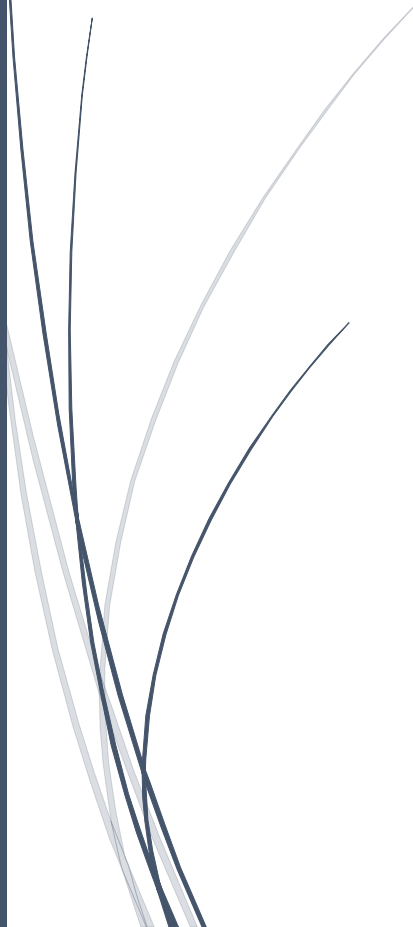


# Stakeholder Engagement Plan (DRAFT) Sept 2023

Government of Nagaland

ENHANCING LANDSCAPE AND ECOSYSTEM  
MANAGEMENT PROJECT  
(P179935)



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## Abbreviations and Acronyms

ATI	Administrative Training Institute
CBO	Community Based Organization
CI	Community Institution
COO	Chief Operating Officer
CMU	Cluster Management Unit
E&S	Environment and Social
ESF	Environment and Social Framework
ESMF	Environment Social Management Framework
ESMP	Environment Social Management Plan
ESS	Environment and Social Standards
FGDs	Focus Group Discussions
GBV	Gender-Based Violence
GRO	Grievance Redress Officer
GRM	Grievance Redressal Mechanism
ICAR	Indian Council of Agricultural Research for North Eastern Hill
IDAN	Investment & Development Authority of Nagaland
IEC	Information Education Communication
ITI	Industrial Training Institute
KVK	Krishi Vigyan Kendra
LMP	Landscape Management Plan
MSME	Ministry of Micro, Small & Medium Enterprises
NEPED	Nagaland Empowerment of People through Economic Development
NGOs	Non-government Organizations
NRE	New & Renewable Energy
NSRLM	Nagaland Rural Livelihood Mission
NTFP	Non-Timber Forest Produce
PAD	Project Appraisal Document
PMU	Project Management Unit
POM	Project Operational Manual
SAS	School of Agricultural Sciences and Rural Development
SARS	State Agricultural Research Station
SAMETI	State Agricultural Management & Extension Training Institute
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SEFTI	State Environment and Forestry Training Institute
SIRD	State Institute of Rural Development
SWCTC	Soil & Water Conservation Training Centre
TNA	Training Need Analysis
VC	Village Council
VDB	Village Development Board
WB	World Bank

## 1. Introduction and Project Overview

Traditional societies are an integral part of the ecosystems and their economy are driven by biodiversity. The land and the people are inextricably linked for their identity and the dependence upon forests and natural resources for their very existence. Over the generations, they have practiced and defined their own unique traditional agricultural and land use practices. However, the region is faced with challenges of a fragile topography, landslides, natural resources degradation, regional isolation, natural and man-made disasters, lack of access to income and market linkages particularly by the poor disadvantaged population, women in particular who are directly dependent on natural resources for their livelihood and food security.

The project aims to invest in enabling communities through voice, capacity development, strengthening institutions for integrated landscape management, protection and restoration of forests, technology and skills to improve community's ability to access information on climate smart agriculture, facilitate market linkages, promoting nature based tourism and sustainable forest based enterprise in the state.

The Stakeholders Engagement Plan is to ensure that communities participate in the planning, decision making and implementation of the project. The SEP describes the community engagement and participatory approach<sup>1</sup> of the project including the involvement of diverse groups, cohorts, women, youth, backward tribes. In addition, GRM mechanism is put in place, which is accessible and responsive if any complaints (including on SEA/SH), should arise.

Owing to the sensitivity of the project area, this Plan will also guide the project team on the necessity and timing of holding discussions with the project communities and seeking endorsement both for the proposed project interventions (that will be part of their village working plans) as well as for the larger Community-led Landscape Management Plans (of which the individual project villages will be a part).

### 1.1. Project Background

ELEMENT has an overarching objective to increase the resilience of landscapes and forest-dependent communities in Tripura and Nagaland. The project supports the states of Nagaland and Tripura in their transition to environmentally sustainable and resilient management of landscapes and forests by addressing the root causes negatively affecting the vitality of these ecosystems. By using a "landscape approach", i.e., taking both a geographical and socio-economic approach to managing the land, water and forest resources that form the foundation (the natural capital), the project will support strengthening capacities of the participating state governments and local actors to restore degraded landscapes by introducing a landscape approach and helping utilize technological solutions. Degraded forest landscapes will be restored by implementing community-led integrated landscape and natural resource management plans to support improved ecosystem services, such as carbon sequestration, water availability, soil conservation, and wildlife habitat protection. ELEMENT will also support nature-based tourism and sustainable forest-based livelihoods by facilitating value chain improvement, market linkages and creating an enabling

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<sup>1</sup> This includes strengthening the capacities of the a) implementing agencies in facilitating the process of needs identification, articulation and as well as prioritization of activities that the community intends to undertake as part of the program, b) Community institutions to undertake a self-driven needs and situation assessment with respect to their resources, identify possible solutions in the form of management plans and develop agency to implement those plans.

environment for community-based forest-linked enterprises. Project interventions aim at inclusion of tribal population and gender empowerment. Vocational development for women and youth will be prioritized during project preparation and implementation. The project will be implemented in rural areas of 15 districts of Nagaland and eight districts of Tripura.

This Project has the following components:

- I. Strengthening Capacities for Integrated Landscape Management. This component will finance consulting services, goods, small works adopting climate responsive design and materials, and equipment, training to support the participating states' institutional capacity, Information and Communications Technology (ICT) systems in support of decision making, and infrastructure to enable government partners to operate effectively.
- II. Restoring Landscapes for Improved Ecosystem Services. The objective is to restore and maintain the ecological functions and productivity of the targeted landscapes. Component 2 activities involve preparation and implementation of community-led climate-resilient landscape management plans.
- III. Enhancing Landscape-based Value Chains for Economic Transformation. This component will provide support for creating -income and entrepreneurship opportunities by promoting processing units, market, and forward linkages along value chains of high value forest products, bio-resources, agriculture, and allied activities, and by promoting nature-based tourism.
- IV. Project Management, Monitoring and Evaluation. Funding will be provided for Project management, PMUs' staff and operational costs to deliver on the project development objectives.
- V. Contingent Emergency Response Component (tbc) - Reallocation of credit proceeds from other components to provide immediate recovery and reconstruction support following an eligible crisis or emergency, as needed.

## **1.2. Purpose of the SEP**

The Stakeholder Engagement Plan (SEP) is developed following the World Bank's (WB) Environment and Social Framework (ESF). This framework includes Stakeholder Engagement and Information Disclosure requirements as an integral part of the Environment and Social Standard (ESS) 10. The ESS 10 recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Borrowers are required to develop a 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.

Objective of the SEP is to effectively identify relevant stakeholders and engage with all stakeholders who have an interest in or may be affected by the project. The involvement of the local population, as well as all other interested parties, is essential to the success of the project, to ensure smooth collaboration between project staff and local communities, minimize and mitigate environmental and social risks related to the project, as well as expand project benefits to all targeted beneficiaries including those who may be traditionally vulnerable, disadvantaged, disproportionately affected or socially excluded from accessing benefits from the development projects. The purpose of the

present SEP is to propose methods of stakeholder engagement and describe the responsibilities in the implementation of stakeholder engagement activities. The intention of the SEP primarily focuses on the engagement of stakeholders in a timely manner during project preparation and implementation. Specifically, SEP serves the following purposes:

- I. Stakeholder identification and analysis;
- II. Planning engagement modalities and effective communication tools for consultations and disclosure;
- III. Defining the role and responsibilities of different actors in implementing the SEP;
- IV. Defining the Project's Grievance Redress Mechanism (GRM);
- V. Providing feedback to stakeholders;
- VI. Monitoring and reporting on the SEP.

## 2. National Legislations and WB ESS10

The following section aims to review existing policies and regulatory frameworks related to stakeholder engagement, including information disclosure and grievance management. The first part of the section focuses on national/state legal and institutional framework, while the second part reviews the stakeholder engagement policy and practices of the World Bank.

**Article 371A of the Indian Constitution** is a special provision with respect to the State of Nagaland which states that no act of Parliament with respect of i) religious or social practices of the Nagas, ii) Naga customary law and procedure, iii) administration of civil and criminal justice involving decisions according to Naga customary law iv) ownership and transfer of land and its resources, shall apply to the State of Nagaland unless the Legislative Assembly of Nagaland by resolution so decides.

Under the ***Environment Protection Act, 1986, Environment Protection Rules, 1986*** and the **2006 EIA Notification**, citizens have the right to environmental information as well as to participate in developing, adopting and implementing decisions related to environmental impacts. The provisions of environmental law provide the assurances for public hearing during the process of project planning and also ensure the public discussion during implementations. Public representative bodies have an obligation to take into consideration citizens' comments and suggestions. The information and disclosure requirements provided in the EPA read with 2006 Notification are aligned with the ESF.

The **National Environment Policy 2006** is a response to India's National Commitment to a clean environment mandated in the Articles 48A and 51A of Indian Constitution. The objective of NEP is to protect and conserve critical ecological systems and resources, to ensure equitable access to environmental resources, to ensure that poor communities are assured secured access to these resources, to ensure judicious use of environmental resources to meet the need and aspirations of present and future generations, to integrate environmental concerns into policies, plans, programmes and projects undertaken for economic and social development and to apply the principles of good governance to the management and regulation of use of environmental resources. The principles followed in the policy are – 'Human beings are at the center of sustainable development concerns'. In order to achieve sustainable development, environmental protection shall constitute and integral part of the development process and cannot be considered in isolation.

Under the ***Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013*** (RFCTLARR) and the Nagaland Ownership and Transfer of Land and its Resources Act 1993 public hearing is mandated during the social impact assessment, wherein appropriate Government shall ensure that the views of the affected families are recorded and included in the SIA Report. The Act comprehensively identifies the different types of stakeholders

who may be 'affected' by the land acquisition. All provisions related to stakeholder engagement under the Act is aligned with the ESF. However, it is imperative to note that land acquisition and involuntary resettlement are not envisaged within the project interventions.

The strategies for stakeholder engagement in the ***Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006 (FRA)*** are mostly confined to consultation with the Gram Sabha(s)/Village Councils. The Act is only applicable at an initial stage of development projects, for diversion of forest land for such projects. The Act may not be applicable as the project does not envisage such risks and impacts, since most infrastructure works will be carried out in community owned land with no land acquisition is foreseen and consultations will be done and written Agreements will be documented before the implementation of any such works.

The ***Right to Information Act (RTI)*** is a progressive rights-based accountability and transparency enforcement mechanism available to citizens which allows them to seek information related to government programs in personal or larger public interest and mandates the provision of this information within a stipulated timeframe. The Act makes the public offices and duty-bearers liable to providing correct and detailed information demanded by the citizen within designated timeframes, with mechanisms for appeals and sanctions if information provided is inadequate or incorrect.

**The Nagaland Village and Area Councils Act 1978 (renamed The Nagaland Village & Tribal Councils Act, 1978)** legally recognizes the presence of customary local governance institutions and provides statutory backing to them (as Village Councils) in Nagaland. These institutions are responsible for local governance and are vested with the power and duties to assist in village development, enforcement of customary laws, rules and regulations as well as management of natural resources according to their respective customs and traditions. All local development interventions are required to take place in discussion with and after the concurrence of the respective Village Council/s.

### 2.1. World Bank's Environmental and Social Framework

The WB's ESF sets out the World Bank's commitment to sustainable development and mandatory requirement for the bank finance projects. Environmental and Social Standard (ESS10) on Stakeholder Engagement and Information Disclosure recognizes the importance of open and transparent engagement between the proponent and project stakeholders as an essential element of good international practices. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. The main objectives of the ESS10 are:

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

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

## 2.2. Brief Summary of Preliminary Stakeholder Engagement

As a part of the project preparation, a stakeholder map was prepared and stakeholder consultation activities were carried out with the identified groups. This included community stakeholders, institutions and non-government stakeholders through group discussions and key informant interviews. These included affected persons who can be directly or indirectly affected by the project investments, other interested parties who may have an interest in the project and vulnerable groups who can be disproportionately impacted or further disadvantaged by the project if such risks are not adequately mitigated by the project.

A series of community consultations were organized to share the project components and the proposed interventions, where representatives from the key stakeholders participated, as part of this stakeholder engagement. During these consultations, the project information was disclosed, discussed, to ensure that the views, interests, and concerns of all relevant stakeholders are taken into account during the project planning and design.

A total of 9 community consultations were conducted, spread over 4 project districts and 12 villages in which about 185 community members, elected-religious-traditional leaders, women/ women farmers/ members & office bearers of women's groups, youth, farmers and their collectives, frontline workers, people with disabilities (PWD), elderly, village chiefs/ cheftains, members of faith based and community based organisations participated. About 30 percent of the participants in these consultations were women, including women farmers and office bearers- members of women SHGs.

Table1 below summarizes the stakeholder engagement activities undertaken. The Social Specialists and the Environment Specialist at the PMU shared the project components and WB ESF requirements with the stakeholders to appraise them on project objectives, understand their current practices, systems and procedures in order to be able to assess them vis-à-vis WB E&S Standards and seek their opinion and initiate a dialogue with the community. The community stakeholders, especially those representing Community Institutions (CIs) and Community Based Organisations (CBOs) were consulted to reiterate the importance of community participation, elicit their views and concerns and identify the capacity gaps that need to be bridged for strongly engaging with the community and ensuring their ownership of the project.

*(See Annex: Stakeholder Consultations Conducted to Inform SEP Preparation)*

**Table 1: Summary of Stakeholder Consultations Conducted**

<b>I. Stakeholder Category: Traditional Institutions and Community Leaders- Village Council members, VDB members including Women VDB representatives, village elders, GB, Dobashis</b>	
<b>Discussion Key points</b>	<b>Project response to stake-holder concerns /suggestions</b>
<ul style="list-style-type: none"> <li>- Discussed project objectives with the community leaders</li> <li>- Land owned by communities, clan, family and individuals</li> </ul>	



<ul style="list-style-type: none"> <li>- Due to erratic rainfall and intense heat, crop production have reduced or failed</li> <li>- Communities conserve forests for community use and for future generations. These lands are contributed either by individual, clan or communities. Some villages to conserve forests particularly in and around the water source sites.</li> <li>- Scarcity of water in all the villages both for consumption and farming since sources have dried up including spring water. Need for irrigation</li> <li>- Suggested rainwater harvesting</li> <li>- Some village communities reported abandoned crop fields as elephants destroyed crops.</li> <li>- Any grievance, land or border disputes are settled by the Village Council with the GB, Dobashis and village elders. Some villages have Judicial courts that take up cases with VC according to customary law.</li> <li>- Land contributed for the development works in the village is negotiated by the Village Council with the land owner and compensation or benefit for the owner is negotiated as a beneficiary of the project</li> <li>- 3 villages had women as VDB Secretary and VDB members.</li> <li>- None of the Village Councils had women representatives</li> </ul>	<ul style="list-style-type: none"> <li>- Better landscape planning is expected to improve climate resilience of the community</li> <li>- Community conserved areas will be further protected and conserved with project support without disturbing their ownership</li> <li>- Springshed &amp; watershed management to contribute to improved water availability in identified landscapes</li> <li>- Landscape planning is expected to address issues of man- animal conflict</li> <li>- Project grievances will be handled through customary practices with the option of accessing the project GRM directly or through escalation available to the aggrieved</li> <li>- Project will not infringe with the customary land take practices recognized by the Indian Constitution and followed in the state</li> <li>- Project will promote inclusion and participation of women in project collectives &amp; as beneficiaries</li> </ul>
<p><b>II. Stakeholder Category:</b> Land Owners and Land Users- Community, Clan and Individual land owners, land leased farmers, grazers</p>	
<p><b>Discussion Key points</b></p>	<p><b>Project response to stake-holder concerns /suggestions</b></p>
<ul style="list-style-type: none"> <li>- Land owned by communities, clan/families and individuals. Landowners leased land for farming and extraction of forest produce to those people from the village who have less or no land for farming. There is no rent or fee for land leased except for a token of the produce for the land owner. Land leased for <i>jhum</i> farming. <i>Jhum</i> cycle is for an average of 5-10 years. Terrace farming reduced due to scarcity of water. Traditional farming still practiced.</li> <li>- Across consultations, communities shared on the scarcity of water in farm/fields.</li> <li>- If irrigation could be provided through the project, farmers are willing to extent farming areas with more crop varieties.</li> <li>- Majority of community prefer <i>jhum</i> farming due to water scarcity. Reported cases of pests, birds</li> </ul>	<ul style="list-style-type: none"> <li>- Project will not infringe with the customary land take practices recognized by the Indian Constitution and followed in the state</li> <li>- Where willing and need felt, local farmers will be supported to graduate to terrace farming (<i>paani kheti</i>)</li> <li>- Springshed and watershed management is likely to improve water availability in the identified landscapes</li> <li>- Improved water availability will likely address this issue of pest/ rodent attacks</li> <li>- Value chain support will help farmers in creating linkages</li> </ul>

