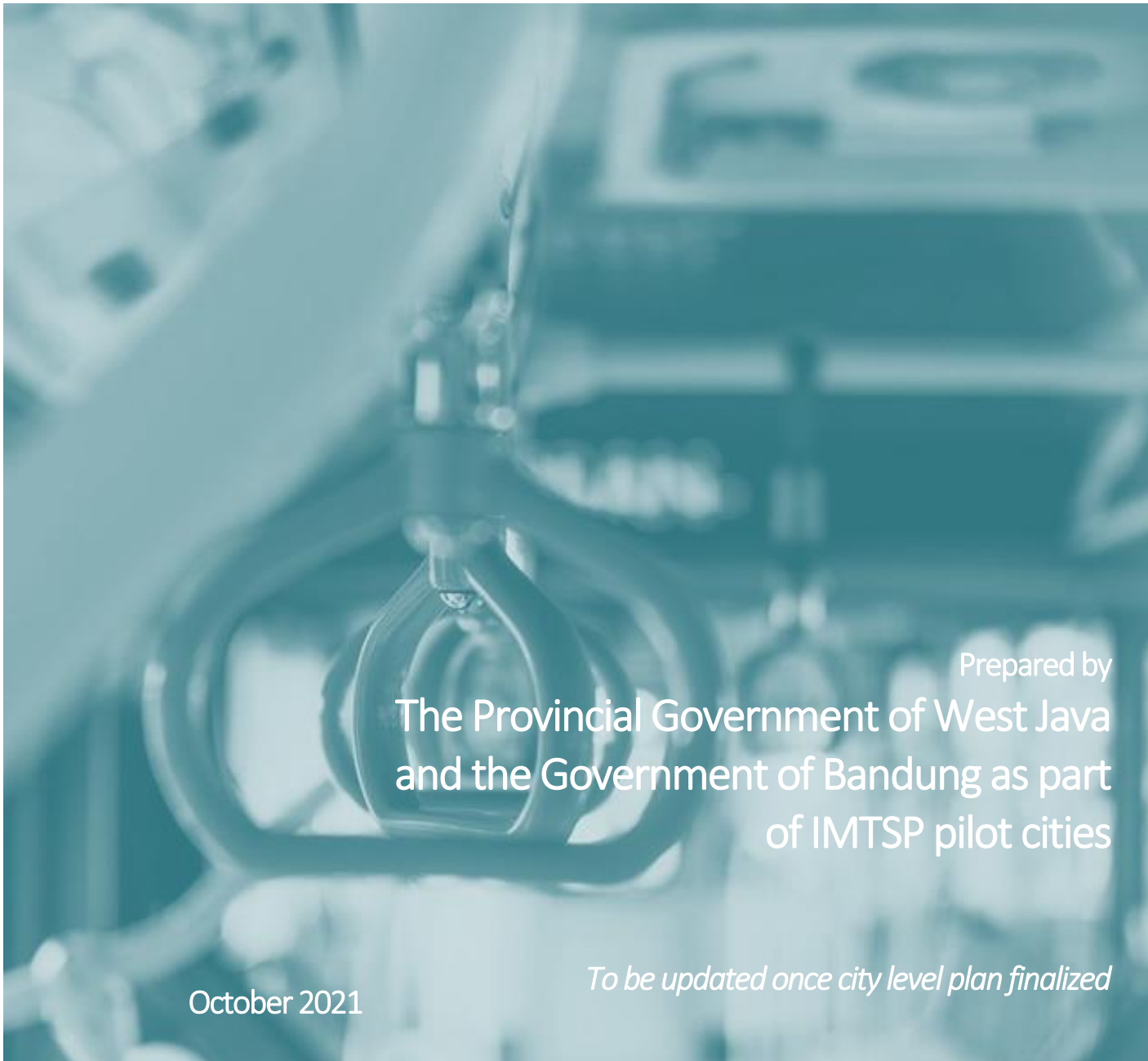


Stakeholder Engagement Plan (SEP) for
**Indonesia Mass Transit Support
Project (IMTPSP) in Bandung
metropolitan area, West Java
Province**



Prepared by
The Provincial Government of West Java
and the Government of Bandung as part
of IMTSP pilot cities

October 2021

To be updated once city level plan finalized

List of Acronyms

Andalalin	<i>Analisis Dampak Lalu Lintas</i> (Traffic Impact Assessment)
Angkot	<i>Angkutan Kota</i> (means ‘municipal transportation’ — usually in the form of minivans operated by private companies as common Indonesian public)
Bappeda	<i>Badan Perencanaan Pembangunan Daerah</i> (Regional Development Planning Agency)
BAPPENAS	<i>Badan Perencanaan Pembangunan Nasional</i> (National Development Planning Agency/ Ministry of National Development Planning)
Bemo	Minivans operated by private companies as common Indonesian public transportation modes
BPS	Indonesian Central Bureau of Statistics
CBD	Central Business District
DAMRI	Indonesian state-owned public transit bus company
DEMU	Diesel Electric Multiple Unit
Dishub	<i>Dinas Perhubungan</i> (Transportation Agency); could be at provincial/ city/ regency level
DKI	<i>Daerah Khusus Ibukota</i> (Special Capital Region)
DLH	<i>Dinas Lingkungan Hidup</i> (Environmental Agency)
E&S	Environment and Social
EHSG	Environmental, Health, and Safety Guidelines
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
FGD	Focus Group Discussions
FPIC	Free, prior, and informed consent
GESI	Gender and social inclusion
GOI	Government of Indonesia
GRM	Grievance Redress Mechanism
IMTPSP	Indonesian Mass Transit Program Support Project
IPF	Investment Project Financing
KLHK	Ministry of Environment and Forestry
KND	National commission of disability
LKPP	National Public Procurement Agency
LRT	Light Rail Transit
MoT	Ministry of Transportation
NGO	Non-Governmental Organizations
NPMU	National Project Management Unit
OHS	Occupational Health and Safety
OPD	Organisasi Perangkat Daerah (Local Working Unit)
ORGANDA	Organisasi Angkutan Darat (Road/land transport organization)
PAP	project affected party
PCN	Project Concept Note
PIU	Project Implementation Unit
PMU	Project Management Unit
PPE	Personal Protective Equipment
PPID	Pejabat Pengelola Informasi dan Dokumentasi/ Information and Grievance Redress Officer
PPP	Public-Private Partnership
PT INTI	PT Industri Telekomunikasi Indonesia (Indonesian Communication Company)
PT KAI	PT Kereta Api Indonesia (Indonesian Railway Company)
PU	<i>Dinas Pekerjaan Umum</i> (Public Works Agency)
PWD	Persons with disabilities

RKL-RPL	Environmental Management Plan (RKL), Environmental Monitoring Plan (RPL)
RPJMD	Regional Mid-Term Development Plan (5-year plan)
RPJMN	National Mid-Term Development Plan (5-year plan)
RPJPD	Regional Long-term development plan (20-year plan)
RPJPN	National Long-term development plan (20-year plan)
Sekda	<i>Sekretariat Daerah</i> (Regional Secretariat — the third highest-ranking official after the head and the deputy of at Province/ City/ Regency)
SEP	Stakeholder Engagement Plan
SKPD	Satuan Kerja Perangkat Daerah/ Local working unit (previous name of OPD)
SPP	Declaration Letter of Environmental Management and Monitoring
ToR	Terms of Reference
UKL-UPL	Environmental Management and Monitoring Efforts (for business/ activities that do not require AMDAL/ EIA)
UU KIP	Undang-Undang Keterbukaan Informasi Publik (Public Information Disclosure Law)
WB	World Bank

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Executive Summary

The Government of Indonesia (GOI), through the Ministry of Transport (MoT), with support of the World Bank (WB), is creating the Indonesian Mass Transit Program Support Project (IMTPSP) to increase financial, technical, and institutional capacities of subnational government (SNGs) to plan, implement and manage public transport. This project is in line with the Medium-Term National Development Plan (RPJMN) for 2020-2024, which has targeted mass transit development in six metropolitan areas, namely Jakarta, Surabaya, Medan, Bandung, Makassar, and Semarang. All projects supported by WB financing are subject to the policies on environmental and social risk management; this Stakeholder Engagement Plan for Medan Metropolitan City has been prepared to anticipate, prepare for and guide the involvement of stakeholders in project planning, implementation and in particular in relation to communication about the management of environmental and social impacts and risks associated with the IMTPSP.

While Stakeholder Engagement Framework (SEF) outlines a guidance for the overall project engagement approach and plan at the national level and cities-level, **this Stakeholder Engagement Plans (SEPs for participating cities) is required to guide how the West Java Province and the City Administration of Bandung, and the selected contractors, will provide information, grievance redressal, and engage stakeholders throughout the expansion of Bus Rapid Transport (BRT) project cycle.** The SEP guides stakeholder engagement support as part of the assistance to MoT, and also a necessary safeguard instruments to manage social and environmental risks associated with the implementation of IMTPSP in the respective cities, in this case Bandung metropolitan, West Java Province.

This SEP will also outline the existing Grievance Redress Mechanisms for complaint handling mechanism. For this project, several adjustments, and improvements, will be planned and implemented to ensure that GRM is able to capture, handle, record and report all complaints received by PIU/ *Satker* through several channels. The annual report of GRM implementation in Medan metropolitan, through the provincial task force (West Java working group), will compiled by the national level/ project task force (PMU) and included as part of the annual project progress report to Bappenas and the World Bank.

1. Introduction

This document represents the city-level Stakeholder Engagement Plan (thereof 'SEP') for a project entitled Indonesian Mass Transit Program Support Project (IMTPSP), which will be implemented in Indonesia by the Indonesian Ministry of Transport (MoT). This project will be financed by the International Bank for Reconstruction and Development (IBRD) of the World Bank Group (WBG), Government of Indonesia (GOI) and Government of France (AFD). SEP, a city-level engagement plan, is required to support IMTPSP, and MoT, along with the Acceleration Team for Urban Transport Implementation at the national level.

The Stakeholder Engagement Plan aims to provide technical plan and key steps to engage stakeholders throughout project cycle at the city level. It responds to the WB Environmental and Social Framework (ESF) for management of impacts, specifically to the Environmental and Social Standard (ESS 10) - Stakeholder Engagement and Information Disclosure. Development of SEP is to meet the the project appraisal requirements.

SEP will first describe the project background and its relevance to Bandung metropolitan context. It then followed by identification of local stakeholders, analysis of them relative to the project, and plan for engagement activities include ways to incorporate views and needs of marginalised groups, including women, peoples with disabilities, elderly, children, and other relevant groups. The Grievance Redress Mechanism and institutional arrangement for SEP is provided in the later sections. The final section will briefly discuss monitoring and reporting mechanism within city level/ Project Implementing Unit (Hereafter 'PIU'), and from city to the national task force/ Project Management Unit (Hereafter 'PMU').

1.1 Project Background and Context

As part of the Medium-Term National Development Plan (RPJMN) 2020-2024, mass transit projects were prioritised in (growing) urban areas, including Jakarta, Surabaya, Medan, Bandung, Makassar and Semarang. While at the national level, the project task force will lead the overall project implementation, including stakeholder engagement at the national level, the task force at city level will be responsible to design, implement, monitor, and report the city level engagement activities.

Component 2 of the IMTPS support the development of a BRT corridor which consist of 23 km of special bus lines, up to 12 direct service routes, and 27 bus stops. The BRT upgrade includes bus stops outside the corridor, an integrated ticketing system, information systems, good pedestrian facilities/ access facilities, good intermodal facilities, and others.

Bandung Project context

Profile of congestion in Bandung. Bandung has suffered from heavy congestion; with the absence of mass rapid transport modes, the number of trips per day has shown to increase 66% from 1995 to 2010, and it is estimated to become 193% by 2030 following the growth of urban population (Lubis et al. 2003 in Tarigan et al. 2016). Several mass transit proposals are presently under consideration by

the provincial and city authorities of the Greater Bandung area. A high-speed rail connection between Bandung and Jakarta is currently under construction and scheduled for completion in 2022.

Bandung City has prepared and taken to market PPP projects comprising a North-South Monorail line and a circulatory people mover within the Central Business District (CBD). However, these projects failed to proceed beyond the bidding process due to, inter-alia, requirements from the preferred bidder for public sector revenue support that the city was unable to provide.

West Java Province has developed a Mass Transit Master Plan. In 2013, AFD signed an MoU with the City of Bandung to upgrade the rail system. A US\$157 loan was supposed to be pledged. In 2014, the detailed engineering plans and evaluation should have been completed, and the fiscal infrastructure development should have started in 2015 (Bandung 2016, AFD 2014).

TEXT BOX 1 WHAT ENTAILS IN BRT BANDUNG METROPOLITAN

What entails in BRT Project for Bandung City

The BRT Bandung Metropolitan will have 23 km of special bus lines, up to 12 direct service routes, and 27 bus stops. The BRT upgrade includes bus stops outside the corridor, an integrated ticketing system, information systems, good pedestrian facilities/ access facilities, good intermodal facilities, and others.

Governments regulations on social mobility restriction due to Covid-19 pandemic in many parts of country has significantly reduced the opportunity to have face-to-face interactions during preparation stage, including initial engagement with key stakeholders. There have been an ongoing discussion and meetings with relevant government officials at city of Bandung, West Bandung, Cimahi, and Sumedang districts, and provincial government, and other key government agencies (i.e. Regional Development Planning Agencies and the Secretary Office of the West Java and Bandung city), to discuss issues and concerns related to the development of city-level engagement plan (Please see Table 4 Summary of Engagement Activities to October 2021). In the future, while there is no certainty that we can conduct face-to-face engagement (in person public forum, face-to-face coordination meeting, etc), we design the engagement in a hybrid approach combing both virtual and electronic-based engagement with in-person activities/ meeting.

1.2 Regulations and protocol at city level

There have been regulations and directives both at provincial and city-level pertaining public information disclosure and grievance redress mechanisms as implementation of the Information Disclosure Law (*UU Keterbukan Informasi Publik*) at subnational levels. Several relevant regulations are:

- Local government regulation No. 11 of 2011 on Transparency, Participation and Accountability (*Peraturan Pemerintah Provinsi Jawa Barat nomor 11 tahun 2011 tentang Transparansi, Partisipasi dan akuntabilitas dalam Penyelenggaraan Pemerintah Daerah*)
- Governor Regulation No. 30 of 2014 on Technical Guideline for adopting Transparency-conduct in doing business within the government agencies of West Java Province (*Peraturan*

*Gubernur Jawa Barat Nomor 30 tahun 2014 tentang Pentunjuk Pelaksana Transparansi dalam Penyelenggaraan Pemerintah Daerah*¹

- Perwal 1340 tahun 2017 on Public Information Disclosure under Bandung-city jurisdiction (*Peraturan Walikota Bandung tentang Pejabat Pengelola Informasi dan Dokumentasi*)

These regulations have provided information on the legal framework, principles and code of conduct, procedure, and institutional arrangement for grievance redressal and providing information data to the public and Stakeholder Identification and Analysis.

Having said this, both West Java and Bandung-city government are familiar and have established a mechanism of grievance redress resolution which will be adopted for the project. Project will undertake capacity development measure and refinement of implementation of existing public information and GRM system.

2. Stakeholder Identification and Analysis

The first step of designing stakeholder engagement plan is identifying who and in what ways individual or groups of people would be affected by the project activities. This section will lay out three categories of stakeholders (key government agencies, project affected persons, vulnerable groups and other interested parties) and what are criteria of individuals or groups reside in each category.

2.1 Key government agencies

Government agencies both at the city of Bandung and districts in West Java, which may be relevant for the project in anyways must be included in this table. Government agencies in this section refers to any agency or working unit (*Organisasi Perangkat Daerah/ OPD*, or previously known as Satuan Kerja Perangkat Daerah/SKPD such as *dinas*) at the city or provincial level which are crucial for subnational level coordination function, especially in terms of land acquisition, labor management procedure, and grievance redress mechanism.

TABLE 1. RELEVANT GOVERNMENTS AGENCIES

No	Government	
1	National level (<i>Kementerian dan Lembaga/ K/L</i>)	Key ministries and agencies, including MoT, BAPPENAS, PU and KLHK MoT Land Transportation Regional 2
2	Provincial level	Provincial Working Group/ <i>Satuan Kerja (Satker)</i> Bappeda Provinsi Jawa Barat Sekda Provinsi Jawa Barat Dishub Provinsi Jawa Barat PU Provinsi Jawa Barat Dinas Lingkungan Hidup Jawa Barat POLDA Jawa Barat

¹ <https://ppid.jabarprov.go.id/download/kategori/58-Dasar-Hukum>

No	Government	
3	City level	<p>Key agencies will be part of the <i>Satuan Kerja (Satker)</i> at provincial level. The Satker will be the PIU for Component 2.</p> <p>For overall coordination – Bappeda, Sekda and Dishub Kota Bandung For land acquisition related issue – Road office, Dinas Pertanahan ATR/BPN For communication with public in coordination with Dinas Kominfo For technical in field in coordination with the Police Office and Satpol PP (and to avoid unnecessary physical contacts with PAPs)</p> <p>Dishub of Bandung Barat district, Cimahi district, Sumedang district Bappeda of Bandung Barat district, Cimahi district, Sumedang district</p>

2.2 Project Affected Persons

Project affected persons include persons impacted by involuntary resettlement², for instances where project activities cause loss of assets and disruptions of livelihoods and other economic activities. This group is one of the key stakeholders that needs to be engaged genuinely and managed to enable a successful project implementation.

Several identified Project Affected Persons are:

1. Ones that potentially have to be relocated once bus depot location is confirmed, including formal land users and informal land users.
2. Whose livelihoods will be disrupted due to Project activities and Project outcome, such as public transport operators (angkot drivers, metromini drivers, and night market vendors in Pasar Tumpah Ciroyom and Pasar Tumpah Andir/ Kosambi) and street vendors along the roads where construction are deemed to occur (Djuanda street, Ahmad Yani street, etc).
3. Road users, who will be affected during and post-construction, for instance increase in traffic jam due to construction activities in the main roads of Bandung. During BRT operation, private vehicles will have to share the space/ lanes in the main roads where BRT is operating, which may increase duration of road travel.

