC/ RSEC Advisers on ground should identify such group through coordination with Union Parishod Chairmen and Members.</p>

<sup>7</sup> ESIA of Jashore-Jhenaidah Road Corridor, 2020, Table 6.2, page 103 and paragraph 6.3.1.1, page 107

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

### 3.4 Stakeholder Mapping

Stakeholder mapping, illustrated in **Figure 4**, was undertaken to identify the level of engagement required during the ESIA and future phases for each group of stakeholders based on their level of interest and level of impact. RHD hired independent specialists for the stakeholder identification and analysis and the SEP is the outcome of their work that has been endorsed by RHD.

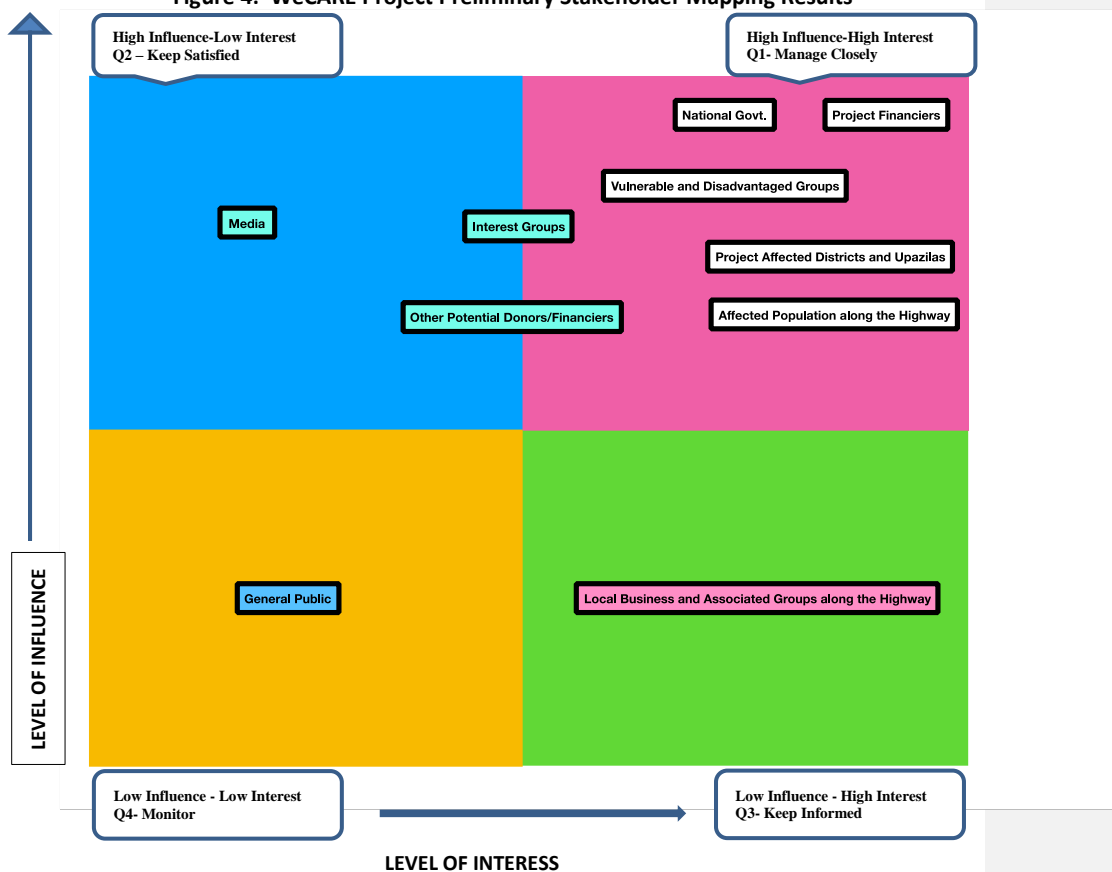
The stakeholders were mapped by group. The mapping results are as follows:

- The stakeholders that appear in the top right quadrant are those that need to be managed closely (i.e. the stakeholders that need to be proactively engaged on a regular basis and engagement efforts should be focused on this group). This is because these are the stakeholders that are most interested in the Project and have the potential to impact its outcome (i.e. the ability of the Project to go ahead).
- The stakeholders that appear in next quadrants (i.e. in Q2 and Q3) need to be kept informed – i.e. provided information and consulted on issues of interest to the stakeholders.
- The final stakeholders (i.e. in Q4) need to be monitored – i.e. informed of key Project aspects. It is important to track if their level of interest or impact changes.

**Annex B provides the detailed list of the identified stakeholders going by the project components.**

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

**Figure 4: WeCARE Project Preliminary Stakeholder Mapping Results**



**Note:**

The ‘Stakeholder Mapping’ is an effort to identify the various stakeholders who would be involved with the project throughout the lifecycle of the project and their capacity to influence the execution of the project positively or negatively and the project’s impact on them, either positive or negative. This would help RHD in developing strategies/plans of engaging the stakeholders so to manage and satisfy them with a view to going by the time plan of the project implementation without any hindrance from any stakeholder group.

As indicated above, the stakeholders at Q1 are the ones who have highest influence and interest in the project and any resistance from any of the stakeholders would delay the project implementation or even stop the project. The stakeholders who would be most impacted by the project (including the vulnerable group) are also included in this Q1. Thus, these stakeholders are to be managed closely by RHD.



Three group of stakeholders are having overlapping presence in Q1 and Q2. They also need to be managed effectively and kept satisfied. Though they help in forming a positive perception about the project, they have low interest in the project. As such RHD needs to keep them satisfied.

In Q3 one stakeholder group is shown who have high interest in the project, though their influencing capability is low. RHD needs to keep them informed about the project.

In Q4 three broad group of stakeholders including 'General Public' are indicated who exhibit low influence and low interest in the project. However, their status can change any time as the projects implemented. These groups are needed to be monitored by RHD.

### 3.5 Summary of Previous Stakeholder Engagement Activities

As part of WeCARE project, a total of 6 public consultation, meeting, and focus group discussion were carried out since 2015 where likely affected persons, community leaders, local politicians, local government administration, women's groups and relevant government department representatives, NGO representatives, media personalities, journalists, students, common people, businessmen, transport owners, workers association representatives, Bonik Samity representatives, Union Porishod Chairman and Members etc. participated. The Public consultations were held at the World Bank, Dhaka Office, RHD HQ, Jashore and Jhenaidah districts of the two districts. The people at these meetings participated enthusiastically and gave many a suggestion including coordination among RHD Authority at the Project site, District, Upazila and Union level administration and the project contractor while implementing the project. Details are given at **Annex A**.

ESIA of the present project have been disclosed<sup>8</sup>. ESCP, LMP, RAP and SEP are being disclosed soon through public notice board, national newspaper, and RHD Website soon.

### 3.6 Lessons Learned on Stakeholder Engagement

RHD is regularly engaging with the relevant stakeholders of WeCARE program. In the process certain lessons have been learned which are given below:

#### RTIP, RTIP II and SuPBR Projects

- It is important for the senior officials of RHD (who are particularly involved with designing the project) to understand the needs and concerns of the PAPs and the vulnerable groups and how to address their plight in terms of livelihood restoration;
- Whenever there is a scope of creating jobs for the local PAPs and the vulnerable groups, that must include women. Local Administration, local political leadership and the project contractors form an effective team in creating jobs and providing those to the needy ones from the locality to support their livelihood;
- The Top-up compensation is to be provided at the right time. Necessary coordination with Deputy Commissioner, responsible for timely disbursement of the compensation money is to be done by XEN RHD of the Districts to avoid unnecessary delay in project implementation;
- The construction widening of National Highway create jobs and adds to the economic growth of the local community. As such, such project gets wholehearted cooperation from the larger community. Information, Education and Communication (IEC) by RHD (RSEC and CSC) and District Administration up to Union level play a very important role in educating the community of the palpable dividend of the project.

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<sup>8</sup> <http://www.rhd.gov.bd/Web%20Doc%20DB/ViewAllOnlineDocuments.asp>

- The local community must be given opportunities to own the project. As such, they must be included in the workforce, supplying construction material locally and decision making during the project planning and during implementation phase.

In view of the lessons learned, PD WeCARE RHD has already taken certain measures while other measures would be put to use as the project implementation progresses. These include:

- ✓ PD WeCARE RHD has already contacted relevant personalities of the District HQs, Municipalities, affected Upazila and Union Porishods and local elected leadership and through discussion are taking measures to ensure that the execution of project related works suit local needs and creates least inconvenience/discomfort to the VGs/PAPs;
- ✓ RHD is strengthening PIU, RSEC and CSC with relevant Specialists and Advisers who would be deployed in the field and monitor the work of the contractors and also assist in the Grievance Redress Mechanism.
- ✓ The contractual obligations of RHD for the project would include clauses for the contractors to recruit suitable labor force from the PAPs (including women, when interested);
- ✓ RHD officials are remaining present in all such meetings and addressing questions/queries of the stakeholders. RHD has developed GM in line with ongoing World Bank supported projects that it is functional and addresses project related grievances including GBV related complaints promptly;
- ✓ Regular Meeting/Discussion is being arranged by RHD authority with relevant stakeholders at Dhaka and District level and discussion related decisions are communicated to all concerned using all planned means including updates through website.

## 4. Stakeholder Engagement Program

### 4.1 Information Disclosure

As a standard practice, the Project materials (ESMF, ESIA, ESMP, ESCP, SEP, LMP, RPF or RAP) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the project developer in a formal manner. [A link to the Project webpage should be specified on all the printed materials distributed to stakeholders.](#)

The PD will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development. The ESIA report (together with the ESMF and associated environmental and social management plan – ESMP) in Bangla, and English will be made available for public review in accordance with the international requirements. The SEP will be released in the public domain and will be available for stakeholder review during the same period of time.

[Distribution of the disclosure materials will be through making them available online under the COVID-19 situation. Upon improvement of the situation, distributions of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access in the usual manner. Free printed copies of the SEP in Bangla and English will be made accessible for the general public at the following locations:](#)

- RHD Headquarters, Hatirjheel Connecting Road, Dhaka 1208 and the RHD offices affected District HQs of Jashore and Jhenaidah
- The District Administration office of Jashore and Jhenaidah
- The Project offices;
- Affected Upazila Headquarters
- Affected Union Parishad Offices
- Local NGO offices; and
- 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

Electronic copies of the ESIA, ESMF, ESMP, LMP, RAP (as required) and SEP will be placed **(ESIA has already been uploaded in RHD website)** on the project web-site <http://www.rhd.gov.bd>. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed material. [Limitation of this online based communication is that not all parties/stakeholders have access to the internet, especially in remote areas and in communities.](#)

The mechanisms which will be used for facilitating input from stakeholders will include further in the report and will disclose materials to local, regional and national NGOs as well as other interested parties. Proposed Information Disclosure Mechanism is given at **Table 3**.

**Table 3 : Information Disclosure Mechanis**

Project stage	List of Information to be disclosed	Methods proposed	Timetable: Locations/Dates	Target stakeholders	Percentage reached	Responsibilities
Project Preparation Phase	SEP/ESMF/LMP/ESCP/ESIA	RHD website, National and Local Newspaper advertisement , District and Upazila administration website and notice board , Project office at the RD HQ	As soon as the concerned documents are uploaded in the website/published	Expert in the field of ES, Journalists, NGOS/CBOs, PAPs and Local Population including local administration and local businessmen	85% of local peoples will be made aware of the project through the process	RHD/ PD/PIU/ CSC/RSEC/XEN/ Environment Advisor, Social Safeguards Advisor
Construction	Traffic management plan  Labor management Plan	RHD website, Meeting  Signboard  Brochures  Traffic Police  FGD	Monthly  02 numbers  01  As per need  As per need	Contractors , Villagers, including pedestrians and drivers along and using the Highway  Local and Migrant Workers of the project	80% of local peoples will be made aware through the process  Poster or bulletin board reaches the rest percentage of the population	XEN/CSC/ Environment Advisor, Social Safeguards Advisor / BRTA representative/Contractor in coordination with local administration and local police
Operation	Traffic Management along the Highway	Meeting  Brochures  FGD	Monthly  01  As per need	PAPs, Youth, Women, Business Community at the Growth Centers, Transport owners and the Drivers, NGOs, local elected leadership	85% of local peoples will be made aware through the process	XEN/CSC/RSCE/Social Safeguards Advisor and Environment Advisor and BRTA representatives in coordination with local administration and Local Police

## 4.2 Proposed strategy for stakeholder engagement

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 mechanism of information dissemination should be simple and be accessible to all. Two of the important means that have been followed until now include briefing material and organization of community consultation sessions. The briefing material (all to be prepared in local language) can be in the form of (a) brochures (including project information, details of entitlements including compensation and assistance to be given to the PAPs; grievance mechanism) that can be kept in the offices of local self-government (gram parishad office) and project office; (b) posters to be displayed at prominent locations and (c) leaflets that can be distributed in the project areas. Consultation meetings should also be organized at regular intervals by the project to acquaint the communities, target group beneficiaries and affected persons of the following:

- Timeline and progress of the project by components;
- Information on beneficiary participation;
- Information of involuntary displacement, compensation and entitlements;
- Information of participation of small ethnic communities;
- Time line for acquisition of land using voluntary donation, direct purchase and any other voluntary approach.

Also, opinion and consensus of the community needs to be sought for livelihood transformation, relocation of any community assets and involuntary resettlement management. Information disclosure procedures are mandated to provide citizen centric information as well as all documentation necessary for addressing any queries. Disclosure of information will enhance governance and accountability specifically with respect to strengthening of monitoring indicators to help the World Bank monitor compliance with the agreements and assess impact on outcomes. However, it is to be noted that only digital, internet, social media etc. will be followed where face to face interaction can be avoided until COVID-19 situation improves. Other face to face interaction will be applicable for post COVID-19 period. [Other on-line based platforms can also be used, such as web-conferencing, webinar presentations, web-based meetings, Internet surveys/polls etc. especially due to COVID-19 related restrictions.](#)

**Table 4** presents the stakeholder engagement activities that RHD authority will undertake for their project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance. The methods used would vary according to the target audience and would include:

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

**Table 4 : Proposed Strategy for Stakeholder Engagement**

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
STAGE 1: PROJECT PREPARATION (PROJECT DESIGN, SCOPING, RESETTLEMENT PLANNING, ESMF/RPF/SEP DISCLOSURE)	<b>Project Affected People:</b> <ul style="list-style-type: none"> <li>- People potentially affected by land acquisition</li> <li>- People residing in project area</li> <li>- Vulnerable households</li> <li>- Squatters and petty businessmen along the RoW</li> <li>- Local administration and local leadership</li> <li>- Common Property Resources Committee Leadership</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope and rationale</li> <li>- ESMF, ESMP, RPF, SEP, RAP, LMP disclosures</li> <li>- Land acquisition process and compensation</li> <li>- Assistance in gathering official documents for authorized land uses</li> <li>- Project E&amp;S principles</li> <li>- Resettlement and livelihood restoration options</li> <li>- Grievance mechanism process including GRC Composition</li> <li>- Finalization of relocation site, design, costing and timeframe of Mosques, Temples, madrasahs, Graveyards and Cremation Places when relocated</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/ IT based interactions/FGD in small groups through VTC/other means to be arranged</li> <li>- Public meetings, separate meetings for women and vulnerable in post COVID 19 situation</li> <li>- Face-to-face meetings in post COVID 19 situation</li> <li>- Mass/social media communication (as needed)</li> <li>- Disclosure of written information: brochures, posters, flyers, Information boards at the project area in Bangla,</li> <li>- Grievance mechanism</li> <li>- RHD newsletter and website (in English)</li> <li>- Discussion and public consultation, technical assessment etc. in post COVID 19 situation</li> </ul>	<ul style="list-style-type: none"> <li>- Project area under Jashore-Jhenaidah Districts for disclosure of Drafts ESMF, ESIA, ESCP, SEP, RAP and LMP</li> <li>- Continuous communication through mass/social media and routine interactions</li> <li>- Throughout SEP development as needed</li> <li>- At a central place convenient for all stakeholders</li> <li>- Immediately after finalizing of ESMF, ESIA, SEP, RAP, LMP etc. and then as and when required</li> <li>- As and when required- at different stages of the Property relocation and construction</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Supervision and RAP consultants</li> <li>-</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Representatives in villages</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small</li> </ul>	<ul style="list-style-type: none"> <li>- Throughout SEP development as needed or as an when demanded</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> </ul>

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
	<ul style="list-style-type: none"> <li>- Affected persons under land acquisition along the RoW</li> </ul>	<ul style="list-style-type: none"> <li>- ESMF, ESMP, RPF, SEP, RAP disclosures</li> <li>- Land acquisition process</li> <li>- Identification of land plots and uses</li> <li>- Resettlement and livelihood restoration options</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>- groups through VTC/other means to be arranged</li> <li>- Face-to-face meetings in post COVID 19 situation</li> <li>- Joint public/community meetings with PAPs in post COVID 19 situation</li> <li>- Public Disclosure through website/TV/Radio/WhatsApp/SMS need to be arranged</li> </ul>	<ul style="list-style-type: none"> <li>- by the affected community</li> <li>- Disclosure meetings in nearby location</li> </ul>	<ul style="list-style-type: none"> <li>- Social and Environment Specialists</li> <li>- Supervision and RAP consultants</li> <li>-</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- Businesses and business organizations</li> <li>- Workers' organizations</li> <li>- Academic institutions</li> <li>- National Government Ministries</li> <li>- Government Departments</li> <li>- General public, jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> <li>- ESMF, ESMP, RPF, SEP, RAP and LMP disclosures</li> <li>- Grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/other means to be arranged</li> <li>- Public meetings, trainings/workshops (separate meetings specifically for women and vulnerable as needed) in post COVID 19 situation</li> <li>- Mass/social media communication</li> <li>- Disclosure of written information: Brochures, posters, flyers, website</li> <li>- Information boards at the Project Site</li> <li>- Grievance mechanism</li> <li>- Notice board for employment recruitment</li> </ul>	<ul style="list-style-type: none"> <li>- Project launch meetings in District/Upazila/Union/Growth Centers</li> <li>- Communication through mass/social media (as needed)</li> <li>- Information desks with brochures/posters in project affected locations (Bangla and English)</li> <li>- Public forums in Dhaka</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Supervision and RAP consultants</li> <li>-</li> </ul>

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Other Government Departments including DoE from which permissions/clearances are required;</li> <li>- Other project developers, donors/Development partners</li> </ul>	<ul style="list-style-type: none"> <li>- Legal compliance issues</li> <li>- Project information scope and rationale and E&amp;S principles</li> <li>- Coordination activities</li> <li>- Land acquisition process</li> <li>- Grievance mechanism process</li> <li>- ESMF/ESMP/RPF/SEP disclosures</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/other means to be arranged</li> <li>- Face-to-face meetings, other public/community meetings in post COVID 19 situation</li> <li>- Submission of required reports</li> </ul>	<ul style="list-style-type: none"> <li>- Disclosure meetings</li> <li>- Reports as required</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Supervision and RAP consultants</li> <li>-</li> </ul>
	<b>Other Interested Parties (Internal)</b> <ul style="list-style-type: none"> <li>- Other RHD staff</li> <li>- Supervision Consultants</li> <li>- Third Party Monitoring Agency, when employed</li> <li>- Supervision contractors, sub-contractors, service providers, suppliers, and their workers</li> </ul>	<ul style="list-style-type: none"> <li>- Project information: scope and rationale and E&amp;S principles</li> <li>- Training ESMF/ESMP requirements and other management plans</li> <li>- Grievance mechanism process</li> <li>- E&amp;S requirements</li> <li>- Feedback on consultant/contractor reports</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/FGD in small groups through VTC/other means to be arranged</li> <li>- Face-to-face meetings</li> <li>- Trainings/workshops</li> <li>- Invitations to public/community meetings in post COVID 19 situation</li> <li>-</li> </ul>	As needed	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Supervision and RAP consultants</li> <li>-</li> </ul>
STAGE 2: CONSTRUCTION AND MOBILIZATION	<b>Project Affected People</b> <ul style="list-style-type: none"> <li>- People potentially affected by land acquisition</li> <li>- People residing in project area along the RoW</li> <li>- Vulnerable households</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism</li> <li>- Health and safety impacts (EMF, community H&amp;S, community concerns)</li> <li>- Employment opportunities</li> <li>- Project status</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- HH visits would demand Project's designated staff to conduct visits with a specified periodicity. However, there would be</li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly meetings during construction stage</li> <li>- Communication through mass/social media as needed</li> <li>- Notice boards updated weekly</li> <li>- Routine interactions</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Contractor/sub-contractors</li> <li>- Supervision and RAP consultants</li> </ul>



Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
			<p>logistical challenges in reaching households in remote locations. There would also be restrictions in reaching COVID-19 affected households.</p> <ul style="list-style-type: none"> <li>- Public meetings, workshops</li> <li>- Separate meetings as needed for women and vulnerable in post COVID 19 situation</li> <li>- Individual outreach to PAPs/VGs and minority Transgender community as needed</li> <li>- Disclosure of written information: brochures, posters, flyers in Bangla, website (in English)</li> <li>- Notice board(s) at construction sites (Bangla)</li> <li>- Grievance mechanism</li> <li>- RHD Quarterly newsletter</li> </ul>	<ul style="list-style-type: none"> <li>- Brochures in local offices</li> </ul>	
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Governmental committees for land use and compensation (MBC)</li> <li>- Affected community's representatives</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> <li>- Grievance mechanism</li> <li>- Project status</li> <li>- World Bank compensation requirements</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- Face-to-face meetings, Joint public/community meetings with PAPs in post COVID 19 situation</li> <li>-</li> </ul>	As needed (monthly during construction stage)	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Supervision and RAP consultants</li> <li>- Contractor/sub-contractors</li> </ul>

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- Businesses and business organizations</li> <li>- Workers' organizations</li> <li>- Academic institutions</li> <li>- National Government Ministries</li> </ul>	<ul style="list-style-type: none"> <li>- Project information - scope and rationale and E&amp;S principles</li> <li>- Project status</li> <li>- Health and safety impacts</li> <li>- Employment opportunities</li> <li>- Environmental concerns</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- Public meetings, open houses, trainings/workshops etc. in post COVID 19 situation</li> <li>- Disclosure of written information: brochures, posters, flyers, website, Information boards in RHD</li> <li>- Notice board(s) at construction sites</li> <li>- Grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly meetings during construction stage</li> <li>- Communication through mass/social media as needed</li> <li>- Notice boards updated weekly</li> <li>- Routine interactions</li> <li>- Brochures in local offices</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Contractor/sub-contractors</li> <li>- Supervision and RAP consultants</li> </ul>
	<b>Other Interested Parties (Internal)</b> <ul style="list-style-type: none"> <li>- Other RHD staff</li> <li>- Supervision Consultants</li> <li>- Contractor, sub-contractors, service providers, suppliers and their workers</li> </ul>	<ul style="list-style-type: none"> <li>- Project information: scope and rationale and E&amp;S principles</li> <li>- Training on ESMF/ESMP requirements and other sub-management plans</li> <li>- Worker grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- Face-to-face meetings</li> <li>- Trainings/workshops</li> <li>- Invitations to public/community meetings</li> <li>- All these can be arranged in Post COVID 19 situation</li> </ul>	Daily, as needed	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- Contractor/sub-contractors</li> <li>- Supervision and RAP consultants</li> </ul>

<b>Stage</b>	<b>Target stakeholders</b>	<b>List of Information to be Disclosed</b>	<b>Method(s) used</b>	<b>Location/frequency</b>	<b>Responsibilities</b>
<b>STAGE 3: OPERATION AND MAINTENANCE</b>	<b>Project Affected People:</b> <ul style="list-style-type: none"> <li>- People residing in project area along the RoW</li> <li>- Vulnerable households/persons</li> </ul>	<ul style="list-style-type: none"> <li>- Satisfaction with engagement activities and GRM</li> <li>- Grievance mechanism process</li> <li>- Damage claim process</li> </ul>	<ul style="list-style-type: none"> <li>- Outreach to individual PAPs in Post COVID 19 situation</li> <li>- RHD website</li> <li>- Grievance mechanism</li> <li>- RHD newsletter</li> </ul>	<ul style="list-style-type: none"> <li>- Outreach as needed</li> <li>- Meetings in affected Area (as needed/requested)</li> <li>- Monthly (newsletter)</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- District BRTA Officials</li> <li>- Local Police</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- Businesses and business organizations</li> <li>- Workers' organizations</li> <li>- Academic institutions</li> <li>- Local Government Departments, Local Leadership</li> <li>- General public</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism process</li> <li>- Issues of concern</li> <li>- Status and compliance reports</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism</li> <li>- RHD website</li> <li>- Face-to-face meetings in Post COVID 19 situation</li> <li>- Submission of reports as required</li> </ul>	As needed	<ul style="list-style-type: none"> <li>- PD-WeCARE RHD, RSEC, CSC/XEN RHD</li> <li>- Social and Environment Specialists</li> <li>- District BRTA Officials</li> <li>- Local Police</li> </ul>

### 4.3 Proposed strategy / differentiated measures to include the views of and encourage participation by vulnerable and Disadvantaged groups

#### Participation by Vulnerable and Disadvantaged groups

This section describes how the views of vulnerable or disadvantaged groups will be sought during the consultation process, and which measures will be used to remove obstacles to participation specially for vulnerable or disadvantaged groups.