<p>and rodents that ate and destroyed seeds sown in <i>jhum</i> fields.</p> <ul style="list-style-type: none"> <li>- Marketing linkages required in all villages producing crops such as ginger, yam, maize, chilly, vegetables and fruits.</li> <li>- Variety of vegetables grown in <i>jhum</i> fields.</li> <li>- Capacity building for farmers on innovative and better farming practices including provide adaptable seeds varieties.</li> <li>- Village Councils imposed ban on use of chemical fertilizers and salt in the fields</li> <li>- Unemployment increasing among youth in the village and the need to explore possible opportunities for youth to engage in activities to earn income.</li> <li>- Mithun (<i>Bos Frontalis</i>) are reared by community and individuals and grazed in community forests demarcated for its fodder and habitat. They are good source of income as well as a status</li> </ul>	<ul style="list-style-type: none"> <li>- Project will aid farmers through capacity and advisory support</li> <li>- Project support will follow local norms, some categories of chemicals are also in the project negative list</li> <li>- Project targets village youth for development of green enterprises</li> <li>- All customary practices and areas traditionally demarcated for cattle grazing will remain untouched</li> </ul>
<p>III. Stakeholder Category: Commercial users- Forests dependent communities, SHG, women engaged in NTFP collection and sales, hunters</p>	
<p><b>Discussion Key points</b></p>	<p><b>Project response to stake-holder concerns /suggestions</b></p>
<ul style="list-style-type: none"> <li>- Communities extract forest produce both for income and for households use such as wild foods, fodder, fuel</li> <li>- NTFP are collected by women vendors, households and SHG for earning an income including wild vegetables and fruits. All villages have women self-help groups with income generation activities and internal loan practices</li> <li>- Farmers also grow cash crops such as ginger, cardamom and coffee and sell in bulk to buyers even outside the state.</li> <li>- Livestock as a source of food and to earn some income</li> <li>- Lack of storage, transport of produce and market linkage for both perishable and non-perishable products that are available in the villages. Roads are better, need for direct transport of produce from village to the nearest market</li> <li>- Communities are directly or indirectly dependent on forest produce for fuel wood, timber and food both for household use and earn income</li> <li>- Hunting is banned in most villages, few are regulated with restrictions during breeding season. Bush meat is considered a delicacy among communities and thus prized. Some households even sell bush meat.</li> </ul>	<ul style="list-style-type: none"> <li>- Landscape planning is likely to ensure improved conservation and availability of forest resources</li> <li>- Women's collectives supported by ELEMENT for value chain improvement is likely to raise incomes</li> <li>- Value chain support for select commodities is likely to create a more favourable eco-system and bring markets closer to community</li> <li>- Project support is likely to restore degraded landscape and ensure improved-equitable access and benefits</li> <li>- Project will not infringe on traditional practices and all interventions will need to have a buy-in of the community at large</li> </ul>

IV. Stakeholder Category: Entrepreneurial Skill and Training Institutions- IDAN, MSME, Entrepreneurs, NGOs	
<b>Discussion Points</b>	<b>Project response to stake-holder concerns /suggestions</b>
<ul style="list-style-type: none"> <li>- Discussed collaborative opportunities under the ELEMENT project to facilitate quality products, better trade network and relevant skills for entrepreneurs including knowledge on import and export services</li> <li>- Propose a Centre for Excellence under ELEMENT</li> <li>- Capacity building on entrepreneurial skills for youth and women, particularly in the rural areas.</li> <li>- Financial management including book keeping and access to financial institutions and services.</li> <li>- Engage skill and entrepreneurial agencies to partner in providing capacity building and engage Experts from relevant agencies and institutions.</li> </ul>	<ul style="list-style-type: none"> <li>- Project will support improved training facilities for the state based capacity building and skilling institutions.</li> <li>- A Centre of Excellence is proposed under ELEMENT</li> <li>- Women and youth will be especially targeted for support to enterprise development, including their financial literacy.</li> <li>- Project will leverage knowledge and technical capacities of domain experts and institutions</li> </ul>

### 3. Stakeholder Identification and Analysis

Project stakeholders are defined as individuals, groups or entities who :

- i) are impacted or likely to be impacted directly or indirectly, positively or adversely by the Project (also known as '**affected parties**')
- ii) may have an interest in the Project (known as '**other interested parties**'). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.
- iii) persons who may be disproportionately impacted or further disadvantaged by the Project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project (categorized as '**disadvantaged or vulnerable groups**').

#### 3.1. Affected Parties

There are several categories of affected parties in the project: **Village communities**– Village Councils, Village Development Board, Village level committees under other agencies directly or indirectly related ELEMENT project components and Village elders; **Land Owners and Land Users** - Community land owners, Clan/family land owners, Individual land owners, land users on lease for farming, landless farmers, women farmers, households dependent on extraction of forest produce such as timber, fuel wood and NTFP; **Commercial Users and Private Enterprises** – Commercial buyers, Traders, suppliers, women vendors, SHGs, Farmers groups, contractors, labourers and farm produce dependent households.

**Table 2: Role and Influence of Affected Parties**

Stakeholder	Brief Explanation	Role and Influence
Village Chieftains ( <i>Anghs, Gaon</i> )	Tribal Chieftains (Angh) are the titular heads of the Konyak and Phom tribes which are hereditary and are instituted in Mon and	All major decisions related to the village community are governed by the Chieftains, Clan

<p><i>Buras</i>)</p> <p>Village Councils/ Village Development Board</p>	<p>Longleng districts.</p> <p>Gaon Buras are prominent Village Heads among some tribes in the State.</p> <p>Village Councils are the local administrative bodies in every village constituted under the Communitisation of Public Institutions and Services Act 2002 in the State. Members are either elected or nominated by the community for a term of 2-3 years.</p>	<p>representatives, village elders</p> <p>Village Councils responsible to address all local administration and development activities including disputes and conflicts.</p> <p>Communities will take active part in planning, implementation and monitoring of project activities, and will be collective or individual beneficiaries</p>
<p>Land Owners (Community/ Clan/Individual)</p>	<p>Land use and all issues related to land, forests and water resources depends entirely on the decisions taken by the landowners. Land is own by individuals, clans/families and village. No land related works can be done without prior consultation and approval of land owners.</p>	<p>The decision to support or oppose by the landowners will be crucial for implementation of activities related to land and its resources, including land use for infrastructure development.</p>
<p>Land users (individuals or groups)</p>	<p>Households grow food, income from extraction of forests resources, NTFP, grazing, forests habitation, construction materials and development of infrastructure. Land is either owned, leased, rented or free to use. Land are not sold to or purchased by anyone outside the village community</p>	<p>Land users who own or lease lands are either individuals, families, clans and village community. Decisions on use of land and its resources require the consent of the landowners and land users. In case of any objections, no works can be carried out on that land.</p>
<p>Farmer Groups/ Collectives and SHGs</p>	<p>Engaged in agriculture production, NTFP collection and aggregation for sales and basic processing of agri and forestry products</p>	<p>Their engagement will be important to initiate any value chain improvement and restore degrading lands through expanded Jhum cycle.</p>
<p>Community Workers and labourers</p>	<p>To be engaged in forest regeneration, eco-restoration, watershed/springshed activities, nursery development and for small scale construction under the project.</p>	<p>Critical to undertake landscape restoration activities and construction, but vulnerable and low voice</p>
<p>Women farmers and Vendors</p>	<p>High participation of women in farming and vending of agri produce and collection and basic processing of NTFPs</p>	<p>Less significant role in the choice of crops for production and in the sales of NTFPs in the market.</p>
<p>Commercial users</p>	<p>Entities buying, trading or value adding the forest resources or products collected and sold by local communities. Most buyers are from outside and the quantity extracted depends on market demand, need for additional income and availability</p>	<p>Commercial users depend on produce extracted or sold by the growers, collectors, sellers, traders, contractors, suppliers. They have no responsibility for sustainable or regulated extraction</p>

### 3.2. Other Interested Parties

Civil Societies - CBO/Apex Tribal Bodies, Faith Based Organization, women and youth groups, NGOs; Government Departments – Agri and Allied, Land Resources, Forests and Climate Change, State Biodiversity Board, Rural Development, Animal Husbandry, Tourism, District Administration, Soil and Water, MSMEs, Skill Training Institutes, Women Resource Development Centers; Education, Research and Training Institutes - ICAR, KVK, SARS, SEFTI, SIRD, SAMETI, SAS, SWCTC ATI, ITI, NTRTC (Nagaland Tool Room), Academia; Media Houses – Print media, Visual media, Radio, project related publications and magazines

**Table 3: Role and Influence of Other Interested Parties**

Stakeholder institutions	Brief Explanation	Role and Influence
Govt Department- Agriculture, Forests, Horticulture, Biodiversity Board, Rural Dev, Animal Husbandry, Tourism, MSME, NSRLM, Women Res. Dev., NRE, State Missions-Honey, NEPED, Bamboo, Bio-Resource	Departments have infrastructure, resources and technical capacity which can be explored for collaboration opportunities in the project	Collaborate and explore convergence with related project components
Administration- State Administration, District Administrations, Block Level Officers and Officers	Include Administrators and local Officials that act as a link for project implementation.	Support consultation workshops for informed agreement and endorsement, collaboration in mobilizing community support & administrative support during the project. Constitute GRM committees with participation from administration
Education & Research and training Institutions- ICAR, KVK, SARS, SEFTI, SIRD, SAMETI, SASRD, ATI, ITI, Nagaland Tool Room & Training Centre,	Include state training and research institutions to provide E&S and technical trainings to govt functionaries & elected leaders	Will provide necessary capacity building to beneficiaries, CBOs and other stakeholders and technical support to the project based on their expertise; collaborate with Subject experts, sharing of technology, infrastructure, information and data.
Private Enterprises- Individual & group entrepreneurs, Chain Investors, Tour agencies, Traders, suppliers, Contractors	Conduct stakeholders consultation workshops, share information about project components.	Individuals and groups to participate at village to achieve the project objectives.
Civil Societies- CBO/Apex Tribal Bodies, FBO, women and youth groups, NGO, Faith based organisations	These are advocacy or activist groups, NGOs operating in the state and project areas.	Support community mobilization, generate social consensus, facilitate participation, identification and inclusion of vulnerable and disadvantaged; Collaborate with training institutions to strengthen CIs for landscape & eco-systems management
Media-Print media, Visual media, Radio, IEC	Advocacy and sensitization about ELEMENT.	Invite and update the media during consultation workshop and documentation of project activities

### 3.3. Disadvantaged/Vulnerable Individuals and Groups

The project is aware that during the course of its implementation, communities or individuals could be impacted unfairly due to remoteness, social-economic-physical vulnerabilities, to access project benefits equitably or limited access to economic opportunities and services. To ensure that the project does not disproportionately affect the disadvantaged and vulnerable, and includes them to access benefits and positive impacts, the project will identify such groups and individuals as a first step. Those traditionally and socially excluded from access to services and benefits and in the context of ELEMENT would be- landless farmers, daily wage earners, elderly, BPL households, Persons with Disability (PwD)/households who have PwD family members, migrant labourers, widows/single women, women headed households, women vendors, herders, school drop-outs and unemployed youth and members of backward tribes. Remote villages with no access or limited access to economic opportunities, communication and public- private services are also collectively identified as vulnerable from the project perspective. There have been growing trends of aggregate poverty in Nagaland from 1987-88 to 2016-17 i.e., 34.43 to 37.92% and multidimensional poverty index (MPI) of 30.8% during 2015-16 (NSSO, 2012; Jamir and Ezung, 2017b; Jamir, 2020). It was from the mid-1970s onwards that the Nagaland government added an additional local layer to the pan-Indian reservation system by classifying each Nagaland tribe as either “forward” or “backward,” offering special quotas to the latter (Wouters, 2018). The tribes and its categorization as backward depend on their presence in a district. E.g., Yimkhuim Naga in district Kiphire, Tuensang and Shamator are categorized as backward.

## 4. Roll out strategy for Stakeholder Engagement

The ELEMENT project team will ensure that principles of meaningful engagement and dialogue with stakeholders are adopted and practiced through the project cycle. These include adopting a life-cycle approach through public consultations and concurrence, and disclosure of project-related information transparently, free of external manipulation, interference, coercion, or intimidation. In addition, it will provide regular and adequate opportunities to stakeholders for their feedback, comments and concerns. The project will ensure that the participation process would be inclusive, and all the stakeholders are encouraged to be involved in the process. Equal access to information will be provided to all stakeholders.

### 4.1 Focus on vulnerable

The project will conduct village level consultations as with those vulnerable and disadvantaged sections of the community (landless farmers, daily wage earners, elderly, BPL households, Persons with Disability (PwD)/households who have PwD family members, migrant labourers, widows/single women, women headed households, women vendors, herders, school drop-outs and unemployed youth and members of backward tribes) and include them in the project planning to ensure such groups and individuals’ issues and concerns are addressed in culturally sensitive manner. Special efforts will be made to ensure their inclusion and participation at every stage of project and village level planning and in the identification of community and individual beneficiaries under ELEMENT. First, the needs of those most vulnerable or backward tribes or access challenged will be addressed by a thorough mapping of their presence in the specific villages where the landscape plans are being developed. Secondly, a) giving priority to vulnerable groups to access project benefits and skills development training, b) supporting them to access markets and income, c) ensure active participation in project-related decision-making consultation meetings, considering their special needs and vulnerabilities, especially those of the backward tribes. Thirdly, sufficient information and time for decision making, and allowing their effective participation in designing the project activities to access project benefits, resource sharing within the landscapes to avoid any resource conflicts, get updated information on project activities, their likely impacts, procedures for their participation

in project activities and mitigation measures. Fourth, including a simple- accessible GRM as well as monitoring mechanisms through which their inclusion and participation will be tracked by the project. And finally, the satisfaction surveys (Biannual) will gauge the level of enagagment, the opportunity and voice as well as the feedback from the beneficiaries (including the most vulnerable).

#### 4.2 Collective Endorsement and Ownership of Project Interventions

Before the commencement of physical interventions in the identified landscapes and the villages falling within those landscapes, detailed discussions will be held with local communities and the village institutions and their participation will be sought in the preparation of community-led landscape management plans (C-LMPs). Based on the finalized landscape management plans, village wise workplans detailing the interventions will be developed jointly with representative village institutions as well as diverse social groupings, vulnerable households, women, youth and, if present, any backward tribes in those villages. The village institutions will review, modify and will need to adopt these work plans in the form of Village Grant Agreements (VGAs) before project implementation is initiated. Since the project areas include forested areas and are home to predominantly tribal communities, collective consensus of the village in the form of endorsement of this VGA will be mandatory and a pre-condition to assess the ownership and participation of the community in the project.

#### 4.3 Appropriate means for Communication

In order to ensure that the stakeholder engagement is culturally appropriate and meaningful, all project supported trainings, meetings and orientation for the institutional stakeholders will be conducted in Nagamese and English. For all the community level consultations, group discussions, IEC/ awareness generation activities, especially those in the eastern part of the state which is less mainstreamed, use of tribe/sub-tribe specific Naga dialects will be used to ensure more dialogical and effective communication. The cluster management units will be responsible to ensure that the project teams, facilitators and facility of state-based and external skilling and capacity building institutions use the most appropriate medium/ dialect for their interaction with the local communities. Special care will be taken to ensure that any dormant or existing social conflicts among various ethnic sub-groups and sub-clans or *khels* is not exacerbated by the project interventions and all community consultations create a social consensus related to the project strategies and proposed local interventions. Special attention will be given to the disadvantaged communities, vulnerable groups especially women and children of both gender, women headed households, persons with disabilities and the elderly, backward tribes and to the cultural sensitivities of tribal communities. The Social and Tribal Specialist to be deployed at the SPMU who are well versed with Community Engagement and Participatory Planning.

##### **Customary Practices**

*There may be temporary restriction or limitations in accessing forest resources, and negative impacts of customary traditional practices like jhum cultivation on local resources including the forests. Some of these ongoing traditional practices which may have long-term adverse impacts on the livelihoods of STs and are deemed unsustainable would be identified through extensive consultations with local tribal communities. The community-led integrated landscape management plans may suspend, prohibit or alter some such unsustainable activities. However, the landscape plans and the decision to promote or prohibit any activities will mainly be driven, designed, owned and implemented by local tribal communities themselves. Similarly, all customary practices that positively contribute to the improvement and greater resilience of landscapes and local forest resources will be incorporated in the C-LMPS, and supported -upscaled through the project*

#### 4.4 Key stakeholder engagement activities to be implemented through the project

(see table below)



**Table 4: Roll out strategy for Stakeholder Engagement**

<b>Stakeholder</b>	<b>Engagement need and content</b>	<b>Method/ Tool</b>	<b>Responsibility</b>	<b>Periodicity</b>
Village Council members, VDB, Village Elders, Traditional leaders and Village Chieftains ( <i>Anghs, Gaon Buras</i> )	<ul style="list-style-type: none"> <li>- Orientation on the Project activities, purpose and implementation strategies</li> <li>- Process of village planning and Village Grant Agreements</li> <li>- Conduct series of consultation workshops on community endorsement, conflict resolution, GRM, SEP, policies, relevant law and rights related to land management in the State, their endorsement of project activities and role in resolving conflicts.</li> <li>- Village Chieftains and VCs involvement in planning and agreements for an enabling environment for the ELEMENT</li> <li>- Support required from VC members during project -cycle and collective project review</li> <li>- Information on, SEP, GRM, and village gran agreement to project implementation</li> <li>- Orientation on relevant rules and regulations</li> <li>- Preparation of village level work-plans, local support required during plan preparation and its finalisation</li> <li>- Written agreements with relevant communities/ collectives at the beginning and, as &amp; when required</li> <li>- Training of VEMC on the project components and activities to be implemented</li> </ul>	<p>Workshop, presentation, Group discussion.</p> <p>Community information using social media like website, WhatsApp groups,</p> <p>Awareness about project GRM through wall-paintings, pamphlets, IEC, posters etc. in relevant local dialect and socially relevant communication tools</p>	PMU and CMU	<ul style="list-style-type: none"> <li>- TNA and info dissemination in first six months of Project implementation and during implementation</li> <li>- Consultations and information dissemination prior to physical interventions with sufficient time to decide and arrive at consensus</li> <li>- Documentation of all interactions and feedback conducted at least twice a year</li> <li>- Project social Audit conducted once a year</li> </ul>
Land Owners & Land users	<ul style="list-style-type: none"> <li>- Training needs assessment,, mapping of land use systems, types of production systems.</li> <li>- Disclosure of policies and rules related to land, rights and ownership. Awareness on availability of culturally appropriate Grievance Redress</li> </ul>	Orientation and Consultation workshops in each cluster on implementation of village work plans	PMU, CMU with VEMC	<ul style="list-style-type: none"> <li>- Community consultation in first six months of project implementation</li> <li>- Documentation, monitoring and review of activities</li> </ul>