Several risks identified to engage PAPs are including lack of meaningful consultation and lack of adequate and genuine offer/incentives to PAPs. Failure to effectively engage PAPs may lead to protests/ rejection/ public unfavourable opinions towards the Project.

2.3 Vulnerable groups

Vulnerable groups refer to those who may be more likely to be adversely affected by the project impacts and/ or more limited than others in their ability to take advantage of a project's benefits. Such an individual/ group is also more likely to be excluded from/ unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do

² When land acquisition in that specific place/ plot of area is inevitable for the project to be able to roll out.

so (see ESMF for more details). **Several Project Affected Persons above are also identified as vulnerable groups, including public transport operators, night market-sellers, and street vendors.**

Identification of the vulnerable stakeholders takes into account considerations of age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon whom they depend, resources and project benefits, particularly in the case of those who may be disadvantaged or vulnerable. Commuters who are using or will be using public transport in greater Medan region and have criteria of social vulnerability is also considered as vulnerable groups.

According to UU No. 8 of 2016 on People with Disability/ *UU Penyandang Disabilitas*, people with disability have the rights to be included in development plan. Ministry of Social Affairs organises a database of organisations working on and with people with disabilities: <https://intelresos.kemensos.go.id/new/?module=Mitra+Lks&view=pd>

On the similar tone, UU No. 6 of 2014 on Village, suggests that inclusion of all community members, including women, must be prioritised in development efforts. This Law was supported by other Ministerial Regulations, including Presidential Regulations on Gender Mainstreaming; Minister for Child Protection and Women Empowerment of 2015 on Gender Mainstreaming’ and Ministry of Transportation on gender mainstreaming and promotion of adopting gender disaggregated data in transportation area.³

Project affected persons include are persons impacted by involuntary resettlement⁴, for instances where project activities cause loss of assets and disruptions of livelihoods and other economic activities; those who might experience other types of disruption or exclusion from project benefits such as *angkot* drivers, (formal land users) vendors/sellers in the night market Ciroyom and in the night market Kosambi, and (informal) street vendors. Some of these groups may also be vulnerable as they are likely to be adversely affected by the project impacts and/ or more limited than others in their ability to take advantage of a project’s benefits. Such an individual/ group is also more likely to be excluded from/ unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so.

TABLE 2: VULNERABLE GROUPS (SOME OVERLAPPED WITH PAPs)

No	Stakeholders	Potential engagement challenges	Groups’ representatives
1.	This group of PAPs is typically from low-income households, and thus income disruption/reduction or loss associated with the Project will make	Rejection towards consultation-proposal from public transport operators – when they see the Project will likely to affect them negatively, there may be challenges to have them consulted at the first place.	ORGANDA is an association of public transport operators (usually also the vehicle owners) at national level, which has branches in almost every city in Indonesia, including ORGANDA Bandung and ORGANDA West Java. However,

⁴ When land acquisition in that specific place/ plot of area is inevitable for the project to be able to roll out.

	<p>them even more vulnerable. PAPs- potential loss or reduction of income such as public transport operators such angkot drivers, metromini drivers, etc that affected by the output of the project (new route of mass transit) or during construction phase</p>	<p>Public transport operators are varied in nature, for instance drivers-and owner of the car, only driver (pay rent to the car owner), or temporary drivers ('<i>supir tembak</i>'). There is a risk of exclusion of 'the less visible' transport operators, such as the temporary drivers, in consultation processes.</p> <p>Due to the 'sporadic' nature of working hours of public transport drivers (and the macro trend of informality of work i.e., having multiple precarious jobs), there is no guarantee that even when they are invited to consultation meeting/forum, they will/can attend it.</p> <p>Lack of meaningful consultation may lead to protests/ rejection towards the Project.</p>	<p>there also several semi-formal public transport operators' groups, which should be identified further and be engaged by subnational governments.</p>
2.	<p>Micro vendors/ sellers of night markets (<i>vendor pasar tumpah</i> in Ciroyom market, Andir market and Kosambil market) Informal micro sellers in the night market(s)</p>	<p>Lack of meaningful consultation may lead to protests/ rejection towards the Project.</p> <p>Risk of exclusion of micro-sellers/ micro-business owners, which are people from low-income households and women from low-income households, during consultation processes.</p>	<p>For the night market sellers (legal land-users) in Ciroyom and Kosambi, there are semi formal groups consist of all street sellers in the market (market shops- association/ <i>Asosiasi Pedagang Pasar Tumpah Pasar Ciroyom and Asosiasi Pedagangan Pasar Tumpah Kosambi</i>).</p>
3.	<p>Marginalised groups- commuters include persons with disabilities who are frequent users of or will be using public transport in and around the city of Bandung.</p>	<p>Women, women from low-income households, pregnant women, and people with disabilities tend to be more vulnerable in many respects, including as commuters or future-commuters. Lack of understanding or political commitment will impede engagement efforts. For instances, the risk of inadequate budget allocated for engagement activities; or risk of tokenistic consultation (to check the list of SEP requirement).</p> <p>Risk of exclusion of the most marginalised individuals among marginalised groups, for instance the "invisible" people with disability, which was not part of association or advocacy groups.</p> <p>Lack of information/ knowledge and skillsets on how to engage them through different modalities that are appropriate for specific vulnerable groups.</p>	<p>Several associations/ NGOs representing people with disabilities in Bandung include:</p> <p><i>Perhimpunan Penyandang Disabilitas Indonesia (PPDI) Kota Bandung</i></p> <p><i>Persatuan Tuna Netra Indonesia (Pertuni) Kota Bandung</i></p> <p><i>Himpunan Wanita Penyandang Disabilitas (HWDI) Kota Bandung</i></p> <p><i>Perkumpulan Tuna Netra Kristen Indonesia</i></p> <p><i>Ikatan Tuna Netra Muslim Indonesia Kota Bandung</i></p>

4.	Elderly	Similar to above (please refer to marginalised groups)	<i>Associations of elderly in Bandung:</i> Persatuan Wredatama Republik Indonesia of Bandung Lembaga Lanjut Usia Indonesia based in Bandung
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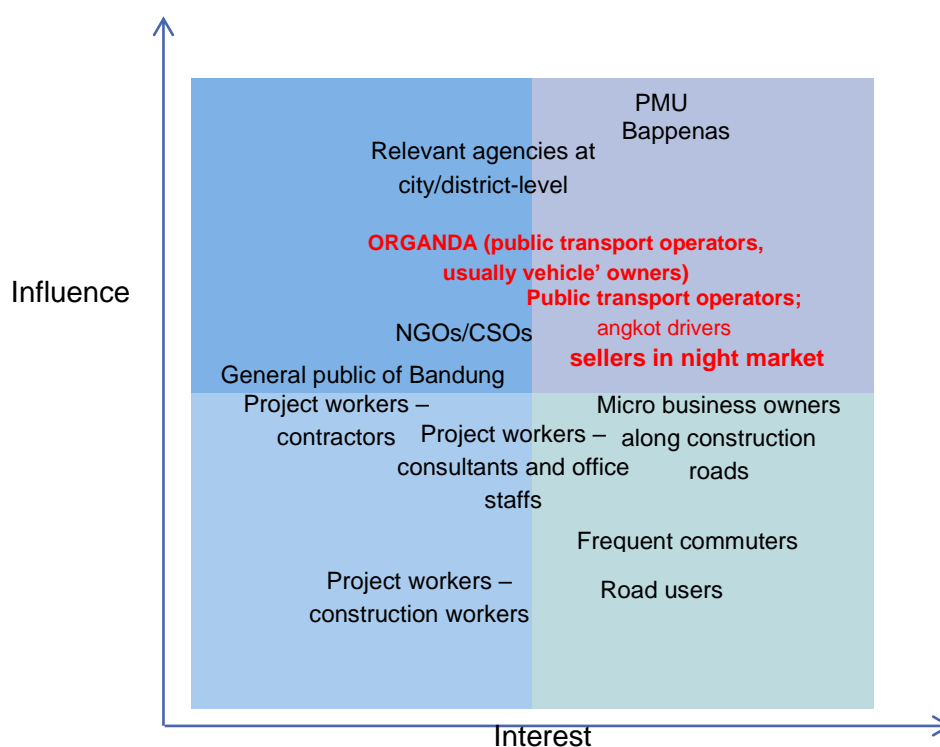
3.3 Other interested parties, including private sector, academic, and CSOs

TABLE 3. IDENTIFICATION OF INTERESTED PARTIES

No	Other interested parties	
1.	Non-Government Organizations (NGOs) and Civil Society	Forum Warga Peduli Lingkungan (FWPL) Bandung Bandung Tree Academics, including academics from local universities such as Institut Teknologi Bandung and Universitas Padjajaran. Academics with background expertise in urban development, urban mobility, gender-sensitive and inclusive public transport, green-transport system are more likely to be interested with the project.
2.	Private sector	Private transport drivers (Gojek and Grab drivers) Tourism (service providers, restaurants/ cafe owners) and Business owners along Pemuda and Ahmad Yani and other roads along the BRT routes. Private owners of service facilities such as hospitals, schools etc.
3.	Media	Mass media

3.4 Stakeholder analysis

Based on the World Bank framework for conducting stakeholder analysis, we mapped each group interests on and influence over the project as follows:



This analysis informs us that several groups have large interests on the project but limited influence on the project decision making, and thus specific and extra measures ought to be pursued to reach them. They are including: project affected persons (potentially must be relocated due to the plan of bus depo which intersect/ on the night marker area near the Plaza), public transport operators/ association of angkot drivers, and other micro businesses owners who are more likely negatively affected due to construction and new route (during operation – their area become less people transiting for bus) and potentially other sub-groups within them that only can be identified by conducting field observation. If relocation due to land acquisition is unavoidable, extra measures should be taken for ensuring a peaceful land-use transition.

TEXT BOX 2 KEY STAKEHOLDERS IN BANDUNG METROPOLITAN

KEY NOTE

Public transport operators and micro business owners/ sellers in the night market are crucial stakeholders at subnational level that needs to be engaged at early stage of project preparation.

For public transport operators, both during the construction stage, and later, operational stage of Bus Rapid Transit will more likely to reduce their income from reduction of passengers and an increase of production cost (less road lanes for public transports and more traffic, which may cause more fuel costs). Meanwhile for sellers at the night marker(s), if the bus depo was confirmed to be located in the night market area, relocation might be needed – and to think where and how to relocate this night market. (For instance, the existing proposal is to reduce the night market opening-hours to avoid conflicting with the construction work and/or operational BRT hours. However, this idea has not been discussed yet with the PAPs).

Once the depo (bus pool) has been confirmed, we will know whether there would be relocation or not. Also, once the route and number of corridors are confirmed, we will be able to estimate numbers of micro sellers who will be affected by construction and presence of BRT. At this stage, this information has not available yet.

As an important note, this analysis may change as the project develops and thus this should be updated at least to be revisited annually.

3. Stakeholder Engagement Program

3.1 Previous Consultations and Engagement

Engagement with broad stakeholders including public transport operators/ *angkot* drivers, public transport association (ORGANDA), bus depot staffs, and street/ market vendors was conducted by DGLT MoT, provincial-level Transport agency, and city-level Transport agency in the Week 2nd of August in Bandung. Governments officials and consultants have had on-site discussions and interviews with approximately 15 people in several areas/ target streets and potential bus depot location (and in total 30 people including local- and field- government staffs). Based on these initial engagements, both public transport operators/ *angkot* drivers, Ciroyom market vendors, and street vendors were worried of losing their means of livelihoods, which will affect their income during construction and operation of the BRT. They are also concerned on availability and accessibility of

grievance redress channels if they want to complain or negotiate on the compensation/agreement. These main concerns have been captured and incorporated in the ESMF and the SEPs at city level.

Formal public consultation at local level will be conducted during first year of Project implementation. PIUs will be responsible to lead and conduct consultations at local levels. It is crucial to note that implementation of SEP at city level is subject to adjustment according to Covid-19 and general public health situation and concerns. Hence, there may be some limitations in delivering/facilitating consultations as consequence of limited social mobility policy of national or local governments. In responding to this uncertainty (especially related to Covid-19 situation), PIUs and contractors should adjust modalities and platforms for engaging stakeholders as necessary, while ensuring to meet the engagement objectives.

TABLE 4 SUMMARY OF ENGAGEMENT ACTIVITIES TO OCTOBER 2021

Project area	Consultation event and who participated	Topics of discussions/ outputs	Date	Note
National level	<p>Environmental and Social Management discussion – institutional arrangement for E&S implementation, key concerns for E&S, and grievance redress mechanisms at subnational level</p> <p>Participants:</p> <p>The Ministry of Transport, The Transport agency of West Java Province, Transport agency of Bandung city, Transport agency of West Bandung district, Transport agency of Cimahi, and Transport agency of Sumedang district, and the Mayor Office-Public Relations unit of Bandung city.</p>	Institutional arrangement and GRM	October 2021	Data was used to develop ESMF and SEP Medan metropolitan
Greater Bandung Region	Regular meetings where held between the local consultant team and Dishub	Urban Mobility Plan, Design plan,	Jan to Dec 2020	Notes of the meeting

Project area	Consultation event and who participated	Topics of discussions/ outputs	Date	Note
	On-site interviews with potential Project Affected Persons (PAPs) with approximately 12 individuals, including public transport operators (<i>angkot</i> drivers) and public transport operator association (ORGANDA), street vendors, night-market sellers (<i>pedangan pasar tumpah</i>).	PAPs concerns related to the project	August 2021	Insights were incorporated into Project design, ESMF, and SEP
	Weekly virtual meeting with provincial transport agency	Urban Mobility plan for Bandung Metropolitan Area	March 2020 – Jan 2021	Urban mobility plan report
	Finalisation of Urban Mobility Plan draft Participants: The National Development Planning Agency, Ministry of Transport through DG Land Transport, West Java Development Planning Agency, West Java Transport Agency, and the World Bank.		October 2020	Urban Mobility plan report
	Discussion of initial findings of the Feasibility Study with city government and provincial government Participants: West Java Development Planning Agency, West Java Transport Agency, Bandung city Development Planning Agency and Bandung city Transport Agency.	FS for BRT Bandung	Jan 2021	Feedback from city government of Bandung and West Java government were incorporated into the Feasibility Study report
	Presentation of feasibility study report (conducted by GIZ) to city and district governments,	FS report	Feb/March 2021	Feedback from city government, academics, commuters, and

Project area	Consultation event and who participated	Topics of discussions/ outputs	Date	Note
	commuters, academics, and NGOs in Bandung.			NGOs were used to finalize FS and considered in the design of the project
	Gender and Social Inclusion assessment in regards to the Sustainable Urban Mobility Plan at provincial level in Bandung (GESI) Participants: West Java Transport agency and Bandung city Transport agency.	GESI Report	March 2021	If there is any data on how many participants disaggregated by gender
	Public consultation for the Project design and ESMF draft (please find the report on the Annex)	Project design at subnational level and ESMF	13 December 2021	Concerns and inputs from participants/ key stakeholders at subnational level were used to refine preliminary social assessment, ESMF, and SEPs at city levels (i.e. for planning follow up consultation on specific topic as per each groups' concern/ aspiration).

3.2 Public Information Disclosure

Stakeholder Engagement Program will be designed and run under these principles, namely clear communication, accurate and timely; accessible and inclusive; transparent and measurable. Detailed Key principles for stakeholder engagement can be found in Stakeholder Engagement Framework (SEF) document on the Section 4 Stakeholder Engagement Program.

While the details overall methods of engagement of the project could be found in the same section in SEF document. In this section, we will lay out the action plan and tactical program that will be undertaken in Bandung area following Component 2 subproject of extension of bus rapid transit in greater Bandung region.

There are several means to disclose public information along the project cycle. These methods would be designed following several considerations 1) what appropriate for the target groups, 2) the situation in the field and 3) what type of information needs be disclosed. Following that, several anticipated form of information disclosure are such follows:

Type of information: Update of the project progress and receive complaints

- Regular coordination meetings with relevant government agencies – subnational task force of Bandung will lead the coordination meeting which includes all relevant agencies at provincial, and district/municipality governments
- Relevant information, poster or post on government website and social media accounts. For instance, informing the public via official Instagram, Facebook, and Twitter account that “there will be construction activities in X street in West Bandung from X day to X day during working hours – please avoid this road whenever possible and be careful”.

We will add one landing page on Dishub Jabar and Dishub Bandung website to provide information about the project. We will put all relevant documents, such as project documents/ PowerPoint slides, summary of project activities, and ESMF on this landing page. Posters/ visual materials and information board – posters and visual materials can be put on the communities’ centres or public spaces near the construction sites (i.e. bus stop or shopping centres near the construction site, etc)

- Dishub Jawa Barat website: <http://dishub.jabarprov.go.id/>
- Dishub Bandung Website: <https://dishub.bandung.go.id/>
- Through social media
 - Instagram: dishubjabar and dishubkotabandung
 - Twitter: dishub_kotabdg and @dishub_jabar and
 - Facebook: dishubkotabandung (to also include Dishub JABAR)
- email address: dishub@bandung.go.id
- Office address:
 - DISHUB JABAR: Jl. Sukabumi No.1, Kacapiring, Kec. Batununggal, Kota Bandung, Jawa Barat 40271
 - DISHUB BANDUNG: Jl. Pendamping SOR GBLA, Rancabolang, Gedebage, Kota Bandung, Jawa Barat
- Public information dissemination and disclosure through village chiefs and/or community leaders – the city of Bandung government, with assistance of sub-district chief, will conduct meeting or forum with representatives of communities that are affected by constructions to update and receive complaints related to the project activities

Type of information: Feedback and complaints

When the project construction commences, the city of Bandung government will conduct electronic/ survey to understand commuters and project affected persons’ concerns and aspirations (i.e., beneficiary-satisfaction check). Also, Grievances channels (via social media, letter, visit to office, LAPOR!) will be opened throughout the project cycle.