**Table 5: Vulnerable and Disadvantaged Group and Proposed strategy**

Project Component	Vulnerable Groups and Individual	Peculiar Characteristics/Needs	Preferred means of notification/consultation	Additional resources required
Component 1: Upgrading Highway Corridor	<p>Squatters, HH owners and businessmen along the RoW whose land is under acquisition</p> <p>Business community and other service providers along the RoW who may need to shift business for construction work</p> <p>Van/Nosimon/Rickshaw Pullers whose livelihood would be adversely affected due to Highway reconstruction</p> <p>The Elderly, Physically and mentally disabled persons, widows, pregnant women etc. who fall under Govt. social safety network</p> <p>Members of the transgender community, if any</p>	<ul style="list-style-type: none"> <li>Some of these individuals would be vulnerable (squatters) and the rest would be affected basing on the amount of land planned for acquisition. The squatters are to be comforted that they would get certain monetary compensation and transport support to move their goods to new location</li> <li>Businessmen who would have to move their belongings need support with transportation beside financial compensation. They could be met in a group at a location of their choice. Local Administration representatives may be requested to join such meetings.</li> <li>Truck/Van/ Nosimon/ Rickshaw Pullers are to be</li> </ul>	<ul style="list-style-type: none"> <li>Separate, targeted consultations for the PAPs whose land is planned to be acquired.</li> <li>Separate meeting with owners of businesses that needs to be shifted.</li> <li>Squatters are to be addressed separately if they are required to move out of non-titled land as it would affect their livelihood.</li> <li>Transgender community members (when identified as an entity) are to be consulted with separately.</li> <li>Either the disabled would be gathered at a nearby place with RHD/ Contractor's transport support or the team would visit them at the households so to collect input from them.</li> <li>Engagement with local organizations representing the interests of persons</li> </ul>	<ul style="list-style-type: none"> <li>Transportation support to the venue of Meeting</li> <li>Arrangement of some refreshment</li> <li>Discussion in Bangla</li> <li>Someone with local Dialect could be used to communicate</li> <li>The team could visit the elderly, disabled and sick persons from amongst the PAPs in situ at a particular day</li> <li>While meeting the transport owners and drivers, local law enforcement agency could be requested to attend the consultation</li> </ul>

		consulted with separately along with their local umbrella organizations.	with disabilities to ensure that they are not put to discomfort.	
<b>Component 4: Road Sector Modernization and Capacity Building</b>	Local Community/ Business Entities residing by the upgraded and rehabilitated Highway and Growth centers along the RoW;  Transport owners/Drivers Association and the Drivers and Helpers plying on the newly developed Highway	This involves the commuters, bus /truck owners, related drivers and staffs.  The BRTA representatives and the local Police need to remain present in such meetings to assist in effective decision making.	<ul style="list-style-type: none"> <li>• Separate, targeted consultations for Truck/Bus /Van owners and their organizations for optimum utilization of the new facilities</li> <li>• FGD to be arranged at District level with relevant officials, Upazilla HQ Chairman, UNO and Local Police and BRTA officials</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion in Bangla</li> <li>• Presence of Local Police and BRTA representatives along with Local Administration would make such consultations meaningful</li> </ul>
<b>Component 5: Contingency Emergency Response</b>	People and business entities living by the depleted road damaged due to natural calamities  Damage to the transports needing more maintenance cost, thus financial loss to the transport owners	<ul style="list-style-type: none"> <li>• The PAPs of component 5 would be limited to the damaged road network only</li> <li>• Leadership from the affected area including the bus/truck owners and related drivers and staffs plying through the specific road may be consulted.</li> <li>• The BRTA representatives and the local Police need to remain present in such meetings to assist in effective decision making.</li> </ul>	<ul style="list-style-type: none"> <li>• Separate, targeted consultations for persons with disabilities as they would be most affected during commuting</li> <li>• Engagement with local organizations representing the interests of persons with disabilities</li> <li>• Unskilled laborers to be chosen from the local community</li> <li>• Information will be communicated in Bangla</li> <li>• A meeting place/venue convenient to all to be selected</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion in Bangla</li> <li>• Someone with local Dialect could be used to communicate</li> <li>• Presence of Local Police and BRTA representatives along with Local Administration and local elected leadership would make such consultations meaningful</li> </ul>

#### 4.4 Review of Comments

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

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

In the existing project RHD welcomes suggestion and comments from the stakeholders. Based on suggestions from the local peoples and elected representatives, RHD would take necessary action in addressing the suggestions.

PD WeCARE LGED along with relevant Consultants and officials undertook a public consultation on 11 and 12 March 2020 at Jashore and Jhenaidah areas **which was also joined by representatives of RHD at District level.** Relevant stakeholders (including Transgender Community, HHs in 'Extreme Poverty and Disabled population) were informed of the project's current status including Grievance mechanism process, GRC Composition. Later through Q/A session various inputs were gathered from the stakeholders . **RHD representatives have taken note of the comments and observations and has communicated the same to PD, WeCARE RHD for necessary action at his end. XEN, RHD would inform the stakeholders about the changes in the planning after having received the same from PD, WeCARE RHD.**

## 5. Roles, Responsibilities and Resources for Stakeholder Engagement

### 5.1 Resources

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

Description	Contact details
Company:	Roads & Highways Department (RHD)
To:	Project Director, WeCARE Project
Address:	TA-SRTPPF – II, 132/4 New Baily Road, Dhaka - 1000
E-mail:	<a href="mailto:pd.wecare@rhd.gov.bd">pd.wecare@rhd.gov.bd</a>
Website:	<a href="http://www.rhd.gov.bd">www.rhd.gov.bd</a>
Telephone:	02-48322657; +8801730782912

Table 6 indicates the Tentative Budget for implementing the SEP:

**Table 6: Tentative budget for implementation of SEP: First Phase- 3 Years - For RHD**

1	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/ Month	Total Cost (USD)
1.1	Staff salaries (1 x Environment Specialist, 1 x Social Safeguard Specialist at RHD PMU; at RSEC, RHD 1 x Environment Advisor; 1 x Occupational and Community Health and Safety Advisor; and 1 x Social Safeguards Advisor. <sup>9</sup>	6	3 x1500 (Senior Specialist), 3 x 800 (others)	36	To be decided by PD WeCARE RHD
1.2	Training on Stakeholder Engagement by RSEC Staff and Field Engineers <sup>10</sup>	2 times		Year 1	10000
1.3	Travel expenses	6 X Specialists	150	18 - Once in every Two months	16200
1.4	Information Desk Officer	1	300	36	18000
1.5	Stakeholder/Community/Sensitization meeting	500	50	-	25000
1.6	Meeting with Upazila Administration and Union Parishad along the RoW	18 - 6 meetings in a year	250		4500
1.7	Meeting with District Administration	12 – 3 meetings in a year	500		6000

<sup>9</sup> Borrowers' Environmental, Social And Health & Safety Capacity Assessment, Bangladesh Western Economic Corridor & Regional Enhancement Program, page 42

<sup>10</sup> Ibid, page 44-Table 10, Serial 4

1	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/ Month	Total Cost (USD)
1.8	Communication Materials (Posters; Brochure, Flyers, Billboard uploading information in website etc.)	12 -Preparing every 4 months once	3000		36000
1.9	HHs Surveys for PAPs report preparation	6 – Two surveys a year	5000		30000
1.10	Engaging Service Providers ( Gov. & Non-Govt.)	Lump sum	8000		8000
1.11	Travel Expenses for Senior staffs of Ministry/RHD/Others	Lump sum	5000 a Year	2 visit a year for 3 years	15000
2	<b>Grievance Redress Activities</b>				
2.1	Communication Materials	10	1000		10000
2.2	GRM Guidebook	1	5000		5000
2.3	Suggestions Box	20	100		2000
2.4	GRM MIS Database	Lump sum	5000		5000
2.6	Honorarium for committees	Lump sum	10000		10000
2.7	Contingency (10%)				20,070
<b>Total (Less Serial 1.1)</b>					<b>220,770</b>

## 5.2 Management functions and responsibilities

The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU, strengthening RSEC and deploying CSC along with a host of Advisers. CSC would be responsible to the PD, WeCARE RHD to implement the day-to-day project implementation related activities. The roles and responsibilities of the organizations that would implement the project are presented below:<sup>11</sup>

### Social and Environment Management Unit – RHD (RSEC)

The Environment and Social Circle (RESC) was established under the technical wing of the RHD in 2005, and it has the mandate for managing Environment and Social Dimensions of all RHD development projects. The RESC employs 15 staff members and is comprised of two divisions (i) Environment Division; and (ii) Resettlement Division. Details are already discussed at paragraph 1.5 of the SEP.

### Project Implementation Unit (PIU)

The Project Implementation Unit (PIU) will be established under the RHD and will include an Environmental and Social unit (ESU). The ESU will consist of one Executive engineer, one sub-divisional engineer and two assistant engineers to monitor environmental compliance. Similarly, the social unit will comprise of one Executive engineer, one sub-divisional engineer and two assistant engineers who will be tasked with ensuring and monitoring compliance related to the social dimensions of the project. The ESU will be responsible for overseeing the monitoring activities conducted by the CSC on behalf of RHD. It will also be monitoring the activities of the contractor through the activities of PIU. The main activities of the ESU with regard to environmental and social safeguards are:

<sup>11</sup> ESIA of Jashore-Jhenaidah Road Corridor 2020, pages 181-184



- Ensuring that the social and environmental protection and mitigation measures in the ESMP are incorporated in the Construction Environmental and Social Management Plan (CESMP);
- Ensuring that the CSC commits and retains dedicated staff as social and environmental managers to oversee CEMP implementation
- Supervision and monitoring of the progress of activities of the consultants and contractors for the implementation of different components of ESMP
- Provide guidance to PIU, CSC and contractors in conducting subsequent monitoring and reporting and in undertaking corrective options
- Responsible for modifications to the ESMP when unforeseen changes are observed during implementation.
- Ensure submission of periodical environmental and social management and monitoring reports to the steering committee and co-financiers through RHD;
- Submit semi-annual monitoring reports on ESMP implementation for co-financiers review through RHD;
- Ensure the establishment and implementation of an environmental and social management system;
- Implementation of environmental monitoring measures (such as environmental quality monitoring, tree plantation, landscaping, wildlife monitoring) during the O/M stage of the Project.
- Promote improved social and environmental performance through the effective use of management systems;
- External communications with other government, semi-government and non-government organizations, universities, research institutes in the country on the matters of mutual interest related to environmental management and filming of activities to be carried out under the project development.

### **Construction Supervision Consultant (CSC)**

The CSC functioning under the RHD will be directly responsible for contract administration and day-to-day project supervision including environmental and social management. The CSC will consist of an environmental and social unit with 1 international and 1 national environmental expert. The CSC will advise the RHD and the PIUs on ESMP implementation and monitor the work of the contractors in the field. The consultants will also help the PIU to prepare quarterly progress reports which are to be submitted to the RHD, who in turn will submit semi-annual reports to co-financier for review. The CSC will, inter alia, be responsible for the following:

- Engage international/national environment specialists to ensure proper implementation of EMP provisions;
- Undertake regular monitoring of the contractor's environmental performance, as scheduled in the EMP;
- Conduct periodical environmental audits;
- Prior to construction, review and approve CEMPs/method statements prepared by the contractors;
- Supervise site environmental management system of the contractors, and provide corrective instructions;
- Monitor the implementation of the CEMP and review the environmental management and monitoring reports prepared by the contractor;
- Review and report on CEMP implementation by the contractor.

Overall, CSC is responsible for ensuring the proper and timely implementation of all their tasks specified in the ESMP.

## **Contractor**

The contractor will be primarily responsible for preparing implementing the CESMP. Each contractor will be recommended to have one Environmental Specialist and one Occupational & Social, Health and Safety (OHS) Specialist, who will be working in close coordination with the environmental staff of CSC and PIU. The main functions of the contractor with regard to environmental and social management and monitoring are to:

- Prior to the start of construction, prepare the CESMP and other method statements and management plans according to requirements of ESMP and get them approved by CSC.
- Recruit qualified environmental and social safety officers (ESO) to ensure compliance with environmental and social contractual obligations and proper implementation of CESMP;
- Provide sufficient funding and human resources for proper implementation of CESMP;
- Prepare monthly reports related to environmental and social management and monitoring for review and verification by the CSC;
- Prepare and implement an Environmental Management system according to the requirement specified in ESIA/ ISO 14001.

## 6. Grievance Mechanism (GM)

The purpose of the GM is to record and address any complaint that may arise during the life cycle of the project period effectively and efficiently. The GM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs) and the other complainants. The Grievance Redress Mechanism (GRM) works within existing social management & resettlement frameworks, providing an additional opportunity to resolve grievances at the local, project, operations and at the apex, RHD level. The overriding principle of any GRM is that it must be non-threatening, easily accessible, quick and impartial; delivering decisions to the complainant in an unbiased a-political manner. Considering the overall need for the total project period, RHD will establish a GRM to address complaints and grievances. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons resorting to expensive, time-consuming legal actions. The mechanism will, however, not bar an aggrieved person to go to the courts of law. RHD, with past experiences of working with the Bank, has developed an effective GM suiting its organizational setup at the HQ and District level RHD Offices and it is working well in the ongoing projects. It is essential that an effective and transparent mechanism is designed and established at the earliest opportunity for all members of the community to be able to lodge complaints and grievances. Necessary sign posting/bill board would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level. *The GRM would also be made available online so that grievances could be submitted without the need for physical interaction, especially during the time of COVID-19 crisis.*

### 6.1 Details of Grievance Mechanism Structure

#### Formation and Operation of the GRC

Grievance redress committees (GRCs) will be formed in each Union Porishod (UP) along the highway the project passes through. Each project will likely trigger both environmental (as defined in this ESIA and social impacts (as defined in the project's Resettlement Plan) and therefore the GRC will need be able to address both areas. Prior to the start of construction, RHD officials will meet with UP Chairmen to request the establishment of such committees, with the understanding that they will have to meet when complaints are received. As a minimum the composition of the GRC will be as follows:

- RHD Regional Director or Representative - GRC Chair and convener
- Union Parishad Chairman or Senior Representative- GRC Committee member
- Female member of concerned ward(s) of the UP- GRC Committee member
- Implementing NGO Representative - GRC Committee member (Social)
- UP DoE representative - GRC Committee member (Environment)
- Female Representative of Affected People (AP) - GRC Committee member (Social)
- Representative from area where grievance was filed- GRC Committee member

When dealing with environmental matters, the GRC should have five permanent members, with the DoE representative replaced by the INGO and Female Representative of the Union Porishod when social or resettlement matters are on the agenda. In order to convene a GRC meeting a quorum of three persons will be required.

To function in a fair and transparent manner, GRC conditions of operation will form the framework for the decision-making process for the GRCs established for this Project. The following seven GRC operating conditions, largely adapted from the Padma Bridge EIA report (pg. 9-13 and 9-14), are:

- i. GRC meetings must be announced and held locally;
- ii. The complainant must be given the opportunity to appear before the GRC, prior to or during the GRC decision meeting;

- iii. The time between submission of the grievance by a citizen and a decision/ resolution should be **five days**, and any decision/resolution must be placed with the office where grievance was made. **If the decision will take longer than five days, the complainant must be notified with an explanation;**
- iv. **Maximum time for resolution should be one month;**
- v. GRC decisions should be based on majority vote, and should adhere to the objectives defined in the EIA's Environmental Management Plan and related Construction Contract Specifications;
- vi. The GRC will not deal with any matters pending in the court of law; and
- vii. Any resolutions/decisions must, as a first priority, deal with eliminating the source of the environmental effects resulting in the complaint and secondly finding ways to mitigate the effect to the satisfaction of the complainant.

Further, **the GRC would only be convened if direct communication between the contractor, the complainant and the CSC cannot solve the issue quickly. Once the complaint reaches the GRC, the GRC has two weeks to render a decision, based on discussion with all parties involved. The GRC will be used as the third step when filing a complaint.**

#### Steps to a Solution

**Step 1:** The complainant will be advised to first attempt to settle the complaint through direct communication with the either in person or by a phone, and a call to the local RHD office. If the discussion with the Complainant/Community is successful, the **contractor will be responsible for undertaking corrective measures as defined in the grievance decision and recording the decision and filing that with RHD PIU, via the CSC or the RSEC, RHD.**

**Step 2:** Should the complaint not be addressed within a week; **the next level would be to notify the Upazila office and RHD of the unresolved issue.** The Upazila official will then communicate either to the contractor or RHD and a solution will be discussed with the complainant **within one working week.** If more time is required, The Upazila or RHD should communicate directly with the complainant describing the reasons of the delay.

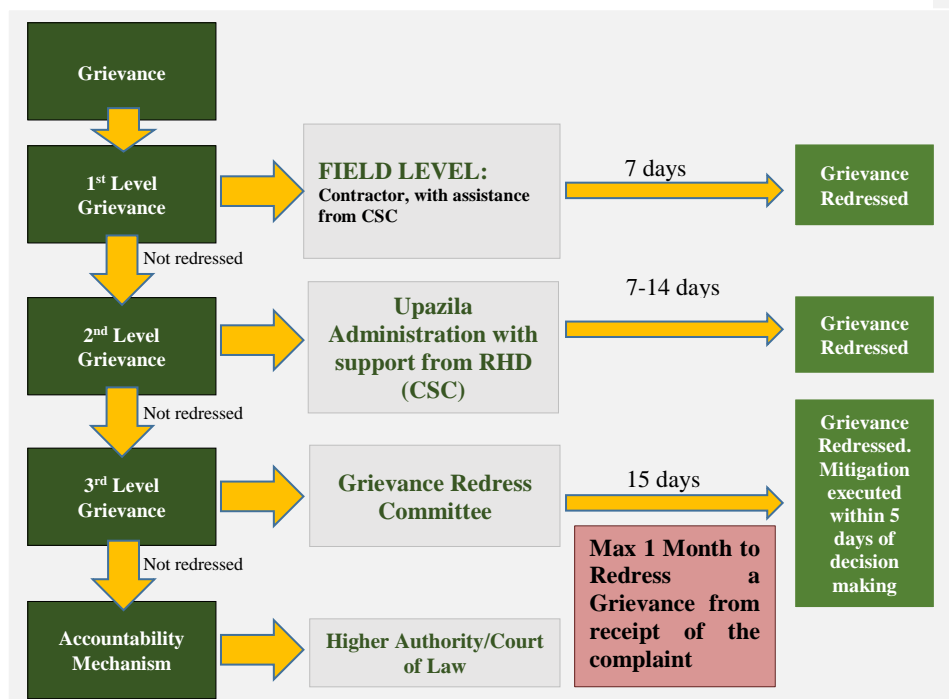
**Step 3:** **If Step 2 fails to resolve the issue within two weeks of the receipt of the complaint, the GRC should be formed and a formal hearing undertaken.** At this point **a decision must be rendered within 2 weeks or the complainants concerns will be deemed correct and immediate mitigative actions will be required and fully executed within 5 days of the end of the 2-week period.**

**Step 4:** If Step 3 fails to resolve the issue, the complainant may proceed to legal arbitration.

**All GRC decisions will be recorded by the GRC, and sent to the local and head office of RHD.**

#### Publicizing the Grievance Redress Steps and the Committee

Prior to the start of the construction, RHD or its representative will publicize the establishments of the grievance redress steps and the process, and advertise all via contact information and the grievance redress steps posted at every UP office involved, as well as at busy public places in the Project corridor. The poster(s) will be in the local language(s) and posted within 30 days of the start of construction. The RHD representative will check at least monthly to ensure that the posters are prominently displayed and provide clear contact instructions and numbers. This procedure and monitoring will be reported in the semi-annual monitoring report submitted to the WB.