	<p>Mechanism under the project.</p> <ul style="list-style-type: none"> <li>- Information and sensitization on landscape management, rules and regulations,</li> <li>- Participation in development of village working plans</li> <li>- Capacity building and skill training of owners/ users on proposed interventions related to watershed/ forest landscape management</li> <li>- Written agreements with relevant communities as required by the project</li> </ul>	<p>Awareness about project GRM and its channels and helplines using wall- writings, posters, village meetings using culturally appropriate communication tools and language/ dialect spoken</p>		<p>implemented on monthly/quarterly basis</p> <ul style="list-style-type: none"> <li>- Agreements documents as and when required in project timeline</li> </ul>
<p>Commercial users, entrepreneurs, women vendors, youth, farmers groups, traditional healers</p>	<ul style="list-style-type: none"> <li>- Consultation workshop on the current business practices, products, quantity, financial accessibility, income, market linkages challenges and gaps</li> <li>- Proposed project support and interventions and process for participation</li> <li>- Skills and capacity building to access project benefits</li> <li>- Technical advisories and market information to users, entrepreneurs, collectives</li> <li>- Work closely with CBOs, women/ youth enterprises around HYFP value-chains and sustainable practices</li> <li>- Awareness on GRM process, SEP, SH/SEA prevention</li> <li>- Seek community feedback during project review and seek suggestion on changes during implementation to ensure continued ownership.</li> </ul>	<p>Tools developed for training</p> <p>Relevant land and environment protection trainings, group exercises and group discussions</p> <p>Farmer markets and exposure/ exchange learning for farmers/ users</p>	<p>PMU and CMU with VEMC</p>	<ul style="list-style-type: none"> <li>- TNA conducted before the end of 1st project year</li> <li>- Review of consultation and trainings conducted in first 6 months</li> <li>- Documentation of practices and feedback from entrepreneur during project monitoring and supervision visits to project sites</li> </ul>
<p>Vulnerable, disadvantaged Communities, women-headed</p>	<ul style="list-style-type: none"> <li>- Sensitization of communities on project purpose, objectives and planned activities</li> <li>- Access to program benefits and inclusion in decision making bodies</li> </ul>	<p>Seminars, workshops, community meetings in accessible locations</p> <p>House visits for PwDs</p>	<p>PMU through support of local NGOs or local youth/ key</p>	<ul style="list-style-type: none"> <li>- Information dissemination and interaction throughout the project cycle</li> <li>- Review and feedback</li> </ul>

households, PwD, poor households, members of backward tribes	<ul style="list-style-type: none"> <li>- TNA for skill development</li> <li>- Information on SEP, GRM, GBV SEA/SH management procedures</li> <li>- Participation and feedback on accessibility, benefit and challenges to access benefits &amp; services</li> </ul>	<p>Pictorial posters at strategic points</p> <p>Local radio and newspaper, SMS campaign</p> <p>IEC considering local dialects</p>	stakeholders	quarterly and 6 months after availing project benefits
Govt. Departments & Admn.	<ul style="list-style-type: none"> <li>- Sharing of information on project activities and explore collaborations opportunities with Experts, technology, data and infrastructure</li> <li>- Role of different agencies, scope for convergence for sustainability and to avoid duplication</li> <li>- Information on Village workplans &amp; outcome of TNA</li> <li>- Regular update on project activities</li> <li>- Regular Interaction with Govt. departments to share E&amp;S risk mitigation measures, support required, project GRM and social-gender inclusion planned</li> </ul>	<p>Consultation with relevant government departments</p> <p>Data and information sharing as required by the project</p> <p>Engagement of subject matter experts during implementation</p>	PMU and CMU	<ul style="list-style-type: none"> <li>- During planning and implementation throughout project life</li> </ul>
Training and Skill Development Institutions	<ul style="list-style-type: none"> <li>- Share project implementation plan</li> <li>- Collaborate for relevant project components for trainings and culture relevant specific communication needs</li> <li>- Identify training needs of potential participants</li> <li>- Identify experts &amp; technical support from relevant institutions -from within and outside the State</li> <li>- Conduct Training of Trainers and direct trainings for project team and community stakeholders</li> </ul>	<p>Conduct interaction meeting with the relevant institutions</p> <p>Workshops and trainings with subject experts</p>	PMU and CMU for ToT including orientation in case of staff turnover for new team members	<ul style="list-style-type: none"> <li>- Project initiation and during implementation in project life cycle</li> <li>- Technical support in monitoring and evaluation of project as per project timeline/workplan</li> </ul>
Media	<ul style="list-style-type: none"> <li>- Engagement in events and activities</li> <li>- Outputs and outcomes of project</li> <li>- Role and support required from media</li> <li>- Document success stories</li> </ul>	<p>Press release, project documentation</p> <p>Print media, visual media and radio, Short films, reels,</p>	PMU, CMU and VEMC	<ul style="list-style-type: none"> <li>- Regular liaison and communication through the PMU project team and the relevant media houses during project life</li> </ul>

		documentaries		
Civil Society Organisations	<ul style="list-style-type: none"> <li>- Project Information, proposed activities, project areas, target beneficiaries, GRM, SEP and SEA/SH prevention measures</li> <li>- Process of community engagement, endorsement and their role in creating awareness and facilitating the process</li> <li>- Role in facilitating landscape management planning, preparation of village level work plans and generating awareness and consensus around VGA</li> <li>- Role in securing participation and inclusion of women, backward tribes, other vulnerable groups</li> </ul>	<p>Orientation workshops Participation in implementation and review meetings</p>	PMU and CMU	<ul style="list-style-type: none"> <li>- Orientation within 6 months of effectiveness</li> <li>- Continuous engagement and review meetings throughout project effectiveness</li> </ul>

#### 4.5 Proposed Strategy for Information Disclosure

Stakeholder workshop will seek feedback and disclose on the proposed Project, the draft Environmental and Social Management Framework (ESMF) and the Stakeholder Engagement Plan (SEP), following which their feedback and suggestions will be incorporated in the ESF documents, finalized and disclosed on the ELEMENT website. All relevant documents will be made accessible to stakeholders on the website and also will be physically available at the CMU offices during the implementation phase. The information will be disclosed through various communication medium ranging from face-to-face consultations with the project stakeholders, distribution of posters, leaflets, brochures and ELEMENT website and through local media so that the project information is accessible to all, including those in residing in the remote areas.

#### 4.6 Reporting and Feedback

Besides the feedback received during the community review, stakeholder's feedback and comments will be documented/recorded and responded.

- The project will ensure that feedback and comments received through project communications and contact links are acknowledged by registering them in a logbook and will be addressed in an appropriate and timely manner.
- A periodic review of the implementation of the SEP will continue to incorporate new reported issues, concerns and queries raised by the stakeholders during the project implementation. It will also provide information on how the feedback has been considered and addressed by the project.
- In addition, to the project activities review, a community based 'social audit' will be conducted once a year. In addition, external consultant will be engaged to assess the beneficiary SEP feedback after two years of implementation, and the second survey in the last year of implementation which will be conducted as an impact assessment of the community.

### V. Roles and Responsibilities

The ELEMENT Team will be responsible for the overall coordination of the Project, and the implementation will be done through its project implementation team in coordination with the State Project Management Unit (SPMU), Zonal Management Unit (ZMU) and Village ELEMENT Management Committee (VEMC). The SPMU will be responsible for the effective implementation of the SEP. The SPMU will also be responsible for the implementation of fiduciary and environment and social framework requirements as well as monitoring and reporting on project implementation and progress. The Social Development Expert, Community Engagement/ Participatory Planning Expert and Environmental Expert will support implementation and monitoring of project activities outlined in the SEP, ESMF and ESCP. However, the primary responsibility for supporting and monitoring the implementation of the SEP will lie with the Community Engagement/ Participatory Planning Expert, who will have significant knowledge and experience with tribal issues. The ZMU will report to the Environment Specialist and Social Development Specialists based at the SPMU.

**Table 5: Roles and Responsibility of Related Units/Agencies**

<b>Responsible Agency</b>	<b>Responsible Task</b>
Project Director & COO at SPMU	<ul style="list-style-type: none"> <li>• Project Director will be responsible for the overall project management at the State Level, Liaison with State Govt. and WB</li> <li>• COO will be responsible for day-to-day monitoring and supervising the overall implementation of the SEP, POM, PAD including monitoring and evaluation, liaison with Experts, Institutions and WB.</li> </ul>
Nodal Officers	<ul style="list-style-type: none"> <li>• Coordinate with communities leaders/key stakeholders, departments,</li> </ul>

Responsible Agency	Responsible Task
from Departments at ELEMENT	<p>institutions, academic institutions and Consultants in technical support and subject experts related to the project.</p> <ul style="list-style-type: none"> <li>• Provide overall guidance and coordinate activities across nodal departments and agencies to ensure smooth implementation of the project activities.</li> </ul>
Social Specialist and Tribal Specialist at SPMU	<ul style="list-style-type: none"> <li>• Prepare annual work plans and budgets for activities related to SEP and ensure they are planned, financed and implemented accordingly.</li> <li>• Ensure SEP and other E&amp;S plans are being implemented at the state, district and village level.</li> <li>• Ensure that all interventions and engagement activities are cognizant of tribal sensitivities and are culturally appropriate.</li> <li>• Organize periodic consultations with the project stakeholders including strategic engagement with community leaders, women, youth and other vulnerable groups.</li> <li>• Ensure regular dissemination of project-related information at the state, district and village level.</li> <li>• Ensure smooth functioning and documentation of the grievances registered under the project.</li> <li>• Coordinate and monitor SEP activities undertaken by SPMU, Consultants, NGOs/CBOs at the state, district and village levels.</li> <li>• Organize capacity building and training for all staff, consultants and contractors on SEP implementation.</li> <li>• Communicate with the World Bank on environmental and social concerns received from PMU and reflected during the field visit</li> <li>• Undertaking periodic monitoring of SEP, and preparation and dissemination of half yearly SEP implementation reports.</li> <li>• Update the SEP to accommodate any changes and take corrective actions immediately as and when required</li> </ul>
Social Development Expert And Tribal Expert at ZMU	<ul style="list-style-type: none"> <li>• Support SPMU in implementing SEP:</li> <li>• Regular dissemination of project-related information at the local level</li> <li>• Organize periodic consultations with the project stakeholders including strategic engagement with the women/ women's collectives, identify special measures to engage with IPs, persons with disabilities, and other vulnerable groups</li> <li>• Ensure inclusion of women and vulnerable groups in landscape planning and its monitoring as well as their participation in skilling and capacity building initiatives</li> <li>• Ensure effective reporting of project-related complaints and grievances as per the project GRM.</li> <li>• Assist in organizing capacity building and training for the staff, consultants and contractors</li> <li>• Submit progress reports on SEP related activities along with their performances and outcomes to the SPMU on a regular basis.</li> </ul>
GROs at SPMU and ZMU	<ul style="list-style-type: none"> <li>• GRM management and reporting: complaints received, resolved, time taken to resolve</li> <li>• Documentation and filing of all cases reported and outcome of the resolution</li> </ul>
VEMC	<ul style="list-style-type: none"> <li>• Involve stakeholders at the village level in planning project activities</li> <li>• Identification and selection of beneficiaries in consultation with the Village</li> </ul>

Responsible Agency	Responsible Task
	Council and build capacities for effective implementation <ul style="list-style-type: none"> <li>• Mobilise communities in project villages and facilitate for SEP and GRM</li> </ul>

## VI. Estimated Budget

A tentative budget for implementing activities related to the Stakeholder Engagement Plan (SEP) over five years that covers the planning and preparation, and project implementation phases is provided in the table given below. The SPMU will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If required, the plan will be updated, and the budget items and budget will also be revised accordingly.

**Table 6: Estimated Budget for Implementation of SEP**

Items	Total	
200 plus Stakeholder Consultations	20,00,000	Once a quarter for 5 years (4 times a year)
Signages and wall writings	10,00,000	Lump-sum for five years
Pamphlets, Booklets, etc.	10,00,000	
Short films/Videos	5,00,000	
60 Workshops, Trainings, Meetings	20,00,000	
Grievance Redressal Mechanism	7,50,000	
<b>TOTAL</b>	<b>82,50,000</b>	

## VII. Grievance Redressal Mechanism (GRM)

The Grievance Redress Mechanism is a tool to get to know about the problems in the project and potential complaints of community members and other stakeholders to register, respond and solve the underlying problems, conflicts etc. The project will ensure that there is sufficient community consultation before the implementation of any project activities.

Conflicts may appear first at community level and be solved by the traditional arbitration and mediation process in each village which involves the Village Council and the Village Judicial Committee. In case a permanent Judicial Committee is absent, the Village Council and representatives from the village will nominate members to address any grievances or complaints arising out from individual or groups from the village and will comprise of individuals suggested/nominated from the village community. Where the Village Judicial Committee is in place in the village that addresses disputes/complaints arising from the members, this body which has representatives from Village Council, Elders, Traditional Judiciary members and nominated members from the village community will hear and adjudicate on any dispute or grievance in the course of project intervention. In case the complainant or the aggrieved is not satisfied with the decision of the decision of the customary body, they will have the freedom to access the project GRM that will be established before effectiveness.

### 7.5 Objectives of the GRM

The state does not have an effective state-wide GRM and some of the agency-specific GRMs created in the past have become dysfunctional or were not found to be effective enough to be access or used for ELEMENT. As a result a fresh, dedicated project specific GRM is being proposed.

The project will develop grievance redressal procedures and systems that are responsive, understandable and adopt a robust and transparent process that is culturally appropriate and accessible to all the identified and affected stakeholders in the project. The GRM will be free to access and will ensure that there will be no retribution for people who lodge complaints related to project activities. The GRM will further, not impede access to judicial and administrative remedies, in case the complainant so wants. The present GRM will ensure that:

- It is culturally appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complaints
- It provides affected people with avenues for lodging complaints or resolving any dispute that may arise during the project lifecycle
- It avoids the need to resort to judicial proceedings as a first measure to grievance redress
- It adopts a fair transparent and accessible grievance settlement mechanism

ESS10 also requires the development and implementation of a GRM 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. The Environment and Social Framework (ESF) ensures that the community, with their unique tribal customs and practices are involved in the project from decision making, planning and implementation of the project and ensure that the project activities are designed and planned to avoid or reduced incidents of negative social and environmental impacts.

### **7.6 Grievance Mechanism (GRM) under the Project**

Aligned with the framework and requirements of the ESF, the main purpose of this GRM is to ensure swift readdress of complaints. A subsequent level of escalation is triggered if the complainant remains unsatisfied with the resolution made by the lower level or if it remains unable to provide a resolution within a given time.

- A. First level Grievance Redressal Officer (FL-GRO) for the project will be the Zonal Manager at the Zonal Management Unit (ZMU). The official's name and address, telephone no., email ID will be displayed in the office including website, and the information will be disseminated during stakeholder consultations and IEC activities. These details will also be available in the project villages and other interventions areas. The GRO will be the focal person to redress any complaints related to service delivery or lack of it under the project. Within five days of receiving the complaint, the GRO shall acknowledge the complaint either by writing a letter or email specifying the date, time, place, unique complaint number and particulars of complaint along with the stipulated timeframe for redressal. Once the grievance is resolved, the FL GRO shall ensure that the complainant is informed and the grievance closed. The FLGRO will have 15 working days within which to act upon and close the complaint. Once closed, feedback will be sought to ensure that the complainant is satisfied with the quality and time of the resolution.
- B. In case the complainant is not satisfied with the response, the complaint can be escalated to the Second level GRO (SL-GRO), which will be the Project Director or any senior official at the SPMU designated by the Project Director. The SL GRO will have 30 working days within which the complaint is to be redressed. In case of failure to do so the appellate authority designated by the ELEMENT project for escalation will be the Mission Director or the Agriculture Production Commissioner (APC) or any senior official designated by the latter.

- C. The complainant can also file a complaint at the *Centralized Public Grievance Redress and Monitoring Systems (CPGRAMS)* <https://pgportal.gov.in>, the national grievance redress portal which takes up and acknowledges receipt of people's complaints, then forwards it to the relevant public sector entities/ state governments which are mandated to address the specific issues raised. The complaints can be sent through letters, email, and telephone call /WhatsApp for public grievances. The GRO, upon receiving the submission from the complainant, will work on adequate follow-ups, investigations, and actions, with a view to propose a resolution that will be agreeable to the complainant. The GROs and PMU Social Specialist will be responsible for ensuring that all complaints are addressed in a timely manner.
- D. **TELEPHONIC HELPLINE:** During project preparation, a responsibility matrix and modalities of setting up an independent helpline will be designed and by three months of project effectiveness, it will be piloted. Following which the system will be rolled out, advertised in project sites and to stakeholders, complaints will be tracked and response rate will be monitored.

### 7.7 Grievance Implementation Procedure

The project will develop written [grievance procedures](#) as a part of the Project Operations Manual (POM), that will incorporate the following procedures and formats to be applied by the ELEMENT once they receive complaints directly through the GROs:

- Inform and educate stakeholders about GM procedures
- Receive, register and acknowledge the grievance complaints.
- Timelines for resolution of grievances
- Review and investigate the grievance
- Develop resolution or settlement of the grievance complaint
- Report back on the grievance, and
- Implement, monitor, and evaluate the functioning of the GM.

#### Step 1: Receive, register and acknowledge the grievance

The project will ensure the availability of a variety of methods for stakeholders to lodge grievances. For instance, affected people and other stakeholders can lodge a grievance through:

- Submit complaints through the GRO written in person, email or phone and record the complaint.
- Complainants can also reach out to the Village project team/ZMU for assistance in filing complaints, particularly those vulnerable groups (elderly, persons with disabilities, illiterate, etc.) who are unable to read or write and/or are unfamiliar with the grievance process.
- Through emails and phone numbers of GRO and E&S management focal persons

Upon receipt of complaints, the GRO at SPMU will provide a unique grievance number to each grievance for easy tracking. The GRO will then acknowledge the receipt of the complaint within 3 working days through a phone call, text message, or a meeting with the complainant. The acknowledgment will include the grievance registration numbers of the complainant can use this as a reference to track the status of the complaint. If the grievance is not well understood or if additional information is required, the GRO will contact the complainant during this step for further clarification.

#### Step 2: Develop resolution and respond to the complainant



Upon investigation, the GRO will propose a resolution as soon as possible, and in consultation with the complainant and others concerned. The resolution is communicated to the complainant through proper channel. The GRO will ask the complainant for a written acceptance of the resolution, and close the grievance if he/she is satisfied with the resolution.