Several other means of disseminating information area sharing of project briefs, regular updates, brochures, success stories over emails, mailing of hard copies, project website. Knowledge dissemination events are possibly conducted after the project is completed to enable experience-sharing with other four urban areas (Jakarta, Semarang, Surabaya and Makassar).

3.3 Public consultation plan

Public consultations serve as one of the stakeholder engagement platforms for the project and generally take place for activities where stakeholders' views are sought to enhance project technical design and implementation. Public consultation and 3.2 Public Information Disclosure are entangled and often inseparable. These consultations will likely take place in parallel with other engagement activities supported by the project, including community facilitation for planning and mobilization, day-to-day project stakeholder communication and monitoring, regular coordination meetings, ad-hoc consultations, and Grievance and Redress Mechanism (GRM) implementation. Hence, the following provides an initial sketch of the main consultations that are expected during the project preparation and implementation.

The public consultation plan will follow inclusive, participatory, and transparent principles, and is outlined in **Table 5. public consultation plan.**

TABLE 5. PUBLIC CONSULTATION PLAN

Project Stage	Consultation topics	Method	Target Groups	Timeframe	Person in Charge
Prior to Loan Effectiveness	Overall project design and specific to infrastructure design and detailed site-specific activities and locations	Public forum as part of the national-level consultation; and complemented by city-level Focus Group Discussions (FGDs) with key government agencies	All relevant agencies at city level	Prior to loan effectiveness or during LARAP preparation (right after loan is effective)	Project Implementing Unit (Provincial working group/ <i>Satker</i>), under the supervision of national task force MoT
	Detailed site-specific socioeconomic conditions of potential relocated PAPs	<ul style="list-style-type: none"> • Field survey or field visit and impromptu interviews with local communities along the line of planned route/ construction site • Poster information to be put on community centre and other community-strategic places (Mushola? Puskemas? If we get permission from the village chiefs and communities) • Summary of project design with communities-friendly language (and with visual aids) 	Project Affected Persons – who more likely have to be relocated	during LARAP finalisation	PIU, under the supervision of national task force MoT
	Environmental and Social Management Framework, including FGRMs	Workshop and a series of small group meetings	All relevant agencies at city level	Prior to loan effectiveness	PIU (Provincial working group/ <i>Satker</i>)
	Review of LARAP (or detailed identification of land needed for the project implementation: size, location, etc)	Coordination meeting, field investigation/ field assessment	All relevant agencies at city level	Prior to loan effectiveness or during LARAP preparation (right after loan is effective)	PIU (Provincial working group/ <i>Satker</i>) under supervision of PMU

	Project consultation in general	Public consultation (this can be conducted in several sessions if necessary)	Key national and local stakeholder	Prior to loan effectiveness	PIU
Project implementation	Infrastructural design (ramp access, etc) and operational design (ticket price, scheduling, etc)	Public consultation, workshops Workshop with people with disability will consider appropriate platforms and modalities to enable meaningful consultation process.	All relevant local stakeholder	Early stage of project implementation (Year 1 and Year 2) and follow up consultations/ FGDs or interviews throughout the project cycle. Each consultation will lay out specific topic, for instance, disability-friendly bus station design, public service with disability-sensitivity, assistance for people with disability on the bus (on board service), etc.	PIU
	Project consultation with public transport association and/or drivers and street vendors, such as with ORGANDA of North Sumatera and ORGANDA of Medan city, and ORGANDA of Deli Serdang, angkot drivers.	Public consultation (if the preliminary study conducted by ITDP is ready, then to present it in this forum) to discuss options for integration plan and seek for ORGANDA feedback ITDP: Institute for Transport and Development Policy	Public transport operators, association and/or drivers	Early stage of project implementation	PIU

	Consultation with <i>angkot</i> drivers (in separate session with ORGANDA)	To discuss the route plans and seek for their aspirations in details, and lay out options for restoring livelihoods/ mitigating severe economic impacts	<i>Angkot</i> drivers	Early stage of project implementation	PIU
	Consultation with street vendors and small business owners along the routes for livelihood restoration plan/ options	To lay out the detailed construction plan, and how it may affect their businesses/ livelihoods, and discuss options for restoration of livelihoods (to mitigate severe economic impacts)	Street vendors and micro/small businesses owners along the route	Early stage of project implementation, and prior to construction activities	PIU
	Public consultation with night market sellers/ association of the night market	Public consultation with night market sellers/ micro business owners that will be affected by the construction and operation of BRT if the depo/bus pool location around their area. To lay out the detailed construction plan, and how it may affect their businesses/ livelihoods, and discuss options for restoration of livelihoods (to mitigate severe economic impacts)	Association and/or sellers in the night market	Early stage of project implementation or once the bus pool location is confirmed	PIU
	Development/finalisation of LARAP	Coordination meeting, community meetings	All relevant agencies at city level	Early stage of project implementation	PIU under the supervision of PMU

	Land due diligence	Workshops and field investigation	Land Agency, sub-national government agencies, NGOs/CSOs, community representatives	Prior to construction (following proposal on locations as in LARAP)	PIU with assistance from community facilitators (under the project)
	LARAP implementation	intragovernmental coordination meeting, community meetings	Key government agencies Project Affected Persons (PAPs),		PIUs with assistance from local facilitators
	Development of manuals/technical guidelines i.e. transport plan, financial management and procurement, reporting mechanism, etc at city level	Workshops	All relevant agencies at city level	during first year of project implementation	PMU to lead workshop with city task force as participants
	Socialisation/ induction of the manuals or technical guidelines	Trainings/ workshops	Relevant agency, for instance if the manual is for GRM, then all related staffs handling GRM (from the front desk to the office staff) will be invited to the meeting/ workshop. So does on SEA complaints on public transport, training should be conducted with relevant officers.	During first or second year of project implementation, refreshment training can be conducted on the third and fourth year	PIU

	LARAP Implementation - revisit	Community meeting	Project Affected Persons – who more likely have to be relocated	During the second or third year of implementation – how has it been, was there any complaints on the land acquisition process	PIU
	Updates on project status	Coordination meeting, workshops, through websites and others as stated in 3.2 Public Information Disclosure	Relevant sub-national government agencies, PMU, community representatives, NGOs/CSOs	Periodic (during project implementation)	PIU Provincial West Java government in coordination with city level PIU
Project/sub-project completion	Project completion, monitoring and evaluation	Workshops and FGDs	Central government partners, sub-national government agencies, community representatives, NGOs/CSOs	Periodic inspection	PMU

3.4 Activities to incorporate views of vulnerable groups

Below is the plan for increasing participation of vulnerable groups:

- All community consultation sessions must invite and consider time and venue that increase the chance for these groups to participate in the session. They are including women, men, PWDs, people with limited mobility, socioeconomically disadvantaged, elderly, and students
- Consult with persons with disabilities (PWDs) to garner feedback that can inform alignment and access consideration to improve mobility. This should be made explicit in the monitoring and reporting form: how many people with disabilities consulted, what feedback received, and other relevant information.
- Consultation with people with disabilities will consider appropriate platforms and modalities to ensure meaningful consultation. For instance, it will be conducted in a safe environment, with adequate facilitator/ sign language interpreter, in a small group, and with other support needed.
- In the monitoring and reporting form, task force at city level must include data on participants disaggregated by gender, for infrastructure designs of the bus stops, bus and train stations, at least:
 - 30% women's participation
 - 20% elderly (male and female)
 - 10% people with disabilities (male and female)
- In the monitoring and reporting form, task force at city level must include data on participants disaggregated by gender, economic profile (at least explaining that X persons are identified as *Keluarga Penerima Manfaat Bantuan Sosial Pemerintah* as proxy for the lowest quantile), disability status and other relevant information. This inclusion should be conducted for consultation of the operational systems design (e.g., affordability, security, peak and off-peak scheduling, intermodal links, and use of public space for vendors). Minimum of attendance of vulnerable groups is as follow:
 - 30% women's participation
 - 20% economically disadvantaged group (lowest wealth quintile, this can be approached by inviting households that received *bantuan sosial*)
 - 10% people with disabilities (male and female)
 - 10% vendors (male and female)
 - 10% students (male and female)

Please find the forms for reporting of meetings/ consultations in **Annex 1- Documentation Template for Public Consultations/ Community meetings**.

4. Grievance Redress Mechanism

This section lays out Grievance Redress Mechanism; the procedure and flow; GRM Channels; and institutional arrangement for implementing, overseeing and reporting GRM activities.

4.1 GRM Channels

We will use several channels for capturing grievances from Project Affected Parties and other stakeholders. To increase accessibility and ensure that communities have options for raising their grievances, we will have several channels to capture complaints as follows:

GRM Channels for communities:

- Lapor!
- Directly to local facilitator (on land acquisition and/or potential relocation issue)
- Directly to site coordinator (on construction issue and/or around construction site)
- Social media:
- Phone: JABAR: 022-7207257 - 7272258
- Email: dishub@bandung.go.id and dishub@jabarprov.go.id
- Visit to Dishub office
 BANDUNG: Jl. Pendamping SOR GBLA, Rancabolang, Gedebage, Kota Bandung, Jawa Barat and JAWA BARAT: Jl. Sukabumi No.1, Kacapiring, Kec. Batununggal, Kota Bandung, Jawa Barat 40271

Detailed Information on LAPOR! (an official platform for capturing grievances in Indonesian-government bodies):

Level	Available GRM
West Java Province	<p>Official website of the Provincial Government. The website put the link to <i>Lapor!</i>, a national-wide GRM platform. 'Contact Us' is provided to inform the public how to reach them (via address, email, phone, fax of the Communication and Information Agency/ <i>Dinas Kominfo</i>, completed with a location map). Moreover, short cut icons for their social media, namely Facebook, Twitter, Instagram, Google+, and YouTube also available on the website⁵.</p> <p>Official website of the Provincial Dishub. The website put the link to <i>Lapor!</i>, a national-wide GRM platform. 'Contact Us' is provided to inform the public how to reach them (via address, email, phone, fax, completed with a location map). Moreover, short cut icons for their social media, namely Twitter, Instagram, and Youtube also available on the website⁶. <i>Dishub</i> also provides the procedures and steps for getting information, and also how to send objections to the refusal of public information requests⁷.</p>
City of Bandung	<p>Official website of the City Government. The website put the link to <i>Lapor!</i> and their twitter for receiving the citizens' grievances⁸.</p>

4.2 GRM Procedure and Organisational Arrangement

This section discusses the Grievance Redress Mechanism procedure and its institutional arrangement.

Human Resources Manager/ Manager/ Grievance Officer is expected to become mediator in settling grievance or disputes, so that all issues encountered on site can be resolved immediately. In other words, settlement of issues is not delayed for too long, which can make them more complex and widen the scope. In general, the stages of GRM must involve the following:

Grievance Report

- Those who file complaints can be members of the community, people, a group of people, or institutions;

⁵ <https://jabarprov.go.id/-popup>

⁶ <http://www.dishub.jabarprov.go.id/>

⁷ <http://dishub.jabarprov.go.id/content/view/589.html>

⁸ <https://bandung.go.id/>

- Complainants are those who have interest based on legal object entity of the complainants that can be proven with valid permit documents; Unless complainant request for confidentiality which will be respected by the Project and confidentiality of identities will be maintained. Provide options for confidentiality in complaining is a way to protect complainant's (Sense of) safety and rights to complain. Thus, Project will respect one's choice and protect confidentiality (and keep the anonymous identity).
- When complainant agree to disclose one's identity, the complainants complete Grievance Form (see Annex 2) that contains information about complainant's identity and description of the grievance;
- The complainants must list their identity, address, phone number that can be contacted to clarify their identity and communication, as well as correspondences regarding the handling of the complaints. Anonymous complaints (under Confidentiality) may be registered through the same mechanism, however follow up responses will be determined on a case by case basis; and
- Grievance can be filed directly to the PIU or by completing grievance form available at *Dishub* office or on the project website/ communication portal.

Grievance Documentation and Administration

- Every complaint must be documented and filed in the database. At this stage, a registration number will be assigned to each filed complaint. The PIU will issue complaint receipt for each complainant; and
- The complaint's progress status can be monitored with the registration number. The process must be transparent, and the complainants must be well informed about it.

Grievance Material Verification and Validation

- Complaints will go through preliminary verification to determine whether complainants are eligible to file complaint and it is done through verification of complainant's identity and other required documents; and
- Further verification is conducted to determine if the material can be handled by PIU. If not, the decision and reasons must be submitted in writing to the complainants. Verification and validation must be conducted immediately, not more than 14 days after complaints are received.

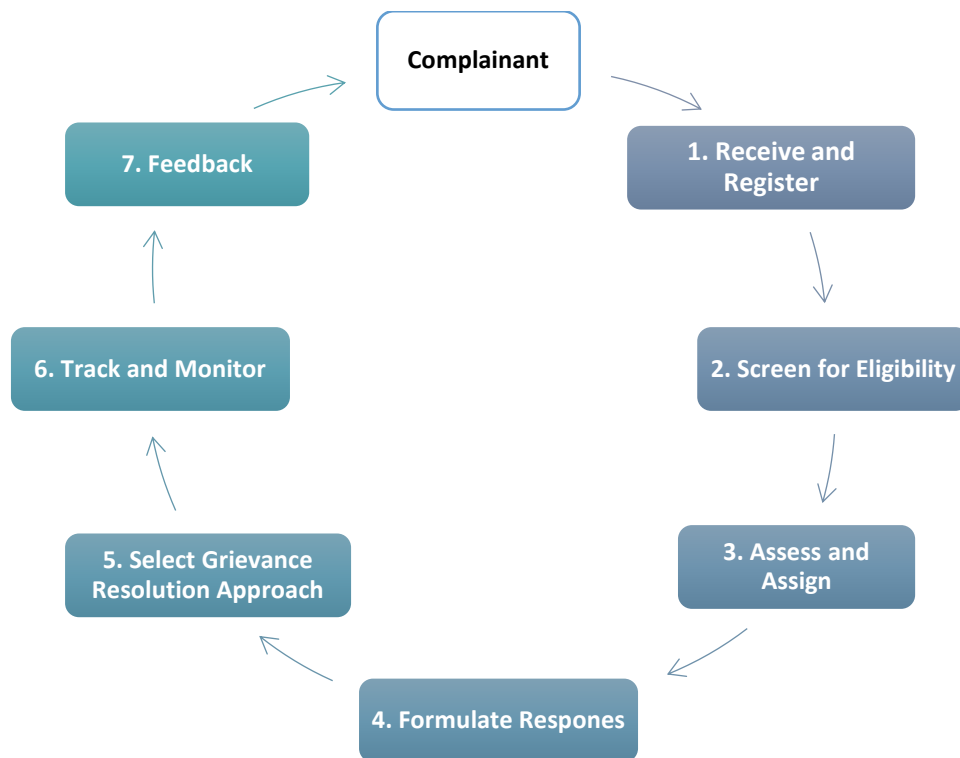
Grievance Handling

- PIU can consult the provincial stakeholder to get inputs in handling grievance. If required, site investigation can be conducted to get further data and information about the filed complaint. The handling process must be done within 60 days since the complaints are received; and
- All process must be documented well. Results of the handling and recommendations will be reported to the complainants. If a complaint is solved, a report/ record is filed in the database, and collated through regular monitoring. However, if a complaint has not been solved, further handling will be done by national level PMU.

Grievance Redress Mechanism for workers in explained in Labor Management Procedure.

Figure 2 below shows the general overview of the community grievance tracking and resolution process which is outlined in more detail in the following section.

FIGURE 1 GRM MANAGEMENT CYCLE



The following worker grievance resolution hierarchy will be followed in cases where a worker grievance is raised. **This means, whenever possible, grievances will be resolved at the lower-scale prior to escalating to the upper-level.** It provides stages to help address the potential complexity and to enable the correct level of management to be involved. It is aimed at addressing concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any redistribution.