**Figure 5: The Structure of Grievance Mechanism**

Any grievance filed with the GRC, must be reported in the Annual report to the CSC who will then submit a consolidated report to WB via RHD.

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. RHD will maintain the following three Grievance Registers:

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

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

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

Grievance resolution will be a continuous process in subproject level activities and implementation of those. The PIU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank and any other interested persons/entities. The PMU will also prepare periodic reports on the grievance resolution process and publish these on the RHD website. The format in **Annex C** may be used for grievance reporting.

Any GBV related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on gender-based violence<sup>12</sup>. GBV-related complaints will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor will be referred to an NGO assigned for the project by LGED to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint.

There is presence of a Female representative from the concerned Ward of the Union Parishod, a representative from local NGO and a female representative of the affected people in the GRC to represent the women who has been subjected to SEA/SH or any other form of GBV. As evident from the ESIA, ESMF and SEA/SH Risk Mitigation and Response Action Plan- RHD, the GBV related cases are local in nature owing to polygamy, divorce and child marriage in the greater Khulna Division. GBV related threats due to presence of migrant workers are less pronounced as the local women are shy to integrate themselves in the road construction project as a social taboo that could undermine their social status. Any GBV-survivor will be referred to an NGO assigned for the project by RHD HQ/XEN to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint. For further details, please refer to the GBV action plan at <https://www.worldbank.org/en/news/press-release/2017/11/08/new-action-plan-addresses-gender-based-violence-in-world-bank-operations>

## 6.2 GRM Monitoring and Reporting

Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the PD-WeCARE RHD. The PD will ensure that GRM cases and their timely mitigation measures are informed to the General Public at the earliest through UE/ Upazila Community Organizer/ District Sociologist as it is relevant. The dedicated project website at the RHD HQ should always be updated with all GRM cases in a timely manner. To ensure management oversight of grievance handling, the Internal team will be responsible for monitoring the overall process, including verification that agreed resolutions are actually implemented.

There could be instances where an aggrieved person is not satisfied by the measures taken by RHD GM. In such cases, the individual would be advised to take the issue to the justice system of the country and seek redressal of his/her grievances. Details of the issue will be recorded in relevant register, PD and PIU informed and details are uploaded in the website.

## 6.3 GRM contact information - RHD

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

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<sup>12</sup> The World Bank (2018): Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works.  
<http://documents.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf>

The point of contact regarding the stakeholder engagement program at RHD is given in the following page:

Description	Contact details
Company:	Roads & Highways Department (RHD)
To:	Project Director, WeCARE Project
Address:	TA-SRTPPF – II, 132/4 New Baily Road, Dhaka - 1000
E-mail:	<a href="mailto:pd.wecare@rhd.gov.bd">pd.wecare@rhd.gov.bd</a>
Website:	<a href="http://www.rhd.gov.bd">www.rhd.gov.bd</a>
Telephone:	02-48322657; +8801730782912

## 7. Monitoring and Reporting

### 7.1 Involvement of stakeholders in monitoring activities

The SEP will be periodically revised and updated by the Social Specialists as necessary in the course of WeCARE project planning and implementations in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. This way there would also be room to include a freshly identified stakeholder group who might have been missed/were absent during the initial SEP preparation.

RHD may plan to employ a 'Third Party's monitoring' to ensure the proper implementation of SEP from amongst national or international development organizations like BRAC, ILO etc. to monitor and complement field-level implementation of SEP by the Borrower including collaborating with the Borrower on voluntary land donation matters, land acquisition and compensation, labor influx, occupational safety and health, gender based violence and child labor restrictions. The third-party monitor, when employed, will be engaged in the second year of Program implementation. RHD is in the process of working out relevant budget for 3<sup>rd</sup> party monitoring. This amount would be in addition to the Tentative Budget at Table 6.

### 7.2 Reporting back to stakeholder groups

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.

As mentioned before, the intensity of interaction and stakeholder engagements would vary depending on various Stage of the project (as indicated at Table 4) and Paragraph 6, Grievance Mechanism of the SEP. However, on receipt of any grievance, necessary timeframe would be strictly followed to communicate solution reached/if referred to hierarchy/is in the Court of Law awaiting final decision to the local community and the interested groups verbally/through meetings/interactions/local elected leadership/local administration/RHD's own means namely PIU, RSEC, CSC and the Contractor etc. NGOs operating in the locality could also be used to communicate the message. The WeCARE website would be regularly updated covering all aspects of the project including progress, outcome of various meetings, and the Grievance related issues. Close and intense monitoring by PD,RHD; PIU, RSEC, XEN of the District, and CSC with the assistance of Social Safeguards Adviser (field) in the project area etc. would also work as an effective means of disseminating related information to the PAPs.

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

- Publication of a standard standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:



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

In view of COVID 19 situation, reporting back to the stakeholders would primarily be web based. Other means like TV and radio including Local FM Radio, if available to be exploited. New Billboards informing progress of the project or information of common interest could be placed at appropriate places to educate the stakeholders.

### **7.3 Reporting to the World Bank**

The project director with the support of social and environment specialist will share the progress and results of the stakeholder engagement activities to the World Bank quarterly and annually where Stakeholder related activities will be described broadly. These reports will also include detailed reports on the GRM effectiveness, including a list of grievances received, addressed and the pending ones.

### **8. References:**

- (a) Environmental and Social Framework (2018), The World Bank.
- (b) Template for ESS10: Stakeholder Engagement and Information Disclosure Stakeholder Engagement Plan and Stakeholder Engagement Framework
- (c) Good Practice Note: Third-Party Monitoring report of Environment & Social Framework for IPF Operations

### **Annexes:**

Annex A: Previous Consultations and Engagement with Project Stakeholders

Annex B: Project Component & Stakeholder Group

Annex C: Sample Grievance Form

## Annex A : Previous Consultations and Engagement with Project Stakeholders during Project Preparation Period

Place	Date	Participants	Key points raised
Mahtabuddin Degree College, Nimtala, Kaliganj Upazila, Jhenaidah.	04 January 2015 <sup>13</sup>	Bazar, attendees	<ul style="list-style-type: none"> <li>• Mahtabuddin Degree College Nimtala, Kaliganj Upazila, Jhenaidah was cancelled during construction.</li> <li>• Roads should have facilities for drainage on both sides with cross drains to minimize flooding and water logging</li> <li>• Sensitive structures and sites, e.g., schools, mosques, graveyards, markets, etc., should be avoided while undertaking road widening. The proposed alignment needs to bypass these structures and sites</li> <li>• Blockages should not be caused to local drainage system during the construction and operation</li> <li>• Development work may necessitate removal or destruction of permanent and sensitive areas and structures like graveyards, madrassas, schools, mosques, e.g., those in the market area along the existing road. The proposed alignment needs to bypass these structures and sites</li> <li>• No canal or water body should be filled-in or otherwise adversely impacted upon. Water-logging should also be avoided</li> <li>• Underpasses, foot over bridges for pedestrians, etc. should be in adequate numbers and at appropriate locations (e.g., in vicinities of schools, madrassas, areas of bazars and hats etc.) in the detailed design</li> <li>• Private family/personal properties, if affected, should be adequately and appropriately compensated for.</li> </ul>
RHD Office Jashore Conference Room	24 Nov'19 1000 hours	70 PAPs/Local community along with RHD Jashore XEN, WB Consultants, RHD and RHD Consultants,	<p>XEN RHD and WB Consultants held the consultations and explained that the final Road Alignment plan was being worked out at the RHD HQ.</p> <p>The following were discussed and proposed by the audience:</p> <ul style="list-style-type: none"> <li>• Whether land acquisition would take place and if so, where and by what amount</li> </ul>

<sup>13</sup> Western Economic Corridor and Regional Enhancement Program (WeCARE) , ESIA of Jashore-Jhenaidah Road Corridor; page 95

Place	Date	Participants	Key points raised
		ADC (General), Media persons Journalists, District Truck/Bus Owners Association representatives, NGO representatives, Pournasava Engineer, RHD Assistant Engineer, women representatives etc.	<ul style="list-style-type: none"> <li>• Would the Non-titled/landless persons be eligible for compensation and related transportation support to resettle their livelihood</li> <li>• RHD to approach the local administration and local political leadership to include the vulnerable group (women-headed households as well as low-income families and persons with disabilities) whose livelihood would be at jeopardy at the project implementation phase and include them in the government social safety net programs.</li> <li>• Expansion of Growth Centers/Market facilities to include construction of Cold storage, large all weather shed to house agro products, vehicle parking area for wholesale buyer's trucks, gender segregated toilets, Internet kiosks, medical center with a laboratory corner for checking food adulteration (lactometer, formalin Testing kit, weighing machine etc.) , Green Space for socializing etc.</li> <li>• Arrangement for a separate floor/ part in the market where women entrepreneurs would be interested to do business like opening Tailoring Shop, Beauty Parlor, Boutique shop and other income generating activities. This would make the life of women buyers easy. A child care center/breast feeding center with toilet facilities for women would encourage women in this regard.</li> <li>• Some Public/private Bank may open branches at these growth centers for ease of cash handling and secure business.</li> <li>• All the Growth Centers/Multistoried Market facilities to have adequate firefighting equipment for emergency.</li> <li>• Solar paneling of the available rooftops may be planned to generate enough power for hours of darkness without putting pressure on the National Grid.</li> <li>• A Guard room with required facilities could ensure safety and security of the people and the shops at all times.</li> <li>• Offices for Bazar Bonik Samity, Workers Union and Market Management Committee should be catered for in these facilities.</li> <li>• Improvement or capacity building of nearby Mosque/religious entity for the ease of the local community</li> <li>• What measures would be taken when crop and trees are cut for road construction/construction of allied facilities;</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• The local laborers to be given priority in the project work;</li> <li>• Whom to complain/grievance mechanism must be communicated in clear terms;</li> <li>• Arrangement for alternative means of communication for ease of the elderly, disabled, pregnant women and children;</li> <li>• Arrangement of Drainage System and dedicated Solid including plastic and liquid waste dumping place and their effective management by turning garbage into renewable energy</li> <li>• Dedicated hygienic slaughter house in the market area to be arranged.</li> <li>• Community Center where the local community could gather for social events like wedding etc. may be planned in the vicinity.</li> <li>• Solar Street Lights; small cold storages using solar panel for preservation of seeds, unsold agro products of the day etc.</li> <li>• CCTV coverage of the Market, important establishments including transport parking areas.</li> <li>• In this part of Bangladesh women are comfortable working at homestead and the society look down to women who work in the field. As such, participation of women in road construction project would be low.</li> <li>• Sentiment of the Environment Group in opposing the plan of widening Benapole-Jashore Road (Historic Jashore Road) that needed old trees to be cut is to be taken into account and the wider community must be motivated to support the project as it would bring economic benefit to the country and to the people living by the side of the road.</li> <li>• Afforestation to immediately follow chopping of trees along the highway</li> <li>• Many private clinics are located along the highway generating large amount of medical waste. These needs to be disposed off safely and needs to be integrated with the overall growth center development</li> </ul>
Godkhali Flower Cultivation Zone, Jikorgacha Upazila, Jashore	24 Nov'19 1500 Hours	70 - PAPs/Local community along with RHD Jashore XEN, WB Consultants, RHD and	<p>XEN, RHD Jashore and the Consultants held the consultations with the local community about the impending project; who welcomed the project and the road widening. Compensation for their lost assets, if any, should be paid as quickly as possible.</p> <p>The following were discussed:</p>

Place	Date	Participants	Key points raised
		RHD Consultants	<ul style="list-style-type: none"> <li>To support the Florists a Cold Storage is being constructed by RHD with USAID Fund at SHIRODA Growth Center.</li> <li>Some 5,500 families of 7 Unions of Jhikorgacha Upazila are directly involved in growing flowers.</li> <li>Needs include a 'Soil Test Laboratory', facility to preserve flower seeds, Training Unit to train aspirant growers, Flower Research Center in the area</li> <li>Efforts are on to reduce dependence from chemical fertilizer and insecticide and towards organic fertilizers and insecticide</li> <li>Drip Irrigation system is now in use to avert misuse of sub soil water and reuse water. Rain water harvesting is also been practiced</li> <li>There is presence of Bonik Somity and Bazar Management Committee each having 11 members. Union Porishod Chairman works as the President Bazar Management Committee</li> <li>People can vent their grievances to the Bonik Somity and they address the issue instantly. an aggrieved individual can reach the Bazar Management Committee to redress their grievances</li> <li>GBV, SEA and SH is not pronounced in the area</li> <li>The local community should be integrated with the project work.</li> </ul>
Konakola Bazar, Monirampur Upazila, Jashore	24 Nov '19 1800 Hours	36 PAPs/Local community along with RHD Jashore XEN, WB Consultants, RHD and RHD Consultants	<p>XEN, RHD Jashore and the Consultants appraised the local community about the impending project; they welcomed the project and appreciated the road widening. Compensation for their lost assets, if any, should be paid as quickly as possible.</p> <p>The following were discussed:</p> <ul style="list-style-type: none"> <li>To support the farmers a Cold Storage of smaller size could be constructed in close proximity to the market area/growth center.</li> <li>Organic fertilizers and insecticide are being practiced by the farmers these days</li> <li>Abuse of sub-soil water is being reduced. Water from the canals and ponds are being used in farming. Rain water harvesting is also being practiced.</li> <li>There is presence of Bonik Somity and Bazar Management Committee each having 11 members. Union Porishod Chairman works as the President Bazar Management Committee. They would participate and represent the local community and the local business entities in the decision-making process of the growth centers.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• People can vent their grievances to the Bonik Somity and they address the issue instantly. An aggrieved individual can reach the Bazar Management Committee to redress their grievances</li> <li>• GBV, SEA and SH is not pronounced in the area</li> <li>• The local community should be integrated with the project work from the very beginning. The local laborers should be given jobs in the project.</li> <li>• Women are not very much active in business domain due to non-availability of required facilities. Given the opportunity and facilities are available, many women would be interested to do business.</li> </ul>
RHD Office, Jhenaidah Conference Room	25 Nov'19 1030 hours	58 PAPs/Local community along with RHD Jhenaidah XEN, WB Consultants, RHD and RHD Consultants, NGO workers, Pourosova Engineer, RHD Assistant Engineer,	<p>XEN RHD, Jhenaidah and the Consultants visiting the area appraised the audience about the project. Specific Road Alignment was not communicated to the audience as this was still in the RHD drawing board. However, the audience was communicated that the feeder roads would be 18 feet wide.</p> <p>The Following were discussed by the audience:</p> <ul style="list-style-type: none"> <li>• Whether land acquisition would take place and; if so, where and by what amount</li> <li>• Would the Non-titled persons be eligible for compensation and related transportation support to resettle their livelihood</li> <li>• Expansion of Growth Centers/Market facilities to include construction of Cold storage, large all weather shed to dump agro products, vehicle parking area for wholesale buyer's trucks, gender segregated toilets, childcare/breastfeeding centers, Internet kiosks, medical center with a laboratory corner for checking food adulteration (lactometer, formalin Testing kit, weighing machine etc.) , Green Space for socializing etc.</li> <li>• Offices of Bazar Bonik Samity, Workers Union and Market Management Committee.</li> <li>• There could be some provision of developing a Housing Society centering the Growth Center – and that needs to be conceived now.</li> <li>• If the Growth Center/Multistoried market is by the river/canal, a proper 'Boat landing Platform' should be constructed for ease of the local community.</li> <li>• The Growth Centers may house IT based training Centers, and other training facilities run by Social Welfare Division/Youth Development department.</li> <li>• All the internal roads of the Growth Center should be made by RCC/CCor uniblock.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Improvement or capacity building of nearby Mosque/religious entity for the ease of the local community</li> <li>What measures would be taken when crop and trees are cut for road construction/construction of allied facilities;</li> <li>The local laborers to be given priority in the project work;</li> <li>Whom to complain/grievance mechanism must be communicated in clear terms;</li> <li>Arrangement for alternative means of communication for ease of the elderly, disabled, pregnant women and children;</li> <li>Arrangement of Drainage System and dedicated Solid including plastic and liquid waste dumping place and their effective management by turning garbage into renewable energy;</li> <li>Dedicated hygienic slaughter house in the market area</li> <li>Community Center where the local community could gather for social events like wedding etc.</li> <li>Solar Street Lights; small cold storages using solar panel for preservation of seeds etc.</li> <li>CCTV coverage of the Market, important establishments including transport parking areas;</li> <li>In this part of Bangladesh women are comfortable working at homestead and the society look down to women who work in the field. As such, participation of women in road construction project would be low.</li> <li>Sentiment of the Environment Group in opposing the plan of widening Benapole -Jashore Road (Historic Jashore Road) that needed old trees to be cut is to be taken into account and the wider community must be motivated to support the project as it would bring economic benefit to the country and to the people living by the side of the road;</li> <li>Afforestation to immediately follow chopping of trees along the highway. Chopping of trees would adversely affect the bird habitat;</li> <li>Many private clinics are located along the highway generating large amount of medical waste. These needs to be disposed off safely and needs to be integrated with the overall growth center development.</li> </ul>
Chaprail Bazar, kaligonj Upazila, Jhenaidah	25 Nov'19 1600 hours	90 PAPs/Local community along with	<ul style="list-style-type: none"> <li>Whether land acquisition would take place or not; if so, where and by what amount?</li> </ul>

Place	Date	Participants	Key points raised
		RHD Jhenaidah XEN, WB Consultants, RHD and RHD Consultants	<ul style="list-style-type: none"> <li>• Would the Non-titled persons be eligible for compensation and related support to restore their livelihood?</li> <li>• The growth center/multi storied market should be constructed keeping in mind the serenity of the locality.</li> <li>• Expansion of Growth Centers/Market facilities to include construction of Cold storage, large all weather shed to dump agro products, vehicle parking area for wholesale buyer's trucks, gender segregated toilets, childcare/breastfeeding centers, Internet kiosks, medical center with a laboratory corner for checking food adulteration (lactometer, formalin Testing kit, weighing machine etc.) , Green Space for socializing etc.</li> <li>• Offices of Bazar Bonik Samity, Workers Union and Market Management Committee should be planned within the complex.</li> <li>• The Multistoried markets to have facility for pure drinking water. Overhead Tank to be set up in these facilities.</li> <li>• Improvement or capacity building of nearby Mosque/religious entity for the ease of the local community</li> <li>• What measures would be taken when crop and trees are cut for road construction/construction of allied facilities;</li> <li>• The local laborers to be given priority in the project work;</li> <li>• Whom to complain/grievance mechanism must be communicated in clear terms;</li> <li>• Arrangement for alternative means of communication for ease of the elderly, disabled, pregnant women and children during expansion of road must be planned;</li> <li>• The vulnerable amongst the PAPs could also be provided with a hut in Govt. sponsored ASRAYON project (a Govt. Welfare project where the destitute are given a free house in a cluster accommodation) when their only shelter falls within project acquisition/is a non-titled land and the occupants must vacate the same. Local Administration and local leadership can play a very important role in identifying these destitute. Some loan can also be arranged from the NGOs operating in the area as suitable terms and conditions without any collateral from the destitute. This would help them to start something with which they could make a living.</li> <li>• Arrangement of Drainage System and dedicated Solid and plastic waste dumping place and their effective management by turning garbage into renewable energy may be planned. Liquid waste should be treated through 'Sludge Treatment'.</li> </ul>



Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Dedicated hygienic slaughter house may be planned at the large growth centers.</li> <li>• Community Center where the local community could gather for social events like wedding etc.</li> <li>• Solar Street Lights; small cold storages using solar panel for preservation of seeds and agro products etc.</li> <li>• Owing to inflow of people from outside, Asa will have a higher base of potential customers for providing financial help.</li> <li>• A dedicated Parking lot for vehicular traffic with Ramp must be planned for whole sale marketeers to buy agro products in large scale, load them in the trucks easily;</li> <li>• In view of these developments Land value of the surrounding areas is expected to increase.</li> </ul>

## Annex B: Project Component & Stakeholder Group

Project component	Stakeholder Group
<b>Component 1: Upgrading Highway Corridor</b>	<ul style="list-style-type: none"> <li>• Development Partners;</li> <li>• PD and PIU-RHD, RHD XEN, RSEC, CSC and their staffs;</li> <li>• District and Upazila Administration</li> <li>• Business and Associated Groups</li> <li>• Internal Stakeholders, Education and Training Institutions</li> <li>• International and local NGOs including Women Organization of the locality/area of influence</li> <li>• Representatives of the educational institutions and health facilities who are adversely affected by the project implementation</li> <li>• Local Administration and Local municipality</li> <li>• Elected Officials and Local Politicians</li> <li>• PAPs</li> <li>• Vulnerable and Disadvantaged Groups.</li> <li>• Contractors, Suppliers and Laborers of the Road Upgradation Project;</li> </ul>
<b>Component 4: Road Sector Modernization and Capacity Building</b>	<ul style="list-style-type: none"> <li>• Development Partners;</li> <li>• PD and PIU-RHD, RHD XEN, RSEC, CSC and their staffs;</li> <li>• Representative from District Administration;</li> <li>• BRTA Representative of the Districts;</li> <li>• Contractors and project Labor Force;</li> <li>• PAPs, Business and Associated Groups</li> <li>• Contractors, Suppliers and Laborers of the Road Upgradation Project;</li> </ul>
<b>Component 5: Contingency Emergency Response</b>	<ul style="list-style-type: none"> <li>• World Bank, Dhaka Office</li> <li>• PD and PIU-RHD, RHD XEN, RSEC, CSC and their staffs;</li> <li>• Representative from District and Upazila Administration and Union Porishod Chairman/ Municipality Chairman;</li> <li>• PAPs</li> <li>• Vulnerable and Disadvantaged Groups</li> <li>• Interest Groups</li> </ul>

## Annex - C : Sample ‘Grievance Form’ and Grievance Mechanism of WeCARE Project – RHD

Grievance Form : RHD			
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, 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 RHD 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 RHD official assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted ? (Y/N)	Acknowledgement signature
1 <sup>st</sup> proposed solution			
2 <sup>nd</sup> proposed solution			
3 <sup>rd</sup> proposed solution			

**STAKEHOLDER ENGAGEMENT PLAN**

**FOR**

**Western Economic Corridor and Regional Enhancement Program  
(WeCARE)**

**Project ID no: P169880**

**March 2020**



**Local Government Engineering Department (LGED)  
Ministry of Local Government, Rural development & Cooperatives  
[www.lged.gov.bd](http://www.lged.gov.bd)**

## Executive Summary

Western Economic Corridor and Regional Enhancement Program (WeCARE - P169880) aims to improve regional connectivity, logistic efficiency in the western region, and road sector management in Bangladesh. The WeCARE Program would be implemented in three phases in 10 years with intervention in 10 Districts. The first phase of this Multiphase Programmatic Approach (MPA), “the project” will follow the same component structure as the overall program and will finance the upgrading of national highways from Jashore to Jhenaidah (48 km) and associated feeder roads and rural market infrastructure along this part of the corridor, and road transport sector modernization interventions.