#### Step 4: Scaleup the grievance if the complainant remains dissatisfied

If the complainant rejects the proposed resolution, the GRO will refer the case to the Appellate Authority within 30 days of GRO's decision. The Appellate Authority will facilitate to reach an agreeable resolution and will produce a resolution within 15 working days. If the resolution is accepted by the complainant, it will be implemented, and the grievance will be closed once the implementation is completed.

#### Step 5: Recourse to legal and other formal recourse

If the complainant rejects the proposed resolution, the complainant is free to approach the court of law/any other formal mechanisms in place at the local/state level.

### 7.8 Assessment of Existing Grievance Mechanism

It is proposed that for Year 1 of the project, the following approach be applied wherein (a) GRO and Appellate Authority designated at the PMU and district used as the main gateway for citizens' grievance submissions.

In Year 2, an assessment to be carried out to determine if the current systems are functional and meet the requirements of the below-mentioned guiding principles on GRM:

- **Accessibility and Social Inclusion:** The process has to be accessible to everybody that feels aggrieved and affected by the project regardless of age, gender, health condition of economic status in the communities. Vulnerable groups including women, aged, children and the persons with disabilities should have the same equal opportunities and access to present their complaints without complications as with other people.
- **Simplicity:** The filing and registering of complaints and grievances will be kept simple and the process of redress will be easily understandable by all stakeholders and the public.
- **Transparency:** The system will encourage both positive and negative feedbacks. These feedbacks will be made available to all stakeholders to ensure they are adequately informed on issues that might hinder or enhance the sustenance of the project. The GRM will view and analyse all issues with transparent objectivity.
- **Anonymity of the aggrieved:** Details of aggrieved will not be disclosed or made public. This will especially be ensure in case of SEA/SH related complaints or in cases where the complainant does not want their identity disclosed and due anonymity will be ensured.
- **Inclusivity:** It is important that representatives of the community and stakeholders are involved in the GRM and everybody kept informed on any progress made in them.
- **Due Process and Impartiality:** Every grievant will have the right to be present and be heard before a duly constituted body saddled with the responsibility of hearing and managing their grievances. The mechanism will be independent so that it will be perceived as fair by all.
- **Quick Action:** Response to grievance and feedbacks will be prompt and direct to the grievant or the feedback provider.
- **Qualification:** Personnel that would be involved in grievance redress will have basic communications skills as well as mediation, reconciliation and negotiation training and will be senior staff in the project.
- **Grievance Uptake Points:** There will be specified grievance uptake points where grievances/complaints will be lodged. The time frame for a response will be known to the

grievant.

- **Analysis:** In grievance redress, it is important for handlers to be clear on all the issues. The first step is an honest appraisal of whether the feedback is proactive or reactive. Facts have to be established against the interest and goal of grievant. Fact-finding is essential for meaningful and sustainable grievance/conflict redress. The handlers of grievance redress also need to appraise the complaints against relevance to the project and the project policies. Grievance handlers also need to know the category of grievance involved and treat accordingly. Grievances need to be characterized both for the sake of proper redress and for evaluation purpose.

### 7.9 Redress for SEA/ SH Related Grievances

The ELEMENT will setup an Internal Complaints Committee (ICC) for addressing any SEA/SH-related complaints at the workplace. The committee will be constituted as per the requirements of the *Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013*. The SPMU will put in place necessary mechanisms and procedures for confidential reporting with safe and ethical documentation of SEA/SH issues at the project level<sup>2</sup>. The SEA/SH referral pathways to GBV service providers will be established and communicated to all ELEMENT staff at the state and local levels. The GBV service provider linked to the GRM will be identified based on mapping of such service providers. A survivor-centered approach will be followed when responding to a SEA/SH complaint. Further, the PMU in support of the World Bank will prepare and implement the employees/workers code of conduct to be adhered to at all times. Finally, increased IT & digital access may expose women to on-line GBV related threats, stalking and cyber bullying that they are unfamiliar with and have no awareness on how to report. These forms of violence will be addressed through digital literacy trainings plus adequate safety/mitigation measures within the project, including making women aware of the available caution and legal recourse. The project will finance establishment of state level cyber incident response team (CIRT) which will be responsible for managing cyberthreats including cyber bullying and other forms of online sexual harassment.

### 7.10 Building Awareness about the Grievance Redress Mechanism

The SPMU Social Development Specialist will initially brief all staff, PMU, consultants, and contractors on the grievance mechanism and GBV/SEA/SH complaints mechanism of the project and explain to them the procedures for filing, reporting and documentation of public grievances. Awareness campaigns will be conducted targeting project stakeholders to inform them of the availability of the mechanism through various mediums (radio, TV, social media, newspapers, etc.). The GM will also be published on the ELEMENT website. Construction sites under the project will also display the phone number, email, and address for filing public grievances.

## VIII. Monitoring and Reporting on Stakeholders Engagement Activities

### 8.5 Monitoring

The Stakeholder Engagement Plan will be periodically revised and updated as necessary during implementations to ensure that the information presented herein is consistent and relevant. The project will also ensure that the identified methods of engagement remain appropriate and effective in line with the project context and specific phases of the project-cycle. Any major changes to the project-related activities and their schedule will be duly reflected in the SEP. To implement the SEP, annual plans and budgets will be allocated for stakeholder engagement related activities.

<sup>2</sup><https://thedocs.worldbank.org/en/doc/0e0825d39c28f61080380c6be9c40811-0290032022/original/SEA-SH-GPN-for-HD-Operations-CESSO-Issue-Version-September-26-2022.pdf>

Monthly summaries and internal reports on public grievances, inquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by the GRO, SPMU and ZMU social staff. The monthly summaries will provide a mechanism for tracking the status of complaints so that they are addressed in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year will also be monitored and reported in a quarterly and six monthly bases. SEP monitoring will build on the project monitoring and evaluation (M&E) arrangement will focus on the overall implementation quality of the stakeholder engagement. In addition, a beneficiary satisfaction survey will be carried out under the project, for which an independent consultant will be contracted. The first survey will be conducted after two years of implementation, and the second survey in the last year of implementation.

**Table 7: Indicators and data for measurement**

<b>Indicators for M&amp;E:</b>	<b>Data source to measure these indicators:</b>
<ul style="list-style-type: none"> <li>• Annual grievances received and resolved within a stipulated time;</li> <li>• Persons participated in training and sensitization on SEP, GBV, SEA, SH and other E&amp;S trainings</li> <li>• No. and types of consultations undertaken</li> <li>• No. Of users of services covered under the Project and portion of which are satisfied.</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly/quarterly/bi-annual reports</li> <li>• Beneficiary satisfaction survey from primary stakeholder groups</li> <li>• Grievance registers and GRM management database</li> </ul>

### 8.6 Reporting

Reports will be prepared on a monthly, quarterly and on a half-yearly basis and submission will be in line with the project implementation report.

**Table 8: Description of Reporting**

<b>Monthly Reports</b>	<b>Quarterly and Half-Yearly Reports</b>
<p>For internal monitoring and to map activities and achievement, the SPMU Social Specialist along with the ZMU and FL-GRO will prepare brief monthly reports on stakeholder activities that include:</p> <ul style="list-style-type: none"> <li>• Activities conducted during each month, allocation and expenditure under SEP</li> <li>• Entries to the grievance register – received, closed and open grievances</li> </ul>	<p>CMU will compile reports summarizing stakeholder activities for the PMU on a quarterly basis. Project level half-yearly reports will be prepared and sent to the World Bank. This report will provide a summary of all public consultation issues, grievances, and resolutions. The report will provide a summary of relevant public consultation findings from formal and informal meetings held at the community level. When applicable, results of the beneficiary satisfaction survey will also be part of these reports.</p>

## Annex: Stakeholder Consultations Conducted to Inform SEP Preparation

	<b>Date &amp; Location</b>	<b>No. of Participants</b>	<b>Participant's Profile</b>	<b>Key Discussions (issues/concerns/suggestions)</b>
1	15/5/2023  Phensunyu (PKR), Tseminyu District	17	VC, VDB, Agri. Officer, Anganwadi worker, women vendors, farmers, Pastor	Village Council's roles in village community such as restrictions on use of chemicals, hunting & community conserved forests, land ownership systems, scarcity of water for irrigation and consumption, marketing of farm produce by women vendors, need for irrigation to increase crop production
2	19/5/2023  Gariphema Village, Kohima District	6	GB, VC, VDB Secy., VDB member, SHG members, President Women Association	Collection of NTFP by women vendors and SHG group farming to earn income, land ownership systems in the village by communities, clan and individuals, erratic rainfall effect on crop production, scarcity of water, development activities in the village through the VDB, conflict resolution through the customary judiciary court in the village, livestock as a source of income and food.
3	24/5/2023  Nerhema Village, Kohima District	15	GB, VC, VDB Secy., Women Association members, SHG members, PwD village coordinator, women farmers	Village Council as the main governing body in the village, depletion of water sources in the village, SHG promoted through NSRLM actively involved in income generation, inter- group loan, PwD are able to access benefits but needs to be available in within the village, variety of crops produced in jhum fields
4	25/5/2023  Rotomi Village, Zunheboto District	8	GB, VC, SHG members, Dobashi, women farmers	Ginger a major cash crop produced in the village, good marketing of crops including sale to other states, scarcity of water, jhum fields very production for a variety of crops, fertile soil, SHG active in the village
5	25/5/2023  Khrimtomi Village, Zunheboto District	11	SHG members, VDB, VC, progressive farmer, farmers	Village has active SHG require technology for processing locally available products. Good coffee production in the village, cash crops such as turmeric and ginger
6	25/5/23  Philimi Village, Zunheboto District	11	GB, VC, VDB, SHG members, youth	High production of ginger from the village, crops in jhum destroyed by elephants, water scarcity, irrigation a challenge. Need market linkages for 7ginger and initiate farmers group.
7	12/6/23	25	VC, GB, Dobashi,	Good water source for terrace

	Yangching Village, Longleng District		women farmers, SHG, VDB, youth, students, Church Board	farming. River along the district boundary for irrigation. Less paddy production in the last 5-10 years though good source of water. Variety of fruits and vegetables grown in the jhum fields. Need marketing linkages. To initiate CCA. Funds should be transparent and invest in activities
8	13/6/23 Pongo & Hongnyu Village, Longleng District	62	VC, VDB Secy., , women farmers, SHG members, youth, Faith Based organization members (Pastor, Women Pastor), President Citizen group, GB, Women Secy.	Grow ginger, yam & chilly and sell to buyers from outside the village. Practice both jhum and terrace cultivation. Need training on pest management. Marketing linkage to be provided from the project. Rain water harvesting to be initiated. Need to mobilize for coffee and piggery
9	13/6/23 Yongphang Village, Longleng District	30	GB, VC, VDB, SHG, women, youth, village elders,	Village community interested to understand and support the project. Good production of crops such as yam, ginger, cardamom, paddy. Jhum cycle is for 10years. SHG could not sell produce due to lack of market linkage. Paddy produce less so food is not sufficient for the year and for which they buy or borrow. Need for training on pest management. Piggery reared by almost all households in the village. Support for irrigation work



Enhancing Landscape and Ecosystem Management Project of Tripura (ELEMENT)  
P179935

## **DRAFT STAKEHOLDER ENGAGEMENT PLAN**

**September 2023**



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## LIST OF ABBREVIATIONS

AA	Appellate Authority
CE	Citizens' Engagement
CPGRAMS	Centralized Public Grievance Redress and Monitoring System
DARPG	Department of Administrative Reforms and Public Grievances
DPG	Directorate of Public Grievances
ELEMENT	Enhanced Landscape and Ecosystem Management Project
ESF	Environment and Social Framework
ESMF	Environmental and Social Management Framework
FDA	Forest Development Agency
FRI	Forest Research Institute
GOI	Government of India
GoT	Government of Tripura
GRCs	Grievance Redressal Committees
GRM	Grievance Redress Mechanism
GRO	Grievance Redressal Officer
JFMCs	Joint Forest Management Committees
KPIs	Key Performance Indicators
MoEFCC	Ministry of Environment, Forests, and Climate Change
NAP	National Afforestation Programme
PAPs	Project Affected Persons
PMU	Project Management Unit
SEP	Stakeholder Engagement Plan
SFDA	State Forest Development Agency
SFDs	suggestions and comments from state forest departments
SIA	Social Impact Assessment
TFD	Tripura Forest Department
TGSCA	Tripura Guaranteed Services to Citizens Act
TSFRI	Tripura Sustainable Forest Research Institute
TTADC	Tripura Tribal Areas Autonomous District Council



# 1 Project Description

Tripura Forest Department (TFD), Government of Tripura has launched a landscape approach-based project called Enhanced Landscape and Ecosystem Management Project (ELEMENT), where TFD will be the Nodal Department for the Project. The Project aims at protection and restoration of degraded forest landscapes in Tripura while enhancing their productivity by developing and strengthening community institutions thereby augmenting the ecosystem services through integrated and sustainable land use practices such as improved tree cover and soil moisture, increased forest-based livelihood options for the community and a sustained stream of high-value forest products including timber; and building up of carbon stock in and outside forests; and, in particular, adopting climate smart models, developing spring sheds and watersheds, revitalizing the dying springs; sustainable livelihood enhancement programs involving agro-forestry, horticulture, organic cultivation, certification etc. and augmenting NTFP resource.

The Project Development Objective is to enhance connectivity and access to improved services and economic opportunities for tribal areas in Tripura. ELEMENT targets 4 broad areas for intervention across its target region. First, is to protect and restore the degraded forest landscapes in Tripura. Second is to improve the quality of forest cover - from Open forests to moderately dense forests and moderately dense to Very dense forests. Thirdly enhance the productivity of forests by developing and strengthening community Institution thereby enhancing the ecosystem services through integrated and sustainable land use practices such as improved tree cover and soil moisture. And finally, increase forest and Tree-based livelihood options for the community and a sustained stream of high-value forest products like Agar, Bamboo other NTFPs and building up of carbon stock in and outside forests.

## **Component 1: Strengthening Capacities for Integrated Landscape Management**

This component will largely focus on Capacity Building of forest officers at various level of ranks in order for them to enhance their skills and motivation for implementing the project. The courses will be short to medium term including exposure visits within India and outside. Large scale strengthening will take place in GIS and IT capacity of the forest department from Beat level to HQ level. Software, hardware and networking will be significantly enhanced for better information collection and quick response. Drones will also be purchased in order to capture better pictures and videos. Hand held customized instruments will be added to the daily working of forest headquarter and DFO level. High end GPS trimble will be given to range level officers and eTREGramin GPS equipment will be provided to Beat level users. Infrastructure Development will largely be on developing buildings, quarters and Beat offices. Some hostels for girls, playground etc. will also be constructed under this component. Forest Fire Management Part will largely focus on training of various level forest officers for fire management. Basic trainings will also be provided to member of JFMCs and EDCs for immediate response to fire cases.

## **Component 2: Restoring Landscapes for Improved Ecosystem Services**

This component will involve supporting forest department at Beat level upwards in managing activities such as eco restoration, enrichment plantation, soil and moisture conservations; forest protection; nursery



development and modernisation, wildlife and biodiversity conservation and entry point activities. It is estimated that 500 JFMCs will be involved through entry point activities and each JFMC will have approximately 100 members. The same number of JFMCs will be targeted for PRA, baseline survey, micro plan development and skill enhancement trainings. As part of agro-forestry promotion, a good amount of investment will be made for Agar and Bamboo development and production in the state. JFMC training will include various aspects such as skill development for high value forest products such as Bamboo and Agar; fire protection; nursery plantation techniques and fishery; record maintenance; seed collection and storage; ecotourism aspects such as tourist management and homestay; intelligence gathering and patrolling and livelihood related skills such as processing of NFTP and marketing.

### **Component 3: Enhancing Landscape-based Value Chains for Economic Transformation**

This component will consist of initiatives towards upgrading infrastructure for research institute such as Tripura Sustainable Forest Research Institute (TSFRI), green building and associated development. Better scientific equipment will be procured for forest mensuration, forest utilization kit and climate monitoring stations, etc. Component will also aspire for value chain development, public private partnership development, software and hardware for integrated forest management system. Community mobilization and value chain integration will be another key subcomponent that will go a long way in enhancing market opportunity for economic transformation. Knowledge partnership, national as well as international and exposure visits of forest officials will play a big role in shaping economic transformation through ELEMENT project. Component 3 will spend a big chunk of fund on wildlife and biodiversity management and conservation in the whole state and in some specific areas such Unakoti, Khowai and Sepahijala south where Human and wild life conflict is common and also In Gomati & South where management plan for reserve conservation is involved. Bio village (100 to start with) will also be developed under this component.

### **Component 4: Project Management, Monitoring and Evaluation**

This component will be largely focused on project management, implementation and monitoring and evaluation requirement and associated cost for the ELEMENT as a project.





## 1.1 Project Location

The project interventions are taking place in the 37 ranges comprising of 123beats; spread across all eight districts, namely, West Tripura, South Tripura, North Tripura, Gomati,Dhalai, Sepahijala, Unakoti and Khowai.The project location is presented in **Figure 1-1**.