TABLE 6. GRM ORGANISATIONAL ARRANGEMENT

Who will:	Anticipated duration	Note
Receive and register: Local facilitator/ project site manager/ social or environmental consultant/ <i>Pejabat Pengelola Informasi dan Dokumentasi</i> /PPID Kota Bandung or DISHUB (depends on from which channels grievance received)	Within 3 working days	In principle, if complaints can be handled on site, to be resolved on site (by local facilitator/ konsultan sosial/ GRM officer/ project site manager or contractor). When it is not possible, receiver/ project site manager
Screen eligibility:	Within 3 working days	

Who will:	Anticipated duration	Note
Local facilitator/ project site manager/ PPID/ Dishub		should pass it to relevant unit (facilitated by Dishub)
Assess and assigning to relevant unit: Local facilitator/ project site manager/ PPID/ Dishub	Max 7 working days after complaint verified	Please refer to Table 8 below.
Formula responses: Project leader in consultation with relevant unit (i.e. if the grievance is related with traffic flow, then project leader to work with LMP and site coordinator to response)	Max 10 working days after the complaint verified	
Select grievance resolution approach: Project leader in consultation with relevant unit		
Track and monitor: Social consultant		
Providing response: Local facilitator/ project site manager/ social consultant	Max 15 working days after the complaint verified	
Follow of if there is an escalation of grievances: Satker/ PIU		If response towards grievance was deemed inadequate by complainers, grievance can be escalated to higher level

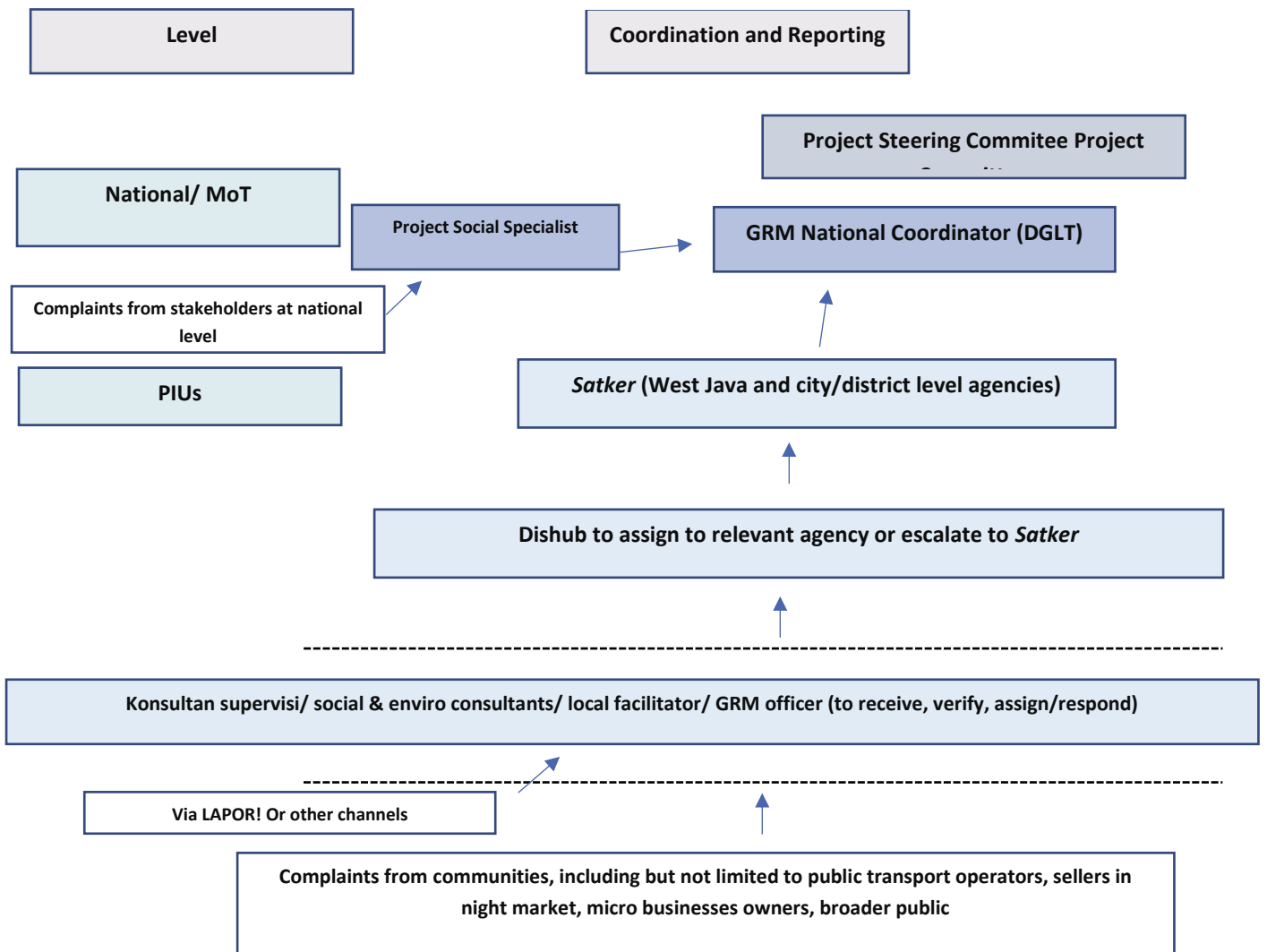
Relevant unit as suggested above can be seen in Table 8 below.

TABLE 7 PROPOSED MEMBER OF GRIEVANCE COMMITTEE AT SUBNATIONAL LEVEL

The Project Proponent / Position within the Project Proponent	Role
Head of Dinas Lingkungan Hidup	Part of Grievance Committee
Head of Transport Agency	Part of Grievance Committee
Head of Waste Management and Cleanliness Section	Part of Grievance Committee
Head of Environmental Compliance Sub-section	Part of Grievance Committee
Head of Environmental Enforcement Sub-section	GRU Database Administrator
Head of Waste Management Sub-section	Part of Grievance Committee
Head of UPTD	GRU Field Team/Officer (Grievance Contact)

Below is the protocol and its institutional arrangement for processing grievance redress mechanism, from receiving/ capturing complaints, verifying, assigning to responding (or escalating to *Satker*/PIU or PMU) and documenting.

FIGURE 2 ORGANISATIONAL ARRANGEMENT FOR GRM



Reporting. As per ESMF (please refer to ESMF IMTSP), PIU must report GRM operation in annual basis (12 months period) to PMU. The template of report can be seen in ESMF IMTSP/ in Annex X. This report includes information on types of grievances, overall time takes to resolve grievances, whether there are unresolved/ escalated grievance, and etc.

Financing. Grievance Redress Mechanism implementation and related capacity development will be financed through fund sources from Component 1 and Component 2, and several activities that attached the work of contractors would be covered by contractors budget (such as consultations during development of DEDs, final LARAP, etc.).

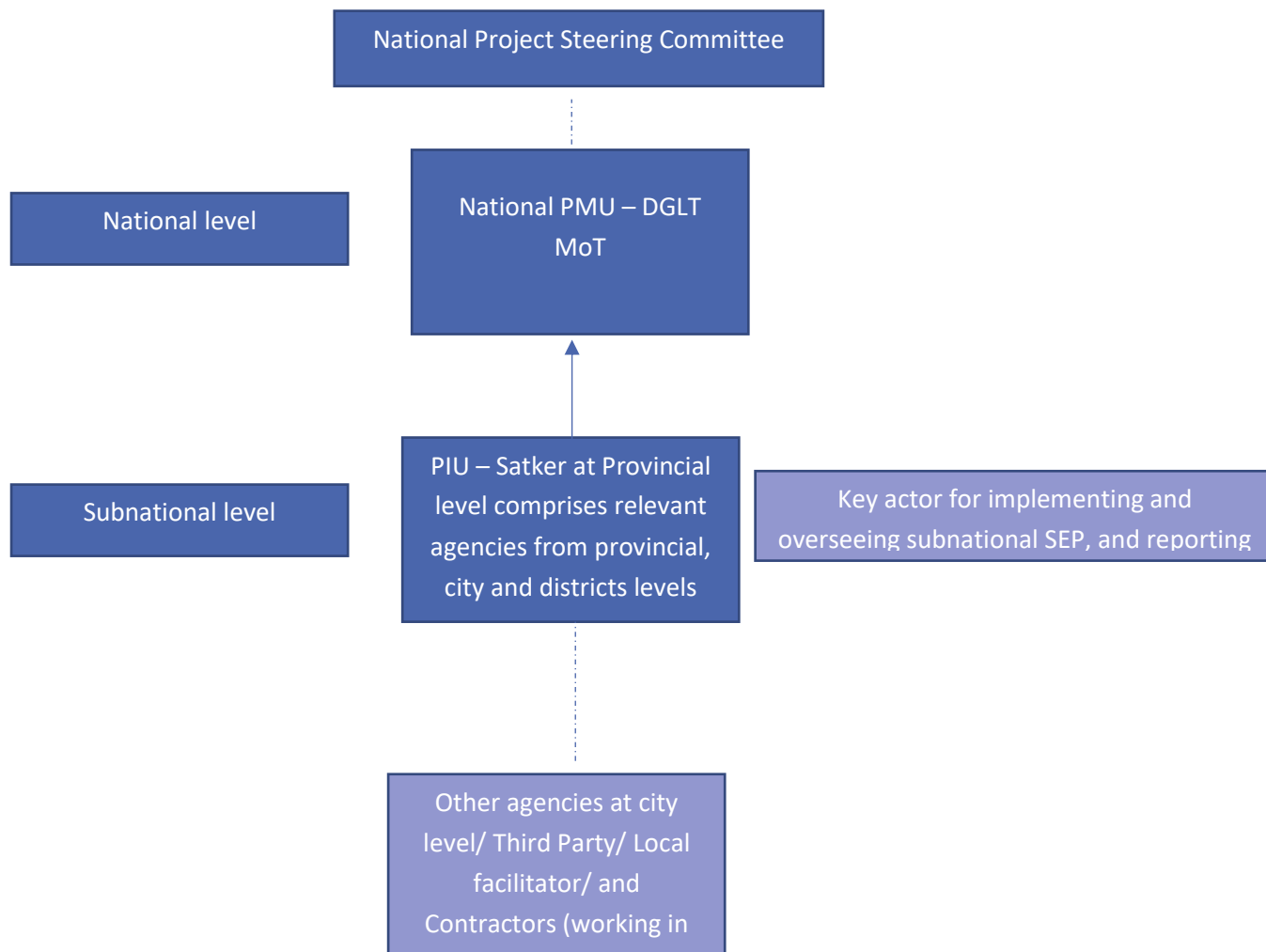
5. Institutional arrangements

In this section, we will discuss institutional arrangement for Stakeholder Engagement Plan and its financing plan.

5.1 Institutional arrangement

Institutional arrangement for SEP is following the general E&S institutional arrangement.

FIGURE 3 INSTITUTIONAL ARRANGEMENT FOR SEP IMPLEMENTATION



TEXT BOX 3. ESTABLISHMENT OF SATKER/ PIU AT PROVINCIAL LEVEL - KEY NOTE

Key Note:

PIU at provincial level, henceforth called 'Satuan Kerja/ Satker' consist of all relevant agencies at provincial, city and district levels. This should be legalised through Surat Keputusan Gubernur, which is substantiated by the Memorandum of Understanding (MoU)/ Nota Perjanjian between DGLT and subnational governments (provincial and city/ district level agencies). The head of PIU ought to be joint-Bappeda-Sekda and Dishub government Province of West Java (to be confirmed once all settled).

5.2 Financing Plan

Project Implementation Unit (PIU), the city of Bandung task force, will be responsible for the day-to-day implementation activities of this SEP. A preliminary assessment of the financing needs is being undertaken, with the main elements listed below.

TABLE 8. ESTIMATE FINANCING NEEDS

Expenditure Items	Est. Amount	Source of funding
Recruitment of environmental and social specialists, including community engagement specialist, throughout the project implementation.	IDR 6 billion (approximation IDR 1.2 billion per year)	Component 1
Public consultations, with all key stakeholders, at the provincial and city levels ((may be delivered in hybrid mode due to the uncertainty of public health condition induced by Covid-19 Omicron variant). Annually to report progress, and update concerns/ feedback for the ongoing project operation.	IDR 1.5 billion	Component 2
Stakeholder engagement with vulnerable groups at subnational levels (in separate sessions) throughout the project cycle, such as with people with disabilities, the elderly, pregnant women, and schoolchildren.	IDR 1 billion	
Community facilitators (two persons) Community facilitators will be needed during preparation of construction and by the last year of project implementation, to lead consultation with angkot drivers, street vendors, or market vendors that will be affected by the construction and the BRT operation when it is ready.	IDR 960 million (approximation IDR 480 million for 1 year)	
Capacity building on community engagement for sub-national governments (may be delivered in hybrid mode due to the uncertainty of public health condition induced by Covid-19 Omicron variant)	IDR 1 billion	
Stakeholder engagement and community awareness materials and campaign (for year 1)	IDR 150 million	
Advertisement of the BRT project, via radio and local newspaper, several times (for instance, at the beginning, in the middle and at the end to promote the BRT) for the full cycle of the project	IDR 2 billion	Component 1
GRM operationalization/ development of modules or SOP and trainings for Year 1 of project implementation (including hiring additional professional GRM trainers for assisting social specialist)	IDR 650 million	
GRM operationalization: Grievance Log/ database (IT based service) throughout the project cycle	IDR 750 million	
Recruitment for Gender specialist for Sexual Exploitation and Abuse (SEA); city-level mitigation measures and response/referral mechanisms	IDR 600 million	
Monitoring and Evaluation, and Reporting consultants (periodically as per engagement plan)	IDR 1.5 billion	

Expenditure Items	Est. Amount	Source of funding
Sexual Exploitation and Abuse (SEA) complaints' response mechanism	TBD	
GRM implementation in and around construction site environment	TBD	Selected contractors' budget
Rough budget estimation	IDR 16.1 billion	

Note: This is rough approximation of SEP implementation budget. The actual budget estimation for will be detailed further once the details action plan is confirmed at subnational level. The annual working plan includes detailed activities' plan and budget-estimation for the following year (so annual working plan for 2023 will be developed and submitted to PMU in 2022). We, the Government of West Java, have to follow this budgeting cycle.

6. Monitoring & Evaluation and Reporting Mechanisms

Monitoring and Evaluation will be conducted in regular basis to capture the progress, challenges, concerns and feedback from all stakeholders, including project affected persons, public transport operators and angkot drivers, sellers in the night market, and micro businesses that affected by project activities, variety of group commuters, and civil society organisations. While we proposed a rapid assessment, we also will have an annual M&E to capture any concerns as abovementioned. There are different ways to capture feedback, which can be seen as below

TABLE 9. MONITORING AND REPORTING PLAN

Key elements	Timeframe	Methods	Responsibilities
<p>Rapid feedback on consultation processes:</p> <p>1) Stakeholders' access to project information and consultations</p> <p>2) Acceptability and appropriateness of consultation and engagement approaches</p> <p>3) Accessibility and readability of public information dissemination materials</p>	<p>Periodic (during project preparation and maintained throughout project implementation)</p> <p>This also can be done right after consultation or meeting with key stakeholders; and in later stage of the project implementation, through an impromptu visit to the bus stations (spot check).</p>	<p>Impromptu interview, observations, or mini survey.</p> <p>For instance, survey to 5-10% of the participants: prepare a mini questionnaire to 10 participants of the meeting to fill in, if the meeting was attended by 100 people. Questionnaire should not be longer than 5 minutes to complete.</p> <p>If situation allows, M&E support can interview on the spot several participants to gather feedback on the appropriateness, clarity and other aspects of good communication practice during the consultation processes.</p> <p>For the annual M&E, the design should be clearly defined, including number of participants, inclusion of vulnerable groups, and methods of data collection.</p>	<p>PIUs with support from an independent M&E consultant</p>
<p>Community facilitators' engagement with target beneficiaries</p>	<p>Periodic (during project implementation)</p>	<p>Interviews, observations, survey, score-card as relevant</p>	<p>PIUs with support from an independent M&E consultant</p>
<p>Public awareness of and satisfaction on FGRM channels and their reliability</p>	<p>Periodic (during project implementation)</p>	<p>Spot checks, interviews, observations</p>	<p>PIUs with support from a communication specialist</p>

	If complainers file a complaint, the form may ask whether she/he/they is willing to be interviewed to improve GRM processes.		
Tones in social media and broader public perceptions (including NGOs/CSOs)	Periodic (during project implementation)	Social media monitoring, interviews, observations	PIUs with support from a communication specialist
Rate of grievances and complaints (reported and unreported)	Periodic (during project implementation)	Desk review, interviews, survey	PIUs with support from an independent M&E consultant
Workers' protection (particularly construction workers on decent working conditions, for instances, if they get paid on time and within the agreed amount by the contractors, if there is decent toilet and handwashing station)	Annually	Ask contractors to submit a statement of fulfilment of duty, and impromptu visit to site	PIUs with support of OHS specialist and social specialist/consultant

ANNEXES

Annex 1- Documentation Template for Public Consultations/ Community meetings

Event	:			
Date and time	:			
Location/ Venue	:			
Lead organiser	:			
Number of participants	:			
	Women:	Men:	Peoples with disability:	Other participants identified as vulnerable groups:
Participants' list	: (for instances, from task force, communities in X village in Y subdistrict in West Bandung, association of <i>angkot</i> drivers Z, etc)			
Activity and note				
Documentations/ photos*				
Annexes (invitation letter, Q&As note, and other documentation)				

Note:

Photographers/ organiser of the meeting must obtain participants consent before taking photograph. Whenever possible, to avoid taking a close-up photograph, particularly children, people with disability, and elderly. Thus, the strategy is usually taking the whole-room perspective.

COMPLAINT FORM

<p>Registration Number <i>(will be filled by the grievance's staff)</i></p>	
<p>Date of Complaint</p>	
<p>Reporter's Name <i>(not required, may be left blank)</i></p>	
<p>Cellular Phone Number</p>	
<p>Email</p>	
<p>Identity Number</p>	
<p>Request for Confidentiality</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Complaint Description</p>	
<p>Annex</p>	

FORMULIR PENGADUAN/ KELUHAN

Nomor Registrasi Keluhan <i>(akan diisi oleh petugas)</i>	
Tanggal Pelaporan Keluhan	
Nama Pelapor <i>(tidak harus diisi, dapat dikosongkan)</i>	
Nomor Telpon/ HP	
Email/ Alamat Surat-Menyurat	
Nomor Identitas	
Permintaan untuk Merahasiakan Laporan	<input type="checkbox"/> Ya <input type="checkbox"/> Tidak
Deskripsi Keluhan <i>(dapat dilengkapi dengan tanggal dan lokasi kejadian)</i>	
Lampiran <i>(data pendukung, dapat berupa dokumen, foto, dll.)</i>	

Annex 3- Outline for GRM Report (from *Satker*/ PIU to DGLT/ PMU)

Grievance Redress Mechanism implementation's annual report must include the following information:

- Number of grievances received, proceed, resolved, and unresolved
- What channels captured grievances (and which ones captured the most?)
- How many days grievances was proceeded and then resolved? (Was is more than the anticipated processing days as per SOP?)
- What are the common theme of grievances (typology of complaints)
- What type of complaints that have to be escalated and/or unresolved as of reporting?
- What are aspects that can be improved? Including if there are any specific resources needed to enable a more effective and efficient GRM implementation at subnational level
- Lesson learnt

Annex 4- Report of Public consultation in Bandung

Prepared by: the Ministry of Transportation of the Republic of Indonesia, Directorate General of Land Transport.

Date and time	:	Monday, 13 December 2021, 10.00 – 12.30 WIB
Location	:	Pullman, Bandung
Number of participants	:	(42 offline and 10 online participants) Women: Men: People with disability: - Participants are from: Transport Agency of Cimahi district, Development Planning Agency of Cimahi (Bappeda), Public Transport Regional Governing Body (<i>Balai Transporasi Publik Daerah</i> /BTPD Wilayah IX of West Java), Development Planning of Bandung City, Environmental Agency of Bandung City (DLH), West Bandung Transport Agency, Public Transport Operators of West Java and Bandung (ORGANDA DPC and DPP), the Land Transport Operator (a state-owned company, DAMRI), the Indonesian Railway Operator (a state-owned company, PT KAI), taxi driver, <i>angkot</i> drivers, Global Future Cities Program (GFCP).
Hosts	:	DG Land Transport, Ministry of Transport Transport Agency of West Java Transport Agency of Bandung City
Summary of key findings:		
<ul style="list-style-type: none"> • ORGANDA (public transport operators) of West Java Province concerns with their members businesses and welfare: What will happen with the <i>angkots'</i> owners and <i>angkot</i> drivers with these new proposed routes and "new" public transport arrangement in Bandung metropolitan? ORGANDA wishes to be engaged in the future. 		