**Component 1: Upgrading National Highway Corridor and enhancing digital connectivity:** This component will be implemented by RHD and will finance associated works, services, goods for the following sub-components:

- ~~g)a)~~ *Upgrading of the Jashore-Jhenaidah national highway (48km);*
- ~~h)b)~~ *Installation of OFC and deployment of Intelligent Transportation Systems (ITS); and*
- ~~i)c)~~ *Implementation of a Safe Corridor Demonstration Program (SCDP) along the Jashore-Jhenaidah national highway*

**Component 2: Upgrading secondary and tertiary roads and complementary logistics infrastructure and services:** This component will be implemented by LGED and will finance associated works, services and goods in the four (4) Program Districts of Jashore, Jhenaidah, Magura, and Chuadanga for the following sub-components:

- ~~e)a)~~ *Development and upgrading complementary logistics infrastructure and services including rural markets in selected growth centers; and*
- ~~f)b)~~ *Upgrading of secondary and tertiary road network serving selected markets.*

**Component 3: Project Implementation Support and Sustainability:** This component will be implemented by both RHD and LGED and will finance associated services and goods for following sub-components:

- a) Training and capacity building;*
- b) Strategic Environmental and Social Assessment (SESA);*
- c) Establishing a Fiduciary Advisory Panel;*
- d) Establishing a Transport Sector Integration and Coordination Platform (TSICP) and operationalizing the Road Maintenance Fund Board Act; and*
- e) Preparatory Activities for Subsequent Program Phases.*

**Component 4: Contingent Emergency Response: COVID-19 Relief and Recovery:** This component will be implemented by both RHD and LGED to help GoB to provide just-in-time livelihood support to poor people in rural areas and stimulate local economy to help fight against COVID-19 emergency. This component will finance associated services and goods for following sub-components:

- ~~g)a)~~ *Provision of jobs through labor intensive civil works;*
- ~~h)b)~~ *Development of an Emergency Response Plan for COVID-19; and*
- ~~i)c)~~ *Provision of necessary physical upgrades to transport agencies.*

**Component 5—Contingent Emergency Response:** This component will also support to improve the GoB’s ability to respond effectively in the event of an emergency in line with WB procedures on

disaster prevention and preparedness. Following an eligible crisis or emergency, the Recipient may request the Bank to re-allocate project funds to support emergency response and reconstruction. This component would draw from other project components to cover emergency response.

The project components for LGED comprise of **Component 2:** Upgrading secondary and tertiary roads and complementary logistics infrastructure and services; **Component 3:** Project Implementation Support and Sustainability; .; **Component 4:** COVID-19 Relief and Recovery and -in addition, LGED may request the Bank to re-allocate project funds to support emergency response and reconstruction under ~~Component 5~~ as part of Contingency Emergency Response.

This Stakeholder Engagement Plan (SEP) covers only the activities implemented by LGED. The SEP WeCARE, LGED involves effective engagement with all identified stakeholders including those who would be identified at any stage of the project implementation to ensure their contribution toward the successful implementation of the project benefitting from their pre-existing expertise, networks and agendas.

LGED is working in the rural area since its inception and has worked with World Bank on a good number of projects namely RTIP, RTIP II and SuPBR. LGED is regularly engaging with the relevant stakeholders of WeCARE program. While implementing these projects, LGED has learned certain lessons concerning Capacity Building for project implementation, engagement with the PAPs and VGs including women throughout the life cycle of the project. PD WeCARE LGED has already contacted relevant personalities of the District HQs, Municipalities, affected Upazila and Union Porishods and local elected leadership and Business and community leaders in the Growth Centers and is taking measures to ensure that the execution of the project related works suit local needs and create least inconvenience/discomfort to the VGs/PAPs. Certain lessons from the previous projects that have been incorporated in the WeCARE LGED project include:

- Senior officials of LGED including PD are visiting the project area and meeting the PAPs to understand their needs and concerns and how to address their plight in terms of livelihood restoration;
- The project would care for the vulnerable and disadvantaged groups including women and provide appropriate jobs to them whenever possible. Local Administration, local political leadership and the project contractors would be encouraged to support this effort;
- The Top-up compensation is to be provided at the right time. Necessary coordination with Deputy Commissioner, responsible for timely disbursement of the compensation money is to be done by XEN LGED of the District to avoid unnecessary delay in project implementation;
- Information, Education and Communication (IEC) by LGED and District Administration up to Union level would play a very important role in educating the community of the palpable dividend of the project;

The different group of stakeholders include Individuals, organizations and business and road transportation related entities beside the regulating entities. At the apex, the following are included: PMO and Cabinet Division, Ministry of Local Government, Rural development & Cooperatives, Ministry of Road Transport and Bridges, Ministry of Science and Information & Communication Technology and Ministry of Finance, and Departments of RHD and LGED. GoB officials of different departments at the district level including District Administration, DoE, RHD, LGED, BRTA, District level FBCCI office bearers, INGOs and local NGOs working on Labor, Gender and GBV issues; District, Upazila and Union Porishod level administration and elected leadership are also included in the list of stakeholders. Besides, the farmers, persons involved with pisciculture, growing fruits, vegetables and flowers, owning cottage industries in the locality and Growth Center Bonik Samity, Workers' Union, Road

Transport Owners, Drivers and Workers Union, educational, religious and societal institutions along the feeder roads originating from Jashore-Jhenaidah Highway are also included as stakeholders. In the process project affected VGs and disadvantaged groups are identified that include those whose land/business establishments are under acquisition/ need to be shifted temporarily to allow project implementation.

The project is in its preparatory stage awaiting finalization of the design and alignment of the feeder road, Growth Centers and specifics on land acquisition. Till date, PD, LGED WeCARE project had a good number of meeting/discussions at the macro and micro levels and the takeaways from these meetings which will be incorporated in the design and planning of the feeder road and Growth Centers. It is pertinent to note that no indigenous community live in the project area of influence.

LGED has developed ESMF and there is enthusiasm amongst the local community about the project as it would improve their life and create many more economic opportunities in the Growth Centers beside improving commuting using the improved feeder roads. The laying of optical fiber cable/utility conduit will improve internet facility in the area and people would be able to use internet for furthering business and economic activities at a lower cost. LGED has developed this SEP to engage different stakeholder groups at different stages namely Project Preparation (Project Design, Scoping, Resettlement Planning, ESMF, RPF, SEP Disclosure), Construction and Mobilization Activities and O&M in varied intensities, modes and at different times.

The Project is poised to be implemented amidst COVID-19 outbreak which is likely to affect the health of both the workers and the communities. Absence of PPE, lack of training and awareness and social distancing protocol may exacerbate the situation. As such face to face interactions are likely to be limited and IT based interactions/ FGD in small groups may have to be planned by the Borrower. The LGED while planning stakeholder engagements in different forms, must comply with national, World Bank and WHO guidelines in this regard. The project will follow the World Bank's interim note on "COVID-19 Considerations in Construction/Civil Works Projects" and the Technical Note on "Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings".

The intensity of interaction and stakeholder engagements would vary depending on various Stage of the project (as indicated at Table 4) and Paragraph 6, Grievance Mechanism of the SEP. However, FGD, Meeting/Discussion, Public consultation, distributing project related brochures, their updates through dedicated website, billboards, flyers and personal contact by project related entities/persons including PD, PIU, XEN, LGED and UE with the assistance of Social Development Officer (field), District Sociologist and Upazila Community Organizer in the project area would also work as an effective means of disseminating project and GRC related information to the PAPs. NGOs operating in the locality could also be used to communicate the message. The WeCARE LGED website would be regularly updated covering all aspects of the project including progress, outcome of various meetings, and the Grievance related issues.

LGED will implement the SEP. The PD, PIU, XEN, LGED and UE with the assistance of Social Development Officer (field), District Sociologist and Upazila Community Organizer etc. would address the issue of effective implementation of the SEP.

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<i>Acronym</i>	<b>Acronyms and Abbreviations</b> <i>Description</i>
AIIB	Asian Infrastructure Investment Bank
ARAP	Abbreviated Resettlement Action Plan
BP	Bank Policy
BRTA	Bangladesh Road Transport Authority
BWDB	Bangladesh Water Development Board
CBO	Community Based Organizations
CO	Community Organizer
CPRs	Common Property Resources
CSO	Civil Society Organizations
DIA	Designated Implementing Agency
EMC	Environmental Management Cell
ESS	Environmental and Social Standards
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FGD	Focus Group Discussion
GBV	Gender Based Violence
GDR	General Department of Resettlement
GM	Grievance Mechanism
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HHs	Households
KII	Key Informant Interview
LGED	Local Government Engineering Department
LMP	Labour Management Plan
MPA	Multiphase Programmatic Approach
IEC	Information, Education and Communication
IPPF	Indigenous Peoples Planning Framework
LGED	Local Government Engineering Department
MoLGRDC	Ministry of Local Government, Rural Development and Co-operatives
MoRTB	Ministry of Road Transport and Bridges

M&E	Monitoring and Evaluation
MEF	Ministry of Economy and Finance
MOE	Ministry of Environment
MoRTB	Ministry of Road Transport and Bridges
NGO	Non-Governmental Organization
OFC	Optical Fiber Cable
OMAS	Online Monitoring and Accounting System
PAP	Project-Affected People (or Project-Affected Party)
PIU	Project Implementation Unit
PMO	Project Management Office
PMU	Project management Unit
PrDO	Program Development Objective(s)
PSC	Project Steering committee
RAP	Resettlement Action Plan
RCS	Replacement Cost Study
RHD	Roads and Highways Department
RPF	Resettlement Policy Framework
ROW	Right of Way
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SMVT	Slow-Moving Vehicle Traffic
SWR	Southwest Region
UE	Upazila Engineer
WB	World Bank
WBG	World Bank Group
XEN	Executive Engineer

## 1. Introduction and Project Overview

### 1.1 Project Background and Introduction

Bangladesh is one of the world's most populous countries with per capita income of US\$1,751 (WB Atlas method) in 2018. The key challenges for accelerating growth are to ensure financial stability, strengthen revenue mobilization, improve infrastructure, enhance human capital and streamline business regulation. The country has made great strides in developing an extensive transport system, particularly road transport that enjoys a modal share of 70% for passenger traffic and 60% for freight. The total road network size of the country is roughly 375,000 km (road density of roughly 250 km per 100 km<sup>2</sup>), reflecting the tremendous progress in improving connectivity, particularly at the sub-national level. The rural road network makes up 94 percent of the network and Bangladesh has one of the highest scores on the Rural Access Index.

Local Government Engineering Department (LGED) under the Ministry of Local Government, Rural Development & Cooperatives is mandated with planning, development and management of rural infrastructure. It consists of 37,800 km of Upazila Roads, 44,750 km of Union Roads, and 215,750 km of Village Roads. Despite improvements in developing (in developing) an extensive road network, the overall quality of the road network remains poor. Only 27 percent of the rural roads and 40 percent of the main roads are paved, half of which are in good condition. Bangladesh's rural road network is essential for improving the livelihoods of about 66 percent of the country's people. Rural accessibility (connectivity) to the country's main transport corridors is a key priority for the government. LGED aims to double-lane high volume Upazila Roads and Union Roads to accommodate high density & increased axle load traffic that are predominantly used by commercial vehicles and connect to the main transport arteries. It also aims to invest in other rural infrastructure, such as rural markets to promote inclusive growth by expanding economic opportunities to the poorer rural communities.

Digital connectivity remains a big challenge in Bangladesh, especially outside the main cities. Bangladesh ranks 78 on the Global Connectivity Index for 2018. While Mobile broadband subscription rate continues to grow, it has also become less affordable. Most of the optical fiber system is overhead and suffers from frequent cuts, requiring new OFC to increase coverage and reliability. To achieve the government's 'Digital Bangladesh by 2021' vision to mainstream ICTs as a tool to eradicate poverty, establish good governance, ensure social equity, significant investments in broadband infrastructure will be required.

**Western Economic Corridor and Regional Enhancement Program (WeCARE - P169880)** aims to improve regional connectivity, logistic efficiency in the western region, and road sector management in Bangladesh. **The WeCARE Program would be implemented in three phases in 10 years with intervention in 10 Districts.** The first phase of this Multiphase Programmatic Approach (MPA), **"the project"** will follow the same component structure as the overall program and will finance the upgrading of national highways from Jashore to Jhenaidah (48 km) and associated feeder roads and rural market infrastructure along this part of the corridor, and road transport sector modernization interventions.

The WeCARE project includes five components that are implemented by two separate entities: The Roads and Highways Department (RHD) and the Local Government Engineering Department (LGED). The project components comprise of: (1) upgrading of existing 260km two-lane road to four-lane and two service lanes for slow moving vehicles on the Bhomra-Navaron-Jashore--Hatikumrul corridor. Optical fiber cable/utility conduit will be installed for the entire length of the corridor; (2) upgrading and rehabilitating prioritized Upazila and Union roads that connect to the program corridor. Optical fiber cable conduit will be considered for selected Upazila roads; and

(3) complementary logistics infrastructure improvements, such as development of community market structures (storage, processing, selling/distribution facilities), with a focus on women's participation; (4) road sector modernization and capacity building, including addressing policy gaps, improving asset management and resilience, and organizational transformation and capacity building; and (5) contingent emergency response.

This Stakeholder Engagement Plan (SEP) covers only the activities implemented by the Local Government Engineering Department (LGED). LGED is tasked to implement the Project Components 2, 3 and 4. However, LGED may request the Bank to re-allocate project funds to support emergency response and reconstruction under component 5.

## 1.2 Program Components to be Implemented by LGED

The Local Government Engineering Department (LGED) is tasked to implement the Project Components 2, 3 and 4, and may ask for project funds to support emergency response and reconstruction under component 5. These components include:

**Component 2: Upgrading secondary and tertiary roads and complementary logistics infrastructure and services.** This component will finance the upgrading of priority Upazila and Union roads that connect to trunk corridors, schools, health facilities, and local markets. The selection of roads to be supported by the project will be guided by an assessment of connectivity needs of main corridor to markets to hinterland that will be undertaken during project preparation. In addition, the component will also finance Optical fiber cable conduit for select Upazila roads.

**Component 3: Project Implementation Support and Sustainability** - This component will be implemented by LGED and will finance associated services and goods for following sub-components:

- Training and capacity building;
- Strategic Environmental and Social Assessment (SESA);
- Establishing a Fiduciary Advisory Panel;
- Establishing a Transport Sector Integration and Coordination Platform (TSICP) and operationalizing the Road Maintenance Fund Board Act; and
- Preparatory Activities for Subsequent Program Phases.

**Component 4: COVID-19 Relief and Recovery** - This component will be implemented by LGED and will finance associated services and goods for following sub-components:

- (a) Provision of jobs through labor intensive civil works;
- (b) Development of an Emergency Response Plan for COVID-19; and
- (c) Provision of necessary physical upgrades to transport agencies.

**Component 4 (a): Provision of jobs through labor intensive civil work.** This sub-component will be implemented by LGED and finance the immediate provision of labor-intensive small works contracts (e.g. routine maintenance of roads, advance clearing and grubbing of roadway width which we are going to be improved under the Project, flood control and protection works around culverts/bridges, village and market drainage and protection works, market cleaning and maintaining hygiene) that will provide just-in-time livelihood support to poor people in rural areas and stimulus to the local economy. A Labor Contracting Society (LCS) model, that has previously been used in Bangladesh, will be utilized to organize vulnerable local population into groups that are contracted to carry out the afore-mentioned works. These works are estimated to generate approximately 1.3 million days of

rural employment in 6 months. The financing of such works will also include provision of protocols and personal protective equipment to ensure the safety the workers who are employed.

1. Component 4 (b): Development of an Emergency Response Plan for COVID-19. This sub-component will be implemented by LGED and will finance the development and dissemination of an action plan that will enhance emergency preparedness, management, and response capacity of the two leading transport agencies to mitigate and respond to the risks posed by COVID-19. This plan will include measures to minimize the chances and contain the spread of the COVID-19 due to movement of staff and workers, and sensitization them and local communities regarding what to do if an outbreak occurs and how treatment will be provided. The plan will define procedures for isolation, testing and treatment including getting adequate supplies of water, food, medicines and medical equipment and cleaning equipment in the event of an outbreak at LGED offices and project offices/sites, especially should access to the site become restricted or movements of supplies limited. The plan will be communicated widely (through workshops and group trainings) to LGED staff, consultants, workers, contractors, sub-contractors, suppliers, adjacent communities, nearby projects/workforces, and local healthcare authorities to make them aware of the preparations that have been made. The plan will also include reporting mechanism for incidents/outbreak at any Program offices/sites.

Component 4 (c).Provision of necessary physical upgrades to transport agencies. This sub-component will be implemented by LGED and will provide the necessary physical upgrades to ensure business continuity in response to COVID-19 and future crises. To this end, it will finance improving digital connectivity between various offices of LGED and improving the work environment at both agencies. Notably, high-speed internet connections and IT services will be provided at LGED Headquarters, PIUs and field divisions. And additional hygiene measures at LGED Headquarters, PIUs and field divisions will be implemented to improve the work environment safety of the staff at both agencies.

**Component 5: Contingent Emergency Response Component (CERC)** This component will also support to improve the GoB's ability to respond effectively in the event of an emergency in line with World Bank procedures on disaster prevention and preparedness. Following an eligible crisis or emergency, the Recipient may request the Bank to re-allocate project funds to support emergency response and reconstruction. This component would draw from other project components to cover emergency response.

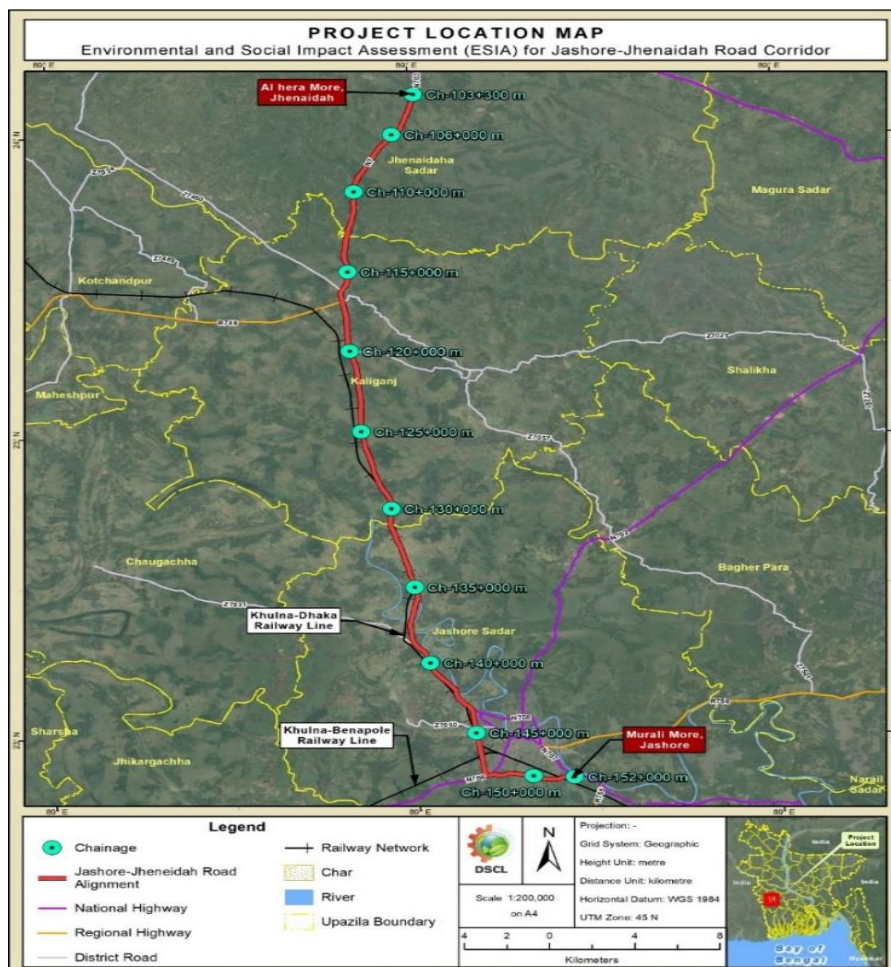
### 1.3 Project Location

The Project in Phase 1 is the 'national highway from Jashore to Jhenaidah (48 km) and associated feeder roads and rural market infrastructure along this part of the corridor, and road transport sector modernization interventions.' As such the Upazila and Unions along the highway of Jashore and Jhenaidah would also fall within the project. In addition to Jashore and Jhenaidah, LGED plans to implement the project in Magura and Chuadanga districts. The area is generally flat and plain with a railway line running parallel to the existing Highway from South to North. The Highway, Feeder roads and the railway track is generally higher than the surrounding area and number of bridges and culverts pass through these. The major townships in the project area includes the District HQs of Jashore and Jhenaidah. Other major small built up areas along the Highway include CHURAMONKATI, KALIGONG, and BARO BAZAR. Agriculture is the primary source of earning for the common people and the area is famous for growing vegetables and sugar cane. There are good number of water bodies in the area and these are used for planned pisciculture. There are good number of permanent markets and make -shift markets along the Highway wherefrom agro products and other goods are marketed throughout the country. Jashore-Jhenaidah being part of the national Highway that connects to Benapole Land Port connecting west Bengal of India, the vehicular traffic including SMVT plies through the road round the clock. Road traffic accidents take place along the highway and the feeder roads for various reasons

including poor road condition, narrow roads, dark zones along the highway, plying of unfit vehicles, lack of conscience of the pedestrians and non-compliance of traffic rules. The highway is connected by many a lateral roads that connects with other growth centers at the Upazila HQs and the Union Porishods.

The LGED road upgradation, rehabilitation and complimentary logistics infrastructure improvements will entail land acquisition and all efforts are taken to minimize private land acquisition which may include homestead, business entities, schools, religious sites, graveyards, agricultural land, waterbodies where fish harvesting etc. is ongoing. This would also entail cutting a good number of trees along the road and logistic infrastructures. Details are being worked out by LGED at this stage and would need some time before specifics on its project can be defined. A Map showing the Project Area is attached at page 8. Details on the exact feeder roads and growth centers would be indicated once the project plan is confirmed by LGED.