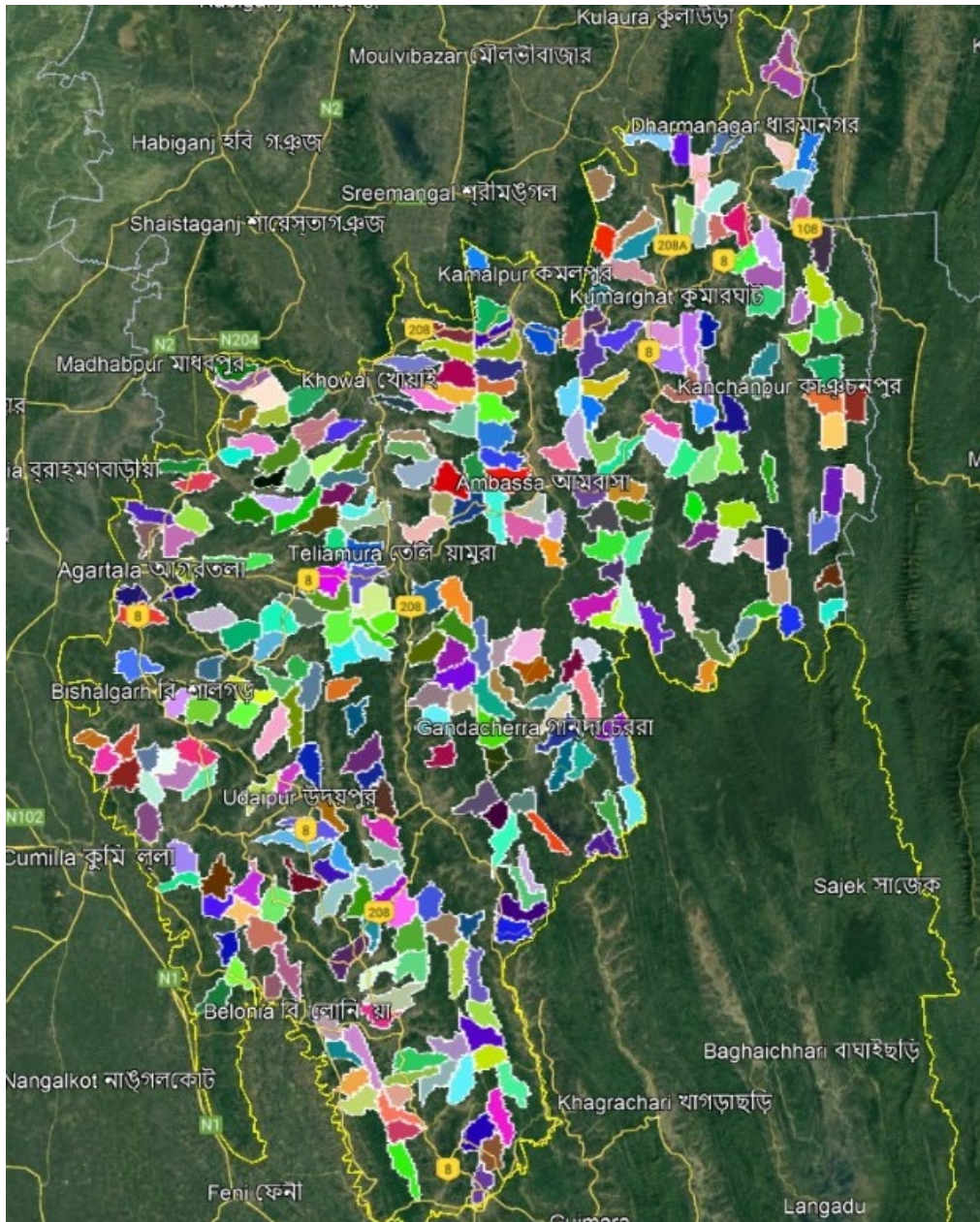


Figure 1-1:Geographical spread of the Project



## 2 Purpose of Stakeholder Engagement Plan

The main objectives of the Stakeholder Engagement Plan (SEP) are to adopt a systematic, transparent and participatory approach to stakeholder engagement and information disclosure, and maintenance of positive stakeholder relationships, monitoring of stakeholder feedback and implementation of an accessible and responsive grievance redressal mechanism. This SEP aims to facilitate stakeholder feedback and engagement on project design and implementation, including on identification and mitigation of environmental and social risks and impacts. This is based on the tested premise that participation of stakeholders in project planning and implementation leads to greater ownership, more equitable and sustained distribution of project benefits, minimizes their grievances and improves achievement of the project's development outcomes.

This SEP shall serve the following purpose:

- Identify different categories of stakeholders in the context of ELEMENT and the likely risks and impacts posed to them.
- Understand the requirements for engagement for each category of stakeholder under the project, including their engagement needs.
- Create opportunities for stakeholders to effectively participate in project activities and derive direct and indirect benefits from the project investments.
- Provide a roadmap for stakeholder engagement, including the strategies and approaches to be adopted and their timing through the project cycle.
- Provide guidance on the likely information disclosure and consultation strategies that the project could use based on a) their importance, b) the profile and needs of the targeted stakeholders giving them an opportunity to proactively participate in project planning/design and implementation.
- Establish grievance/resolution mechanisms for the identified stakeholders.
- Define roles and responsibilities for implementation of the SEP, including the resource requirements and recommend the reporting and monitoring measures to ensure its effective implementation

### 2.1 Stakeholder Engagement under ESMF

The Environment and Social Framework (ESF) of the World Bank enhances requirements for transparency and stakeholder engagement. Out of the 10 Environmental and Social Standards, ESS10 deals with information disclosure and stakeholder engagement. As per the requirements under ESS10, this plan forms part of the environmental and social assessment documentation and outlines the general principles and collaborative strategy to identify stakeholders for all components under the Project, identify appropriate participatory modes of engagement and prepare plans to operationalize this engagement and meaningful consultation throughout the project cycle while ensuring transparency. ESS10 provides for engaging 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 E&S risks and impacts.



This SEP will act as a guiding tool and framework for managing outreach, communications and engagement between Government implementing agencies and stakeholders for the Project, including the project beneficiaries and local communities, especially the vulnerable and marginalised groups.

It has been adapted to the nature and scale of the project and its potential environment and social risk and impacts. This SEP will remain a live document and additional measures, engagement strategies will be incorporated through the project cycle based on the experience gathered don't heeffectivenessofexistingmethodsofengagementduringtheimplementationphase and also in light of any changes made to the project design or intervention strategies. The engagement strategy proposed in this SEP is informed by extensive field consultations.

## 2.2 Stakeholder's Consultations

Consultations were carried out with multiple stakeholders including local community, government and non-government institutions. These consultations mainly acted as a forum to inform people about the project and also to elicit their opinion about the ELEMENT interventions and its likely impacts, information dissemination on various project components, such as strengthening of institutions such as JFMCs/EDCs/BMC and SHGs, intervention in forestry and plantation, Eco tourism projects and associated economic opportunities, intervention to improving soil and moisture contents, NTFP based livelihood generation and capacity building for the same, role of the community, grievance redress etc. People in general agreed on the need to develop NTFP based livelihood related interventions and plantation to increase the tree cover. The process of dissemination of information was highly appreciated by the local community, women SHG members and existing JFMC/EDC/BMC members.

## 2.3 Methodology

The project interventions are taking place in the 37 ranges comprising of 123beats; spread across all eight districts, namely, West Tripura, South Tripura, North Tripura, Gomati, Dhalai, Sepahijala, Unakoti and Khowai.

The ESMF team conducted consultations in different project locations covering the districts. Consultations were conducted with Self Help Groups, JFMCs, EDCs, community people etc. A detailed questionnaire (**Annexure 1**) was prepared to capture the challenges and requirements of the people. The consultations were initiated with a detailed introduction and discussion about the concept of landscape approach and ELEMENT in general; project interventions and their benefits. People expressed their opinions and concern and also their feedback on prevailing socio economic and environmental issues in their areas. Such large groups were further segregated into small focussed groups like women group, SHG members, panchayat members, JFMC members, EDC members etc. Photographs of the participants attending the discussion is provided at (**Annexure 2**). Banner displaying the project information was used in all the consultations.

## 2.4 Consultation Outcome/Feedback

The feedback received from various levels and categories of consultations during the period from April to May 2023, is properly summarised and presented in this section.





## 2.5 Draft SEP and consultations

### 2.5.1 Community Consultation

Community level consultations included multiple stakeholders, (i) Past/Current Elected Representatives, village residents, (ii) Women’s Village Organization, Self Help Groups, (iii) JFMC/EDC/BMC representative, (iv) Vulnerable Households, (vi) Past land donors, affected vendors; existing road user groups/population (FGD) and local representatives of etc. A total number of 140 participants were addressed during the community level consultations. The photographs of the consultation are provided in **Annexure 2**. The list of locations of community consultations are presented in following

**Table2-1.** Feedback received from the community consultations are summarised in **Table 2-2**.

**Table 2-1: Community Consultations: participants**

Date	District	Location		No. of Participants
		Beat	Block	
28 <sup>th</sup> April	South Tripura	Rajnagar proper (BardoshEco- Park Trishna WLS)	Rajnagar	13
28 <sup>th</sup> April	South Tripura	Abhayaronna(Trishna WLS)	Rajnagar	14
28 <sup>th</sup> April	South Tripura	SiddiNagar (Trishna WLS)	Bilonia	10
29 <sup>th</sup> April	Gomati	Paratia	Matabari	10
29 <sup>th</sup> April	Gomati	Tepania Eco-Park	Tepania	16
1 <sup>st</sup> May	Dhalai	Tomorrow land	Gandacherra	11
1 <sup>st</sup> May	Dhalai	Laxmipur village,	Gandacherra	11
2 <sup>nd</sup> May	Khowai	PashchimHawaibari village	Teliamura	5
2 <sup>nd</sup> May	Khowai	Hadrai village,	Teliamura	8
2 <sup>nd</sup> May	Khowai	Sardukankari village	Teliamura	16
3 <sup>rd</sup> May	North	Kanchancherra	Laljuri	24
10 <sup>th</sup> May	West	Borakha	Mandwi	2
31 <sup>st</sup> May	West	Subalsing	Mohanpur	10

Community consultations were initiated by intimating community people, SHGs, JFMCs, EDCs, BMCs jhum cultivators, fishermen, village council representatives about the project components and their engagement in the project interventions leading to forest preservation and their livelihood generation likeskill development/training on eco-tourism aspects, agricultural related activities including both farming and non-farming activities, distribution of saplings of agar and bamboo, market linkages activities, trainings on cooking, travel guide etc.

The community people were optimistic about the project interventions and were looking forward for the implementation of the same. They also expressed some of their concerns and expectations from the project. The detailed consultation points and suggestive measures to be adopted is provided in the **Table 2-2**.

**Table 2-2: Community Consultations: Outcome**

Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
Dumboor	Joint Forest	11	<ul style="list-style-type: none"> <li>People are willing to shift from jhum cultivation if a stable</li> </ul>	<ul style="list-style-type: none"> <li>Awareness to the people practicing jhum cultivation</li> </ul>



Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
Eco Tourism, Tomorrow Island, Gandacherra block, Dhalai district	Management Committee (JFMC)  Chakma, Reangs & Bengali community		<p>livelihood sustenance work opportunity is provided.</p> <ul style="list-style-type: none"> <li>• Trainings were provided under JICA project on water sport activities, accordingly on season they get better income than earlier.</li> <li>• Site selection for project activities like check-dams and beneficiary for training and livelihood enhancement jobs is done by JFMC.</li> <li>• Training on cooking was requested to work in cafeteria.</li> <li>• If more SHGs &amp; JFMCs constituted, this community-based approach will increase the options of more job opportunity and will protect the forest vegetation as well.</li> </ul>	<p>on de-merits and harm from this activity.</p> <ul style="list-style-type: none"> <li>• Forest department to provide training and livelihood sustenance jobs under the sub-components of this project.</li> <li>• Training to be provided to community people on plantation of different crops like agar, lemon etc.</li> <li>• More SHGs and JFMs to be constituted in this project.</li> </ul>
Laxmipur village, Gandacherra block, Dhalai district	Mile Balade Joda Self Help Group (SHG) and Eco-Development Committee (EDC) – Majority Chakma community	11	<ul style="list-style-type: none"> <li>• Laxmipur village is located near to Gumti Wild life sanctuary area.</li> <li>• SHGs practice handloom weaving at home with help of TRLM and JICA project. They also sell the silk clothes (person chadar) in market.</li> <li>• It takes two weeks for weaving of one-person chadar. SHG women were enthusiastic of their handloom work and therefore requested for handloom weaving machines.</li> <li>• They have patta land in their names in which they are usually growing betel nut.</li> <li>• Around 40% of people are female in EDC.</li> <li>• EDFC members are consulted for site selection of check-dams.</li> <li>• Some family members of SHG members practice rubber plantation also. They are well aware of the demerits and are willing to grow agar, bamboo and banana trees if supported with training and provided with saplings.</li> <li>• More members of EDC is</li> </ul>	<ul style="list-style-type: none"> <li>• Handloom weaving machine to be provided to SHG groups so that they can increase the production of person chadar and can increase the production for selling in the market.</li> <li>• Training to be provided on weaving of clothes and agar&amp; bamboo plantation.</li> <li>• People to provide sampling of agar, bamboo and banana saplings.</li> <li>• Increase number of members in EDC.</li> </ul>





Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
			<p>requested so that more loan could be given and more people can get livelihood support.</p> <ul style="list-style-type: none"> <li>Participatory approach followed in identifying the check dam locations and for plantation activities.</li> </ul>	
Pashchim Hawaibari village, Teliamura block, West District	Hawaibari JFMC members	5	<ul style="list-style-type: none"> <li>Practice fishing in check dam, bamboo plantation, bundling, collection of flowers, and preparation of broom.</li> <li>Increase in check dam would be more helpful.</li> <li>Forest department consult with JFMC for proposing components of the project and site selection or beneficiary selection.</li> <li>Around 4% to 50% of their livelihood is dependent on forest.</li> <li>They are involved in plantation of fruit bearing trees and lemon cultivation.</li> <li>The people are trained under JICA project on fishery, piggyery and bee keeping.</li> <li>No proper grievance reporting mechanism in place.</li> <li>As per the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS), the wage of unskilled labour is Rs. 226. When people are deployed in plantation work in forest, they are paid with this amount for a day. However, when they provide their service outside forest, they are paid at least Rs. 400. Due to this, people are reluctant to work in forest.</li> <li>Market linkages required which connect products to the market.</li> <li>Community Organizer (CO) is absent or not available on time. These CO are taken up from outside the community.</li> </ul>	<ul style="list-style-type: none"> <li>Market linkages to be created like giving training to a local person on market accessibility, reaching the products at different market level, exhibitions etc.</li> <li>Low unskilled wages is a serious issue. It requires policy level intervention on revision of rates.</li> <li>Community mobilizers should be selected from within the community itself so that they are aware about the issues and requirements of the community.</li> <li>Proper grievance reporting and redressal mechanism to be established for SHGs and JFMCs.</li> </ul>
Baramura village,	Khabaku Self Help Groups	8	<ul style="list-style-type: none"> <li>The SHG is engaged in handloom weaving and fishery.</li> <li>They also practice fishing in</li> </ul>	<ul style="list-style-type: none"> <li>Trainings and awareness to be given to SHG groups on the working of JFMC.</li> </ul>



Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
Teliamura	(SHGs)		<p>check dam, piggery and handloom weaving.</p> <ul style="list-style-type: none"> <li>• They collect bamboo from forest, banana stem, flower etc.</li> <li>• Their livelihood is not sustained completely on forest produce. Their family members are engaged as daily wage worker also.</li> <li>• SHG lacked awareness on the works done by JFMC and Forest Department.</li> <li>• They were active in handloom weaving and requested for handloom machine, house sort of structure for placing the machine and training on handloom weaving.</li> </ul>	<ul style="list-style-type: none"> <li>• Training to be provided in handloom weaving and machine for the same also to be given under the project.</li> </ul>
Sardukankari village, Teliamura	Khatuman Self Help Groups (SHGs) – Rupani, Kolo and Tripuri community, Halam community, Deb Barman community	16	<ul style="list-style-type: none"> <li>• Piggery, fishery, bamboo plantation is practiced. Firewood is also collected from forest.</li> <li>• Plantation of betel nut is also being practiced.</li> <li>• They wished a handloom machine, a store-style building for storing the machine, and training in handloom weaving because they were actively engaged in the craft. They have proposed the same requirement in the Panchayat also.</li> <li>• Water scarcity noted. Check dam is also available. AtalJalYojana is also being implemented at the village.</li> <li>• Around 40% - 50% of earning only comes from forest.</li> <li>• No restrictions from forest department on collection of forest products.</li> <li>• Members expressed concern on non-availability path to access the forest. It becomes difficult for them to heavy load on their heads from forest to their homes.</li> <li>• There is no formal grievance reporting mechanism for SHGs and JFMCs. The traditional</li> </ul>	<ul style="list-style-type: none"> <li>• Training to be provided in handloom weaving and machine for the same also to be given under the project.</li> <li>• Kuccha path to be provided from village to forest for safe and easy accessibility of community people.</li> <li>• Proper grievance reporting and redressal mechanism to be established for SHGs and JFMCs.</li> <li>• Livelihood sustenance work of candle making and broom to be provided to at least the trained certificate holder people.</li> </ul>



Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
			<p>customary mechanism of reporting the grievances to the Pradhan of the village is being followed.</p> <ul style="list-style-type: none"> <li>• Training has been provided to people on candle making, broom making by JIC. They have also provided certificates on accomplishment of the same. But no jobs on the basis of those trainings provided.</li> </ul>	

During the consultation, discussion was also conducted on the preferable strategy to be adopted for disclosure of information on project components and related interventions/activities. They intimated that community meetings and focus group discussion would be the most effective way to interact with the project affected, other affected and vulnerable groups. Representatives of different government agencies involved in the project should also be present in order to provide detailed understanding on the project interventions and clarity on it would benefit the community. This will help in providing a platform to all these groups to express their views and opinions on the project.

In addition to this, meetings could be facilitated with presentations, posters, banners, leaflets, pamphlets, wall paintings, notice boards for clear and easy understanding of the project related activities and importance of their involvement in the same. They further suggested that their participation should also be considered while conducting site visits and transect walk/ village mapping. Accordingly, the proposed strategy for information sharing and process has been provided in Table 4.1.

### 2.5.2 Institution Level Consultations

Formal discussions were carried out with Beat Officers, Rangers, Self Help Group representatives. The detailed discussion points are provided below.

Table 2-3: Institutional Level Consultation

Location	Officer	Discussion Points
Dumboor Eco Tourism, Gandacherrablock, Dhalai district	Beat Officer, Gandacherrablock, Dhalai district	<ul style="list-style-type: none"> <li>• Dumboor is a territorial forest. Eleven islands selected for development for eco-tourism under the project.</li> <li>• Mostly people are either engaged in fishing, jhum cultivation or daily wage work related activities.</li> <li>• Fishing practices observed in the lake, the prevailing fishes in the area is Rohu, catla, Soil, Gozal, Irmass, singhi, catfish etc. Water birds like egret, black heron is found here.</li> <li>• Facilities like parking, landscape, mechanized boat, picnic facilities (sitting arrangement, shed, drinking water, shop outlet, fencing, log hut, solar light, luxury speed boat etc.) are proposed.</li> </ul>



		<ul style="list-style-type: none"> <li>• Activities like zip line, bunjee jump etc. are planned in park.</li> <li>• Few islands are proposed for plantation.</li> <li>• The new islands are degraded forest land with trees and shrubs. Forest department are planning to develop this as eco-park due to fear of encroachment and jhum cultivation if such spaces are left un attended positively.</li> <li>• Encroachment for jhum cultivation was observed. Jhum cultivation was practiced since long time; children were also involved therefore they don't go to school. Majorly paddy, chilli and brinjalis cultivated through jhum cultivation.</li> <li>• People from nearby village used to visit the park. High season for tourism is October - February month.</li> <li>• No case of gender related violence noted.</li> </ul>
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## 2.6 Adopting Inclusive approach in Consultations

Socially inclusive approach will be adopted by the ELEMENT project. The consultations with the community are the core component of the inclusive approach. The community-based organisations including village committees, self-help groups, JFMC members, EDC members, BMC members etc., and their interaction with the TFD and line departments in existing schemes acted as solid foundation for the present stakeholder engagement, and have been reflected in the overall project design. The feedback from the multiple stakeholders shall also be integrated to update and further refine the interventions and the institutional mechanism which are integral to the implementation.