- DAMRI (state-owned company for public land transport): what is the government plan to involve DAMRI in the project, and not to "kill its dying business"?
- Cimahi district government and West Bandung district government wish to get involved on further meetings for discussing 1) impacts and technical routes, and 2) suggest to have the plan considered others' local government on-going/near future infrastructural projects on the roads, esp. on traffic management
- Concern on the line of coordination among government agencies, both vertical and horizontal, and lack of consensus within the "local governments" (which are beyond transport agency). Despite having a legal agreement of roles and responsibilities, local agencies seem to have different understandings on what to contribute to the project. Also, to have a clear and accessible information for all related stakeholders.
- Concerns on economic impact due to disturbance to livelihoods for *angkot* drivers, street vendors, and small business due to construction (and output of the project/ the BRT existence later on).

Q&A sessions:

Public Transport Operators Association (ORGANDA) of West Java (two times speaking from two different people):

- We generally support the program, but we need to hear more about the detailed plan, and want to be involved for the integration plan development in the future.
- We are concern about the future livelihoods of our members and *angkot* drivers i.e. economic impacts of BRT on *angkot* drivers.
- We wish to see more tangible technical plan for integration of existing public transport system to the new BRT system, and to provide employment or business opportunities for operators and *angkot* drivers.

City of Cimahi government:

- We support the program as it's aligned with the connectivity goal of Greater Bandung area
- Please to look at the existing infrastructural plan in Cimahi, and work with that to avoid severe traffic jam, including developing and implementing road traffic management

State-owned company for public transport (DAMRI):

- We support BRT program in Bandung metropolitan. However, how to lessen the harm to our 'dying' businesses?
- We wish the project design to include us as part of the service providers and/or operators
- To include DAMRI in future project detailed plan consultation

Transport Agency of West Bandung district:

- To have a better line of coordination among government agencies involved in this project and to build the shared understanding on the expectation of roles and responsibilities of each party, both at local and national level, on this project
- To have a more accessible information about the project
- To develop a more detailed stakeholder engagement plan so all key stakeholders are included and no one felt left behind

Bandung Development Planning Agency (Bappeda)

- The affected micro businesses, such as street vendors along the proposed routes and wet market vendors in Pasar Andir and Pasar Ciroyom, are more likely to be concerned and interested with the mitigation plan for livelihood restoration
- Please consider ways to compensate them economically/ financially so it would be easier for government to implement the project, and fairer for them

Response from government:

We are developing plan for options of integration of existing public transport to BRT, in terms of routes and vehicles (*armada*). We have plan to include DAMRI in the system.

We are still finalising the design plan, and we will inform you and seek for your feedback in the future. We have developed engagement plan with stakeholders, and please look forward to it.

Closing remarks by

Thanking for everyone's feedback and time, government takes notes of all concerns and aspirations, and ask all key stakeholders attending the consultation to support the program implementation in Bandung metropolitan area.

Photos and list of attendees:

In person consultation





Due to regulation to limit number of people for indoor forum, several people participated in the forum and/or observed it via Zoom:



Identifikasi Dampak Pembangunan BRT Bandung

Dokumentasi

Jenis Dampak dan Mitigasinya

Jenis Dampak:

- Kemacetan Lalu Lintas
- Gangguan akses ke bisnis area
- Persempitan jalan
- Polusi Udara/Debu
- Peringkatan kebisingan
- Gangguan Keselamatan lalu lintas & Kecelakaan Kerja
- Gangguan estetika di lokasi konstruksi
- Kerusakan jalan eksisting

Jenis Dampak:

- Kemacetan Lalu Lintas
- Gangguan akses ke forum, pemukiman & kegiatan bisnis
- Persempitan jalan
- Polusi Udara/Debu
- Peringkatan kebisingan
- Gangguan Keselamatan lalu lintas & Kecelakaan Kerja
- Gangguan estetika di lokasi konstruksi
- Kerusakan jalan eksisting



Koridor yang sudah di lelang. 100% Bus Ramah Wheelchair

Koridor 2 :
Alun- Alun Bandung - Stasiun Cimahi - Kota Baru Parahyangan

Koridor 3 :
Baleendah - BEC



Photographs of list of attendees:

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Stakeholder Engagement Plan (SEP) for
**Indonesia Mass Transit Support
Project (IMTPSP) in Medan
metropolitan area, North
Sumatera Province**

Prepared by
The Provincial Government of North Sumatera
and the City Government of Medan as part of
IMTSP pilot cities

To be updated once city level plan finalised

October 2021

List of Acronyms

Andalalin	<i>Analisis Dampak Lalu Lintas</i> (Traffic Impact Assessment)
Angkot	<i>Angkutan Kota</i> (means ‘municipal transportation’ — usually in the form of minivans operated by private companies as common Indonesian public)
Bappeda	<i>Badan Perencanaan Pembangunan Daerah</i> (Regional Development Planning Agency)
BAPPENAS	<i>Badan Perencanaan Pembangunan Nasional</i> (National Development Planning Agency/ Ministry of National Development Planning)
Bemo	Minivans operated by private companies as common Indonesian public transportation modes
BPS	Indonesian Central Bureau of Statistics
CBD	Central Business District
PMU	Central Project Management Unit
DAMRI	Indonesian state-owned public transit bus company
DEMU	Diesel Electric Multiple Unit
Dishub	<i>Dinas Perhubungan</i> (Transportation Agency); could be at provincial/ city/ regency level
DKI	<i>Daerah Khusus Ibukota</i> (Special Capital Region)
DLH	<i>Dinas Lingkungan Hidup</i> (Environmental Agency)
E&S	Environment and Social
EHSG	Environmental, Health, and Safety Guidelines
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
FGD	Focus Group Discussions
FPIC	Free, prior, and informed consent
GESI	Gender and social inclusion
GOI	Government of Indonesia
GRM	Grievance Redress Mechanism
IMTPSP	Indonesian Mass Transit Program Support Project
IPF	Investment Project Financing
KLHK	Ministry of Environment and Forestry
KND	National commission of disability
LKPP	National Public Procurement Agency
LRT	Light Rail Transit
MoT	Ministry of Transportation
NGO	Non-Governmental Organizations
OHS	Occupational Health and Safety
OPD	<i>Organisasi Perangkat Daerah</i> (Local Working Unit)
ORGANDA	<i>Organisasi Angkutan Darat</i> (Road Transport Organisation)
PAP	project affected party
PCN	Project Concept Note
PIU	Project Implementation Unit
PMU	Project Management Unit
PPE	Personal Protective Equipment
PPID	<i>Pejabat Pengelola Informasi dan Dokumentasi</i> / Information and Grievance Redress Officer

PPP	Public-Private Partnership
PT INTI	PT Industri Telekomunikasi Indonesia (Indonesian Communication Company)
PT KAI	PT Kereta Api Indonesia (Indonesian Railway Company)
PU	<i>Dinas Pekerjaan Umum</i> (Public Works Agency)
PWD	Persons with disabilities
RKL-RPL	Environmental Management Plan (RKL), Environmental Monitoring Plan (RPL)
RPJMD	Regional Mid-Term Development Plan (5-year plan)
RPJMN	National Mid-Term Development Plan (5-year plan)
RPJPD	Regional Long-term development plan (20-year plan)
RPJPN	National Long-term development plan (20-year plan)
Sekda	<i>Sekretariat Daerah</i> (Regional Secretariat — the third highest-ranking official after the head and the deputy of at Province/ City/ Regency)
SEP	Stakeholder Engagement Plan
SKPD	<i>Satuan Kerja Perangkat Daerah</i> / Local working unit (previous name of OPD)
SPP	Declaration Letter of Environmental Management and Monitoring
ToR	Terms of Reference
UKL-UPL	Environmental Management and Monitoring Efforts (for business/ activities that do not require AMDAL/ EIA)
UU KIP	<i>Undang-Undang Keterbukaan Informasi Publik</i> (Public Information Disclosure Law)
WB	World Bank

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Executive Summary

The Government of Indonesia (GOI), through the Ministry of Transport (MoT), with support of the World Bank (WB), is creating the Indonesian Mass Transit Program Support Project (IMTPSP) to increase financial, technical, and institutional capacities of subnational government (SNGs) to plan, implement and manage public transport. This project is in line with the Medium-Term National Development Plan (RPJMN) for 2020-2024, which has targeted mass transit development in six metropolitan areas, namely Jakarta, Surabaya, Medan, Bandung, Makassar, and Semarang. All projects supported by WB financing are subject to the policies on environmental and social risk management; this Stakeholder Engagement Plan for Medan Metropolitan City has been prepared to anticipate, prepare for and guide the involvement of stakeholders in project planning, implementation and in particular in relation to communication about the management of environmental and social impacts and risks associated with the IMTPSP.

While Stakeholder Engagement Framework (SEF) outlines a guidance for the overall project engagement approach and plan at the national level and cities-level, **this Stakeholder Engagement Plans (SEPs for participating cities) is required to guide how the North Sumatera Province and the City Administration of Medan, and the selected contractors, will provide information, grievance redressal, and engage stakeholders throughout the expansion of Bus Rapid Transport (BRT) project cycle.** The SEP guides stakeholder engagement support as part of the assistance to MoT, and also a necessary safeguard instruments to manage social and environmental risks associated with the implementation of IMTPSP in the respective cities, in this case Medan metropolitan, North Sumatera Province.

This SEP will also outline the existing Grievance Redress Mechanisms for complaint handling mechanism. For this project, several adjustments, and improvements, will be planned and implemented to ensure that GRM is able **to capture, handle, record and report all complaints received by PIU/ Satker through several channels.** The annual report of GRM implementation in Medan metropolitan, through the provincial task force (North Sumatera working group), will compiled by the national level/ project task force (PMU) and included as part of the annual project progress report to Bappenas and the World Bank.

1. Introduction

This document represents the city-level Stakeholder Engagement Plan (thereof 'SEP') for development of BRT in Medan as part of the Indonesian Mass Transit Program Support Project (IMTPSP), which will be implemented in Indonesia by the Indonesian Ministry of Transport (MoT). This project will be financed by the International Bank for Reconstruction and Development (IBRD) of the World Bank Group (WBG), Government of Indonesia (GOI) and Government of France (AFD).

The Stakeholder Engagement Plan aims to provide technical plan and key steps to engage stakeholders throughout project cycle at the metropolitan level. It responds to the WB Environmental and Social Framework (ESF) for management of impacts, specifically to the Environmental and Social Standard (ESS 10) - Stakeholder Engagement and Information Disclosure.

SEP will first describe the project background and its relevance to Medan metropolitan context. It then followed by identification of local stakeholders, analysis of them relative to the project, and plan for engagement activities include ways to incorporate views and needs of marginalised groups, including women, peoples with disabilities, elderly, and other relevant groups. The Grievance Redress Mechanism and institutional arrangement for SEP is provided in the later sections. The final section will briefly discuss monitoring and reporting mechanism within city level/ Project Implementing Unit (Hereafter 'PIU'), and from city to the national task force/ Project Management Unit (Hereafter 'PMU').

1.1 Project Background and Context

As part of the Medium-Term National Development Plan (RPJMN) 2020-2024, mass transit projects were prioritised in growing urban areas, including Jakarta, Surabaya, Medan, Bandung, Makassar, and Semarang. While at the national level, the project task force/ PMU will lead the overall project implementation, including institutional capacity development and stakeholder engagement at the national level, the task force at city level will be responsible to design, implement, monitor, and report the city level engagement activities.

Component 2 of the IMTPS support the development of a BRT corridor with a dedicated right of way (with an approximate length of 21 km, with 2 terminals and 31 stations, with 8 stations in one direction streets) between Pinang Baris in the west and Amplas Bus Terminals in the southeast of Mebidang. The BRT service proposes to connect to adjoining agglomerations of Sunggal/Binjai City in the west and Tanjung Morawa/Lubuk Pakam in the east.

Medan Project Context

Profile of Congestion in Medan. Motor vehicles comprise over 86 percent of the vehicle fleet. Medan City was ranked as the third most congested city (behind Jakarta Selatan and Bandung), out of the 38 cities tested in a recent big-data analysis of WB diagnostic.

FIGURE 1 PLANNED BRT CORRIDOR (BLUE) IN THE GREATER MEDAN AREA



Bus Rapid Transport system from Terminal Amplas to terminal Pinang Baris (18.3 km, with 31 stations and two terminals) (US\$70 Million).

TEXT BOX 1. WHAT ENTAILS IN MEDAN METROPOLITAN BRT

What entails in Medan BRT

The proposed Medan Metropolitan BRT will have 24 km of dedicated bus lanes, 45 bus stops, 12 direct service routes, service with a headway of 5-10 minutes for 18 hours per day, with a speed of 22-60 km/hour. The route traverses key areas currently subject to high population movement and heavy traffic congestion. As it goes through the Medan city center, it traverses schools/ university campuses, hospitals, commercial areas, and residential buildings.

Medan has an existing Indonesian common-style BRT running in mixed traffic operated by the national bus company, DAMRI. Service began on two routes in 2015/ 2016. Medan was slower to adopt BRT than other Indonesian cities due to objections by local transport (*angkot*) operators.

Governments regulations on social mobility restriction due to Covid-19 pandemic in many parts of country has significantly reduced the opportunity to have face-to-face interactions during preparation stage, including initial engagement with key stakeholders. There have been an ongoing discussion and meetings with relevant government officials at city of Medan, Binjai and Deli Sedang districts, and provincial government, and other key government agencies (Regional Development Planning agencies at province and city level and so does the Secretary Office), to discuss issues and concerns related to the development of city-level engagement plan (please see 3.1 Previous engagement). In the future,

while there is no certainty that we can conduct face-to-face engagement (in person public forum, face-to-face coordination meeting, etc), we design the engagement in a hybrid approach combining both virtual and electronic-based engagement with in-person activities/ meeting.

1.2 Regulations and protocol at city level

There have been regulations and directives both at provincial and city-level pertaining public information disclosure and grievance redress mechanisms as implementation of the Information Disclosure Law (*UU Keterbukan Informasi Publik*) at subnational levels. Several relevant regulations are:

- Governor Regulation No. 71 of 2017 on Guideline for Implementation of Public Information Disclosure arrangement for the North Sumatera's public institutions (*Surat Keputusan Gubernur Provinsi Sumatera Utara No. 71 tahun 2017 tentang Pedoman Pengelolaan Pelayanan Informasi dan Dokumentasi Pemerintah Provinsi Sumatera Utara*)¹
- This regulation then was followed up by a Governor Directive No. 188.44/764/KPTS/2017 on task unit for public information disclosure (*Surat Keputusan penunjukan Pejabat Pengelola Informasi dan Dokumentasi Provinsi Sumatera Utara*)
- After assigning civil servants as the Information and GRM-officers (PPID), the North Sumatera government has developed and introduced the Standard Operating Procedure for implementing public information disclosure and grievance redress mechanism within the North Sumatera provincial offices (Governor Directive No. 188.44/765/KPTS/2017 tentang Standar Operasional Prosedur untuk PPID)².
- Medan Mayor directive No. 821.2/1079.k/XII/2017 on Standard Operating Procedure for implementation of public information and grievance redress mechanism³

These regulations have provided information on the legal framework, principles and code of conduct, procedure, and institutional arrangement for grievance redressal and providing information data to the public and Stakeholder Identification and Analysis.

Having said this, both North Sumatera and Medan-city government are familiar and have established a mechanism of grievance redress resolution which will be adopted for the project. Project will undertake capacity development measure and refinement of implementation of existing public information and GRM system.

2 Stakeholder Identification and Analysis

The first step of designing stakeholder engagement plan is identifying who and in what ways individuals or groups of people would be affected by the project activities and project outcomes. This

¹ <https://sumutprov.go.id/artikel/halaman/profil-ppid>

² <https://sumutprov.go.id/artikel/halaman/standar-operasional-prosedur-sop>

³ https://www.sumutprov.go.id/images/SOP_PPID_PEMKO_MEDAN.pdf

section will lay out four categories of stakeholders, including key government agencies, project affected persons, vulnerable groups and other interested parties, and then followed by an initial stakeholder analysis i.e. the importance and urgency to engage each subgroup relative to the project objectives and activities.

2.1 Key government agencies

Government agencies both at the city of Medan and districts in North Sumatera Province, which may be relevant for the project in anyways throughout the Medan Metropolitan BRT project cycle, were included in this table. Government agencies in this section refers to any agency or working unit (*Organisasi Perangkat Daerah/ OPD*, or previously known as *Satuan Kerja Perangkat Daerah/SKPD* such as *dinas*) at the city or provincial level which are crucial for subnational level coordination function, especially in terms of land acquisition, labor management procedure, grievance redress mechanism, inclusion of vulnerable groups, and institutional building for enabling operation of Medan Metropolitan BRT.

TABLE 1. RELEVANT GOVERNMENT AGENCIES

No	Government	
1	National level (<i>Kementerian dan Lembaga/ K/L</i>)	Key ministries and agencies, including MoT, BAPPENAS, PU, Ministry of Interior Affairs (Kemendagri), and KLHK MoT Land Transportation Regional 2
2	Provincial level	Provincial Working Group/ <i>Satuan Kerja</i> Bappeda Provinsi Sumut Sekda Provinsi Sumut Dishub Provinsi Sumut - division of road transport PU Provinsi Sumut Dinas Lingkungan Hidup Sumut POLDA Sumut Head of terminal Amplas Head of terminal Pinang Baris
3	City level	Key agencies will be part of the <i>Satuan Kerja (Satker)</i> at provincial level. The Satker will be the PIU for Component 2. For overall coordination – Bappeda, Sekda, and Dishub Kota Medan as part of <i>Satuan Kerja</i> at Provincial level For land acquisition related issue – Road office; Dinas Pertanahan ATR/BPN For communication with public in coordination with Dinas Kominfo For technical in field in coordination with the Police Office/ POLDA and Satpol PP (and to avoid unnecessary physical contacts with PAPs) Dishub Binjai city and Dishub Deli Serdang district Bappeda Binjai city and Bappeda Deli Sedang district

2.2 Project Affected Persons

Project affected persons include persons impacted by involuntary resettlement⁴, for instances where project activities cause loss of assets and disruptions of livelihoods and other economic activities. This group is one of the key stakeholders that needs to be engaged genuinely and managed to enable a successful project implementation.