Figure 1: **WeCARE Project Location Map**



#### 1.4 Summary of the potential social and environmental risks and impacts of the project.

The project work would involve upgrading and rehabilitating of rural Upazila and Union roads and the construction of Growth Centers in four districts (Jashore, Jhenaidah, Magura and Chuadanga) in Phase I. Growth Center construction would include development of various facilities: solid waste management, drainage systems, internal roads, large sheds, Multi Storied Markets, gender-segregated toilets, small laboratories for testing food products, child care and nursing centers, internet cafés, parks for recreation of the locals, waiting areas for drivers, truck stands with Ramps, Training Centers, Community Centers, Police Box, rooftop solar panels, solar street lights etc. Development of Growth Centers are also likely to include construction of Cold Stores for preservation of flowers/vegetables/fruits and other agricultural products such as dairy, poultry, and seafood. These project activities would result in various environmental and social impacts. However, overall the positive impacts of the project would be notable and would have pronounced positive effect on the local population, transportation sector of the area and national economy.



## Environmental Risks and Impacts

The following are the likely Risks and Impacts of the project:

- Some land filling/cutting along the Jashore-Jhenaidah Highway and the Upazila and Union roads connecting to the highway would take place; this would create severe dust and noise pollution and displacement of wild lives;
  - Road and Logistic facilities construction would entail soil, water, light, dust and noise pollution for a prolonged period;
  - There would be environmental pollution due to usage of fossil fuel and lubricant and their unsafe disposal by the construction-related equipment and vehicles; during operation phase increased traffic would play along these roads increasing additional carbon emission;
  - Tree cutting along roads will remove green canopy and adversely affect the environment;
  - Burning of Bitumen and Tar during road construction will emit large quantity of Carbon di Oxide and cause air pollution. Laborers working in the project and local communities, including elderly people, pregnant women and children may suffer from respiratory tract infections or asthma;
  - Water in the ponds and in other natural water reservoirs along the road may be polluted and there would be a large quantity of water needed for construction and dust suppression;
  - Filling of Road side Borrow-pit and pond will cause to lose the habitat of some aquatic lives and some flora and fauna will be endangered;
  - Labor and Construction workers will also generate solid waste that would also endanger the surrounding environment;
  - Solid and liquid waste management at the Growth Centers/ rural market areas would have positive effect on the environment and could reduce water-borne diseases in the area;
- Planting trees by the roads, including on barren road slopes and shoulders, will regenerate green canopy and positively affect the environment.

## Social Risks and Impacts

The following are the likely Risks and Impacts of the project:

- Land acquisition and/or temporary leasing of public and private land, including farmland/waterbodies/orchards etc. near the work-site for widening rural roads, dumping stores, developing construction yard, workers shed, bridge and alternative crossing sites and approach roads;
- Resettlement as short/long term effect of homesteads/business entities, shops etc. near the construction site could lead to uprooting locals and shifting of certain homestead/businesses roofed with CI sheet, timber etc. to other places and destruction of RCC made homestead, businesses being immovable.
- The squatters occupying public land/Khas land and have built temporary accommodation and businesses for living and livelihood would also be adversely affected;
- Adverse impact may occur owing to destruction of temporary and semi-permanent business structure for the improvement of the feeder roads and growth centers;
- Vehicular traffic movement in the project area will be restricted during construction phase and there would be additional traffic during operation phase owing to widening of the roads. This could increase traffic accident manifold;

- In the process petty business and linked employments along the feeder roads and growth centers will be affected. However, they could shift to surrounding areas through the help of their association/local administration/local elected leadership support and the support rendered by the project.
- Access through the under-construction road may impede safe movement of the elderly people, persons with disabilities, pregnant women and minor children through the specific lane adjacent to the project site.
- Influx of migrant workers at the works sites may put extra pressure on the local market and civic facilities. This may raise the price of daily necessities in the area adversely affecting the local population. Besides, presence of migrant workers either at the Labor Camps/rented households may also increase the likelihood of GBV and rise in STD in the area.
- There are possibilities of social rift owing to unsocial activities of some member of the labor force in the form of drug abuse, gambling and prostitution.
- Hiring of accommodation for the workers/construction related office in the locality where separate Construction Yard is not planned would put pressure on the locality.
- Renting of houses by the staffs and workers when separate facility at the work site is not made will have moderate risk on the local residents in the form of theft, noise and movement of unknown persons in the locality. There could be rise in GBV, SEA and SH and STD in the locality.
- Adverse effects on the crop harvested, fisheries farms and felling of fruit bearing trees/trees with timber value in proximity of the feeder roads and growth centers.
- The contractors or their representatives may employ child labors at a lower wage to reduce construction cost and increase profiteering.
- Widening of rural roads would force some land owners to move their homestead away from the road to new locations, thus causing permanent loss of fertile land;

The Project is likely to be implemented amidst COVID-19 outbreak, which is likely to affect the health of both the workers and the communities. Absence of PPE, lack of training and awareness and social distancing protocol may exacerbate the situation. As such face to face interactions are likely to be limited and IT based interactions/FGD in small groups/other means may have to be planned by the Borrower.

**Potential social benefits and opportunities of the program are many. Noted Social Benefits include:**

- Improved communication network with the Highway would create more opportunity for trade and business;
- OFC connectivity at the growth centers would improve internet speed from the existing mobile internet facility at a cheaper rate;
- Various facilities at the Growth Centers would improve the overall living condition and bridge existing gap between town and the sub-urban areas and villages as planned by the Government;
- Unskilled labor force of the locality including women can find job at the construction sites for a prolonged period would enhance 'Gender Mainstreaming' through creating equal opportunity. The 'Contractual Obligations' developed by LGED HQ has made specific provision of employing at least 10 per cent women in maintenance work. LGED would impose this provision in this project & the contract management authority (Executive Engineer) will ensure compliance of the same by the contractors through regular monitoring;

- More economic activities in the locality due to additional demand of daily necessities, including agro-products by the labor force and staffs at the work site;
- There would be Skill development of the unskilled workers involved with construction site.
- Sustained interaction among various parties involved with the construction namely LGED representatives, Contractors and their representatives and the local leadership/business community of the area will act as a strong base to solve social problems emanating from construction related activities amicably. This would also work as an effective GRM;

## 1.5 Project SEP Implementation Arrangements

### Institutional Arrangements

The project will be implemented by LGED through a dedicated Project Implementation Unit (PIU). Ministry of Local Government, Cooperatives and Rural Development (MoLGRD&C) will have overall responsibility for project implementation and management through LGED for the relevant subprojects of WeCARE program.

The WeCARE PMU would be headed by a Project Director (PD). There will be a PIU at field level lead by a Deputy Project Director with necessary support staff. The management of the Environmental and Social aspect will be addressed both at the PMU and PIU level. All complaints will be received at the Office of the Upazila Engineer/project site through the Community Organizer/ NGO. A complaint Box would also be kept at the Office of the Upazila Engineer for ease of submission of complaints. In addition, an online monitoring software is being developed under WeCARE and the implementation of Environment, Social, Gender, GBV issue, Health safety other safeguard issues under ESS will be monitored through the online software. In the field, the focal points are the LGED Executive Engineers (XEN) in each district who would implement the Project at the field level, including stakeholder engagement, land acquisition and resettlement plans for the sub-projects undertaken in their districts. The XENs will call on the services of an LGED District Sociologist posted in each district. The XENs will be directly assisted by the Senior Assistant Engineer, Assistant Engineer and Upazila Engineers (UE – one in each Upazila) who will, in turn, be assisted by their Community Organizers (CO – one in each Upazila).

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within LGED PIU, its District and Upazila offices, Contractors and local sub-contractors.

## 2. Regulations and Requirements related to Stakeholder Engagement

### 2.1 Key National, Social, Legal Provisions and Citizen Engagement

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

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

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

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

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

**Article 39. Freedom of thought and conscience, and of speech.**

(1) Freedom of thought and conscience is guaranteed.

(2) Subject to any reasonable restrictions imposed by law in the interests of the security of the State, friendly relations with foreign states, public order, decency or morality, or in relation to contempt of court, defamation or incitement to an offence-

(a) the right of every citizen of freedom of speech and expression; and freedom of the press, are guaranteed.

**Article 59. Local Government.**

(1) Local Government in every administrative unit of the Republic shall be entrusted to bodies, composed of persons elected in accordance with law.

(2) Everybody such as is referred to in clause (1) shall, subject to this Constitution and any other law, perform within the appropriate administrative unit such functions as shall be prescribed by Act of Parliament, which may include functions relating to-

(a) Administration and the work of public officers;

(b) the maintenance of public order;

the preparation and implementation of plans relating to public services and economic development.

**Article 60. Powers of local government bodies**

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

#### 2.1.2. The Consumers' Right Protection Act, 2009

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

#### 2.1.3. Right to Information Act (RTIA) 2009

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

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

**2.1.5. Bangladesh Labour Law, 2006 (Amended in 2013) and Labour Code 2015.** This Law pertains to the occupational rights and safety of workers and the provision of a comfortable work environment and reasonable working conditions.

The Labour Law of Bangladesh 2006 bans children under the age of 14 from working. Chapter III of the Act<sup>14</sup> under **"EMPLOYMENT OF ADOLESCENT WORKER"** puts restrictions on employment of children and adolescents as follows:

- (1) No child shall be employed or permitted to work in any occupation or establishment.
- (2) No adolescent shall be employed or permitted to work in any occupation or establishment, unless:
  - (a) A certificate of fitness in the form prescribed by rules, and granted to him by a registered medical practitioner is in the custody of the employer; and
  - (b) He/She carries, while at work, a token containing a reference to such certificate.

## 2.2 World Bank Requirements

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Key elements of ESS10 include:

- "Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project."

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<sup>14</sup> The Bangladesh Labour Law, 2006; Act No. XLII OF 2006 [11 October, 2006]

- “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

In view of the COVID 19 outbreak in Bangladesh, LGED would also comply with World Bank and WHO guidelines along with national guidelines in this regard. The project will follow the World Bank’s interim note on “COVID-19 Considerations in Construction/Civil Works Projects” and the Technical Note on “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings”.

### 3. Project Stakeholders

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

#### 3.1 Engagement Method and Tools in light of COVID 19 Outbreak

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

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

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

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

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders.
- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines.

- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

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

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including WebEx, Zoom and Skype;
- Be sure that everyone involved in stakeholder planning articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;
- However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, IA should discuss whether the project activity can be rescheduled to a later time. Where it is not possible to postpone the activity or where the postponement is likely to be for more than a few weeks, IA should consult WB Teams to obtain advice and guidance.

### 3.2 Stakeholder Identification and Analysis

The World Bank Environmental and Social Framework 2018 defines ***“stakeholder” as individuals or groups who: (a) are affected or likely to be affected by the Project (project-affected parties); and (b) may have an interest in the Project (other interested parties).***

Stakeholder identification for the WeCARE (LGED) was initiated during the scoping meetings and was further developed during the stakeholder mapping workshop held with key representatives from the



World Bank and the Borrowers Environment and Social Impact Assessment (ESIA) Project team and related consultants on 24 October 2019. The stakeholder mapping workshop was undertaken to:

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

Since then, there were a good number of consultations at the LGED HQ level and at the Field level at Jashore and Jhenaidah. The stakeholders were identified through consultation process at the macro and micro levels.

**Impacts on Temples, Mosques, Madrasahs, Graveyards etc.** LGED, for its part would try avoiding acquisition of Common Property Resources (CPRs) such as mosques, temples, churches, schools, community centers, graveyards, cremation centers etc. However, despite all effort, full or partial relocation of some of these CPRs could be unavoidable. Though the relocation and or reconstruction of the above listed community facilities and places is an integral element of the RAP, complete coordination and participation with the relevant community along with local leadership in a culturally and socially-acceptable manner is of paramount importance. Relevant Committee leaders and the social elites of the locality must be taken into confidence and their concerns addressed.

categories The list is not exhaustive as the project design is yet to be finalized. As the project design is finalized, new stakeholders including VG/ disadvantaged groups could be identified and they should then be included in the SEP.

#### Table 1

namely the Affected, Interested and the Vulnerable and Disadvantaged. Details are shown in the following pages.

**Table 24: Summary of WeCARE Project (LGED) Stakeholders**

Stakeholder Group	Stakeholder
Project-Affected Parties	<ul style="list-style-type: none"> <li>• Directly Affected Population include Individuals (including the non-titled people and the VG), households and business and other entities that are located within the Project Direct Area of Influence (DIA) whose land/homestead/business entity would be under acquisition/may have to be shifted temporarily for the project implementation.</li> <li>• Environmental – those areas located within the Project’s footprint or area of disturbance plus the entire length of the Project.</li> <li>• Social – the villages, households, growth centers and Business entities directly affected by Project construction and operation. This is further elaborated below: <ul style="list-style-type: none"> <li>○ Individuals, households (including non-title holders) and businesses that will be directly affected by the land acquisition process for the Project in the 10 districts planned. The issue would be more appalling for the non-titled holders as they would be forced to find new Khas land where they could move and resettle their lives afresh;</li> <li>○ People who make their livelihoods by farming the land of others and pisciculture that are under acquisition and people that are working with various business entities/shopkeepers/ agro based wholesalers etc. at the growth centers and along the Feeder Roads;</li> <li>○ People directly affected by the construction and operation of the ancillary facilities and workers’ camps. Including those who have rented out their land temporarily for the project purpose;</li> <li>○ People and entities that had to move their establishments/shops/business/other facilities so to accommodate widening of the roads/growth centers to some other arable land. This has affected the loss of cultivable land and temporarily loss of earnings through business/related activities;</li> </ul> </li> </ul>

Stakeholder Group	Stakeholder
	<p>Indirectly Affected Population are the individuals and organizations located within Indirect Area of Influence. They include:</p> <ul style="list-style-type: none"> <li>• Environmental – those areas located within 1 km of any project construction including the Jashore-Jhenaidah Highway, other access roads, worker camps and other ancillary project facilities</li> <li>• Social – Individuals residing in the Upazila, Unions and Wards within which the Project is located. They include: <ul style="list-style-type: none"> <li>○ Individuals including the elderly, the disabled ones, the children, pregnant women, single mothers, the school going children and persons needing medical attention etc. residing in the area where the Project feeder roads and Growth Center infrastructures are located;</li> <li>○ People outside of these municipalities/Upazila/Union/Wards whose commuting would be adversely affected through the project area during project implementation stage;</li> <li>○ Public and private organizations and businesses along the feeder road and the growth centers – to be identified during the ESIA baseline study and consultation activities after LGED finalizes its plan.</li> <li>○ Local Law enforcement agencies, local truck/bus/van owner's and worker's union, businessmen's union, restaurant owners etc.</li> </ul> </li> </ul> <p>Cumulatively Impacted Population are individuals and organizations located within the Cumulative Area of Influence – Covering 10 Districts where the program is planned. The District and Upazila Porishod and Union Porishod (the lowest tier of local government within which the Project infrastructure and facilities would be developed.</p>
<b>Interested Parties</b>	<p>National Government</p> <ul style="list-style-type: none"> <li>• PMO and Cabinet Division</li> <li>• Ministry of Local Government, Rural development &amp; Cooperatives</li> <li>• Ministry of Road Transport and Bridges</li> <li>• Ministry of Science and Information &amp; Communication Technology</li> <li>• Ministry of Finances</li> <li>• Departments: LGED, RHD</li> </ul>

	<p>District and Upazila Administration and Offices to include:</p> <ul style="list-style-type: none"> <li>• Deputy Commissioner's Office including AC Land/ Land Acquisition Officer</li> <li>• Civil Surgeon's Office</li> <li>• District BWDB office</li> <li>• District Roads and Highways Department</li> <li>• Office of the XEN, LGED Office of the District</li> <li>• District Police Super, District Ansar Adjutant</li> <li>• District Fire Fighting and Civil Defense Organization</li> <li>• District Agricultural Extension Officer</li> <li>• Bangladesh Road Transport Authority (BRTA) Representative in the District</li> <li>• District Livestock Officer</li> <li>• District Fisheries Officer</li> <li>• District Social Welfare Officer</li> <li>• District Food Controller</li> <li>• District Youth Welfare Officer</li> <li>• District Forest Officer</li> <li>• Upazila Nirbahi Officer (UNO)</li> <li>• Upazila Engineer, LGED</li> <li>• Office In Charge, Police in the Upazila and Upazila Ansar Platoon Commander</li> </ul> <p><b>Elected Officials and Local Politicians to include:</b></p> <ul style="list-style-type: none"> <li>• Zilla Porishod Chairman and Members</li> <li>• Upazila Porishod Chairman and Members</li> <li>• Union Porishod Chairman and Members</li> <li>• District level political leaders (different parties)</li> </ul> <p><b>Media and mass Communication to include:</b></p> <p>National</p> <ul style="list-style-type: none"> <li>• Newspapers (daily and weekly)</li> <li>• Dhaka-based TV stations</li> <li>• Dhaka-based radio stations</li> </ul> <p>Local</p> <ul style="list-style-type: none"> <li>• Social media: Facebook</li> <li>• Satellite TV/ Dish Home</li> <li>• Local FM Radio Channel, if available</li> </ul> <p><b>Businesses and Associated Groups to include:</b></p> <p>Federation of Bangladesh Chambers of Commerce and Industries (FBCCI)</p> <p>Local</p> <ul style="list-style-type: none"> <li>• FBCCI unit in District</li> <li>• District and Upazila Truck/Bus/Van Owners President and Members</li> <li>• Bazar Management Committee President and Members</li> </ul>
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	<ul style="list-style-type: none"> <li>• Bonik Samity President and Members</li> <li>• Labor Welfare Committee President and Members.</li> <li>• Bankers / Money Lenders in the area</li> </ul> <p>Other interest groups include:</p> <ul style="list-style-type: none"> <li>• Construction Consulting Firms, Engineers, Architects, Suppliers of Construction Material and major Engineering and road construction rental entities, supervision consultants, suppliers, Construction Contractors and Contractor's workforce, sub-contractors, petty contractors, etc.</li> <li>• Civil society groups and NGOs on the national and local levels that pursue environmental and socio-economic interests and may become partners of the project;</li> <li>• Community-based groups and NGOs working on Labor, or Gender issues including GBV and Human Rights in the locality;</li> <li>• Certain local NGOs would be interested to organize the farmers community and support them to get better price of their products by organizing themselves and making use of the high-speed internet facility and linking with the various shopping malls and whole sale markets namely Gabtoli Bazar, Babu Bazar, Shyam Bazar and Karwan Bazar at Dhaka.</li> <li>• Business owners and providers of services, goods and materials that would be involved in the project's wider supply chain and transportation business;</li> <li>• Residents of the other rural settlements within the project area of influence that can benefit from employment and training opportunities stemming from the project, when planned;</li> <li>• IT and ITeS service providers involved in laying OFC all along the Highway and the upgraded upazila and union roads in all 10 districts;</li> <li>• Training Service Providers who would be involved in the capacity building of the LGED officers and staffs, local workforce etc. when planned;</li> <li>• Mass media and associated interested groups including District and local Press Club, local, regional and national print and broadcasting media, digital/web-based entities, and their associations;</li> </ul> <p>International and National Non-Governmental Organisations (NGO) and Organisations</p> <p><b>National</b></p> <ul style="list-style-type: none"> <li>• ASA</li> <li>• Grameen Bank</li> <li>• RS BD</li> <li>• Jagoroni Fund</li> <li>• Ad-Din</li> <li>• Ma o Shihu etc.</li> <li>• More NGOs in the project area, if any, would be identified through ESIA</li> </ul> <p><b>International</b></p> <ul style="list-style-type: none"> <li>• BRAC</li> <li>• ILO and other International NGOs working on Labor, Environment, Social, Gender and GBV issues.</li> </ul> <p>Details/ specificity would be identified through ESIA</p>
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### 3.3 Disadvantaged/vulnerable individuals or groups

Potential vulnerable groups were also identified during the stakeholder identification process. Table 2 provides a summary of the potentially vulnerable Project stakeholders.

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

**For this particular project, LGED will take following steps to provide support to the vulnerable peoples in collaboration with local administration, local leadership and the project contractors:**

- LGED will approach local administration and the Project Contractors to give priority to the vulnerable family members and provide jobs on priority basis. UE and Community Organizer, LGED at the Upazila level to coordinate the same after thorough scrutiny of the vulnerable ones.
- LGED will approach the local administration and local political leadership to include the women-headed households as well as low-income families and persons with disabilities whose livelihood would be at jeopardy at the project implementation phase and as an alternative include them in the government social safety net programs.
- LGED will ensure active participation of all stakeholders including the vulnerable groups and the transgender community, if any in the project-related decision-making consultation meetings. ESIA of WeCARE LGED is in the process of being finalized and this would clearly identify the Vulnerable Groups and the transgender community. They would be engaged in the Stakeholder Engagement Activities and necessary support including transportation, meeting the disabled in situ, supplying them with project information related documents/brochure etc. would be arranged and their concerns heard, while their inputs would be taken into consideration while finalizing project design and during implementation. Assistance of local administration, local leadership, local police and the project contractors would be of great value in this regard.
- Women-headed households, the disabled elderly, the single mothers, the sick ones etc. who could be amongst the vulnerable groups, may require separate consultation owing to their peculiar limitation. The PD/representatives (XEN/UE/District Sociologist/Upazila Community Specialist) should arrange meetings with such groups in the presence of local elders/local elected representatives so to ensure that they are heard, their viewpoints registered and the likely negative effects are mitigated.