## 3 Stakeholder Identification and Analysis

### 3.1 Composition of Stakeholders

Project stakeholders for ELEMENT are defined as individuals, formal or informal groups and organizations, and/or governmental entities whose interests or rights will be affected, directly or indirectly by project, both positively and negatively, who may have an interest, and who have the potential to influence to the Project outcomes in any way. Stakeholders have been and will continue to be identified on a continuing basis by identifying:

- Various stakeholder categories that may be affected by, or be interested in the project,
- Specific individuals, groups, and organizations within each of these categories taking into account,
- The expected project area of impact, that is the geographical area over which it may cause impacts (both positive and negative) over its lifetime, and therefore the localities within which people, their environment and businesses could be affected,
- The nature of impacts that could arise and therefore the types of national/local government entities, NGOs, academic and research institutions, and other bodies whom may have an interest in these issues and who could play a role in influencing these impacts.

Further in accordance with ESS10, Project Stakeholder has been categorized into the following three groups in order to ensure more efficient and effective stakeholder engagement:

1. **Affected Parties:** individuals, groups, local communities, and other stakeholders that may be directly or indirectly affected by the project, positively or negatively.
2. **Disadvantaged / vulnerable individuals or groups:** vulnerable individuals or groups who often do not have a voice to express their concerns or understand the likely project impacts.
  - (i) **Other interested parties:** those interested in the project because of its location, its proximity to natural or other resources and may be local government officials, community leaders, and CSOs particularly those who work in or with impacted communities and may have a role in project Community members and institutions (Joint Forest Management Committees/EDCs and Self-Help Group) – extension workers &, community cadres, Land Donors,
  - (ii) Agri-prenuers, agro- processors, facilitation centres operators,
  - (iii) Representatives of local Governance Structures (Range office/Beat Offices, Village Council, Autonomous District Council, local mandi/ market committee), tribal heads/ traditional leaders,
  - (iv) Disadvantaged and Vulnerable Individuals & Groups (Particular Vulnerable Tribal Groups, Person with Disabilities, Women Head Households, single women/widows, old aged, migrant workers, female workers, children with special needs, squatters and encroachers, smallholders, tenants/ leaseholders, landless labourers and Jhum cultivators),
  - (v) NGOs/Civil Society, and other Community Based Organizations involved in the ELEMENT PROJECT.





### 3.2 Stakeholder Identification and Mapping

Each component of the ELEMENT project is likely to have exclusive affected parties, other interested parties and the disadvantaged and vulnerable parties. Based on an extensive stakeholder analysis undertaken for the project, the stakeholders have been mapped in the 3 broad categories in line with the requirements of ESS10.

**Table 3-1: Mapping of Stakeholders under ELEMENT**

Project Component	Project Affected parties	Other Interested Parties	Disadvantaged & vulnerable groups
Strengthening Capacities for Integrated Landscape Management		Women group, indigenous people, Jhum cultivators, fishermen, and social media.	Women group, WHH, indigenous people, Jhum cultivators, Particularly Vulnerable Tribal Groups (PVTGs), differently abled, old aged, and fisherfolk.
Restoring Landscapes for Improved Ecosystem Services	Community people, indigenous people, forest dwellers, Jhum cultivators, SHGs, JFMCs.	Agriculture, Horticulture & Fisheries Departments, Tribal Welfare Department, Village Council members, NGOs, traditional leaders, village chief and social media	Jhum cultivators, tribal communities, Women group, WHH, PVTGs, differently abled, old aged, forest dwellers.
Enhancing Landscape-based Value Chains for Economic Transformation	Community people, indigenous people, forest dwellers, Jhum cultivators, SHGs, JFMCs/EDCs/ BMCs	Tripura Sustainable Forest Research Institute (TSFRI), Agriculture, Horticulture & Fisheries Departments, Tribal Welfare Department, Village Council members, NGOs, traditional leaders, village chief and social media	Women group, WHH, indigenous people, Jhum cultivators, PVTGs, differently abled, old aged, and fishermen
Project Management, Monitoring and Evaluation	-	Tripura Sustainable Forest Research Institute (TSFRI), Agriculture, Horticulture & Fisheries Departments, Tribal Welfare Department and Village Council members	Indigenous peoples, women group, PVTGs, differently abled, old aged, and WHH, forest dwellers.

### 3.3 Stakeholder Analysis

**Table 3.2 Stakeholder Analysis**

Specific Stakeholders	Likely Impact from project, Interest & Role
<b>Project Affected parties</b>	
JFMCs/EDCs	Impact on land, livelihood, farming practices, water and forest conservation, regeneration of forest, improving the livelihood of the forest dwellers and fringe forest communities, empowering them through sustainable natural resource utilization, enhancing their participation in forest conservation, gender balance and social equity.
<b>Disadvantaged &amp; vulnerable groups</b>	
PVTGs (Reangs)	Impacts on traditional farming practices, temporary or long-term restrictions on access to customary institutions or resources
Landless Agri Labourers, Forest Dwellers	Improved wage income; for tenants; exclusion and lack of voice within community
Women head Households	Exclusion from access to project benefits, poor representation in producer groups & executive bodies;



Households with person with differently abled (including Children with special needs)	Exclusion from access to project benefits due to inability to work
<b>Other Interested Parties</b>	
Consultants	Consultative DPR preparation
Individual Farmers	Improved returns, productivity and market access; plausible changes in traditional agricultural practices
Gram Panchayat/Village Development Committee	Impact on land, livelihood, water conservation and forest conservation
Members of SHGs, Producer Organisations/ Joint Liability Group	Improved returns, productivity and market access through improved bargaining power; possible changes to traditional farmer collectives or share cropping systems
Elected Representatives- VC/ ADC and Traditional leaders	Improved quality of life and HD of constituency; land take with minimal adverse impacts; ensure transparent planning and benefit distribution, protect interest of vulnerable groups
Jhumias/ Shifting Cultivators	Changes in traditional cropping practices, alignment with proposed package of practices, new
Agri-prenuers	Benefits of improved market access, strengthening of market infrastructure & commodity specific value chains
NGOs	Strategies that minimize adverse impacts on community & environment, mobilise people's participation while ensuring accountability
Local media	Raise project related awareness, cover events, highlight successes and ensure transparency

**Note:** The impact and influence may change during various project phase and activities and table shall be updated accordingly.

### 3.4 Stakeholder's Engagement Need and Response

Understanding the needs of identified stakeholders is an important ingredient for successful project delivery, which will lead to framing of appropriate modes of communication. TFD/PMU will facilitate the project stakeholders in suitable ways for them to respond to the outputs and benefits that the ELEMENT delivers. Subsequent table summarises the engagement needs of respective categories of stakeholders. The engagement needs of the key stakeholders agreed during consultations are summarized in Table 3.3

**Table 3.3: Stakeholder's engagement needs (information/communication)**

Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
Individual Farmers and Members of JFMC/EDC and SHG	Project information, planned activities & commodity specific support PoPs, likely benefits & steps to access them, needs/ gap assessment related to- scheme, service, market, infrastructure- access, extn & training related gap & support reqd, training calendar, participation in annual agricultural planning, GRM	JFMC/EDC/BMC meetings, monthly meetings of SHGs and other traditional farm collectives, FGDs, public meetings, Watershed committee meetings, wall paintings, departmental social media- website/SMS/ Whatsapp, scheme specific mobile apps, individual discussion with extension staff & at farmer facilitation centres, notices and displays at	Kokborok/Bengali/ local language



Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
		facilitation centres, farmers/ PO members trainings, training material/ flyers, scheme specific pamphlets, project helpline/ portal	
Land Donors	Project information, land donation & resettlement process under ELEMENT, roles & timelines, process of compensation estimation and disbursement, available GRM	JFMC/EDC/BMCmeeting, HH Survey, formal written communication on land parcels sought and proposed process & timelines, FGD for consensus building, Individual consultations, project helpline/ portal, newspaper notices/ radio alerts	Kokborok/Bengali/ local language
Agri-prenuers/ Processors/ Other private value chain players	Project information, planned value chain & market infrastructure improvement, likely benefits & ways to access benefits, inputs to needs/ gap assessment on schemes, ag-services, markets & post-harvest infrastructure	FGDs with small ag-traders & local associations; FGDs with commodity specific players, individual discussions, departmental social media- website/SMS/ Whatsapp, Mobile apps	Kokborok/Bengali/ local language/English/ Hindi
Squatters and Encroachers	Project information, resettlement and compensation (& its estimation) process adopted by ELEMENT, roles & timelines, available GRM	JFMC/EDC/BMCmeeting, FGDs, Individual consultation & survey, formal written communication by department, project helpline/ portal	Kokborok/Bengali/ local language
PVTG (Reangs)	Project Information, proposed local intervention, likely benefits-entitlements, process for accessing them, ways to align proposed interventions with existing traditional practices, risks & IP related mitigation measures under the project	Dedicated community or habitat level consultations using culturally appropriate channels, use of practised traditional & oral communication methods, facilitated discussions using local civil society, use of standardised Pictorial communication, social media (if accessed)	Local dialect, script and symbols
Jhumias/ Landless Labourer/ Tenant, Marginal & Tribal farmers	Project information, planned activities & support likely benefits, eligibilities, process & support available to access benefits, inclusive & safety measures under the project	Exclusive consultations with HHs & groups of individuals, one-on-one discussions with field staff of line agencies Pictorial/graphical communication	Kokborok/Bengali/ local language
Women head HHs. Women farmers	Project information, planned activities & likely benefits, eligibilities, process & support available to access benefits, inclusive & safety measures and,	Monthly meetings of SRLM CBOs & WSHGs, individual discussions with female field staff of line agencies, meetings and individual consultations with frontline	Kokborok/Bengali/ local language





Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
	SEA- SH and GBV prevention & mitigation measures under the project	workers like ASHA and AWW	
Old aged, HHs with Differently abled members (including CWSN)	Project information, planned activities & likely benefits, eligibilities, process & support available to access benefits, inclusive & safety measures under the project	Exclusive consultations with HHs & individuals, one-on-one discussions with field staff of line agencies	Kokborok/Bengali/ local language
Local Labourers / Community workers	Health and safety, CHS, labour laws, LMP provisions, Code of Conduct, SEA-SH provisions, worker's GRM	Through Contractors, Verbal or pictorial communication at construction site, ESHS and OHS trainings and mock-drills, toolbox talks, notice boards & signages, project helpline/ portal, complaint box at site	Kokborok/Bengali/ their native language
Contractors/ Suppliers/ Consultants/ Consulting Agencies	Clearly defined roles, responsibilities, reporting requirements & available support, E&S related measures, esp. those related to ESS1, ESS2, ESS3 & ESS7.	Formal contracts & ToRs, Written-official communication, ESHS Audit, review meetings, monthly reporting and feedback.	English/Bengali/Ko kborok
Extension Workers/ Community Cadres	Project information, planned activities & likely benefits, eligibilities & process to link or help farmer farmers access benefits, inputs to needs/ gap assessment related to- scheme, service, market, infrastructure.	Monthly meetings (of FPOs/FPCs /SHG/VO/CLFs, other traditional farm collectives), GPDP planning meetings, FGDs, monthly cluster level meetings of extn workers, trainings, information pamphlets, formal departmental communication.	Kokborok/Bengali/ local language
Elected Representatives- VC/ ADC & Traditional leaders	Project information, planned sector specific activities & support, likely benefits & steps to access them, role of LSGs in alignment-area-beneficiary selection-design finalisation, inputs on needs/ gap assessment for sector-specific & leadership development trainings, measures for CHS, minimizing service disruptions & pollution, location of key operations- camps, yards, sourcing & disposal sites, Contractor obligations & Code of Conduct	Consultations & meetings with VC/ ADC members/ traditional leaders, Village development & GPDP planning meetings, training workshops and learning material	Kokborok/Bengali/ local language/English
PMU, PIUs (incl.	Project information, planned	Project coordination & review	English/Bengali/Ko



Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
TWD, TTAADC, Agri, Forest, Env& Rev. Officials, ,)	activities, role of sector specific & regulatory agencies; role in E&S risk management, information disclosure, operationalising & monitoring E&S compliance, setting up of project GRM	meetings, Project Operations Manual, trainings and workshops, training material, formal contracts	kborok
Govt. support and training agencies	Project information, role in implementation & capacity building, target stakeholders, inputs on training needs assessment and course content development	Project coordination & review meetings, Project Operations Manual, trainings and workshops, training material	English/Bengali/Ko kborok
NGOs	Project information, likely benefits, eligibilities, process for accessing benefits; inclusive & safety measures under the project, their role in social mobilisation.	Public Consultations and village level meetings, project documents, pamphlets/flyers, department website, portal, social media handles.	English/Bengali/Ko kborok



## 4 Stakeholder Engagement Program

### 4.1 Purpose of Stakeholder Engagement Program

The goal of a stakeholder engagement program is to establish a collaborative and inclusive environment where stakeholders are actively involved, their perspectives are understood, and their concerns and expectations are addressed. By building trust and positive relationships, the program aims to enhance decision-making processes, mitigate risks and conflicts, and promote social acceptance and legitimacy. Through meaningful stakeholder engagement, projects can achieve better outcomes, contribute to sustainable development, and ensure that the interests and needs of stakeholders are considered and respected throughout the project lifecycle.

### 4.2 Stakeholder Engagement Approaches

The project's Stakeholder Engagement Plan (SEP) has been informed by a set of principles defining its core values, underpinning interactions with identified stakeholders. These common principles, based on "International Best Practices" include the following:

- Commitment is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process.
- Integrity occurs when engagement is conducted in a manner that fosters mutual respect and trust.
- Respect is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized.
- Transparency is demonstrated when community concerns are responded to in a timely, open and effective manner.
- Inclusiveness is achieved when broad participation is encouraged and supported by appropriate participation opportunities.
- Trust is achieved through hope and meaningful dialogue that upholds community's beliefs, values, and opinions.

The Social Development Sector has a range of stakeholder groups as earlier identified. These include members of the community level governance structures, District Administration Structures, other Government officials, and the general public.

Through a structured and continuous process of engagement and inclusion, the project will build acceptance, collaboration, a greater sense of ownership, and sustainability. Support organizations may also be engaged for social mobilization, facilitation of JFMC/EDC/BMC meeting and inclusion of various stakeholders particularly the vulnerable, if the need for it is assessed during the implementation phase. Minutes of meetings, attendance, representation of vulnerable groups, evidence on display and disclosure of information and findings of community monitoring exercises will highlight the effectiveness of citizen engagement.

All project information provided to vulnerable or disadvantaged groups would be in a comprehensible form and appropriate to local needs. Local languages (Kokborok, Bengali at least) would be used and efforts would



be made to include all community members, including women and members of different age groups and social groups in consultations and without conflicting against prevalent customs and protocols. These participatory approaches are community consultations, focus group discussions, interviews and stakeholder consultation. These approaches will be continued through-out the project period to create awareness and ensure engagement with various stakeholders on the project.

### 4.3 Proposed Strategy for Information Disclosure

Stakeholder information sharing is an interactive two-way process that encourages participation, free exchange of ideas and meaningful conversation and makes citizens and project beneficiaries’ partners in decision making. A summary description of the Information Sharing and Process that will be applied by project is provided in Table 4.1.

**Table 4.1: Proposed Strategy for Information Sharing and Process**

Process	Mechanism
Correspondences (Phone, Emails)	<ul style="list-style-type: none"> <li>Distribute Project brief/information and relevant communication with Government officials, NGOs, Local Government, and other public and private organisations/agencies</li> <li>Invite stakeholders to meetings and follow-up</li> </ul>
Community Meetings (Formal meetings public meetings Focus group Meetings)	<ul style="list-style-type: none"> <li>Present the Project related information to a group of stakeholders</li> <li>Allow group to comment – opinions and views and take collective decisions</li> <li>Build impersonal relation with high level stakeholders</li> <li>Disseminate technical information (as required)</li> </ul>
	<ul style="list-style-type: none"> <li>Present Project information to a large group of stakeholders, especially communities</li> <li>Allow the group to provide their views and opinions</li> <li>Build relationship with the communities, especially the vulnerable</li> <li>Distribute non-technical information (as required)</li> <li>Facilitate meetings with presentations, posters, banners, leaflets etc.</li> </ul>
	<ul style="list-style-type: none"> <li>Present Project information to a group of with similar stakes</li> <li>Allow stakeholders to provide their views on targeted information</li> <li>Build relationships with specific communities/ collectives/ interest groups</li> </ul>
Project website and disclosure	<ul style="list-style-type: none"> <li>Present project information and progress updates for greater transparency</li> <li>Disclose documents like ESMF, ESMP, SEP, LMP, Contract Progress that have implications for community or environment</li> <li>Implementation progress, status of grievances and its redress and other relevant documentation.</li> </ul>
Project leaflet/ Pamphlets/ Flyers/wall paintings/notice board	<ul style="list-style-type: none"> <li>Brief and specific project information targeted at specific stakeholders</li> <li>Site and group specific project information.</li> </ul>
Transect walk/participatory site visits	<ul style="list-style-type: none"> <li>Ensure participation of local community including women, representatives of user community.</li> </ul>

ELEMENT shall commit itself for proactive disclosure and sharing of information with the key stakeholders, including the beneficiaries and communities. The project will operationalise this engagement strategy focusing on effective and efficient usage of consultations, social, print and electronic media, information displays, posters, wall writings, trainings/ workshops and adoption of any other method suiting local context, logistics, human and financial resources.