Several identified Project Affected Persons are:

1. Ones that potentially have to be relocated once bus depot location is confirmed, including formal land users (office buildings and small businesses) and informal land users (street vendors).

Detailed information as per current stage: For instance, if the existing informal bus depot of Penang Baris will be expanded and used the land surrounding this depot, there may impact on street sellers and land-users in this areas. Or, in the existing Terminal Amplas bus depot, there are several buildings and street vendors which may be need to be relocated if the final decision is to acquire this piece of land; There are several houses on Pemuda street (along the Ahmad Yani street), and based on the proposal there may be additional bus station in this spot and thus may require land acquisition (but it can't be confirmed until the plan is finalised).

2. Whose livelihoods will be disrupted due to Project activities and Project outcome, such as public transport operators (angkot drivers, metromini drivers, etc) and small business along the roads where construction are deemed to occur.
3. Commuters in and within Medan metropolitan areas, which have been using public transport frequently or potential new commuters (as BRT expanded and provides new routes and services)
4. Road users, who will be affected during and post-construction, for instance increase in traffic jam due to construction activities in the main roads of Medan. During BRT operation, private vehicles will have to share the space/ lanes in the main roads where BRT is operating, which may increase duration of road travel.

Several risks identified to engage PAPs are including lack of meaningful consultation and lack of adequate and genuine offer/incentives to PAPs. Failure to effectively engage PAPs may lead to protests/ rejection/ public unfavourable opinions towards the Project.

2.3 Vulnerable groups

Vulnerable groups refer to those who may be more likely to be adversely affected by the project impacts and/ or more limited than others in their ability to take advantage of a project's benefits. Such an individual/ group is also more likely to be excluded from/ unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so (see ESMF for more details). **Several Project Affected Persons above are also identified as vulnerable groups, including public transport operators and street sellers/ micro business owners.**

Identification of the vulnerable stakeholders takes into account considerations of age, including the elderly and minors, and including in circumstances where they may be separated from their family,

⁴ When land acquisition in that specific place/ plot of area is inevitable for the project to be able to roll out.

the community or other individuals upon whom they depend, resources and project benefits, particularly in the case of those who may be disadvantaged or vulnerable. Commuters who are using or will be using public transport in greater Medan region and have criteria of social vulnerability is also considered as vulnerable groups.

According to UU No. 8 of 2016 on People with Disability/ *UU Penyandang Disabilitas*, people with disability have the rights to be included in development plan. Ministry of Social Affairs organises a database of organisations working on and with people with disabilities: <https://intelresos.kemensos.go.id/new/?module=Mitra+Lks&view=pd>

On the similar tone, UU No. 6 of 2014 on Village, suggests that inclusion of all community members, including women, must be prioritised in development efforts. This Law was supported by other Ministerial Regulations, including Presidential Regulations on Gender Mainstreaming; Minister for Child Protection and Women Empowerment of 2015 on Gender Mainstreaming’ and Ministry of Transportation on gender mainstreaming and promotion of adopting gender disaggregated data in transportation area.⁵

TABLE 2 VULNERABLE GROUPS (SOME OVERLAPPED WITH PAPS)

No	Stakeholders	Potential Engagement Challenges	Group representatives
	<p>This group of PAPS is typically from low-income households, and thus income disruption/reduction or loss associated with the Project will make them even more vulnerable. PAPS-potential loss or reduction of income such as public transport operators such as angkot drivers, metromini drivers, etc that affected by the output of the project (new route of mass transit) or during construction phase</p>	<p>Rejection towards consultation-proposal from public transport operators – when they see the Project will likely to affect them negatively, there may be challenges to have them consulted at the first place.</p> <p>Public transport operators are varied in nature, for instance drivers-and owner of the car, only driver (pay rent to the car owner), or temporary drivers (<i>‘supir tembak’</i>). There is a risk of exclusion of ‘the less visible’ transport operators, such as the temporary drivers, in consultation processes.</p> <p>Due to the ‘sporadic’ nature of working hours of public transport drivers (and the macro trend of informality of work I.e., having multiple precarious jobs), there is no guarantee that even when they are invited to consultation meeting/forum, they will/can attend it.</p> <p>Lack of meaningful consultation may lead to protests/ rejection towards the Project.</p>	<p>ORGANDA is an association of public transport operators (usually the owners of the vehicles) at national level, which has branches in almost every province and city in Indonesia, including ORGANDA North Sumatera, ORGANDA Medan, and ORGANDA Deli Serdang.</p> <p>Other associations (need to be sorted out, which ones are priority, during Project implementation):</p> <p>Public transport operators: <i>Angkot drivers: drivers and also the owners, driver (but not owner of the car), and freelance driver (supir tembak)</i></p> <p>Koperasi Pengangkutan Umum Medan (KPUM) Rahayu Medan Ceria (PT RMC) PT Medan Bus Transport PT National Meda Transport CV Desa Maju CV Hikma PTU Morina</p>

			<p>FA Mekar Jaya PT Marijandi Suka CV Mampu Wini Koperasi Medan Raya Express PU Gajah Mada CV Mitra</p> <p>Private transport operator: Blue Bird – private taxi ToNS – private taxi Street sellers in Pinang Baris bus depot which can be relocated or not, and also potentially can negatively get affected by construction</p> <p>Others: Rakyat Banting Tulang (BRT) group – bentor driver / motored jigsaw drivers’</p> <p>Persatuan Sopir Angkutan Binjai – Medan (association of <i>angkot</i> drivers) Front Persatuan Nasional Pengemudi Becak Motor Indonesia – Medan (network of <i>bentor</i> driver)</p> <p>Asosiasi Pengusaha Becak Bersatu (Aspembembers) – owners of becak drivers (as the owners are not usually drivers themselves, to also include <i>becak</i> drivers)</p>
	Another Vulnerable PAPs: Micro vendors/ Street sellers (Pedagang Kaki Lima)	<p>Lack of meaningful consultation may lead to protests/ rejection towards the Project.</p> <p>Risk of exclusion of micro-sellers/ micro-business owners, which are people from low-income households and women from low-income households, during consultation processes.</p>	To be identified during early stage of Project implementation.
	Marginalised groups- commuters include persons with disabilities who are frequent users of or will be using public transport in and around the city of Medan	<p>Women, women from low-income households, pregnant women, elderly, and people with disabilities tend to be more vulnerable in many respects, including as commuters or future-commuters. Lack of understanding or political commitment will impede engagement</p>	<p>Women – can be directly to several peoples and also via CSOs such as Lingkar Peduli Wanita and LSM Lingkar Peduli Perempuan</p> <p>Yayasan Abdi Kasih Yayasan Bakti Luhur</p>

	<p>efforts. For instances, the risk of inadequate budget allocated for engagement activities; or risk of tokenistic consultation (to check the list of SEP requirement).</p> <p>Risk of exclusion of the most marginalised individuals among marginalised groups, for instance the “invisible” people with disability, which was not part of association or advocacy groups.</p> <p>Lack of information/ knowledge and skillsets on how to engage them through different modalities that are appropriate for specific vulnerable groups</p>	<p><i>Associations of people and women with disabilities:</i> Perkumpulan Penyandang Disabilitas Indonesia – cabang Medan</p> <p>Yayasan Difabel Mandiri Medan</p> <p>PERTUNI MEDAN</p>
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2.3 Other interested parties, including private sector, academic, CSOs, and media

Other interested parties are all people/ groups who more likely have interest on the project, with certain level of influence, but was not categories as ‘vulnerable’ per se. This category is including academia, civil society organisations, non-governmental organisations, and media. When engaged genuinely and properly, they may bring positive feedback for the project technical infrastructural design and operational designs – and may be leveraged to support the overall project implementation. For instance, they can extend the information about the project through their roles in the communities (and universities).

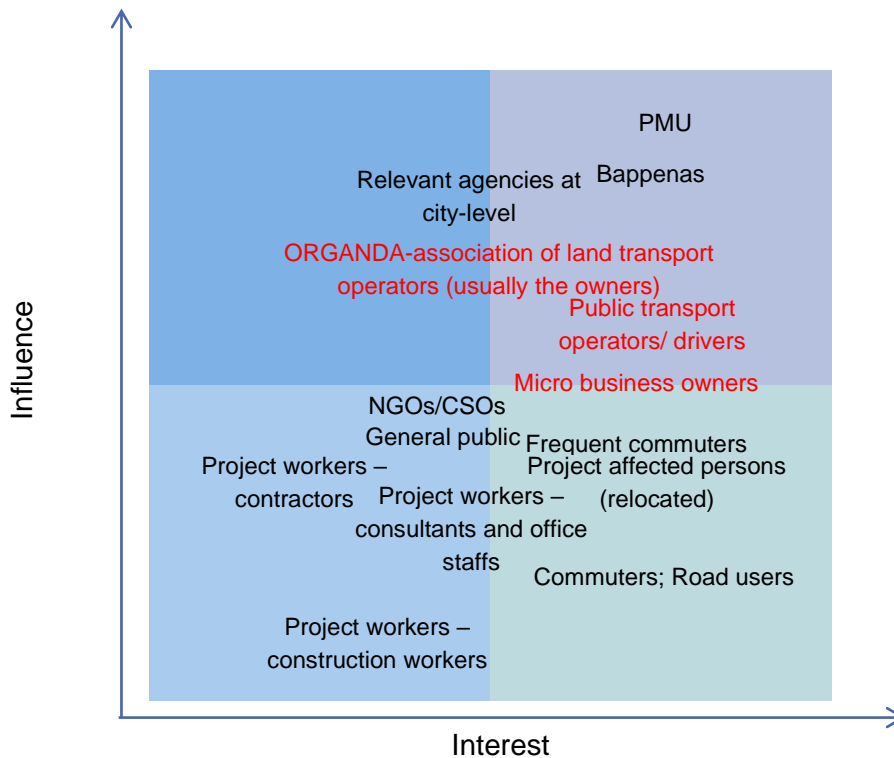
TABLE 3. IDENTIFICATION OF INTERESTED PARTIES

No	Other interested parties	
1	Non-Government Organizations (NGOs) and Civil Society	<p>Academics, including from local universities such as Universitas Sumatera Utara. Academics with backgrounds expertise in gender-sensitive and inclusive public transport, green-transport system, urban mobility, and urban development, are some of the most likely to be interested with this project.</p> <p>Environment-based groups</p> <p>Aliansi Masyarakat Pemerhati Lingkungan Hidup Sumatera Utara dan Deli Serdang (Amphibi)</p>
2	Private sector	<p>Private/online-platformed transport drivers (Gojek and Grab drivers)</p> <p>Tourism (service providers, restaurants/ cafe owners);</p> <p>Business owners, transport operators</p> <p>Private owners of service facilities such as hospitals, schools etc.</p>

No	Other interested parties	
3	Media	Mass media

2.5 Stakeholder analysis

Based on the World Bank framework for conducting stakeholder analysis, we mapped each group interests on and influence over the project as follows:



This analysis informs us that several groups have large interests on the project but low to moderate influence on the project decision making, and thus specific and extra measures ought to be pursued to reach them. They are including public transport operators, association of *angkot* drivers, and micro businesses owners, who are more likely to be negatively affected due to construction and new route (during operation – their area become less people transiting for bus). There also may be project affected persons, potentially involved relocation due to the design of the new route and/or construction of the bus pool (*depo*), and potentially other sub-groups within them that only can be identified by conducting field observations along the designed BRT route. If relocation due to land acquisition is unavoidable, extra measures should be taken for ensuring a peaceful land-use transition.

TEXT BOX 2 KEY STAKEHOLDERS IN SUBNATIONAL LEVEL

Key note

Public transport operators are key stakeholders at subnational level that needs to be engaged at early stage of project preparation. Both during the construction stage, and later, operational stage of Bus Rapid

Transit will more likely to reduce their income from reduction of passengers and an increase of production cost (less road lanes for public transports and more traffic, which may cause more fuel costs).

Once the depo (bus pool) has been confirmed, we will know whether there would be relocation or not. Also, once the route and number of corridors are confirmed, we will be able to estimate numbers of micro sellers who will be affected by construction and presence of BRT. At this stage, this information has not available yet.

As an important note, this analysis may change as the project develops and thus this should be updated at least to be revisited annually.

3 Stakeholder Engagement Program

3.1 Previous engagement

Engagement with broad stakeholders including public transport operators/ *angkot* drivers, public transport association (ORGANDA), bus depot staffs, and street/ market vendors was conducted by DGLT MoT, provincial-level Transport agency, and city-level Transport agency in the Week 2nd of August in Bandung. Governments officials and consultants have had on-site discussions and interviews with approximately 12 people in several areas/ target streets and potential bus depot location (and in total 36 people including public transport operator' association/ORGANDA, local- and field- government staffs). Based on these initial engagements, both public transport operators/ *angkot* drivers and street vendors were worried of losing their means of livelihoods, which will affect their income during construction and operation of the BRT. They are also concerned on availability and accessibility of grievance redress channels if they want to complain or negotiate on the compensation/agreement. These main concerns have been captured and incorporated in the ESMF and the SEPs at city level.

Formal public consultation at local level will be conducted during first year of Project implementation. PIUs will be responsible to lead and conduct consultations at local levels. It is crucial to note that implementation of SEP at city level is subject to adjustment according to Covid-19 and general public health situation and concerns. Hence, there may be some limitations in delivering/facilitating consultations as consequence of limited social mobility policy of national or local governments. In responding to this uncertainty (especially related to Covid-19 situation), PIUs and contractors should adjust modalities and platforms for engaging stakeholders as necessary, while ensuring to meet the engagement objectives.

While the details overall methods of engagement of the project could be found in the same section in SEF document. In this section, we will lay out the action plan and tactical program that will be undertaken in Bandung area following Component 2 subproject of extension of bus rapid transit in greater Medan region.

TABLE 4 STAKEHOLDER ENGAGEMENT ACTIVITIES TO OCTOBER 2021

Project area	Consultation event and who participated	Topics of discussions/ outputs	Date	Note
National level				
	Environmental and Social Management discussion – institutional arrangement for E&S implementation, key concerns for E&S, and grievance redress mechanisms at subnational level. Participants: The Ministry of Transport, The Transport agency of North Sumatera Province, Transport agency of Medan city, Transport agency of Binjai city, and Transport agency of Deli Serdang district,	Institutional arrangement and GRM	October 2021	Data was used to develop ESMF and SEP Medan metropolitan
Greater Medan Region	Project concept socialization	18 th of March 2021		
	Regular meetings between Dishub/Transport agency of Medan city, Govt of Medan city and PT Sarana Multi Infrastruktur (SMI of the Ministry of Finance) – feasibility study prep by PT SMI	The Medan Metropolitan BRT system FS was completed in February 2019 by PT.SMI	2016	Initial Feasibility Study report
	Presentation of feasibility study report (conducted by PT SMI of Ministry of Finance) to city and district governments, commuters, and NGOs in Medan Participants: PT Sarana Multi Infrastruktur (Ministry of Finance), North Sumatera Development Planning Agency, North Sumatera Transport Agency, Medan city Transport Agency, Binjai city Transport Agency, and Deli Serdang district Transport Agency.	FS report	2019	Feedback from city government, commuters, and NGOs were considered in the design of the project
	Regular meetings between Dishub Medan,	The Medan Metropolitan BRT	Feb 2019	Feasibility study report

	Govt of Medan city and PT SMI	system FS was completed in February 2019 by PT.SMI		
	AMDAL study Participants of AMDAL consultation: Medan Transport Agency, Medan Environmental Agency, the Mayor office of Medan, and representatives of local community/ potential project affected persons.	Environmental assessment study	2018	AMDAL report – gaps identified and needs to be filled
	Weekly virtual meeting with provincial transport agency	Urban Mobility plan for Medan Metropolitan Area	Not finished yet	
	Project concept socialization Participants: The National Development Planning Agency, North Sumatera Development Planning Agency, North Sumatera Transport Agency, Medan Development Planning Agency and Medan Transport Agency.	Concept of Pilot Bus Rapid Transit project, as part of Indonesia Mass Transit Support Project	18 th of March 2021	Input for project concept
Recent engagement	On-site interviews with potential Project Affected Persons (PAPs) in Medan and Deli Serdang existing (informal) bus depot Ministry of Transport staffs and consultants interviewed approximately 17 potential Project Affected Persons: public transport operators/ <i>angkot</i> drivers, public transport operators association (ORGANDA), and street vendors.	PAPs concerns related to the project: reduction of income, losing livelihoods sources, and having no channels to address complain (and be heard).	August 2021	Insights were incorporated into Project design, ESMF, and SEP
	Gender and Social Inclusion assessment in regards to the Sustainable Urban Mobility Plan at provincial level in Bandung (GESI) GESI report was presented to North	GESI Report for Medan city	April 2021	If there is any data on how many participants disaggregated by gender

	Sumatera Transport Agency and Medan Transport Agency.			
	Public consultation for the project design and ESMF (please find the report on the Annex)	Project design at subnational level and ESMF	9 December 2021	Concerns and inputs from participants/ key stakeholders at subnational level were used to refine preliminary social assessment, ESMF, and SEPs at city levels (i.e. for planning follow up

3.2. Public Information Disclosure

There are several means to disclose public information along the project cycle. These methods would be designed following several considerations 1) what appropriate for the target groups, 2) the situation in the field and 3) what type of information needs be disclosed. Following that, several anticipated form of information disclosure are such follows:

Type of information: Update of the project progress and receive complaints

- Regular coordination meetings with relevant government agencies – subnational task force of North Sumatera will lead the coordination meeting which includes all relevant agencies at provincial, and district/municipality governments
- Relevant information, poster or post on government website and social media accounts. For instance, informing the public via official Instagram, Facebook, and Twitter account that “there will be construction activities in X street in South Medan from X day to X day during working hours – please avoid this road whenever possible and be careful”.
We will add one landing page on Dishub North Sumatera and Dishub Medan website to provide information about the project. We will put all relevant documents, such as project documents/ PowerPoint slides, summary of project activities, and ESMF on this landing page. Posters/ visual materials and information board – posters and visual materials can be put on the communities’ centres or public spaces near the construction sites (i.e. bus stop or shopping centres near the construction site, etc). Transport Agency of Medan contacts are:
 - Website : <https://dishub.pemkomedan.go.id/> and <https://dishub.sumutprov.go.id/>
 - Social media
 - Instagram : @atcsmedan and @dishubmedan Twitter: pemko_medan
 - email address : bkp.medan@gmail.com and
 - phone : Medan (061) 8450542 or North Sumatera Province (061) 4568206
 - visit to office:
 - Kantor Dinas Perhubungan Sumatera Utara: Jl. Imam Bonjol No.61, Suka Damai, Kec. Medan Polonia, Kota Medan, Sumatera Utara 20157
 - Kantor Dinas Perhubungan Kota Medan, Jl. Pinang Baris, Lalang, Kecamatan Medan Sunggal, Medan, Sumatera Utara 20127.
- Public information dissemination and disclosure through hamlet chiefs (*Ketua RT and ketua RW*) – the Medan metropolitan government, with assistance of sub-district chief, will conduct meeting

or forum with representatives of communities that are affected by constructions (if any) to update and receive complaints related to the project activities.