**Table 2: WeCARE Project Potentially Vulnerable and Disadvantaged Groups**

Stakeholder Group	Stakeholder
Women	<p>The most vulnerable women include:</p> <ul style="list-style-type: none"> <li>• Single women–headed households and Widows</li> <li>• Pregnant Women, women with physical and mental disabilities</li> <li>• Elderly and disabled women who is jobless and dependent of children whose homestead/business has been adversely affected owing to the project</li> <li>• Women who are losing their livelihoods due to project</li> <li>• Women that are resettled, particularly squatters</li> <li>• Girls and adolescents impacted by the project construction</li> <li>• Women who might face harassment or GBV etc. at home or from the migrant workers as a byproduct of the project implementation</li> </ul>
Children, Adolescents and Elderly	<p>In Bangladesh rural area setup, many a widows/single mothers have to look after their minor children, the surviving elderly in laws/parents and the adolescents as their guardian. When their lone piece of land/petty business is within the project area and under acquisition/they live in a piece of non-titled land and has to move out for the project, their whole survival system breaks down. They can neither go for a job leaving aside the elderly and the minor children at home, nor they can involve themselves with any small-scale business for lack of money. They are also vulnerable for lack of ability to influence decisions affecting their lives. These groups are to be identified prior project implementation and their livelihood including helping them rebuild their homestead in a Govt. Khas land along with transportation support to move their whatever little possessions to the new location along with inclusion into social safety net program of the govt. They could also be provided with a home in Govt. sponsored ASRAYON project (a Govt. Welfare project where the destitute are given a free house in a cluster accommodation of 10/20 or more houses in a govt. land with common kitchen, wash room and some land to cultivate vegetables and rear poultry, Goat etc.) if available nearby.</p>
People with Disability	<ul style="list-style-type: none"> <li>• 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.</li> <li>• There are people of different age group and gender from amongst the PAPs and the VGs in particular, 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 through land acquisition/resettlement/ looking for alternative livelihood, these disabled persons are also indirectly and severely affected. UE/Upazila Community Coordinator should look for these persons and try restoring their livelihood after consultation with local administration and the local elected leadership.</li> <li>• The landless disabled people who have been moved from non-titled lands owing to the project, some alternative land may be arranged for them from available Khas lands/ASRAYON project in coordination with local administration.</li> <li>• Loans for the disabled who could still arrange their livelihood if some petty loans without any collateral could be arranged from local NGOs/other financial institutions. Local Administration and local elected leadership could come to assistance in this regard.</li> </ul>

Stakeholder Group	Stakeholder
Minority Transgender Community	In Bangladesh context the minority transgender community live in a commune of their own and work in a group for their own safety and avoid harassment. If this group is forced to dislocate themselves for being in non-titled land, their livelihood would also be severely restricted. This group would then become vulnerable and need special attention and care from LGED, the project contractors, local administration including local police. During the project preparation stage, this group is to be identified by LGED in close coordination with local administration, relocated in some other Khas land as a community, whenever possible with the help of District and Upazila administration and given jobs at the project site to earn their livelihood.
Households in “Extreme Poverty”*	Households that have difficulties in arranging basic human needs, and/or under social safety net of the Government. If any one of this group are dislocated, special care is to be taken about rebuilding their shelter as their livelihood is being arranged under Govt. Social safety Net Program. They must be relocated in available Khas lands/ASRAYON project in coordination with local administration. LGED to identify such group through coordination with Union Parishod Chairmen and Members.

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

### 3.4 Stakeholder Mapping

Stakeholder mapping, illustrated in **Figure 2**, was undertaken to identify the level of engagement required during the ESIA and future phases for each group of stakeholders based on their level of interest and level of impact. LGED hired independent specialists for the stakeholder identification and analysis and the SEP is the outcome of their work that has been endorsed by LGED.

The stakeholders were mapped by group. The mapping results are as follows:

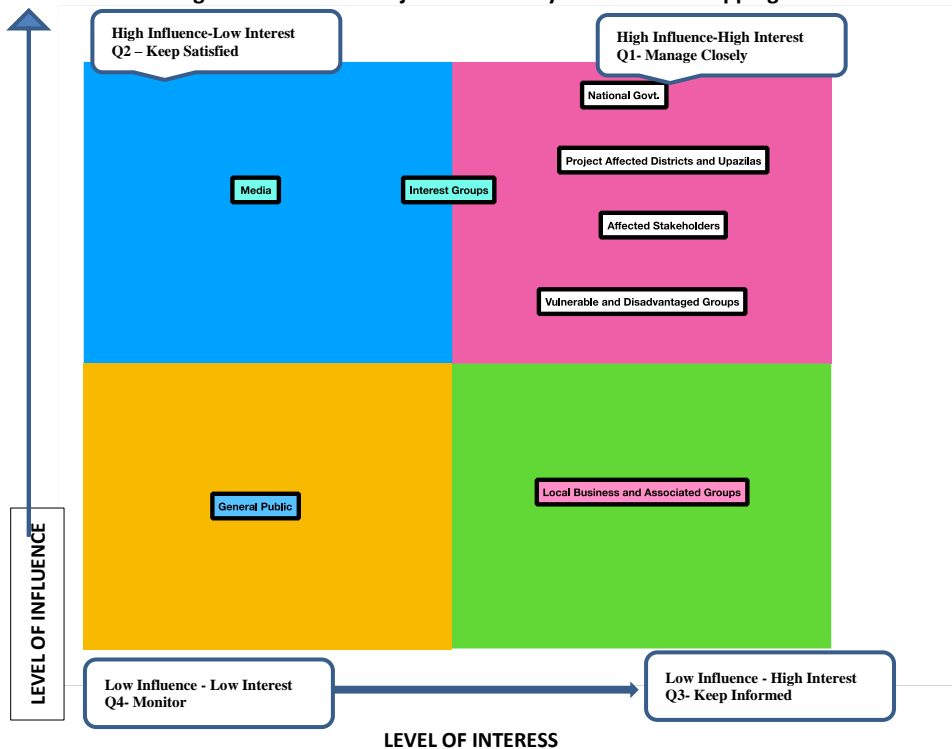
- The stakeholders that appear in the top right quadrant are those that need to be managed closely (i.e. the stakeholders that need to be proactively engaged on a regular basis and engagement efforts should be focused on this group). This is because these are the stakeholders that are most interested in the Project and have the potential to impact its outcome (i.e. the ability of the Project to go ahead).
- The stakeholders that appear in next quadrants (i.e. in Q2 and Q3) need to be kept informed – i.e. provided information and consulted on issues of interest to the stakeholders.
- The final stakeholders (i.e. in Q4) need to be monitored – i.e. informed of key Project aspects. It is important to track if their level of interest or impact changes.

**Annex B provides the detailed list of the identified stakeholders going by the project components.**

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



**Figure 2: WeCARE Project Preliminary Stakeholder Mapping Result**



**Note:**

The 'Stakeholder Mapping' is an effort to identify the various stakeholders who would be involved with the project throughout the lifecycle of the project and their capacity to influence the execution of the project positively or negatively and the project's impact on them, either positive or negative. This would help LGED in developing strategies/plans of engaging the stakeholders so to manage and satisfy them with a view to going by the time plan of the project implementation without any hindrance from any stakeholder group.

As indicated above, the stakeholders at Q1 are the ones who have highest influence and interest in the project and any resistance from any of the stakeholders would delay the project implementation or even stop the project. The stakeholders who would be most impacted by the project (including the vulnerable group) are also included in this Q1. Thus, these stakeholders are to be managed closely by LGED.

Three group of stakeholders are having overlapping presence in Q1 and Q2. They also need to be managed effectively and kept satisfied. Though they help in forming a positive perception about the project, they have low interest in the project. As such LGED needs to keep them satisfied.

In Q3 one stakeholder group is shown who have high interest in the project, though their influencing capability is low. They are primarily focused on the 'Growth Centers' and LGED needs to keep them informed about the project.

In Q4 three broad group of stakeholders including 'General Public' are indicated who exhibit low influence and low interest in the project. However, their status can change any time as the projects implemented. These groups are needed to be monitored by LGED.

### 3.5 Summary of Previous Stakeholder Engagement Activities

As part of WeCARE project, a total of 5 public consultation, meeting, and focus group discussion were carried out where likely affected persons, community leaders, local politicians, local government administration, women's groups and relevant government department representatives, NGO representatives, media personalities, journalists, students, common people, businessmen, transport owners, workers association representatives, Bonik Samity representatives, Union Porishod Chairman and Members etc. participated. The Public consultations were held at the World Bank, Dhaka Office, LGED HQ, Jashore and Jhenaidah districts LGED Offices and in various Upazilas of the two districts. The people at these meetings participated enthusiastically and gave many a suggestion including coordination among LGED Authority at the Project site, District, Upazila and Union level administration and the project contractor while implementing the project. **Details are given at Annex A.**

The following documents of the present project have been disclosed/would be disclosed soon: ESIA, ESCP, LMP, RAP and SEP would be disclosed through public notice board, national newspaper, and LGED Website soon. ESMF has been disclosed in the LGED website on 05 February 2020.

### 3.6 Lessons Learned on Stakeholder Engagement

LGED is working in the rural area since its inception and has worked with World Bank on a good number of projects namely RTIP, RTIP II and SuPBR. LGED is regularly engaging with the relevant stakeholders of WeCARE program. In the process certain lessons have been learned which are given below:

#### RTIP, RTIP II and SuPBR Projects

- It is important for the senior officials of LGED (who are particularly involved with designing the project) to understand the needs and concerns of the PAPs and the vulnerable groups and how to address their plight in terms of livelihood restoration;
- Whenever there is a scope of creating jobs for the local PAPs and the vulnerable groups, that must include women. Local Administration, local political leadership and the project contractors form an effective team in creating jobs and providing those to the needy ones from the locality to support their livelihood;
- The top-up compensation is to be provided at the right time. Necessary coordination with Deputy Commissioner, responsible for timely disbursement of the compensation money is to be done by XEN LGED of the District to avoid unnecessary delay in project implementation;
- The development of roads and rural infrastructures create jobs and adds to the economic growth of the local community. As such, such project gets wholehearted cooperation from the larger community. Information, Education and Communication (IEC) by LGED and District Administration up to Union level play a very important role in educating the community of the palpable dividend of the project.
- The local community must be given opportunities to own the project. As such, they must be included in the workforce and decision making during the project planning and during implementation phase.

## 4. Stakeholder Engagement Program

### 4.1 Information Disclosure

As a standard practice, the Project materials (ESMF, ESMP, SEP, RAP, LMP) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the project developer in a formal manner. The PD will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development. The ESMF report (together with the associated environmental and social management plan – ESMP) in Bangla, and English will be made available for public review in accordance with the international requirements. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review during the same period of time. *A link to the Project webpage should be specified on all the printed materials distributed to stakeholders.*

*Distribution of the disclosure materials will be through making them available online under the COVID-19 situation. Upon improvement of the situation, distributions of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access in the usual manner. Free printed copies of the ESMF/ESMPs and the SEP in Bangla and English will be made accessible for the general public at the following locations:*

- LGED Headquarters, Agargaon and affected District and Upazila LGED Offices
- The District Administration office of Jashore and Jhenaidah
- The Project offices;
- Affected Upazila Headquarters
- Affected Union Parishad Offices
- Local NGO offices; and
- 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

Electronic copies of the ESMF, ESMP, LMP, RAP (as required) and SEP will be placed on the project web-site <http://www.lged.gov.bd>. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials. *Limitation of this online based communication is that not all parties/stakeholders have access to the internet, especially in remote areas and in communities.*

The mechanisms which will be used for facilitating input from stakeholders will include further in the report and will disclose materials to local, regional and national NGOs as well as other interested parties. Proposed Information Disclosure Mechanism is given at Table 3.

**Table 3 : Information Disclosure Mechanis**

Project stage	List of Information to be disclosed	Methods proposed	Timetable: Locations/Dates	Target stakeholders	Percentage reached	Responsibilities
Project Preparation Phase	SEP/ ESMF/LMP/ESCP / ESIA	LGED website, National and Local Newspaper advertisement , District and Upazila administration website and notice board , Project office at the LGED HQ	As soon as the concerned documents are uploaded in the website/published	Expert in the field of ES, Journalists, NGOS/CBOs, PAPs and Local Population including local administration and local businessmen	85% of local peoples will be made aware of the project through the process	LGED/ PD/Social Specialist/XEN/UE
Construction	Traffic management plan  Labor management Plan	Meeting  Signboard  Brochures  Traffic Police  FGD	Monthly  02 numbers  01  As per need  As per need	Contractors , Villagers, including pedestrians and drivers  Local and Migrant Workers of the project	80% of local peoples will be made aware through the process  Poster or bulletin board reaches the rest percentage of the population	Social Specialist/XEN/UE/Contractor in coordination with local administration
Operation	Management of Growth Centers, Traffic management along the Feeder Roads	Meeting  Brochures  FGD	Monthly  01  As per need	PAPs, Youth, Women, Business Community at the Growth Centers, Transport owners and the Drivers, NGOs, local elected leadership	85% of local peoples will be made aware through the process	XEN/UE/ Social Specialist/District Sociologist in coordination with local administration

#### 4.2 Proposed strategy for stakeholder engagement

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them. **Table 4** presents the stakeholder engagement activities that LGED authority will undertake for their project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance. The methods used would vary according to the target audience and would include:

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

However, it is to be noted that only digital, internet, social media etc. will be followed where face to face interaction can be avoided until COVID-19 situation improves. Other face to face interaction will be applicable for post COVID-19 period. Other on-line based platforms can also be used, such as web-conferencing, webinar presentations, web-based meetings, Internet surveys/polls etc. especially due to COVID-19 related restrictions.

**Table 4 : Proposed Strategy for Stakeholder Engagement**

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
<b>STAGE 1: PROJECT PREPARATION (PROJECT DESIGN, SCOPING, RESETTLEMENT PLANNING, ESMF/RPF/SEP DISCLOSURE)</b>	<b>Project Affected People:</b> <ul style="list-style-type: none"> <li>- People potentially affected by land acquisition</li> <li>- People residing in project area</li> <li>- Vulnerable households</li> <li>- Squatters and petty businessmen around the Feeder Road and Growth Center</li> <li>- Local administration and local leadership</li> <li>- Common Property Resources Committee Leadership</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope and rationale</li> <li>- ESMF, ESMP, RPF, SEP, RAP, LMP disclosures</li> <li>- Land acquisition process and compensation</li> <li>- Assistance in gathering official documents for authorized land uses</li> <li>- Project E&amp;S principles</li> <li>- Resettlement and livelihood restoration options</li> <li>- Grievance mechanism process including GRC Composition</li> <li>- Finalization of relocation site, design, costing and timeframe of Mosques, Temples, madrasahs, Graveyards and Cremation Places when relocated</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/ IT based interactions/ FGD in small groups through VTC/other means to be arranged</li> <li>- Public meetings, separate meetings for women and vulnerable in post COVID 19 situation</li> <li>- Face-to-face meetings in post COVID 19 situation</li> <li>- Mass/social media communication (as needed)</li> <li>- Disclosure of written information: brochures, posters, flyers, Information boards at the project area in Bangla,</li> <li>- Grievance mechanism</li> <li>- LGED newsletter and website (in English)</li> <li>- Discussion and public consultation, technical assessment etc. in post COVID 19 situation</li> </ul>	<ul style="list-style-type: none"> <li>- Project area under Jashore-Jhenaidah Districts for disclosure of Drafts ESMF, ESIA, ESCP, SEP, RAP and LMP</li> <li>- Continuous communication through mass/social media and routine interactions</li> <li>- Throughout SEP development as needed</li> <li>- At a central place convenient for all stakeholders</li> <li>- Immediately after finalizing of ESMF, ESIA, SEP, RAP, LMP etc. and then as and when required</li> <li>- As and when required- at different stages of the Property relocation and construction</li> </ul>	<ul style="list-style-type: none"> <li>- PD-WeCARE LGED, XEN and UE, LGED and Community Organizer,</li> <li>- Social Specialists</li> </ul>

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Representatives in villages</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> <li>- ESMF, ESMP, RPF, SEP, RAP disclosures</li> <li>- Land acquisition process</li> <li>- Identification of land plots and uses</li> <li>- Resettlement and livelihood restoration options</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/ IT based interactions/ FGD in small groups through VTC/other means to be arranged</li> <li>- Face-to-face meetings in post COVID 19 situation</li> <li>- Joint public/community meetings with PAPs in post COVID 19 situation</li> <li>- Public Disclosure through website/TV/Radio/WhatsApp /SMS need to be arranged</li> </ul>	<ul style="list-style-type: none"> <li>- Throughout SEP development as needed or as an when demanded by the affected community</li> <li>- Disclosure meetings in nearby location</li> </ul>	<ul style="list-style-type: none"> <li>- LGED E&amp;S Team &amp; management</li> <li>- PD WeCARE, XEN and UE LGED, Community Organizer</li> <li>- Social Specialists</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- Businesses and business organizations</li> <li>- Workers' organizations</li> <li>- Academic institutions</li> <li>- National Government Ministries</li> <li>- Government Departments</li> <li>- General public, jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> <li>- ESMF, ESMP, RPF, SEP, RAP and LMP disclosures</li> <li>- Grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/other means to be arranged</li> <li>- Public meetings, trainings/ workshops (separate meetings specifically for women and vulnerable as needed) in post COVID 19 situation</li> <li>- Mass/social media communication</li> <li>- Disclosure of written information: Brochures, posters, flyers, website</li> </ul>	<ul style="list-style-type: none"> <li>- Project launch meetings in District/Upazila/Union/Growth Centers</li> <li>- Communication through mass/social media (as needed)</li> <li>- Information desks with brochures/posters in project affected locations (Bangla and English)</li> <li>- Public forums in Dhaka</li> </ul>	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> </ul>

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
			<ul style="list-style-type: none"> <li>- Information boards at the Project Site</li> <li>- Grievance mechanism</li> <li>- Notice board for employment recruitment</li> </ul>		
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Other Government Departments including DoE from which permissions/clearances are required;</li> <li>- Other project developers, donors/Development partners</li> </ul>	<ul style="list-style-type: none"> <li>- Legal compliance issues</li> <li>- Project information scope and rationale and E&amp;S principles</li> <li>- Coordination activities</li> <li>- Land acquisition process</li> <li>- Grievance mechanism process</li> <li>- ESMF/ESMP/RPF/SEP disclosures</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/other means to be arranged</li> <li>- Face-to-face meetings, other public/community meetings in post COVID 19 situation</li> <li>- Submission of required reports</li> </ul>	<ul style="list-style-type: none"> <li>- Disclosure meetings</li> <li>- Reports as required</li> </ul>	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> </ul>
	<b>Other Interested Parties (Internal)</b> <ul style="list-style-type: none"> <li>- Other LGED staff</li> <li>- Supervision Consultants</li> <li>- Third Party Monitoring Agency</li> <li>- Supervision contractors, sub-contractors, service providers, suppliers, and their workers</li> </ul>	<ul style="list-style-type: none"> <li>- Project information: scope and rationale and E&amp;S principles</li> <li>- Training ESMF/ESMP requirements and other management plans</li> <li>- Grievance mechanism process</li> <li>- E&amp;S requirements</li> <li>- Feedback on consultant/contractor reports</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/other means to be arranged</li> <li>- Face-to-face meetings</li> <li>- Trainings/workshops</li> <li>- Invitations to public/community meetings</li> <li>- All these can be arranged in Post COVID 19 situation</li> </ul>	As needed	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> </ul>



Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
STAGE 2: CONSTRUCTION AND MOBILIZATION ACTIVITIES	<b>Project Affected People</b> <ul style="list-style-type: none"> <li>- People potentially affected by land acquisition</li> <li>- People residing in project area</li> <li>- Vulnerable households</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism</li> <li>- Health and safety impacts (EMF, community H&amp;S, community concerns)</li> <li>- Employment opportunities</li> <li>- Project status</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- HH visits would demand Project's designated staff to conduct visits with a specified periodicity. However, there would be logistical challenges in reaching households in remote locations. There would also be restrictions in reaching COVID-19 affected households.</li> <li>- Public meetings, workshops</li> <li>- Separate meetings as needed for women and vulnerable in post COVID 19 situation</li> <li>- Individual outreach to PAPs/VGs and minority Transgender community as needed</li> <li>- Disclosure of written information: brochures, posters, flyers in Bangla, website (in English)</li> <li>- Notice board(s) at construction sites (Bangla)</li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly meetings during construction stage</li> <li>- Communication through mass/social media as needed</li> <li>- Notice boards updated weekly</li> <li>- Routine interactions</li> <li>- Brochures in local offices</li> </ul>	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> <li>- Social Specialist</li> <li>- Supervision consultants</li> <li>- Contractor/sub-contractors</li> </ul>

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
			<ul style="list-style-type: none"> <li>- Grievance mechanism</li> <li>- LGED Quarterly newsletter</li> </ul>		
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Governmental committees for land use and compensation (MBC)</li> <li>- Affected community's representatives</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> <li>- Grievance mechanism</li> <li>- Project status</li> <li>- World Bank compensation requirements</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- Face-to-face meetings, Joint public/community meetings with PAPs in post COVID 19 situation</li> </ul>	As needed (monthly during construction stage)	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> <li>- Supervision and RAP consultants</li> <li>- Contractor/sub-contractors</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- Businesses and business organizations</li> <li>- Workers' organizations</li> <li>- Academic institutions</li> <li>- National Government Ministries</li> </ul>	<ul style="list-style-type: none"> <li>- Project information - scope and rationale and E&amp;S principles</li> <li>- Project status</li> <li>- Health and safety impacts</li> <li>- Employment opportunities</li> <li>- Environmental concerns</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- Public meetings, open houses, trainings/workshops etc. in post COVID 19 situation</li> <li>- Disclosure of written information: brochures, posters, flyers, website, Information boards in LGED</li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly meetings during construction stage</li> <li>- Communication through mass/social media as needed</li> <li>- Notice boards updated weekly</li> <li>- Routine interactions</li> <li>- Brochures in local offices</li> </ul>	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> <li>- Social Specialist</li> </ul>

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
			<ul style="list-style-type: none"> <li>- Notice board(s) at construction sites</li> <li>- Grievance mechanism</li> </ul>		
	<b>Other Interested Parties (Internal)</b> <ul style="list-style-type: none"> <li>- Other LGED staff</li> <li>- Supervision Consultants</li> <li>- Contractor, sub-contractors, service providers, suppliers and their workers</li> </ul>	<ul style="list-style-type: none"> <li>- Project information: scope and rationale and E&amp;S principles</li> <li>- Training on ESMF/ESMP requirements and other sub-management plans</li> <li>- Worker grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- During COVID 19 period digital/IT based interactions/ FGD in small groups through VTC/ other means to be arranged</li> <li>- Face-to-face meetings</li> <li>- Trainings/workshops</li> <li>- Invitations to public/community meetings</li> <li>- All these can be arranged in Post COVID 19 situation</li> </ul>	Daily, as needed	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> <li>- Social Specialist</li> </ul>
STAGE 3: OPERATION AND MAINTENANCE	<b>Project Affected People:</b> <ul style="list-style-type: none"> <li>- People residing in project area</li> <li>- Vulnerable households/persons</li> </ul>	<ul style="list-style-type: none"> <li>- Satisfaction with engagement activities and GRM</li> <li>- Grievance mechanism process</li> <li>- Damage claim process</li> </ul>	<ul style="list-style-type: none"> <li>- Outreach to individual PAPs in Post COVID 19 situation</li> <li>- LGED website</li> <li>- Grievance mechanism</li> <li>- LGED newsletter</li> </ul>	<ul style="list-style-type: none"> <li>- Outreach as needed</li> <li>- Meetings in affected Area (as needed/requested)</li> <li>- Monthly (newsletter)</li> </ul>	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> <li>- Social Specialist</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- Businesses and business organizations</li> <li>- Workers' organizations</li> <li>- Academic institutions</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism process</li> <li>- Issues of concern</li> <li>- Status and compliance reports</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism</li> <li>- LGED website</li> <li>- Face-to-face meetings in Post COVID 19 situation</li> <li>- Submission of reports as required</li> </ul>	As needed	<ul style="list-style-type: none"> <li>- LGED WeCARE team</li> <li>- PD, XEN and UE LGED, Community Organizer</li> <li>- Social Specialist</li> </ul>

<i><b>Stage</b></i>	<i><b>Target stakeholders</b></i>	<i><b>List of Information to be Disclosed</b></i>	<i><b>Method(s) used</b></i>	<i><b>Location/frequency</b></i>	<i><b>Responsibilities</b></i>
	<ul style="list-style-type: none"> <li>- Local Government Departments, Local Leadership</li> <li>- General public</li> </ul>				

#### 4.3 Proposed strategy / differentiated measures to include the views of and encourage participation by vulnerable and Disadvantaged groups

##### Participation by Vulnerable and Disadvantaged groups

This section describes how the views of vulnerable or disadvantaged groups will be sought during the consultation process, and which measures will be used to remove obstacles to participation specially for vulnerable or disadvantaged groups.