Stakeholders and the community shall be kept well informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and its grievance mechanism. The projects will report at least annually to stakeholders, but often will report more frequently during particularly active periods of specific project components, when the public may experience more impacts or when phases are changing, especially component 1 & 2. The site-specific displays and notices shall have the basic information of the works, details of GRC members, as well as grievance helplines /mechanism.

All key documents, especially those related to E&S risk management are to be accessible to public through publications and disclosure on departmental website, translated into local languages (Bengali, Kokborok). Information that will be shared will include among many other things, project background, it's the theory of change and the summarized details of each project component and subcomponents. The projects periodic progress including expenditure, grievance redressal etc. will also be shared. Some of the documents (but not limited to) a. Project Implementation Plan, b. ESMF with all its sub-plans, c. Procurement Manual, d. Finance Manual, e. Financial Progress Report, f. Minutes of the Meetings, g. GRM, h. Training Modules, i. audit reports j. circulars, k. Results framework, etc.

Various technical documents like DPRs, monitoring and evaluation reports, etc. will also be available on the website. The PIUs shall make arrangements to make available executive summaries of some key documents in local language.

**Table 4.2: Proposed Strategy for Information Dissemination, Disclosure and Responsible Parties**

Stakeholder Group	Tools of Engagement, Information Sharing	Timing/ Frequency	Responsible Parties
<b>Component 1: Strengthening Institutions for Integrated Landscape Management</b>			
Project Affected: <i>Individual Farmers and Members of SHG/PO/ SRLM collectives, Agri-prenuers/ Processors/ Other private value chain players</i>	<ul style="list-style-type: none"> <li>Gram Sabha /VC meetings</li> <li>Wall paintings, pamphlets Mobile apps, Portals, GRM</li> <li>Information display at farm facilitation centres/ kiosks</li> <li>Workshops &amp; Trainings</li> </ul>	Annual and monthly Need based  Need based  Need based	SFDA/ JFMC/EDC/BMC SHG
Project Affected: <i>Extension Workers/ Community Cadres</i>	<ul style="list-style-type: none"> <li>Orientation workshop &amp; Trainings</li> <li>SFDA level review meetings</li> <li>Department guidelines, circulars</li> </ul>	Project beginning & monthly Monthly  Need based	PIU, TSFRI
Other Interested Parties: <i>Elected Representatives- VC/ ADC &amp; Traditional leaders</i>	<ul style="list-style-type: none"> <li>Meetings and Consultations</li> <li>Village planning meetings</li> <li>Trainings and Workshops</li> </ul>	Quarterly Annual Need based	PMU, SFDA
Other Interested Parties: <i>PMU, PIUs (incl. TWD, TTAADC, Agri, Env&amp; Revenue Officials)</i>	<ul style="list-style-type: none"> <li>Depot&amp; Project meetings</li> <li>Guidelines, circulars, trainings</li> <li>Progress reports</li> </ul>	Monthly Need based Quarterly	TTADC/TWD, Agridept.
Other Interested Parties: <i>Govt. support and training agencies (TSAs, NGOs)</i>	<ul style="list-style-type: none"> <li>Orientation Workshop</li> <li>Project review meetings</li> </ul>	Project beginning Monthly	PMU, PIU, SFDA
Other Interested Parties: <i>Contractors/ Suppliers/ Consultants/ Consulting Agencies</i>	<ul style="list-style-type: none"> <li>Bid documents/ tenders, formal contracts, ToRs</li> <li>Orientation, induction workshops, review meetings</li> </ul>	On contract initiation Monthly/ Quarterly	PMU, PIU, SFDA





Stakeholder Group	Tools of Engagement, Information Sharing	Timing/ Frequency	Responsible Parties
Vulnerable Groups: Jhumias/ Landless Labourer/ Tenant, Marginal & Tribal farmers, WHHs & Women farmers, PVTGs	<ul style="list-style-type: none"> <li>• FGD, community consultation</li> <li>• Pictorial messages/ wall paintings/ flyers</li> <li>• Facilitated discussions using CSOs</li> </ul>	Project initiation Need based  Need based	PMU, PIU, JFMC/EDC/BMC
Project Affected: Land donors, Hawkers/ Vendors, Squatters and Encroachers	<ul style="list-style-type: none"> <li>• Household Surveys</li> <li>• FGDs, Consultative Meetings</li> </ul>	Design phase Continuous, need based	PMU, JFMC/EDC/BMC
Project Affected: Road side dwellers, establishment owners, road users	<ul style="list-style-type: none"> <li>• Village &amp; market level meetings/ discussions</li> <li>• Information boards/signages</li> </ul>	Design phase & then monthly Need based	PIU
Project Affected: Local & Migrant Labourers	<ul style="list-style-type: none"> <li>• ESHS trainings, drills</li> <li>• Safety talks &amp; meetings</li> <li>• Orientation on CoC&amp; working conditions</li> </ul>	Monthly/ Daily Weekly Work initiation & upon induction	Contractor, PIUs
Other Interested Parties: Elected Representatives- VC/ ADC & Traditional leaders	<ul style="list-style-type: none"> <li>• Meetings and Consultations</li> <li>• Village planning meetings</li> <li>• Trainings and Workshops</li> </ul>	Quarterly Annual Need based	PMU, PIU, TSAs
Other Interested Parties: PMU, PIUs (incl. TWD, TTAADC, Forest, Env& Rev. Officials)	<ul style="list-style-type: none"> <li>• Dept.&amp; Project meetings</li> <li>• Guidelines, circulars, trainings</li> <li>• Progress reports</li> </ul>	Monthly Need based Quarterly	TTADC/TWD
Other Interested Parties: Govt. support agencies, NGOs, local media	<ul style="list-style-type: none"> <li>• Orientation Workshop</li> <li>• Project review meetings</li> </ul>	Project beginning Monthly	PMU, PIU, TSA
Other Interested Parties: Transport Operators, Unions	<ul style="list-style-type: none"> <li>• Meetings with unions</li> <li>• Formal communication</li> </ul>	Need based Before initiating civil works	PIU,
Other Interested Parties: Contractors/ Suppliers/ Consultants/ Consulting Agencies	<ul style="list-style-type: none"> <li>• Bid documents/ tenders, formal contracts, ToRs</li> <li>• Orientation, induction workshops, review meetings</li> </ul>	On contract initiation Monthly/ Quarterly	PMU, PIU and SFDA
Vulnerable Groups: Old aged, differently abled, members of PVTG habitations	<ul style="list-style-type: none"> <li>• FGDs, group consultations</li> <li>• Pictorial messages</li> <li>• Facilitated discussions using CSOs</li> </ul>	Project initiation Need based Need based	PMU, PIU, JFMC/EDC/BMC
<b>Component 2: Implementation of Landscape Plans for Improved Ecosystem Services</b>			
Other Interested Parties: Elected Representatives- VC/ ADC & Traditional leaders	<ul style="list-style-type: none"> <li>• Meetings and Consultations</li> <li>• Village planning meetings</li> <li>• Trainings and Workshops</li> </ul>	Quarterly Annual Need based	PMU, SFDA, TSAs
Other Interested Parties: PMU, PIUs (incl. TWD, TTAADC, Env& Rev. Officials)	<ul style="list-style-type: none"> <li>• Dept.&amp; Project meetings</li> <li>• Guidelines, circulars, trainings</li> <li>• Progress reports</li> </ul>	Monthly Need based Quarterly	TTADC/TWD,.
Other Interested Parties: Govt. support and training agencies (TSAs, TSFRI/ NGOs, media	<ul style="list-style-type: none"> <li>• Orientation Workshop</li> <li>• Project review meetings</li> </ul>	Work initiation Monthly	PMU, PIU
Other Interested Parties: Contractors/ Suppliers/ Consultants/ Consulting Agencies	<ul style="list-style-type: none"> <li>• Bid documents/ tenders, formal contracts, ToRs</li> <li>• Orientation, induction workshops, review meetings</li> </ul>	On contract initiation Monthly/ Quarterly	PMU, PIU,
Vulnerable Groups: Differently abled, CWSN, students from PVTG HHs	<ul style="list-style-type: none"> <li>• FGDs, group consultations</li> <li>• Pictorial messages</li> <li>• Facilitated discussions using CSOs</li> </ul>	Project initiation Need based Need based	PMU, PIU, WCD, JFMC/EDC/BMC



Stakeholder Group	Tools of Engagement, Information Sharing	Timing/ Frequency	Responsible Parties
<b>Component 3: Enhancing Market Opportunities for Economic Transformation</b>			
Other Interested Parties: <i>Frontline Staff, Field units of key service delivery departments, block development officers, VC/ ADC members</i>	<ul style="list-style-type: none"> <li>VC/ ADC, dept.Meetings</li> <li>Training Workshops</li> <li>Formal communication, Circulars, guidelines</li> </ul>	Monthly Need based/ Quarterly Need based	PMU, TSAs,
Other Interested Parties: <i>TSAs</i>	<ul style="list-style-type: none"> <li>Orientation and coordination meeting</li> <li>Formal Contracts</li> </ul>	Project initiation and quarterly Contract initiation	PMU,



## 5 Resources and Responsibilities for implementing stakeholder engagement activities

Implementation of SEP in letter and spirit is essential for maintaining the connect with the multiple stakeholders. The expenditure towards preparation of IEC materials, and for the workshops, trainings and consultative meetings are included in the budget. The overall budget estimate is INR 89,60,000. This estimate is for regular and consistent interactions with stakeholders in all the 8 districts and 500 JFMCs/EDCs/BMCs, intervening every quarter during project cycle of approximate six years.

Table 5.1: Tentative budget for implementing SEP

Items	Total
IEC Materials	
Signages and wall writings	5520000
Pamphlets, Booklets, etc.	500000
Short films/Videos	575000
Workshops, Trainings, Meetings	12000000
Grievance Redressal Mechanism	750000
<b>TOTAL</b>	<b>18670000</b>

### 5.1 Roles and Responsibilities for Implementing Stakeholder Engagement Activities

Though the Project Management Unit (PMU) under the Tripura Forest Department, Government of Tripura at state level will be overall responsible for implementation of SEP, the coordinator at the FDA level is primarily responsible for implementation of SEP. The coordinator under the supervision of Beat Officers will engage with community through community consultations. The coordinator will be responsible for in-depth interview / consultation with concerned JFMC and similarly at District level, safeguard in charge<sup>1</sup> will be responsible for engaging with the district level officials and overall implementation as per SEP in the district. The Social Safeguard Specialist<sup>2</sup> with past experience in conducting community consultations in tribal locations in PMU will be responsible for guiding district and FDA level specialists for the implementation of SEP. The **Table 5.2** below summarises the role and responsibilities:

<sup>1</sup> Safeguard incharge at the district level under ELEMENT

<sup>2</sup> If there are separate safeguard specialists for Environment and Social, then Social Specialist shall be overall incharge in the state





**Table 5.2: Roles and Responsibilities of staff for implementing SEP**

Level	Officials Responsible	Roles and Responsibilities
Beat	Beat Officer	<ul style="list-style-type: none"> <li>Community to be mobilized and consulted during various stages of the sub project preparation through community consultations.</li> <li>Conduct consultations near the sites proposed to seek opinions/suggestions of the communities involved.</li> <li>Document the outcome of the consultations</li> <li>Share the outcome of the consultations with the range officer</li> <li>Take feedback from the community on the project implementation and grievances</li> </ul>
Range	Range officer	<ul style="list-style-type: none"> <li>Range officer shall support implementation of SEP</li> <li>Engage with implementing agency to incorporate as appropriate community feedback in the designs.</li> <li>Present the draft plans will and explain to the community on the content and process of the implementation of the plans.</li> <li>Engage with the beat level officials of concerned line department for information dissemination and collaboration measures.</li> <li>Prepare minutes of the meeting and disseminate the same</li> <li>As first level of contact for any grievances, report grievances to safeguard incharge</li> </ul>
Sub-Division	Sub-Divisional Forest Officer	<ul style="list-style-type: none"> <li>SDFO shall be supporting implementation of SEP specially with respect to communities, beneficiaries in project areas</li> <li>Engage with the JFMCs for information dissemination and collaboration measures</li> <li>Prepare minutes of the meeting and disseminate the same</li> <li>Assist District team lead in resolution of grievances.</li> </ul>
District	District Forest Officer	<ul style="list-style-type: none"> <li>DFO shall be supporting implementation of SEP specially with respect to communities, beneficiaries in project areas</li> <li>Engage with the JFMCs for information dissemination and collaboration measures</li> <li>Prepare minutes of the meeting and disseminate the same</li> <li>Assist District team lead in resolution of grievances.</li> </ul>
State	Project Directors	<ul style="list-style-type: none"> <li>Provide overall guidance and monitoring supervision to the SEP process</li> <li>Prepare and provide appropriate IEC and communication material, information required to be disclosed to different stakeholder categories</li> <li>Finalise the timing and duration of SEP related information disclosure and stakeholder engagement</li> <li>Orient the PIU staff on SEP and requirements for its operationalization</li> <li>Prepare and customize to filed wise requirements the IEC and communication material provided by the PMU and the information required to be disclosed to different stakeholder categories</li> <li>Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings</li> <li>Review and sign-off minutes of all engagement events; Maintain the stakeholder database.</li> <li>Communicating with Government entities and the media throughout the Project's lifecycle</li> <li>Assure participation/ inclusion of stakeholders from vulnerable groups.</li> </ul>



Level	Officials Responsible	Roles and Responsibilities
State	Social Specialist/Safeguard Specialist of PMU/PIU	<ul style="list-style-type: none"> <li>• SEP – design, implementation and reporting</li> <li>• Engage with the state level officials of concerned line department for information dissemination and collaboration measures</li> <li>• Prepare minutes of the meeting and disseminate the same</li> <li>• Project Director of ELEMENT in resolution of grievances.</li> <li>• Identifying and ensuring that information needs of all vulnerable and disadvantaged groups are addressed.</li> <li>• Provide guidance to contractors, consultants, PIUs on engagement process and provisions of the SEP</li> <li>• Supervising and coordinating all activities associated with stakeholder engagement and management</li> <li>• Ensure that all material/ strategies developed are culturally appropriate and available in an easily comprehensible form to stakeholders (based on their profile and their information needs). Finalise the timing and duration of SEP related information disclosure and stakeholder engagement</li> <li>• Ensure access to and effectiveness of the grievance redress mechanism developed for the project</li> <li>• Liaise with PIUs and other PMU staff to ensure that stakeholder engagement requirements/protocols are understood</li> <li>• Escalate unmanaged stakeholder related risks for higher level decision making</li> <li>• Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process</li> </ul>
State	Environment Management Specialist PMU/PIU	<ul style="list-style-type: none"> <li>• Provide support to preparation of additional material on environmental aspects for disclosure to stakeholders based on requirement</li> <li>• Support to guide contractors, consultants, PIUs on engagement process and SEP and in coordinating related activities</li> </ul>



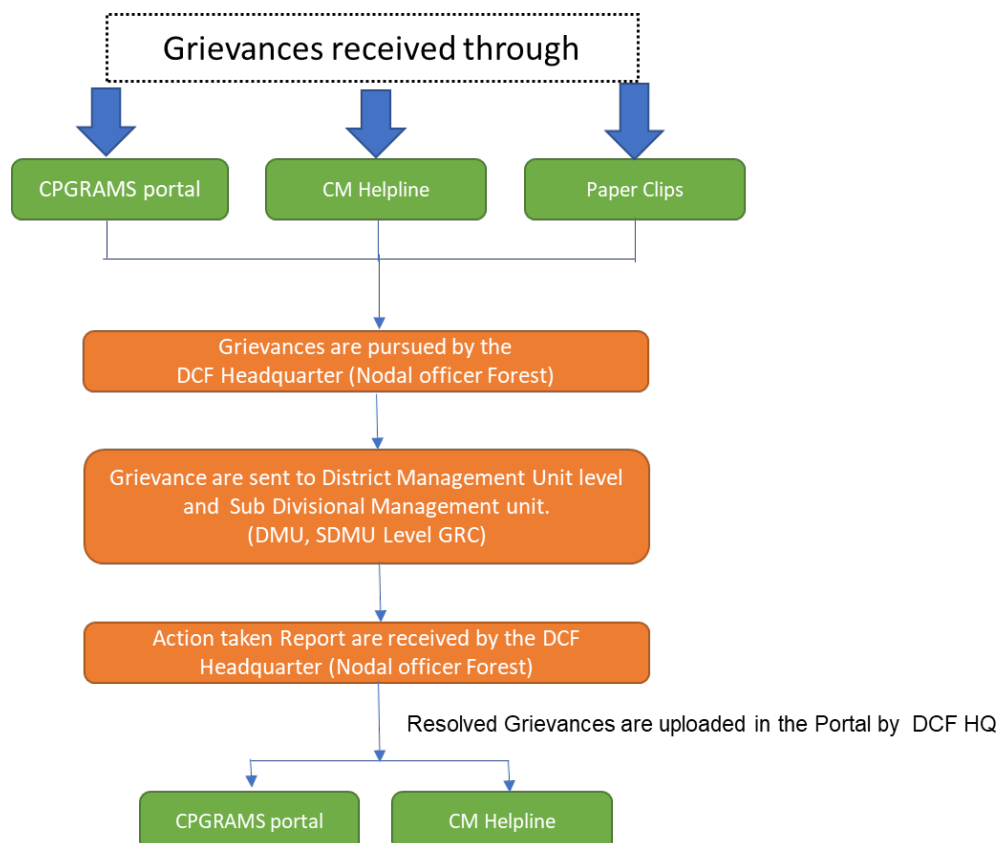
## 6 Grievance Redress Mechanism

The Project ELEMENT will establish a Grievance Redress Mechanism (GRM) with the aim to respond to queries or clarifications or complaints about the project and address complaints/concerns and grievances of the stakeholders. The GRM will focus on corrective actions that can be implemented quickly and at a relatively low cost to resolve identified implementation concerns, GRM will also serve as a channel for early warning, helping to target supervision to where it is most needed and identify systemic issues.

### 6.1 Implementation arrangements for GRM

Grievance Redress Mechanism (GRM) and Citizens' Engagement (CE) are two important aspects of ELEMENT SEP. Tripura Government have already had a system where people can lodge complaints through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) and CM Helpline number (1095). Tripura Forest Department has also a functional GRM in place. The Project will attempt to strengthen this system by making it more transparent and participatory as well as create a separate dedicated project level GRM to respond to the grievances raised by different project stakeholders. Linkages will also be created between this state wide and the project grievance mechanism to capture all complaints and feedback related to the project interventions. The existing mechanism of grievance redress is given in **Figure 6-1**

Figure 6-1: Existing GRM of TFD





## 6.2 Proposed for GRM under ELEMENT

For ELEMENT, there will be project based physical GRM as well as telephonic helpline. The project MIS will record and report on all complaints received from all the different mediums.