Type of information: Feedback and complaints

When the project construction commences, the provincial government in coordination with the city of Medan government will conduct electronic/ survey to understand commuters and project affected persons’ concerns and aspirations (i.e., beneficiary-satisfaction check).

Also, Grievances channels (via social media, letter, visit to office, LAPOR!) will be opened throughout the project cycle.

Several other means of disseminating information area sharing of project briefs, regular updates, brochures, success stories over emails, mailing of hard copies, project website. Knowledge dissemination events are possibly conducted after the project is completed to enable experience-sharing with other four urban areas (Jakarta, Semarang, Surabaya and Makassar).

3.3 Public consultation plan

Public consultations serve as one of the stakeholder engagement platforms for the project and generally take place for activities where stakeholders’ views are sought to enhance project technical design and implementation. Public consultation and

Table 4 Stakeholder Engagement Activities to October 2021

Project area	Consultation event and who participated	Topics of discussions/ outputs	Date	Note
National level	Environmental and Social Management discussion – institutional arrangement for E&S implementation, key concerns for E&S, and grievance redress mechanisms at subnational level. Participants: The Ministry of Transport, The Transport agency of North Sumatera Province, Transport agency of Medan city, Transport agency of Binjai city, and Transport agency of Deli Serdang district,	Institutional arrangement and GRM	October 2021	Data was used to develop ESMF and SEP Medan metropolitan
Greater Medan Region	Project concept socialization	18 th of March 2021		

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	Presentation of feasibility study report (conducted by PT SMI of Ministry of Finance) to city and district governments, commuters, and NGOs in Medan Participants: PT Sarana Multi Infrastruktur (Ministry of Finance), North Sumatera Development Planning Agency, North Sumatera Transport Agency, Medan city Transport Agency, Binjai city Transport Agency, and Deli Serdang district Transport Agency.	FS report	2019	Feedback from city government, commuters, and NGOs were considered in the design of the project
	Regular meetings between Dishub Medan, Govt of Medan city and PT SMI	The Medan Metropolitan BRT system FS was completed in February 2019 by PT.SMI	Feb 2019	Feasibility study report
	AMDAL study Participants of AMDAL consultation: Medan Transport Agency, Medan Environmental Agency, the Mayor office of Medan, and representatives of local community/ potential project affected persons.	Environmental assessment study	2018	AMDAL report – gaps identified and needs to be filled
	Weekly virtual meeting with provincial transport agency	Urban Mobility plan for Medan Metropolitan Area	Not finished yet	
	Project concept socialization Participants: The National Development Planning Agency, North Sumatera Development Planning Agency, North Sumatera	Concept of Pilot Bus Rapid Transit project, as part of Indonesia Mass Transit Support Project	18 th of March 2021	Input for project concept

	Transport Agency, Medan Development Planning Agency and Medan Transport Agency.			
Recent engagement	<p>On-site interviews with potential Project Affected Persons (PAPs) in Medan and Deli Serdang existing (informal) bus depot</p> <p>Ministry of Transport staffs and consultants interviewed approximately 17 potential Project Affected Persons: public transport operators/ <i>angkot</i> drivers, public transport operators association (ORGANDA), and street vendors.</p>	PAPs concerns related to the project: reduction of income, losing livelihoods sources, and having no channels to address complain (and be heard).	August 2021	Insights were incorporated into Project design, ESMF, and SEP
	<p>Gender and Social Inclusion assessment in regards to the Sustainable Urban Mobility Plan at provincial level in Bandung (GESI)</p> <p>GESI report was presented to North Sumatera Transport Agency and Medan Transport Agency.</p>	GESI Report for Medan city	April 2021	If there is any data on how many participants disaggregated by gender
	<p>Public consultation for the project design and ESMF</p> <p>(please find the report on the Annex)</p>	Project design at subnational level and ESMF	9 December 2021	Concerns and inputs from participants/ key stakeholders at subnational level were used to refine preliminary social assessment, ESMF, and SEPs at city levels (i.e. for planning follow up

3.2. Public Information Disclosure are entangled and often inseparable. These consultations will likely take place in parallel with other engagement activities supported by the project, including community facilitation for planning and mobilization, day-to-day project stakeholder communication and monitoring, regular coordination meetings, ad-hoc consultations, and Grievance and Redress Mechanism (GRM) implementation. Hence, the following provides an initial sketch of the main consultations that are expected during the project preparation and implementation.

The public consultation plan will follow inclusive, participatory, and transparent principles, and is outlined in **Table 5. public consultation plan.**

TABLE 5. PUBLIC CONSULTATION PLAN

Project Stage	Consultation topics	Method	Target Groups	Timeframe	Person in Charge
Prior to Loan Effectiveness	Overall project design and specific to infrastructure design and detailed site-specific activities and locations	Public forum as part of the national-level consultation; and complemented by city-level Focus Group Discussions (FGDs) with key government agencies	All relevant agencies at city level	Prior to loan effectiveness or during LARAP finalisation (right after loan is effective)	Project Implementing Unit (Provincial working group/ <i>Satker</i>), under the supervision of national task force MoT
	Detailed site-specific socioeconomic conditions of potential relocated PAPs	<ul style="list-style-type: none"> Field survey or field visit and impromptu interviews with local communities along the line of planned route/ construction site Poster information to be put on community centre and other community-strategic places (Mushola? Puskemas? If we get permission from the village chiefs and communities) Summary of project design with communities-friendly language (and with visual aids) 	Project Affected Persons – who are more likely will be relocated	during LARAP finalisation	PIU (Provincial working group/ <i>Satker</i>), under the supervision of national task force MoT
	Environmental and Social Management Framework, including FGRMs	Workshop and a series of small group meetings	All relevant agencies at city level	Prior to loan effectiveness; and Y1 of Project implementation	PIU (Provincial working group/ <i>Satker</i>)
	Review of LARAP (or detailed identification of land needed for the project implementation: size, location, etc)	Coordination meeting, field investigation/ field assessment	All relevant agencies at city level	during LARAP preparation (right after loan is effective)	PIU (Provincial working group/ <i>Satker</i>) under the supervision of PMU

	Project consultation in general	Public consultation (this can be conducted in several sessions if necessary)	Key national stakeholder	Prior to loan effectiveness	PMU – PIU to support
Project implementation	Project consultation in general	Public consultation	Key subnational stakeholder	Prior to loan effectiveness or early stage of Project implementation	PIU
	Project consultation with public transport association and/or drivers and street vendors, such as with ORGANDA of North Sumatera and ORGANDA of Medan city, and ORGANDA of Deli Serdang, angkot drivers.	Public consultation (if the preliminary study conducted by ITDP is ready, then to present it in this forum) to discuss options for integration plan and seek for ORGANDA feedback ITDP: Institute for Transport and Development Policy	Public transport operators, association and/or drivers	Early stage of project implementation	PIU
	Consultation with angkot drivers (in separate session with ORGANDA)	To discuss the route plans and seek for their aspirations in details, and lay out options for restoring livelihoods/ mitigating severe economic impacts	Angkot drivers	Early stage of project implementation	PIU
	Consultation with street vendors and small business owners along the routes for livelihood restoration options/ plan	To lay out the detailed construction plan, and how it may affect their businesses/ livelihoods, and discuss options for restoration of livelihoods (to mitigate severe economic impacts)	Street vendors and micro/small businesses owners along the route	Early stage of project implementation, and prior to construction activities	PIU
	Development/finalisation of LARAP	Coordination meeting, community meetings	All relevant agencies at city level	Early stage of project implementation	PIU
	Land due diligence	Workshops and field investigation	Land Agency, sub-national government agencies,	Prior to construction (following proposal on locations as in LARAP)	Relevant city agency in coordination with PIU/ Satker, with assistance from

			NGOs/CSOs, community representatives		community facilitators (under the project)
LARAP implementation	intragovernmental coordination meeting, community meetings		Key government agencies Project Affected Persons (PAPs),		PIUs with assistance from local facilitators
Infrastructural design (ramp access, etc) and operational design (ticket price, scheduling, etc)	Public consultation, workshops Workshop with people with disability will consider appropriate platforms and modalities to enable meaningful consultation process.		All relevant local stakeholder, please see 2.3 Vulnerable groups	Year 1 and Year 2 of project implementation, and follow up consultation (in workshop format or interviews) throughout the project cycle.	PIUs
Development of manuals/technical guidelines i.e. transport plan, financial management and procurement, reporting mechanism, etc at city level	Workshops		All relevant agencies at city level	during first year of project implementation	PMU to lead workshop with city task force as participants
Socialisation/ induction of the manuals or technical guidelines	Trainings/ workshops		Relevant agency, for instance if the manual is for GRM, then all related staffs handling GRM (from the front desk to the office staff) will be invited to the meeting/ workshop. So does on SEA complaints on public transport, training should be conducted with relevant officers.	During first or second year of project implementation, refreshment training can be conducted on the third and fourth year	PIUs
LARAP Implementation - revisit	Community meeting		Project Affected Persons – who more likely have to be relocated	During the second or third year of implementation – how has it been, was there any complaints on the land acquisition process	PIUs

	Updates on project status	<p>Coordination meeting, workshops, through websites and others as stated in</p> <p>TABLE 4 STAKEHOLDER ENGAGEMENT ACTIVITIES TO OCTOBER 2021</p> <table border="1" data-bbox="712 400 1099 1393"> <thead> <tr> <th data-bbox="712 400 898 507">Project area</th> <th data-bbox="898 400 1099 507">Consultation events who participated</th> </tr> </thead> <tbody> <tr> <td data-bbox="712 507 898 1098">National level</td> <td data-bbox="898 507 1099 1098"> <p>Environmental and Management Disasters institutional arrangements for E&S implementation key concerns for grievance redress mechanisms at subnational level</p> <p>Participants: The Ministry of Transportation The Transport Agency of North Sumatera Transport Agency of Medan city, Transport Agency of Binjai city Transport Agency of Serdang district,</p> </td> </tr> <tr> <td data-bbox="712 1098 898 1230">Greater Medan Region</td> <td data-bbox="898 1098 1099 1230">Project conceptual socialization</td> </tr> <tr> <td data-bbox="712 1230 898 1393"></td> <td data-bbox="898 1230 1099 1393">Regular meetings between Dishub/Transportation of Medan city, Greater Medan city and P</td> </tr> </tbody> </table>	Project area	Consultation events who participated	National level	<p>Environmental and Management Disasters institutional arrangements for E&S implementation key concerns for grievance redress mechanisms at subnational level</p> <p>Participants: The Ministry of Transportation The Transport Agency of North Sumatera Transport Agency of Medan city, Transport Agency of Binjai city Transport Agency of Serdang district,</p>	Greater Medan Region	Project conceptual socialization		Regular meetings between Dishub/Transportation of Medan city, Greater Medan city and P	Relevant sub-national government agencies, PMU, community representatives, NGOs/CSOs	Periodic (during project implementation)	
Project area	Consultation events who participated												
National level	<p>Environmental and Management Disasters institutional arrangements for E&S implementation key concerns for grievance redress mechanisms at subnational level</p> <p>Participants: The Ministry of Transportation The Transport Agency of North Sumatera Transport Agency of Medan city, Transport Agency of Binjai city Transport Agency of Serdang district,</p>												
Greater Medan Region	Project conceptual socialization												
	Regular meetings between Dishub/Transportation of Medan city, Greater Medan city and P												

			Multi Infrastruktur (SMI of the Ministry of Finance) – feasibility study prep by PT SMI	February 2019 by PT.SMI				
			Presentation of feasibility study report (conducted by PT SMI of Ministry of Finance) to city and district governments, commuters, and NGOs in Medan Participants: PT Sarana Multi Infrastruktur (Ministry of Finance), North Sumatera Development Planning Agency, North Sumatera Transport Agency, Medan city Transport Agency, Binjai city Transport Agency, and Deli Serdang district Transport Agency.	FS report	2019		Feedback from city government, commuters, and NGOs were considered in the design of the project	
			Regular meetings between Dishub Medan, Govt of Medan city and PT SMI	The Medan Metropolitan BRT system FS was completed in February 2019 by PT.SMI	Feb 2019		Feasibility study report	
			AMDAL study Participants of AMDAL consultation: Medan Transport Agency, Medan Environmental Agency, the Mayor office	Environmental assessment study	2018		AMDAL report – gaps identified and needs to be filled	

			of Medan, and representatives of local community/ potential project affected persons.					
			Weekly virtual meeting with provincial transport agency	Urban Mobility plan for Medan Metropolitan Area	Not finished yet			
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		Recent engagement	On-site interviews with potential Project Affected Persons (PAPs) in Medan and Deli Serdang existing (informal) bus depot Ministry of Transport staffs and consultants interviewed approximately 17 potential Project Affected Persons: public transport operators/ <i>angkot</i> drivers, public transport operators association (ORGANDA), and street vendors.	PAPs concerns related to the project: reduction of income, losing livelihoods sources, and having no channels to address complain (and be heard).	August 2021	Insights were incorporated into Project design, ESMF, and SEP		

		<p>Gender and Social Inclusion assessment in regards to the Sustainable Urban Mobility Plan at provincial level in Bandung (GESI)</p> <p>GESI report was presented to North Sumatera Transport Agency and Medan Transport Agency.</p>	<p>GESI Report for Medan city</p>	<p>April 2021</p>	<p>If there is any data on how many participants disaggregated by gender</p>
		<p>Public consultation for the project design and ESMF</p> <p>(please find the report on the Annex)</p>	<p>Project design at subnational level and ESMF</p>	<p>9 December 2021</p>	<p>Concerns and inputs from participants/ key stakeholders at subnational level were used to refine preliminary social assessment, ESMF, and SEPs at city levels (i.e. for planning follow up</p>
		<p>3.2. Public Information Disclosure</p>			
<p>Project/sub-project completion</p>	<p>Project completion, monitoring and evaluation</p>	<p>Workshops and FGDs</p>	<p>Central government partners, sub-national government agencies, community representatives, NGOs/CSOs</p>	<p>Periodic inspection</p>	<p>PMU</p>

3.4 Activities to incorporate views of vulnerable groups

Below is the plan for increasing participation of vulnerable groups:

- All community consultation sessions must invite and consider time and venue that increase the chance for these groups to participate in the session. They are including women, men, PWDs, people with limited mobility, socioeconomically disadvantaged, elderly, and students
- Consult with persons with disabilities (PWDs) to garner feedback that can inform alignment and access consideration to improve mobility. This should be made explicit in the monitoring and reporting form: how many people with disabilities consulted, what feedback received, and other relevant information.
- Consultation with people with disabilities will consider appropriate platforms and modalities to ensure meaningful consultation. For instance, it will be conducted in safe environment, with adequate facilitator/ sign language interpreter, in a small group, and with other support needed.
- In the monitoring and reporting form, task force at city level must include data on participants disaggregated by gender, for infrastructure designs of the bus stops, bus and train stations, at least:
 - 30% women's participation
 - 20% elderly (male and female)
 - 10% people with disabilities (male and female)
- In the monitoring and reporting form, task force at city level must include data on participants disaggregated by gender, economic profile (at least explaining that X persons are identified as *Keluarga Penerima Manfaat Bantuan Sosial Pemerintah* as proxy for the lowest quantile), disability status and other relevant information. This inclusion should be conducted for consultation of the operational systems design (e.g., affordability, security, peak and off-peak scheduling, intermodal links, and use of public space for vendors).
Minimum of attendance of vulnerable groups is as follow:
 - 30% women's participation
 - 20% economically disadvantaged group (lowest wealth quintile, this can be approached by inviting households that received *bantuan sosial*)
 - 10% people with disabilities (male and female)
 - 10% vendors (male and female)
 - 10% students (male and female)

Please find the forms for reporting of meetings/ consultations in **Annex 1- Documentation Template for Public Consultations/ Community meetings**.

4 Grievance Redress Mechanism

Grievance Redress Mechanism is one of the key aspect in Environmental and Social Management Framework, which will be implemented and coordinated by PIU in day-to-day basis, particularly for Component 2 activity (in this case, Medan BRT project).