**Table 5: Vulnerable and Disadvantaged Group and Proposed strategy**

Project Component	Vulnerable Groups and Individual	Peculiar Characteristics/Needs	Preferred means of notification/consultation	Additional resources required
Component 2: Upgrading and rehabilitating feeder connectivity infrastructure	<p>Squatters, HH owners and businessmen along the feeder roads whose land is under acquisition</p> <p>Business community and other service providers at the existing growth center along the feeder road who may need to shift business for construction work</p> <p>Van/Nosimon/Rickshaw Pullers whose livelihood would be adversely affected due to road and Growth center reconstruction</p> <p>The Elderly, Physically and mentally disabled persons, widows, pregnant women etc. who fall under Govt. social safety network</p> <p>Members of the transgender community, if any</p>	<ul style="list-style-type: none"> <li>Some of these individuals would be vulnerable (squatters) and the rest would be affected basing on the amount of land planned for acquisition. The squatters are to be comforted that they would get certain monetary compensation and transport support to move their goods to new location</li> <li>Businessmen who would have to move their belongings need support with transportation beside financial compensation. They could be met in a group at a location of their choice. Local Administration</li> </ul>	<ul style="list-style-type: none"> <li>Separate, targeted consultations for the PAPs whose land is planned to be acquired.</li> <li>Separate meeting with owners of businesses that needs to be shifted.</li> <li>Squatters are to be addressed separately if they are required to move out of non-titled land as it would affect their livelihood.</li> <li>Transgender community members are to be consulted with separately. Database development for this group is to be completed during development of ESIA.</li> <li>Either the disabled would be gathered at a nearby place with LGED/Contractor's transport support or the</li> </ul>	<ul style="list-style-type: none"> <li>Transportation support to the venue of Meeting</li> <li>Arrangement of some refreshment</li> <li>Discussion in Bangla</li> <li>Someone with local Dialect could be used to communicate</li> <li>The team could visit the elderly, disabled and sick persons from amongst the PAPs in situ at a particular day</li> <li>While meeting the transport owners and drivers, local law enforcement agency could be requested to attend the consultation</li> </ul>

		<p>representatives may be requested to join such meetings.</p> <ul style="list-style-type: none"> <li>Truck/Van/Nosimon/Rickshaw Pullers are to be met separately along with their local umbrella organizations.</li> </ul>	<p>team would visit them at the households so to Engage with local organizations representing the interests of persons with disabilities to ensure that they are not put to discomfort</p>	
Component 3: Complementary Logistics Infrastructure Improvements	<p>Existing HHs beside the Growth Centers</p> <p>Businessmen and shopkeepers whose business would be affected /have to be shifted to nearby places to make room for the logistic infrastructure improvement</p> <p>Elderly people, physically and mentally disabled persons, pregnant women, single mothers, the adolescent girls and minor children, who would have difficulties in commuting to the relocated/ under construction service facilities</p> <p>Different offices/business centers that would need to be relocated for the Logistics Infrastructure Improvements adversely affecting their business</p> <p>Students whose academic program would be adversely affected due to noise, dust and sound</p>	<p>Meeting at local level with the PAPs including the VG in general.</p> <p>Effective Traffic control during school hours to be arranged to offset chances of road accidents due to traffic congestion in the project area</p>	<ul style="list-style-type: none"> <li>Separate, targeted consultations for persons with disabilities / displaced HHs / shopkeepers. Database developed by Community Organizer for this group with the help of Union Parishad Chairmen and Members will give dividend</li> <li>LGED to ensure that local workforce is inducted in the project; with special attention to women and transgender community</li> <li>FGD with the business community at the Growth Center</li> <li>Engagement with local organizations representing the interests of persons with disabilities and transgender community</li> </ul>	<ul style="list-style-type: none"> <li>Transportation support to the venue of Meeting</li> <li>Arrangement of some refreshment</li> <li>The team could visit the elderly, disabled and sick persons from amongst the PAPs in situ at a particular day</li> <li>While meeting the transport owners and drivers, local law enforcement agency could be requested to attend the consultation</li> <li>Discussion in Bangla</li> <li>Someone with local Dialect could be used to communicate</li> </ul>

	<p>pollution from the construction site</p> <p>Truck/Van Owners that would find difficulty in moving to new place of business due to absence of required facilities there</p> <p>The transgender community when not involved in any income generating jobs due to the displacement from lodgment area</p>		<ul style="list-style-type: none"> <li>Information will be communicated in Bangla</li> <li>Either the disabled could be gathered at a nearby place with LGED/Contractor's transport support or the team would visit them at the households so to ensure that they are not put to discomfort</li> </ul>	
<b>Component 4: Road Sector Modernization and Capacity Building</b>	<p>Local Community/ Business Entities residing by the upgraded and rehabilitated feeder road that connects to the Highway and Growth centers;</p> <p>Transport owners/Drivers Association and the Drivers and Helpers plying on the newly developed roads</p>	<p>This involves the commuters, the bus/truck owners and related drivers and staffs.</p> <p>The BRTA representatives and the local Police need to remain present in such meetings to assist in effective decision making.</p>	<ul style="list-style-type: none"> <li>Separate, targeted consultations for Truck/Bus /Van owners and their organizations for optimum utilization of the new facilities</li> <li>Local elites may be consulted, and Upazilla HQ Chairman, UNO and other GoB staffs could be invited for an FGD along with Local Police and BRTA representatives</li> </ul>	<ul style="list-style-type: none"> <li>Discussion in Bangla</li> <li>Someone with local Dialect could be used to communicate</li> <li>Presence of Local Police and BRTA representatives along with Local Administration and local elected leadership would make such consultations meaningful</li> </ul>
<b>Component 5: Contingency Emergency Response</b>	<p>People and business entities living by the depleted road damaged due to natural calamities</p> <p>Damage to the transports needing more maintenance cost, thus financial loss to the transport owners</p>	<ul style="list-style-type: none"> <li>The PAPs of component 5 would be limited to the damaged road network only</li> <li>Leadership from the affected area including the bus/truck owners and related drivers and staffs plying through the specific</li> </ul>	<ul style="list-style-type: none"> <li>Separate, targeted consultations for persons with disabilities as they would be most affected during commuting</li> <li>Engagement with local organizations representing the interests of persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Discussion in Bangla</li> <li>Someone with local Dialect could be used to communicate</li> <li>Presence of Local Police and BRTA representatives along with Local Administration and local elected leadership would make such</li> </ul>

		road may be consulted.	<ul style="list-style-type: none"> <li>Unskilled laborers to be chosen from the local community when fund is made available</li> <li>Information will be communicated in Bangla</li> <li>Either they would be gathered at a nearby place with LGED/Contractor's transport support or the team would visit them at the households so to ensure that they are not put to discomfort</li> </ul>	consultations meaningful
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#### 4.4 Review of Comments

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

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

In the existing project LGED welcomes suggestion and comments from the stakeholders. Based on suggestions from the local peoples and elected representatives, LGED would take necessary action in addressing the suggestions.

PD WeCARE LGED along with relevant Consultants and officials undertook a public consultation on 11 and 12 March 2020 at Jashore and Jhenaidah areas. Relevant stakeholders (including Transgender Community, HHs in 'Extreme Poverty and Disabled population) were informed of the project's current status including Grievance mechanism process, GRC Composition. Later through Q/A session



various inputs were gathered from the stakeholders . PD WeCARE would study the comments and observations and include the relevant ones in project planning. XEN/UE would inform the stakeholders about the changes in the planning after having received the same from PD.

## 5. Roles, Responsibilities and Resources for Stakeholder Engagement

### 5.1 Resources

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within LGED PIU, its District and Upazila offices, Contractors and local sub-contractors. The project will ensure necessary logistics and budget to implement the SEP as per above mentioned discussion. The contact information of LGED is given below:

Description	Contact details
Company:	Local Government Engineering Department (LGED)
To:	Project Director, WeCARE Project
Address:	LGED Bhaban, Level 12, Agargaon
E-mail:	<a href="mailto:pd.wecare@lged.gov.bd">pd.wecare@lged.gov.bd</a>
Website:	<a href="http://www.lged.gov.bd">www.lged.gov.bd</a>
Telephone:	02-8181455; +8801711175664

Table 6. indicates the Tentative Budget for implementing the SEP:

**Table 6: Tentative budget for implementation of SEP: First Phase- 3 Years (Still Under Review at LGED)**

1	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/Month	Total Cost (USD)
1.1	Staff salaries (Senior Environment Specialist, Senior Social Development Specialist, Senior Monitoring and Evaluation (M&E) Specialist, Gender and GBV Specialist, Communication and consultation specialist, Labor Expert – See paragraph 1.4)	6	3 x1500 (Senior Specialist), 3 x 800 (others)	36	248,400
1.2	Travel expenses	6 X Specialists	150	18 - Once in every Two months	16200
1.3	Information Desk Officer	1	300	36	18000
1.4	Stakeholder/Community/Sensitization meeting	500	50	-	25000
1.5	Meeting with Upazila Administration and Union Porishod	18 - 6 meetings in a year	250		4500
1.6	Meeting with District Administration	12 – 3 meetings in a year	500		6000

1	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/Month	Total Cost (USD)
1.7	Communication Materials (Posters; Brochure, Flyers, Billboard uploading information in website etc.)	12 - Preparing every 4 months once	3000		36000
1.8	HHs Surveys for PAPs report preparation	6 – Two surveys a year	5000		30000
1.9	Engaging Service Providers ( Gov. & Non-GOV)	Lump sum	8000		8000
1.11	Travel Expenses for Senior staffs of Ministry/LGED/Others	Lump sum	5000 a Year	at least two visits a year for 3 years	15000
2	<b>Grievance Redress Activities</b>				
2.1	Communication Materials	10	1000		10000
2.2	GRM Guidebook	1	5000		5000
2.3	Suggestions Box	20	100		2000
2.4	GRM MIS Database	Lump sum	5000		5000
2.6	Honorarium for committees	Lump sum	10000		10000
2.7	Contingency (10%)				43910
<b>Total</b>					<b>483,010</b>

## 5.2 Management functions and responsibilities

The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where one social and Gender Inclusion specialist (HQs), Social Development Officer (Field level), Design and Supervision consultancy firm will assist to implement the day-to-day activities.

The roles and responsibilities of the organizations are presented below:

**The Project Implementation Unit (PIU)** will be responsible for the preparation and physical implementation of the project. This unit will be under the oversight of the Project Director and LGED, comprising the following staff: Project Director, GM (Planning and Development), Procurement Officer, one Social and Gender Inclusion Specialists (HQs), one Social Development Officer- (field-based) and an Environmental Specialist.

**The Social and Gender Inclusion Specialist** who is part of the PIU be responsible to manage all social development aspects of the LGED. The Social Specialist will oversee all planned stakeholder engagement activities and those in the process of being implemented. Responsibilities of the Social Specialist include the following:

- Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;
- Oversee all stakeholder engagement related activities for the Project;
- Manage the grievance mechanism;
- Interact with related and complementary support activities that require *ad hoc* or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);

- Liaise with the PD to ensure that stakeholder engagement requirements/protocols are understood; and
- Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.
- **The Social Development Officer (Field)** who is part of the PIU be responsible to manage all social development aspects of the LGED. The Social Development Officer will oversee all planned stakeholder engagement activities or in process of being implemented in the field. He/she will be responsible to assist the Social and Gender Inclusion Specialist (HQs)

**Design and Supervision Consultant** shall be recruited to provide institutional capacity and support to the Project Implementation Unit (PIU) with: (a) overall project management and supervision including procurement, design, and contract management; and (b) oversee the overall implementation, monitoring, and reporting of safeguards aspects such as ESMPs, LMP, SEP and RAPs. After familiarizing themselves with the project area through reading and consultations with the LGED Project Unit, the consultants will design appropriate questionnaires intended for data collection at project location levels. The consultations will be on-going and an integral part of the project as set out in this SEP.

In order to advance the Project, the PIU will work collaboratively with RHD and other government departments and stakeholders. The roles and responsibilities, their interest and potential influence, and the internal coordination and communication arrangements are summarized below.

**Table 7: Roles and responsibilities of the stakeholder Engagement Process**

Actor/ Stakeholder	Responsibilities
PIU	<ul style="list-style-type: none"> <li>○ The PIU will be responsible for the preparation and physical implementation of the project;</li> <li>○ It would organize regular meeting with stakeholders;</li> <li>○ The PD would oversee the activities of the Project Social Development Specialist and monitor the ongoing activities;</li> <li>○ Activities will be posted on the software with photograph for the information of relevant stakeholders.</li> </ul>
Project Social and Gender Inclusion Specialist (HQ)	<ul style="list-style-type: none"> <li>○ Quarterly reporting on SEP and the GRM to the WB.</li> <li>○ Responds to stakeholder feedback</li> <li>○ Keep PD posted on all matters relating SE</li> <li>○ Activities will be posted on the software with photograph</li> <li>○ Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> <li>○ Oversee all stakeholder engagement related activities for the Project;</li> <li>○ Manage the grievance mechanism; there would be a separate tab for posting grievance in the software where the affected person could post complain directly. Before that, the concern will need to be registered with NID.</li> <li>○ Interact with related and complementary support activities that require <i>ad hoc</i> or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);</li> <li>○ Liaise with the PD LGED to ensure that stakeholder engagement requirements/protocols are understood; and</li> </ul>

Actor/ Stakeholder	Responsibilities
	<ul style="list-style-type: none"> <li>Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.</li> <li></li> </ul>
Social Development Officer (field)	<ul style="list-style-type: none"> <li>Support to Social and Gender Inclusion Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> <li>Support to Social Specialist to oversee all stakeholder engagement related activities for the Project;</li> <li>Support the management of the grievance mechanism; liaise with NGO concerned on GBV related complaints as they occur and work in tandem with the Upazila Community Organizer, UE and the District Sociologist</li> <li>Interact with related and complementary support activities that require <i>ad hoc</i> or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);</li> <li>Liaise with the PD LGED to ensure that stakeholder engagement requirements/protocols are understood; and implemented.</li> <li>Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.</li> </ul>
Design and Supervision Consultant	<ul style="list-style-type: none"> <li>Supervision/monitoring of contractor;</li> <li>Management of engagement activities during the construction phase;</li> <li>Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> <li>Support to Social Specialist to oversee all stakeholder engagement related activities for the Project.</li> </ul>
District Sociologist	<ul style="list-style-type: none"> <li>Advice XEN, LGED and UE on matters affecting the society at large due to the project implementation;</li> <li>Make periodic visit to the subproject sites;</li> <li>Interact with the communities and affected persons;</li> <li>Pick up issues of concerns, complaints and suggestions to register with the GRM books.</li> <li>Advise UE on matters of resolving the complaints;</li> </ul>
Upazila Community Organizer	<ul style="list-style-type: none"> <li>Receive complaints at the Office of the Upazila Engineer/project site;</li> <li>Keep a complaint Box at the Office of the Upazila Engineer for ease of submission of complaints;</li> <li>Ensure that all cases at the local level will be heard within four weeks of their receipt;</li> <li>Make periodic visit to the subproject sites along with District Sociologist and independently;</li> <li>Interact with the communities and affected persons;</li> <li>Pick up issues of concerns, complaints and suggestions to register with the GRM books.</li> <li>Advise UE on matters of resolving the complaints;</li> <li>Ensure that grievances received through any channel is registered and a notification of receipt with assurance of necessary review and resolution given in writing to the aggrieved persons.</li> </ul>

Actor/ Stakeholder	Responsibilities
	<ul style="list-style-type: none"> <li>liaise with NGO concerned on GBV related complaints as they occur and work in tandem with UE and the District Sociologist</li> </ul>
Others government departments and stakeholders	<ul style="list-style-type: none"> <li>Supervision/monitoring of contractor</li> <li>Management of engagement activities during the construction phase.</li> <li>Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> <li>Support to Social Specialist to oversee all stakeholder engagement related activities for the Project.</li> </ul>

## 6. Grievance Mechanism

Considering the overall need for the total project period, LGED will establish a GRM to address complaints and grievances. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons resorting to expensive, time-consuming legal actions. The mechanism will, however, not bar an aggrieved person to go to the courts of law. LGED, with past experiences of working with the Bank, has developed an effective GM that is working well in the ongoing projects.

The purpose of the GRM is to **record and address any complaint that may arise during the life cycle of the project period effectively and efficiently**. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs) and the other complainants. The GRM works within existing social management & resettlement frameworks, providing an additional opportunity to resolve grievances at the local, project, operations and at the apex, LGED level. Necessary sign posting/bill board would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level. There will be four-tier grievance redress mechanism; 1<sup>st</sup> at local level (upazila), second district level, 3<sup>rd</sup> PMU level and final one is for ministry level. The GM Brochure in Bangla will be distributed among the affected persons before the project implementation starts. 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. 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. Complaints would be received at the Office of the Upazila Engineer/project site. A complaint Box would be kept at the Office of the Upazila Engineer for ease of submission of complaints. District Sociologist and Upazila Community Organizer would jointly/independently make periodic visit to the sub-project sites and interact with the communities and affected persons to pick up issues of concerns, complaints and suggestions to register with the GRM books. It would be ensured that all cases at the local level will be heard within four weeks of their receipt. It would be further ensured that grievances received through any channel is registered and a notification of receipt with assurance of necessary review and resolution given in writing to the aggrieved persons. **The GRM would also be made available online so that grievances could be submitted without the need for physical interaction, especially during the time of COVID-19 crisis.**

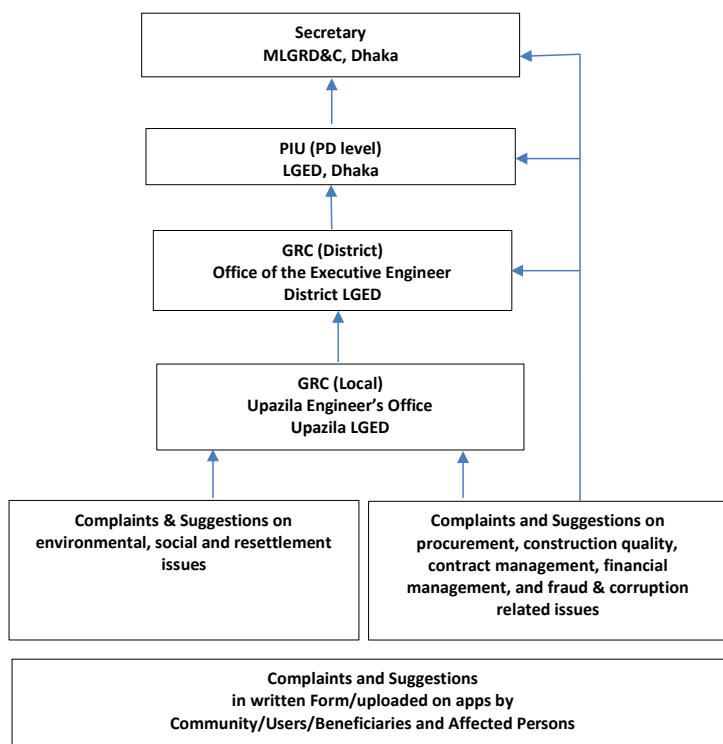
It is heartening to note that for the ease and convenience of the PAPs and others having interest in the project, LGED would launch "Online Monitoring and Accounting System (OMAS) for communicating Grievances where an aggrieved person can log in to OMAS system using his/her

National ID Card Number. This is hassle free and one could also upload pictures as visual proof along with grievances. It is expected that once launched, LGED would be able to monitor project related activities more efficiently.

## 6.1 Grievance Mechanism Structure

Figure 3 below defines the structure of four-tier Grievance Mechanism for the project by LGED. This includes four tiers, including: local level (upazila), district level, PMU level and ministry level.

**Figure 3: The Structure of Grievance Mechanism**



### Composition of Local GRC

A Grievance Redress Committee (GRC) formed for each affected upazila where LGED will develop rural road/growth center to ensure easy accessibility by the affected persons. The Secretariat for local GRC will be at the office of the Upazila Engineer. The GRC will ensure proper presentation of complaints

and grievances as well as impartial hearings and investigations, and transparent resolutions. Where grievances are among the affected persons, the membership composition of the GRCs will take into account any traditional conflict resolution arrangements that communities may practice. If the aggrieved person is a female, LGED will ask the concerned female UP Member or Municipal Ward Councilor to participate in the hearings. Members of the GRCs will be nominated by the Upazila Engineer and approved by the Project Director.

#### GRC membership at Grassroot level

1. Upazila Engineer (Upazila LGED Office)	Convener
2. Bonik Somity President/President, Workers' Welfare Committee	Member
3. Local UP Member/Ward Councilor	Member
4. Teacher from Local Educational Institution	Member
5. Representative of Local NGO	Member
6. Representative from Local Women's Group	Member
7. Representative from the PAP Group and the VG	Member
7. Community Organizer (Upazila LGED Office)	Member-Secretary

All complaints will be received at the Office of the Upazila Engineer/project site through the Community Organizer/ NGO. A complaint Box may also be kept at the Office of the Upazila Engineer for ease of submission of complaints. All cases at the local level will be heard **within four weeks of their receipt**. However, the District Sociologists and the Upazila Community Organizers 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. 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. Areas of responsibility should be specific in every phase of GRC and List of the members of the committee could be reviewed further in view of the changed situation on ground.