- A. The GRM at project level will have one focal point at PMU Level, another at FDA level and at JFMC level. The project level GRM will be headed by the Project Director (PMU).

**Table 6.1: List of Proposed GROs and Appellate Authority for GRM under ELEMENT**

Level	Implementing units	Grievance Redressal Officers (GROs)	
		State/Division Level	PIU/Site Level
1 <sup>st</sup> level	JFMC/EDC/BMC	Range Officer	Beat Officer
2 <sup>nd</sup> Level	Forest Development Agency	District Forest Officer	Sub Divisional Forest Officer
3 <sup>rd</sup> Level	State Forest Development Agency	Principal Chief Conservator of Forest	Project Director

### Grievance Redressal Committee

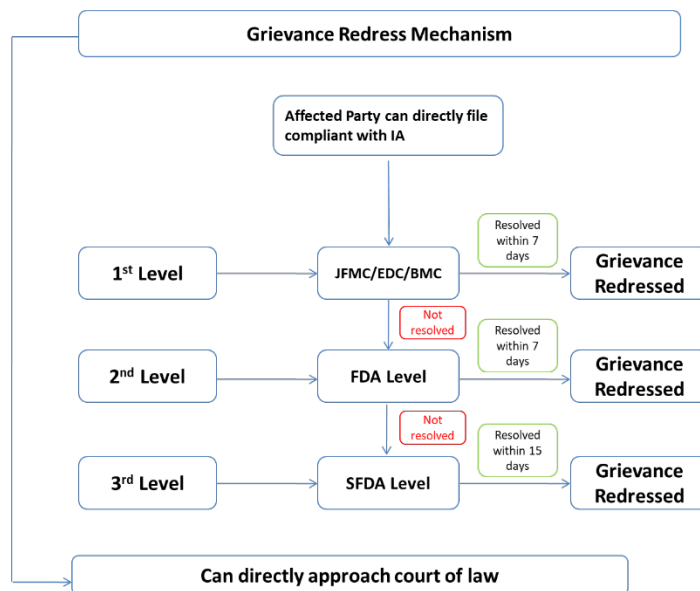
**1st Level Grievance:** Range officer shall be the appellate authority and Beat officer shall be the Level 1 GRO at JFMC/EDC. Grievances that are directly submitted at the 1<sup>st</sup> Level, concerned Range officer will direct the Beat Officer and ensure that it is resolved. All the grievances should be resolved within seven days of receipt of a complaint/grievance.

**2nd Level Grievance:** All grievances that cannot be redressed at first level within seven days will be brought to the notice of District Forest Officer who shall be appellate authority at each district/FDA level. He shall be assigned responsibility to monitor the GRM and co-ordinate with the Sub-Divisional Forest officer who will be the GRO at FDA level. Grievances will be reviewed and acted upon appropriately to resolve it within seven days of receipt at this level. New Grievances received at this level will be sent to Level 1 for their redressal.

**3<sup>rd</sup> Level Grievance:** Project shall establish a Grievance Redressal Committee (GRC) at the PMU. Project Director of ELEMENT shall be GRO at PMU and Principal Chief Conservator of Forest shall be the appellate authority. GRO at PMU shall conduct quarterly reviews of the GRM. State level social specialist shall be the convenor of this committee and also monitor overall GRM and co-ordinate with all the implementing units in the state including online. All the grievances that are not addressed at 2<sup>nd</sup> level by FDA within seven days of receipt will be brought to the notice of the Apex Grievance Redressal Committee (GRC). The Apex GRC will meet twice a month and determine the merit of each grievance brought to the committee. The GRC will resolve the grievance within 15 days of receiving the complaint. The Social specialist with PMU will provide feedback to the complainant. New Grievances received at this level will be sent to Level 2 for their redressal.

Also for any unresolved grievance at various levels of hierarchy, the affected person/party shall have the option to approach court of law. The proposed GRM process flow is given in **Figure 6-2:**

Figure 6-2: Proposed GRM Process



**Roles of grievance redressal officers (GRO)**

- Responsible for monitoring of all the grievances submitted manually through drop box or online (ear marked) and entering it in the GRM register with a reference number in a specific format.
- Addressing the grievances following the detailed procedures within the stipulated service delivery time as outlined in a later section.
- Ensure the completion of monthly reporting on grievances in the Project Monitoring Information System (PMIS) based on the assigned results indicators.

**B. TELEPHONIC HELPLINE**

During project preparation, a responsibility matrix and modalities of setting up an independent helpline will be designed and by three months of project effectiveness, it will be piloted. Following which the system will be rolled out, advertised in project sites and to stakeholders, complaints will be tracked and response rate will be monitored.

**C. Other Grievance Channels**

Project beneficiaries and other stakeholders will be able to submit their grievances, feedback and inquiries to the project through multiple channels.

Online e-Services will provide an innovative platform to several GRM thereby extending the reach, accessibility and efficiency (e.g., transaction cost) of such modalities.

**State portal:** The existing mechanism of State Government portal for citizen’s grievances and enquires will also cover the project. State level Service Delivery Control Room having Multichannel – Call Centre/IVRS /WhatsApp/Chatbot/ e-Form channels will be used for receiving as well as communicating status or resolution to the complainant.





**Project web portal:** Project will maintain a portal with dedicated mechanisms for receiving stakeholder grievances. The portal will also provide relevant information on the multiple channels that can be used for submitting grievances to the project.

**Grievance Registers:** Grievance Registers will be maintained at District/Village levels and also at each worksite to record, track and report on the inflow of stakeholder grievances, enquiries and feedback. The details of the grievance (and their resolutions) shall be uploaded into online GRM system on regular basis by the respective level safeguards in charge.

The aggrieved person can register grievance either in writing or verbally. Livelihood Coordinator will be responsible for assisting the aggrieved person in registering the grievances and escalating if necessary. The coordinator will be responsible for providing the feedback to the aggrieved person.

Status of Grievances received and resolved will be track through the project MIS as well as monthly progress reports from the FDIs and JFMCs.

### **Service standards**

The service standards adopted under “**Tripura Guaranteed Services to Citizens Act**” (TGSCA) to strengthen service delivery in the state will be adopted in servicing these grievances. The service delivery control room will be monitoring the dynamic dashboard to check for deviations and to alert the concerned Department for taking necessary measures. System will alert the concerned officials by all integrated channels of email, sms notifications on weekly basis. Alerts will be at all the levels, right from the beat level official and keep on escalating as the time progresses to the next level which is District level. If it continues to remain unattended, final escalation to the State level will register a grievance automatically after a specified timeline of that specific service is expired. The system will follow an escalation matrix that comprises of all the three levels of escalation with the details of Name, Email Id, Mobile No. of the officer.

### **Nature of grievance**

Given the diverse typologies of grievances/beneficiary feedback, project will use the initial classification to reflect the components of the project including Procurement, Quality of Services, Construction, Entitlements, Financial, Social, Environmental, issues related to Addressing of Grievances. This will then be sub-classified according to the type of grievance: Comments/Suggestions, Queries, Non-performance of Project Obligations, Violations of Laws/Corruption and Complaints of Project Staff/Service Providers involved in project management.

## **6.3 Grievance Redressal Process**

All grievances, enquiries and feedback received through the multiple channels will be tracked through a grievance log that would be maintained through the PMIS. Grievances will be directed to the competent nodal grievance officer at the state, district, and JFMC levels for resolution, with recommended timelines. The concerned Grievance Officer will be responding to the grievance/query through phone calls, meetings and letters, in order to resolve the issues. If needed site visits will be undertaken to appraise the exact nature of the stakeholder concerns. The Complainant will be made part of the grievance resolution process and kept updated of the resolution process through phone calls and formal letters. Information material on GRM will also inform the stakeholders about grievance escalation hierarchy that would help the complainant to escalate any unresolved issues to higher level officers, as well as the existing state level



GRM channels of government portal and grievance committee chaired by the district collectors. The grievance redress process will be a continuous, transparent and participatory process that would be an integral part of the project's accountability and governance agenda.

Grievances related to SEA/SH will be treated separately. If required GBV service providers such as experts, NGOs etc can be empanelled by TFD who will directly report to District Level Grievance Officer. For SEA/SH related grievances, separate register will be maintained and the complainant's identity will be kept anonymous.

#### 6.4 Grievance Redressal Monitoring and Reporting

The functioning of the GRM will be monitored by the safeguards incharge in the PMU and the Project Director (PD). Status and function of the GRM will be documented and shared by the safeguards incharge in the PMU through periodic reports and review meetings. GRMs will also be tracked through the project MIS. Regular GRM Review Meetings/GRC will held chaired by the PD and convened by the safeguards incharge of the PMU. The safeguards incharge will be responsible for presenting status of all matters/ grievances received during the last quarter/month, and the action taken to resolve them. The GRM mechanism will be notified to the public and stakeholders within the first 6 (six) months of project effectiveness. The project website will be posting the status of the GRM status periodically.

##### Confidentiality

If any beneficiary or citizen seeks confidentiality, name and address of the person will not be disclosed to anyone. There will be an option for maintaining confidentiality in the design of the electronic GRM.

##### Accessibility of the aggrieved person

Any beneficiary or citizen who has successfully submitted a grievance can verify the status of their grievance(s) at any time by referencing the acknowledgement number/unique tracking ID code provided to them at time of submission. All grievances submitted shall be handled in the utmost confidence and the PMU/PIUs will ensure non-disclosure of all personal information. This will extend to additional arrangements for maintaining confidentiality at the request of the individual or where matters are considered sensitive. The project will publicly report aggregated statistics on performance of PMU/PIUs via the project website.

#### 6.5 Awareness and Training on GRM

##### Training

A comprehensive set of trainings on the GRM will be conducted covering the PMU and PIUs at the State and District. The training will be as part of the Social Safeguards Training module to be given to all the implementers. SIPARD shall conduct the trainings and state safeguards incharge shall ensure the trainings are completed before first 6(six) months of the project initiation.

##### Awareness

Raising awareness through a communication strategy will be critical to the adoption and usage of the GRM.

**Preparation of Display materials and IEC** including the following – communication on the multimode channels by which citizens can submit a grievance including the process and procedure, information on



accessing the GRM (e.g., project website, Toll Free Helpline), providing information on the designation and contact details of GRO for all implementing units both for state and district level and publishing the service standards including timelines for addressing grievances at a local level. Materials will also be developed in local language.

**Display communication materials** at the project districts at prominent locations such as public places, community institutions, markets, consultation sites, training sites, beat offices. This will also include State level project offices, District level offices of the project, concerned offices of the line departments at state and district level.





## 7 Monitoring and Reporting

It is important to monitor and evaluate the ongoing stakeholder engagement process and GRM to ensure that consultations, disclosure efforts and GRM functions are effective, and that stakeholders have been meaningfully consulted throughout the process and are responded to through GRM process. This will facilitate to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

- Sufficient resources to undertake the engagement.
- Inclusivity (inclusion of key groups) during interactions with stakeholders.
- Promotion of stakeholder involvement.
- Sense of trust in the implementing agency by all stakeholders.
- Clearly defined approaches; and
- Transparency in all activities.

The stakeholder engagement process shall make use of the various engagement tools such as:

- Stakeholder database
- Issues and Response table
- Reporting and documentation templates
- Meeting records of all consultations, workshops and trainings held
- Grievances and resolutions database
- Third party assessment of feedback on issues and resolutions to check efficacy of the system

Quarterly reports on stakeholder engagement events, and grievance handling shall be collated by PIU staff and the outcomes shall be referred to the senior management of the Project(s). A number of Key Performance Indicators (KPIs) shall also be monitored by the project on a regular basis, including the following parameters by Component/sub-component:

- Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g., monthly, quarterly, or annually);
- Number and types of IEC materials used
- Number of project events published/broadcasted in the local, regional media;
- Type and frequency of public engagement activities;
- Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process;
- Number and type of grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- % Of sample selected randomly from GRM database and surveyed for GRM performance satisfied with the process.

The District Project team lead will be providing regular updates on implementation of the SEP based on information received from PIU and endorsed by district level. The SEP will be annually revised and updated



as necessary in the course of capacity building program implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified stakeholders and methods of engagement remain appropriate and effective in relation to the project context and specific stages of the implementation. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

**Reporting:** The main instrument for reporting on SEP implementation will be the Bi-annual ESMF implementation progress report, which would cover implementation of the ESMF, ESCP as well as the SEP. The bi-annual report will be based on regular monthly and quarterly updates from the village and district units, and these will include public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative. These periodic updates will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. The project will be using newsletters and communication campaigns/products on the GRM and the SEP status.

The SEP update will cover key indicators related to stakeholder meetings, GP meetings, grievances received and resolved, enquiries received, and participation of vulnerable people in project activities, stakeholder facing events and publications. Information on public engagement activities undertaken by the Project during the year shall be conveyed to the stakeholders including World Bank through online publication of a SEP Implementation report. Specifically, for disadvantaged and vulnerable groups, efforts shall be made to report back to them through group discussions and other means.

## 7.1 Training

PMU together with World Bank shall arrange necessary training on stakeholder engagement. The trainings shall be organized by trainers of PIU. The PIU in turn will organize training to concerned officials of the different districts. The SEP training shall include identification of stakeholders as well as the implementation of respective SEPs. The training shall be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to these management. Specialized trainings shall also be provided to the staff appointed to deal with stakeholder grievances as per the existing Public Grievance Procedure and the project specific Grievance Redressal Mechanism. Project contractors and selected representatives shall also receive necessary instructions for the Grievance Procedure. An annual report on implementation of SEPs shall contain details of the periodical trainings held and future programmes.

A periodic training on SEP to concerned officials, stakeholders are proposed. Outlines for provisioning of activities proposed in the SEP for ongoing engagement proposed in the SEP and other associated tasks.



# ANNEXURES

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## Annexure 1: DETAILED QUESTIONNAIRE (CONSULTATION CHECKLIST ELEMENT TRIPURA)

**Type of Stakeholders for using this checklist to guide community consultations-** *Past/present Elected Representatives, Traditional leaders, Village and Area Council members; office bearers of various JFM Committees, community members living on forest fringes and dependent on forest resources, members of Forest Rights Committees (FRCs); individuals or members of collectives or producer organizations engaged in harvest, collection or value addition of forest produce; entrepreneurs/ owners of forest based enterprises or enterprises offering eco-tourism services like guides/ homestays; forest department officials/ staff- forest guard, volunteers; women NTFP collectors, SHG members, TRLM groups working on forest produce value addition.*

**NOTE-** The team members need to introduce the project, its key components, its purpose & benefits to the respondents/ stakeholders before administering this checklist, so that they fully understand the context of the discussion.

1. Are you engaged in any forest related activities to augment your livelihoods? (Nursery Development, Plantation Activities, other conservation or protection activities, Timber or NTFP Harvesting and collection, NTFP processing and sale)
2. How does the community take up activities to manage water and other natural resources (soil erosion / water harvesting etc.)?
3. What proportion of your household income is derived from these forest-based activities? Is it adequate as a supplementary income and how many HH members are engaged in this activity?
4. Do you face any barriers or restrictions in accessing forest resources (fuel, food, fodder, NTFPs) to supplement your household incomes? What are these barriers and how do you think they can be addressed?
5. Do women face any additional barriers in accessing forest resources or engaging in their value addition or sales? What are these barriers?
6. How is management of forest resources of your area (village forest, private forest or community owned forests or government forests) done in your area? Is the process based on consultation and collective decision? Can you share some examples where people were consulted to decide management of forest resources?
7. When you plan income generation activities related to forest, agriculture or others, where do you get the information, knowledge and skills? Do you think there is sufficient local capacity or is additional capacity required for adopting a landscape-based planning in your area (*please explain the 'landscape-based approach' before asking this question*)?



8. Have you been involved in planning for management of forest resources of your area- village forest, private forest or community owned forests or government forests? Do you think local community members are adequately consulted in this planning process and their suggestions considered?
9. Do you think there is sufficient local capacity or is additional capacity required for adopting a landscape-based planning in your area (*please explain the 'landscape-based approach' before asking this question*)?
10. Have there been incidences of gender-based violence or sexual harassment of villagers engaged in forestry activities, their value addition, or sales? How frequent and how are such cases dealt with?
11. What are the usual avenues or channels through which local grievances are aired and redressed? Is it an effective mechanism and do issues get resolved/ redressed?
12. Are there incidents of man – wild animal conflict while working in the forests? Which types of animals?
13. What has been the change in Jhum cycle in the last five years? What is the opinion towards settled farming?
14. Do you think this project and its activities could benefit you? If yes, in what ways? (*Once again share what activities could be under the project*)
15. Do you have any key concerns or suggestions with respect to the activities planned/ proposed to be taken up under this project?





**Annexure 2: PICTURES AND ATTENDANCE SHEET OF COMMUNITY CONSULTATIONS**







Annexure 3: BANNER USED IN THE COMMUNITY CONSULTATION



TRIPURA FOREST DEPARTMENT  
ত্রিপুরা বন বিভাগ (Tripura Bolong Bedek)

Government of Tripura  
ত্রিপুরা সরকার  
Tripura Haphang



**Preparation of Environmental and Social Management Framework for Enhanced  
Landscape and Ecosystem Management Project (ELEMENT)**

উন্নত প্রাকৃতিক ভূচিত্র এবং বাস্তুতন্ত্র ব্যবস্থাপনা প্রকল্পের জন্য পরিবেশগত এবং  
সামাজিক ব্যবস্থাপনা কাঠামোর প্রস্তুতি

Landscape and Ecosystem Management Project No Chasarwna ni bagwi  
tongkhor tei somaj ni raida swnamwng

**Funded by The World Bank/  
বিশ্বব্যাংক দ্বারা নিহিত Rang Chubakha Hayung Bank**

**STAKEHOLDER CONSULTATION**  
স্টেকহোল্ডার পরামর্শ  
Sebsab Nanainy Kokbiti phang

**Conducted by/ পরিচালনায়/ Songchanai  
LEA Associates South Asia Pvt. Ltd**

Venue (স্থান/Thai):

Date (তারিখ/Salmari):