#### Composition of District GRC

If the resolution attempt at the local level fails, the GRC will refer the complaint with the minutes of the hearings to the district level for further review. With active assistance from the district Sociologist of LGED, the committee will make a decision and communicate it to the concerned GRC. The decisions on unresolved cases will be communicated to the GRC **within one week of the complaint received**.

#### GRC membership at district level

1. Executive Engineer	Convener
2. Sociologist	Member-Secretary
3. Upazila Chairman	Member
4. Bonik Somity President/President, Workers' Welfare Committee	Member
4. Teacher from Local Educational Institution	Member
5. Representative of Local NGO	Member
6. Representative from Local Women's Group	Member
7. Representative from the PAP Group	Member

Areas of responsibility should be specific in every phase of GRC and List of the members of the committee could be reviewed further in view of the changed situation on ground.

### Composition at PIU and PSC level

If a decision at district level is again found unacceptable by the aggrieved person(s), LGED can refer the case to the PIU with the minutes of the hearings at local and District Headquarters levels. PD will be the convener and senior social safeguard specialist will be the secretary for the PIU level. At the PIU level, decisions on unresolved cases, if any, will be made in **no more than four weeks** by an official designated by the Secretary, MLGRD&C. A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon LGED. There will be budgetary allocation for local and district 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 RPF and the mitigation standards, such as compensation rates established through market price surveys.

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. LGED will maintain the following three Grievance Registers:

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

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

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

Grievance resolution will be a continuous process in subproject level activities and implementation of those. The PMU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank and any other interested persons/entities. The PMU will also prepare periodic reports on the grievance resolution process and publish these on the LGED website. The format in **Annex D** may be used for grievance reporting.

Any GBV related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on gender-based violence<sup>15</sup>. GBV-related complaints

<sup>15</sup> The World Bank (2018): Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works.



will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor will be referred to an NGO assigned for the project by LGED to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint.

There is presence of representative from local women's group and local NGO at the Local and District level GRC to represent the women who has been subjected to SEA/SH or any other form of GBV. As evident from the ESIA, ESMF and SEA/SH Risk Mitigation and Response Action Plan- LGED, the GBV related cases are local in nature owing to polygamy, divorce and child marriage in the greater Khulna Division. GBV related threats due to presence of migrant workers are less pronounced as the local women are shy to integrate themselves in the road construction project as a social taboo that could undermine their social status. Any GBV-survivor will be referred to an NGO assigned for the project by LGED HQ/XEN to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint. For further details, please refer to the GBV action plan at <https://www.worldbank.org/en/news/press-release/2017/11/08/new-action-plan-addresses-gender-based-violence-in-world-bank-operations>

## 6.2 GRM Monitoring and Reporting

Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the PD-WeCARE LGED. The PD will ensure that GRM cases and their timely mitigation measures are informed to the General Public at the earliest through UE/ Upazila Community Organizer/ District Sociologist as it is relevant. The dedicated project website at the LGED HQ should always be updated with all GRM cases in a timely manner. To ensure management oversight of grievance handling, the Internal team will be responsible for monitoring the overall process, including verification that agreed resolutions are actually implemented.

There could be instances where an aggrieved person is not satisfied by the measures taken by LGED GM. In such cases, the individual would be advised to take the issue to the justice system of the country and seek redressal of his/her grievances. Details of the issue will be recorded in relevant register, PD and PIU informed and details are uploaded in the website.

## 6.3 GRM contact information - LGED

Information on the project and future stakeholder engagement programs will be available on the project's website and will be posted on information boards in the project office in situ, Union Parishad office, and Upazila Engineer's Office, LGED.

The point of contact regarding the stakeholder engagement program at LGED is given below:

Description	Contact details
Company:	Local Government Engineering Department (LGED)
To:	Project Director, WeCARE Project

<http://documents.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf>

Address:	LGED Bhaban, Level 12, Agargaon
E-mail:	<a href="mailto:pd.wecare@lged.gov.bd">pd.wecare@lged.gov.bd</a>
Website:	<a href="http://www.lged.gov.bd">www.lged.gov.bd</a>
Telephone:	02-8181455; +8801711175664

## 7. Monitoring and Reporting

### 7.1 Involvement of stakeholders in monitoring activities

The SEP will be periodically revised and updated by the Social Specialists as necessary in the course of WeCARE project planning and implementations in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. This way there would also be room to include a freshly identified stakeholder group who might have been missed/were absent during the initial SEP preparation.

LGED will ensure the **Third Party's monitoring** to ensure the proper implementation of SEP. LGED will appoint a third party (**national or international development organizations like BRAC, ILO etc.**) to monitor and complement field-level implementation of SEP by the Borrower including collaborating with the Borrower on voluntary land donation matters, land acquisition and compensation, labor influx, occupational safety and health, gender based violence and child labor restrictions. The third-party monitor will be engaged in the second year of Program implementation. LGED is in the process of working out relevant budget for 3<sup>rd</sup> party monitoring. This amount would be in addition to the Tentative Budget at Table 7.

### 7.2 Reporting back to stakeholder groups

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.

As mentioned before, the intensity of interaction and stakeholder engagements would vary depending on various Stage of the project (as indicated at Table 4) and Paragraph 6, Grievance Mechanism of the SEP. However, on receipt of any grievance, necessary timeframe would be strictly followed to communicate solution reached/if referred to hierarchy/is in the Court of Law awaiting final decision to the local community and the interested groups verbally/through meetings/interactions/local elected leadership/local administration/LGED's own means namely District Sociologist/Upazila Community Organizer etc. NGOs operating in the locality could also be used to communicate the message. The WeCARE website would be regularly updated covering all aspects of the project including progress, outcome of various meetings, and the Grievance related issues. Close and intense monitoring by XEN and UE with the assistance of Social Development Officer (field), District Sociologist, PIU in the project area including Upazila Community Organizer etc. would also work as an effective means of disseminating related information to the PAPs.

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

- Publication of a standard standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
  - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
  - Frequency of public engagement activities;
  - Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
  - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - Type of public grievances received;
  - Number of press materials published/broadcasted in the local, regional, and national media;
  - Amount of Project's charitable investments in the local communities in the Project Area of Influence.

In view of COVID 19 situation, reporting back to the stakeholders would primarily be web based. Other means like TV and radio including Local FM Radio, if available to be exploited. New Billboards informing progress of the project or information of common interest could be placed at appropriate places to educate the stakeholders.

### 7.3 Reporting to the World Bank

The project director with the support of social and environment specialist will share the progress and results of the stakeholder engagement activities to the World Bank quarterly and annually where Stakeholder related activities will be described broadly. These reports will also include detailed reports on the GRM effectiveness, including a list of grievances received, addressed and the pending ones.

### 8. References:

3. Environmental and Social Framework (2018), The World Bank.
4. [Template for ESS10: Stakeholder Engagement and Information Disclosure Stakeholder Engagement Plan and Stakeholder Engagement Framework](#)
5. Good Practice Note: Third-Party Monitoring report of Environment & Social Framework for IPF Operations

### Annexes:

Annex A: Previous Consultations and Engagement with Project Stakeholders

Annex B: Project Component & Stakeholder Group

Annex C: Sample Grievance Form

## Annex A : Previous Consultations and Engagement with Project Stakeholders during Project Preparation Period

Place	Date	Participants	Key points raised
LGED Office Jashore Conference Room	24 Nov'19 1000 hours	70 - PAPs/Local community along with LGED Jashore XEN, WB Consultants, RHD and LGED Consultants, ADC (General), Media persons Journalists, District Truck/Bus Owners Association representatives, NGO representatives, Poursava Engineer, RHD Assistant Engineer, women representatives etc.	<p>XEN LGED and WB Consultants held the consultations and explained that the final Road Alignment plan was being worked out at the LGED HQ.</p> <p>The following were discussed and proposed by the audience:</p> <ul style="list-style-type: none"> <li>• Whether land acquisition would take place and if so, where and by what amount</li> <li>• Would the Non-titled/landless persons be eligible for compensation and related transportation support to resettle their livelihood</li> <li>• LGED to approach the local administration and local political leadership to include the vulnerable group (women-headed households as well as low-income families and persons with disabilities) whose livelihood would be at jeopardy at the project implementation phase and include them in the government social safety net programs.</li> <li>• Expansion of Growth Centers/Market facilities to include construction of Cold storage, large all weather shed to house agro products, vehicle parking area for wholesale buyer's trucks, gender segregated toilets, Internet kiosks, medical center with a laboratory corner for checking food adulteration (lactometer, formalin Testing kit, weighing machine etc.) , Green Space for socializing etc.</li> <li>• Arrangement for a separate floor/ part in the market where women entrepreneurs would be interested to do business like opening Tailoring Shop, Beauty Parlor, Boutique shop and other income generating activities. This would make the life of women buyers easy. A child care center/breast feeding center with toilet facilities for women would encourage women in this regard.</li> <li>• Some Public/private Bank may open branches at these growth centers for ease of cash handling and secure business.</li> <li>• All the Growth Centers/Multistoried Market facilities to have adequate firefighting equipment for emergency.</li> <li>• Solar paneling of the available rooftops may be planned to generate enough power for hours of darkness without putting pressure on the National Grid.</li> <li>• A Guard room with required facilities could ensure safety and security of the people and the shops at all times.</li> <li>• Offices for Bazar Bonik Samity, Workers Union and Market Management Committee should be catered for in these facilities.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Improvement or capacity building of nearby Mosque/religious entity for the ease of the local community</li> <li>• What measures would be taken when crop and trees are cut for road construction/construction of allied facilities;</li> <li>• The local laborers to be given priority in the project work;</li> <li>• Whom to complain/grievance mechanism must be communicated in clear terms;</li> <li>• Arrangement for alternative means of communication for ease of the elderly, disabled, pregnant women and children;</li> <li>• Arrangement of Drainage System and dedicated Solid including plastic and liquid waste dumping place and their effective management by turning garbage into renewable energy</li> <li>• Dedicated hygienic slaughter house in the market area to be arranged.</li> <li>• Community Center where the local community could gather for social events like wedding etc. may be planned in the vicinity.</li> <li>• Solar Street Lights; small cold storages using solar panel for preservation of seeds, unsold agro products of the day etc.</li> <li>• CCTV coverage of the Market, important establishments including transport parking areas.</li> <li>• In this part of Bangladesh women are comfortable working at homestead and the society look down to women who work in the field. As such, participation of women in road construction project would be low.</li> <li>• Sentiment of the Environment Group in opposing the plan of widening Benapole-Jashore Road (Historic Jashore Road) that needed old trees to be cut is to be taken into account and the wider community must be motivated to support the project as it would bring economic benefit to the country and to the people living by the side of the road.</li> <li>• Afforestation to immediately follow chopping of trees along the highway</li> <li>• Many private clinics are located along the highway generating large amount of medical waste. These needs to be disposed off safely and needs to be integrated with the overall growth center development</li> </ul>
Godkhali Flower Cultivation Zone, Jikorgacha	24 Nov'19 1500 Hours	70 - PAPs/Local community along with LGED Jashore XEN, WB Consultants,	<p>XEN, LGED Jashore and the Consultants held the consultations with the local community about the impending project; who welcomed the project and the road widening. Compensation for their lost assets, if any, should be paid as quickly as possible.</p> <p>The following were discussed:</p>

Place	Date	Participants	Key points raised
Upazila, Jashore		RHD and LGED Consultants	<ul style="list-style-type: none"> <li>To support the Florists a Cold Storage is being constructed by LGED with USAID Fund at SHIRODA Growth Center.</li> <li>Some 5,500 families of 7 Unions of Jhikorgacha Upazila are directly involved in growing flowers.</li> <li>Needs include a 'Soil Test Laboratory', facility to preserve flower seeds, Training Unit to train aspirant growers, Flower Research Center in the area</li> <li>Efforts are on to reduce dependence from chemical fertilizer and insecticide and towards organic fertilizers and insecticide</li> <li>Drip Irrigation system is now in use to avert misuse of sub soil water and reuse water. Rain water harvesting is also been practiced</li> <li>There is presence of Bonik Somity and Bazar Management Committee each having 11 members. Union Porishod Chairman works as the President Bazar Management Committee</li> <li>People can vent their grievances to the Bonik Somity and they address the issue instantly. an aggrieved individual can reach the Bazar Management Committee to redress their grievances</li> <li>GBV, SEA and SH is not pronounced in the area</li> <li>The local community should be integrated with the project work.</li> </ul>
Konakola Bazar, Monirampur Upazila, Jashore	24 Nov '19 1800 Hours	36 PAPs/Local community along with LGED Jashore XEN, WB Consultants, RHD and LGED Consultants	<p>XEN, LGED Jashore and the Consultants appraised the local community about the impending project; they welcomed the project and appreciated the road widening. Compensation for their lost assets, if any, should be paid as quickly as possible.</p> <p>The following were discussed:</p> <ul style="list-style-type: none"> <li>To support the farmers a Cold Storage of smaller size could be constructed in close proximity to the market area/growth center.</li> <li>Organic fertilizers and insecticide are being practiced by the farmers these days</li> <li>Abuse of sub-soil water is being reduced. Water from the canals and ponds are being used in farming. Rain water harvesting is also being practiced.</li> <li>There is presence of Bonik Somity and Bazar Management Committee each having 11 members. Union Porishod Chairman works as the President Bazar Management Committee. They would participate and represent the local community and the local business entities in the decision-making process of the growth centers.</li> <li>People can vent their grievances to the Bonik Somity and they address the issue instantly. An aggrieved individual can reach the Bazar Management Committee to redress their grievances</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• GBV, SEA and SH is not pronounced in the area</li> <li>• The local community should be integrated with the project work from the very beginning. The local laborers should be given jobs in the project.</li> <li>• Women are not very much active in business domain due to non-availability of required facilities. Given the opportunity and facilities are available, many women would be interested to do business.</li> </ul>
LGED Office, Jhenaidah Conference Room	25 Nov'19 1030 hours	58 PAPs/Local community along with LGED Jhenaidah XEN, WB Consultants, RHD and LGED Consultants, NGO workers, Pourosova Engineer, RHD Assistant Engineer,	<p>XEN LGED, Jhenaidah and the Consultants visiting the area appraised the audience about the project. Specific Road Alignment was not communicated to the audience as this was still in the LGED drawing board. However, the audience was communicated that the feeder roads would be 18 feet wide.</p> <p>The Following were discussed by the audience:</p> <ul style="list-style-type: none"> <li>• Whether land acquisition would take place and; if so, where and by what amount</li> <li>• Would the Non-titled persons be eligible for compensation and related transportation support to resettle their livelihood</li> <li>• Expansion of Growth Centers/Market facilities to include construction of Cold storage, large all weather shed to dump agro products, vehicle parking area for wholesale buyer's trucks, gender segregated toilets, childcare/breastfeeding centers, Internet kiosks, medical center with a laboratory corner for checking food adulteration (lactometer, formalin Testing kit, weighing machine etc.) , Green Space for socializing etc.</li> <li>• Offices of Bazar Bonik Samity, Workers Union and Market Management Committee.</li> <li>• There could be some provision of developing a Housing Society centering the Growth Center – and that needs to be conceived now.</li> <li>• If the Growth Center/Multistoried market is by the river/canal, a proper 'Boat landing Platform' should be constructed for ease of the local community.</li> <li>• The Growth Centers may house IT based training Centers, and other training facilities run by Social Welfare Division/Youth Development department.</li> <li>• All the internal roads of the Growth Center should be made by RCC/CCor uniblock.</li> <li>• Improvement or capacity building of nearby Mosque/religious entity for the ease of the local community</li> <li>• What measures would be taken when crop and trees are cut for road construction/construction of allied facilities;</li> <li>• The local laborers to be given priority in the project work;</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Whom to complain/grievance mechanism must be communicated in clear terms;</li> <li>Arrangement for alternative means of communication for ease of the elderly, disabled, pregnant women and children;</li> <li>Arrangement of Drainage System and dedicated Solid including plastic and liquid waste dumping place and their effective management by turning garbage into renewable energy;</li> <li>Dedicated hygienic slaughter house in the market area</li> <li>Community Center where the local community could gather for social events like wedding etc.</li> <li>Solar Street Lights; small cold storages using solar panel for preservation of seeds etc.</li> <li>CCTV coverage of the Market, important establishments including transport parking areas;</li> <li>In this part of Bangladesh women are comfortable working at homestead and the society look down to women who work in the field. As such, participation of women in road construction project would be low.</li> <li>Sentiment of the Environment Group in opposing the plan of widening Benapole -Jashore Road (Historic Jashore Road) that needed old trees to be cut is to be taken into account and the wider community must be motivated to support the project as it would bring economic benefit to the country and to the people living by the side of the road;</li> <li>Afforestation to immediately follow chopping of trees along the highway. Chopping of trees would adversely affect the bird habitat;</li> <li>Many private clinics are located along the highway generating large amount of medical waste. These needs to be disposed of safely and needs to be integrated with the overall growth center development.</li> </ul>
Chaprail Bazar, kaligonj Upazila, Jhenaidah	25 Nov'19 1600 hours	90 PAPs/Local community along with LGED Jhenaidah XEN, WB Consultants, RHD and LGED Consultants	<ul style="list-style-type: none"> <li>Whether land acquisition would take place or not; if so, where and by what amount?</li> <li>Would the Non-titled persons be eligible for compensation and related support to restore their livelihood?</li> <li>The growth center/multi storied market should be constructed keeping in mind the serenity of the locality.</li> <li>Expansion of Growth Centers/Market facilities to include construction of Cold storage, large all weather shed to dump agro products, vehicle parking area for wholesale buyer's trucks, gender segregated toilets, childcare/breastfeeding centers, Internet kiosks, medical center with a laboratory corner for checking food adulteration (lactometer, formalin Testing kit, weighing machine etc.) , Green Space for socializing etc.</li> </ul>



Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Offices of Bazar Bonik Samity, Workers Union and Market Management Committee should be planned within the complex.</li> <li>• The Multistoried markets to have facility for pure drinking water. Overhead Tank to be set up in these facilities.</li> <li>• Improvement or capacity building of nearby Mosque/religious entity for the ease of the local community</li> <li>• What measures would be taken when crop and trees are cut for road construction/construction of allied facilities;</li> <li>• The local laborers to be given priority in the project work;</li> <li>• Whom to complain/grievance mechanism must be communicated in clear terms;</li> <li>• Arrangement for alternative means of communication for ease of the elderly, disabled, pregnant women and children during expansion of road must be planned;</li> <li>• The vulnerable amongst the PAPs could also be provided with a hut in Govt. sponsored ASRAYON project (a Govt. Welfare project where the destitute are given a free house in a cluster accommodation) when their only shelter falls within project acquisition/is a non-titled land and the occupants must vacate the same. Local Administration and local leadership can play a very important role in identifying these destitute. Some loan can also be arranged from the NGOs operating in the area as suitable terms and conditions without any collateral from the destitute. This would help them to start something with which they could make a living.</li> <li>• Arrangement of Drainage System and dedicated Solid and plastic waste dumping place and their effective management by turning garbage into renewable energy may be planned. Liquid waste should be treated through 'Sludge Treatment'.</li> <li>• Dedicated hygienic slaughter house may be planned at the large growth centers.</li> <li>• Community Center where the local community could gather for social events like wedding etc.</li> <li>• Solar Street Lights; small cold storages using solar panel for preservation of seeds and agro products etc.</li> <li>• Owing to inflow of people from outside, Asa will have a higher base of potential customers for providing financial help.</li> <li>• A dedicated Parking lot for vehicular traffic with Ramp must be planned for whole sale marketeers to buy agro products in large scale, load them in the trucks easily;</li> <li>• In view of these developments Land value of the surrounding areas is expected to increase.</li> </ul>

## Annex B: Project Component & Stakeholder Group

Project component	Stakeholder Group
<b>Component 2: Upgrading and rehabilitating feeder connectivity infrastructure</b>	<ul style="list-style-type: none"> <li>• Development Partners;</li> <li>• PD and PIU-LGED, LGED XEN, UE and their staffs;</li> <li>• District and Upazila Administration</li> <li>• Business and Associated Groups</li> <li>• Internal Stakeholders, Education and Training Institutions</li> <li>• International and local NGOs including Women Organization of the locality/area of influence;</li> <li>• Representatives of the educational institutions and health facilities who</li> <li>• Local Administration and Local municipality;</li> <li>• Elected Officials and Local Politicians;</li> <li>• PAPs</li> <li>• Vulnerable and Disadvantaged Groups.</li> <li>• Contractors, Suppliers and Laborers of the Road Upgradation Project;</li> </ul>
<b>Component 3: Complementary Logistics Infrastructure Improvements</b>	<ul style="list-style-type: none"> <li>• Development Partners;</li> <li>• PD and PIU-LGED, LGED XEN, UE and their staffs;</li> <li>• PAPs and the Vulnerable and Disadvantaged Groups</li> <li>• Representative from District Administration</li> <li>• Business and Associated Groups</li> <li>• Internal Stakeholders, Education and Training Institutions</li> <li>• International and local NGOs including Women Organization of the locality/area of influence;</li> <li>• Representatives of the educational institutions and health facilities who</li> <li>• Local Administration and Local municipality;</li> <li>• Elected Officials and Local Politicians;</li> <li>• Contractors and project Labor Force</li> </ul>
<b>Component 4: Road Sector Modernization and Capacity Building</b>	<ul style="list-style-type: none"> <li>• Development Partners;</li> <li>• PD and PIU-LGED, LGED XEN, UE and their staffs;</li> <li>• Representative from District Administration;</li> <li>• BRTA Representative;</li> <li>• Contractors and project Labor Force;</li> <li>• Farmers, poultry, cattle and dairy producers within the area of influence;</li> <li>• PAPs, Business and Associated Groups</li> <li>• Contractors, Suppliers and Laborers of the Road Upgradation Project;</li> </ul>
<b>Component 5: Contingency Emergency Response</b>	<ul style="list-style-type: none"> <li>• World Bank, Dhaka Office</li> <li>• PD and PIU-LGED, LGED XEN, UE and their staffs;</li> <li>• Representative from District and Upazila Administration and Union Porishod Chairman/ Municipality Chairman;</li> <li>• PAPs</li> <li>• Vulnerable and Disadvantaged Groups</li> <li>• Interest Groups</li> </ul>

### Annex - C : Sample ‘Grievance Form’ and Grievance Mechanism of WeCARE Project - LGED

Grievance Form : LGED			
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, 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 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 LGED official assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted ? (Y/N)	Acknowledgement signature
1 <sup>st</sup> proposed solution			
2 <sup>nd</sup> proposed solution			
3 <sup>rd</sup> proposed solution			