4.1 GRM Channels

We will use several channels for capturing grievances from Project Affected Parties and other stakeholders. To increase accessibility and ensure that communities have options for raising their grievances, we will have several channels to capture complaints as follows:

GRM Channels for communities:

- LAPOR! *
- Directly to local facilitator (if relocation of street sellers/ buildings/ houses occur)
- Directly to site coordinator (around construction area)
- Social media: Instagram: @atcsmedan and @dishubmedan Twitter: pemko_medan
- Phone: Medan (061) 8450542 or North Sumatera Province (061) 4568206)
- Email: bkp.medan@gmail.com and (DISHUB SUMUT email address)
- Visit to Dishub Province and Dishub City offices

Detailed Information on LAPOR! (an official platform for capturing grievances in Indonesian-government bodies):

Level	LAPOR!
North Sumatra Province	Lapor! page for the North Sumatra Province for receiving the grievances in the provinces ⁶ . Official website of the Provincial Government. The website ⁷ provides the provincial government office address and phone number. Official website of the Provincial Dishub. The website ⁸ provides 'contact us' form.
Medan City	Official website of the City Government. The website ⁹ put the link to <i>Lapor!</i> . Official website of the City Dishub. The website ¹⁰ provides 'contact us' form and <i>Dishub's</i> office address and phone number.

4.2 GRM procedure and organisational arrangement

Human Resources Manager/ Manager/ Grievance Officer is expected to become mediator in settling grievance or disputes, so that all issues encountered on site can be resolved immediately. In other words, settlement of issues is not delayed for too long, which can make them more complex and widen the scope. In general, the stages of GRM must involve the following:

Grievance Report

- Those who file complaints can be members of the community, people, a group of people, or institutions;
- Complainants are those who have interest based on legal object entity of the complainants that can be proven with valid permit documents;
- The complainants complete Grievance Form (see Annex 2) that contains information about complainant's identity and description of the grievance; Unless complainant request for confidentiality which will be respected by the Project and confidentiality of identities will be

⁶ <https://www.lapor.go.id/instansi/pemerintah-provinsi-sumatera-utara>

⁷ <https://www.sumutprov.go.id/>

⁸ <https://dishub.sumutprov.go.id/>

⁹ <https://pemkomedan.go.id/>

¹⁰ <https://dishub.pemkomedan.go.id/>

maintained. Provide options for confidentiality in complaining is a way to protect complainant's (Sense of) safety and rights to complain. Thus, Project will respect one's choice and protect confidentiality (and keep the anonymous identity).

- When complainant agree to disclose one's identity, the complainants must list their identity, address, phone number that can be contacted to clarify their identity and communication, as well as correspondences regarding the handling of the complaints. Anonymous complaints (under confidentiality) may be registered through the same mechanism, however follow up responses will be determined on a case by case basis; and
- Grievance can be filed directly to the PIU or by completing grievance form available at *Dishub* office or on the project website/ communication portal.

Grievance Documentation and Administration

- Every complaint must be documented and filed in the database. At this stage, a registration number will be assigned to each filed complaint. The PIU will issue complaint receipt for each complainant; and
- The complaint's progress status can be monitored with the registration number. The process must be transparent, and the complainants must be well informed about it.

Grievance Material Verification and Validation

- Complaints will go through preliminary verification to determine whether complainants are eligible to file complaint and it is done through verification of complainant's identity and other required documents; and
- Further verification is conducted to determine if the material can be handled by PIU. If not, the decision and reasons must be submitted in writing to the complainants. Verification and validation must be conducted immediately, not more than 14 days after complaints are received.

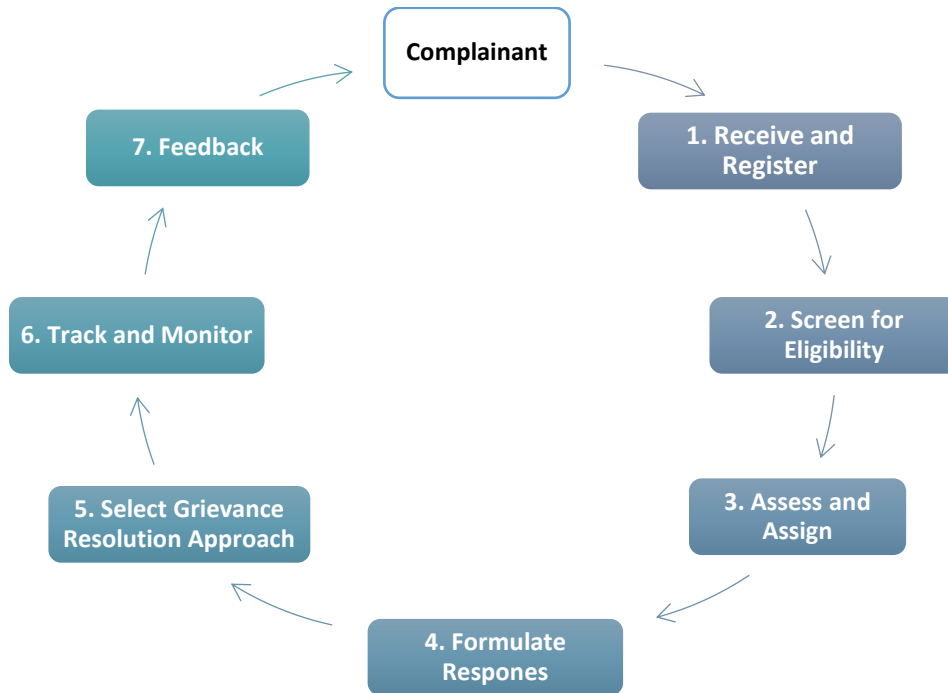
Grievance Handling

- PIU can consult the provincial stakeholder to get inputs in handling grievance. If required, site investigation can be conducted to get further data and information about the filed complaint. The handling process must be done within 60 days since the complaints are received; and
- All process must be documented well. Results of the handling and recommendations will be reported to the complainants. If a complaint is solved, a report/ record is filed in the database, and collated through regular monitoring. However, if a complaint has not been solved, further handling will be done by national level PMU.

Grievance Redress Mechanism for workers can be found in Labor Management Procedure.

Figure 2 below shows the general overview of the community grievance tracking and resolution process which is outlined in more detail in the following section.

FIGURE 2 GRM MANAGEMENT CYCLE



The following worker grievance resolution hierarchy will be followed in cases where a worker grievance is raised. **This means, whenever possible, grievances will be resolved at the lower-scale prior to escalating to the upper-level.** It provides stages to help address the potential complexity and to enable the correct level of management to be involved. It is aimed at addressing concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any redistribution.

TABLE 6. ORGANISATIONAL ARRANGEMENT FOR GRM

Who will:	Anticipated duration	Note
Receive and register: Local facilitator/ project site manager/ social or environmental consultant/ <i>Pejabat Pengelola Informasi dan Dokumentasi</i> /PPID Kota Medan or DISHUB (depends on from which channels grievance received)	Within 3 working days	In principle, if complaints can be handled on site, to be resolved on site (by local facilitator/ konsultan sosial/ GRM officer/ project site manager or contractor). When it is not possible, receiver/ project site manager should pass it to relevant unit (facilitated by Dishub)
Screen eligibility: Local facilitator/ project site manager/ PPID/ Dishub	Within 3 working days	
Assess and assigning to relevant unit: Local facilitator/ project site manager/ PPID/ Dishub	Max 7 working days after complaint verified	Please refer to Table 8 below.
Formula responses:		

Who will:	Anticipated duration	Note
Project leader in consultation with relevant unit (i.e. if the grievance is related with traffic flow, then project leader to work with LMP and site coordinator to response)	Max 10 working days after the complaint verified	
Select grievance resolution approach: Project leader in consultation with relevant unit		
Track and monitor: Social consultant		
Providing response: Local facilitator/ project site manager/ social consultant	Max 15 working days after the complaint verified	
Follow of if there is an escalation of grievances: Satker/ PIU		If response towards grievance was deemed inadequate by complainers, grievance can be escalated to higher level

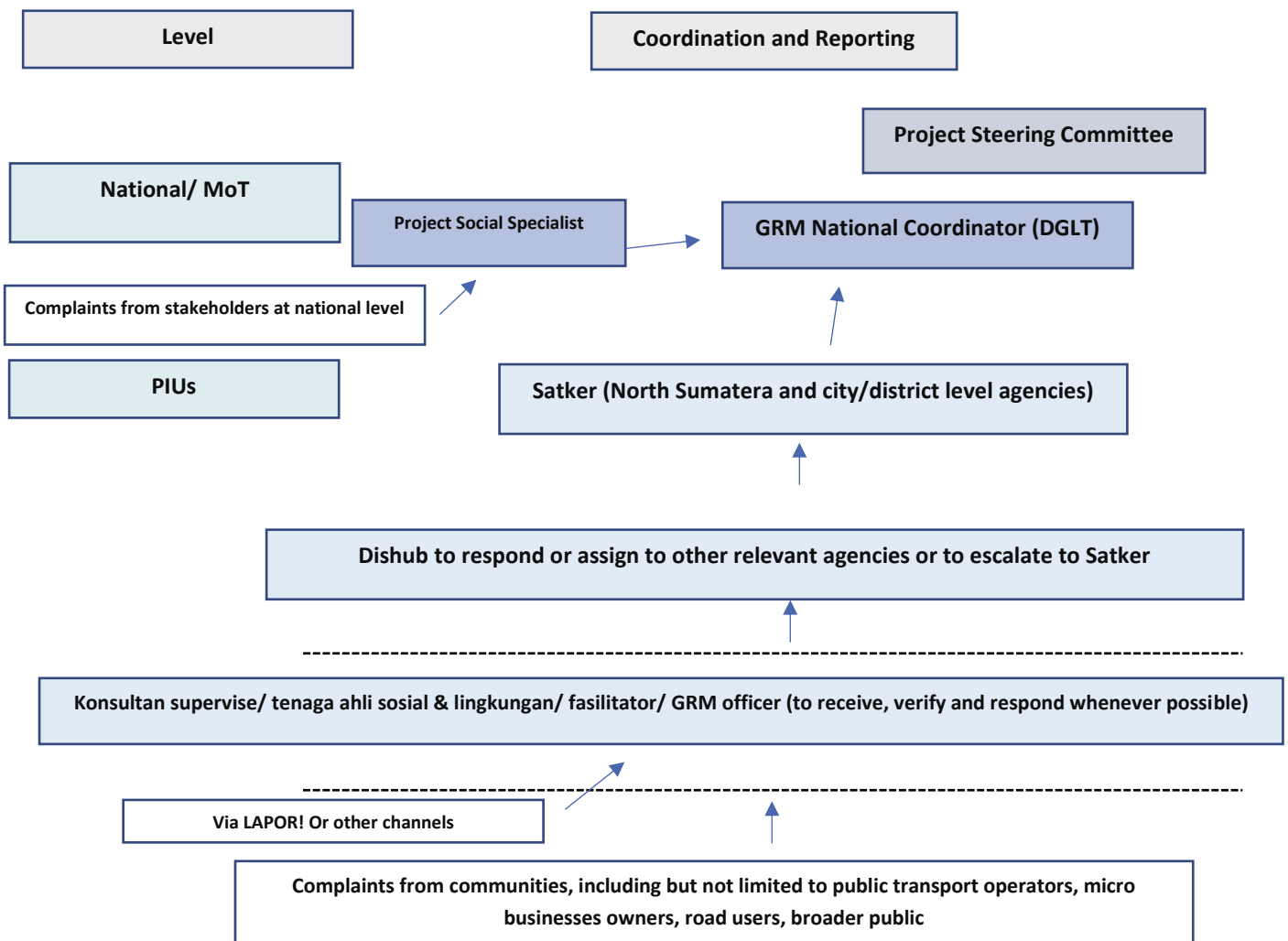
Relevant unit as suggested above can be seen in Table 8 below.

TABLE 7 PROPOSED MEMBER OF GRIEVANCE COMMITTEE AT SUBNATIONAL LEVEL

The Project Proponent / Position within the Project Proponent	Role
Head of Dinas Lingkungan Hidup	Part of Grievance Committee
Head of Transport Agency	Part of Grievance Committee
Head of Waste Management and Cleanliness Section	Part of Grievance Committee
Head of Environmental Compliance Sub-section	Part of Grievance Committee
Head of Environmental Enforcement Sub-section	GRU Database Administrator
Head of Waste Management Sub-section	Part of Grievance Committee
Head of UPTD	GRU Field Team/Officer (Grievance Contact)

Below is the organisational arrangement for the Grievance Redress Mechanism:

FIGURE 3 ORGANISATIONAL ARRANGEMENT FOR GRM



Reporting. As per ESMF (please refer to ESMF IMTSP), PIU must report GRM operation in annual basis (12 months period) to PMU. The template of report can be seen in ESMF IMTSP/ in Annex X. This report includes information on types of grievances, overall time takes to resolve grievances, whether there are unresolved/ escalated grievance, and etc.

Financing. Grievance Redress Mechanism implementation and related capacity development will be financed through fund sources from Component 1 and Component 2, and for several activities will embedded to contractors’ budget (for GRM in and around the construction site environment).

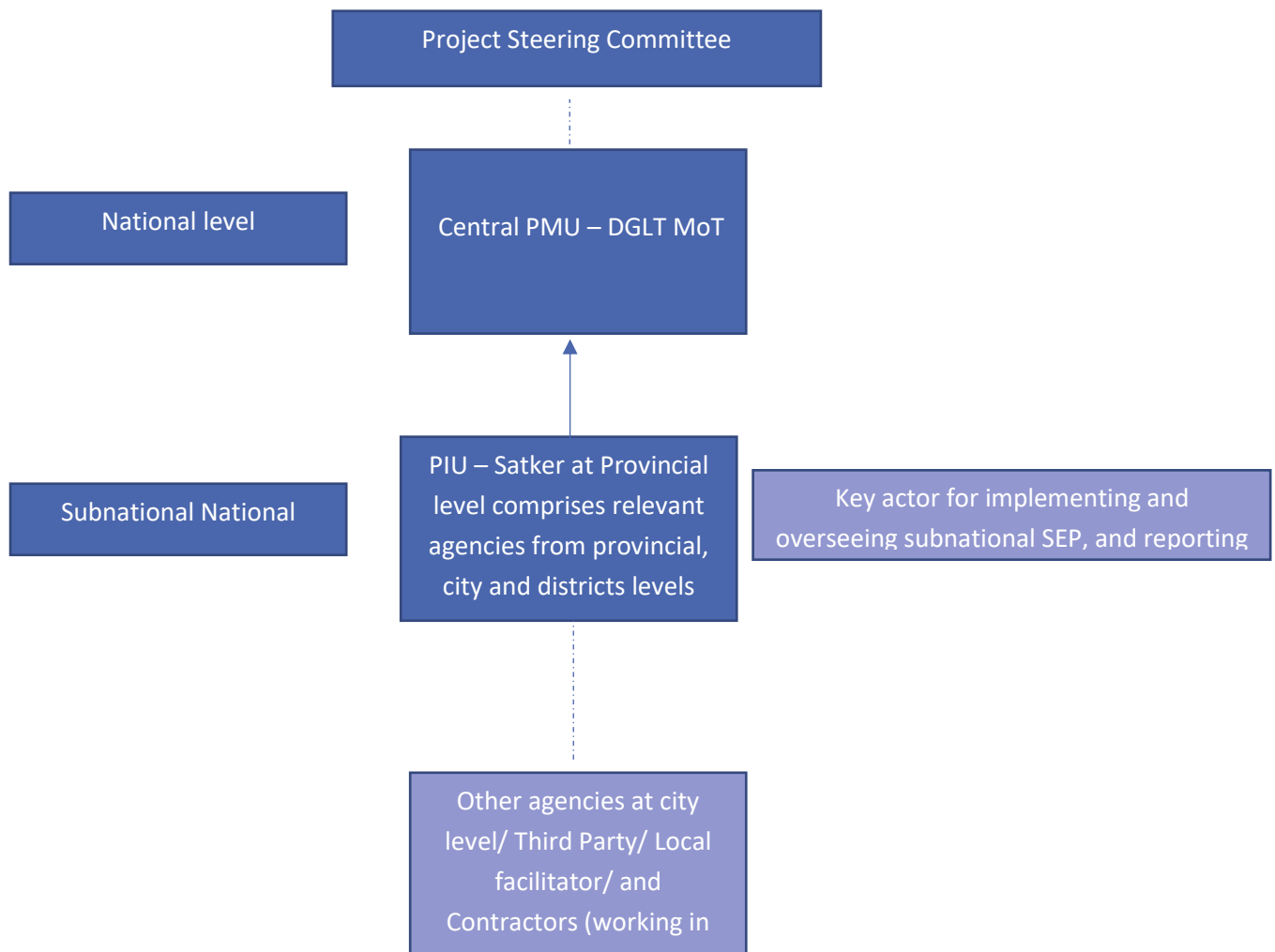
5 Institutional arrangements

In this section, we will discuss institutional arrangement for Stakeholder Engagement Plan and its financing plan.

5.1 Institutional arrangement

Institutional arrangement for SEP is following the general E&S institutional arrangement.

FIGURE 4 INSTITUTIONAL ARRANGEMENT FOR SEP IMPLEMENTATION



TEXT BOX 3. ESTABLISHMENT OF SATKER/ PIU AT PROVINCIAL LEVEL - KEY NOTE

Key Note:

PIU at provincial level, henceforth called ‘Satuan Kerja/ Satker’ consist of all relevant agencies at provincial, city and district levels. This should be legalised through *Surat Keputusan Gubernur*, which is substantiated by the Memorandum of Understanding (MoU)/ Nota Perjanjian between DGLT and subnational governments (provincial and city/ district level agencies). The head of PIU ought to be joint-Bappeda-Sekda and Dishub government Province of North Sumatera (to be confirmed once all settled).

5.2 Financing Plan

Project Implementation Unit (PIU), the city of Medan task force, will be responsible for the day-to-day implementation activities of this SEP. A preliminary assessment of the financing needs is being undertaken, with the main elements listed below.

TABLE 8. FINANCING NEEDS

Expenditure Items	Est. Amount	Source of funding
Recruitment of environmental and social specialists, including community engagement specialist, throughout the project implementation.	IDR 6 billion (approximation IDR 1.2 billion per year)	Component 1
Public consultations, with all key stakeholders, at the provincial and city levels ((may be delivered in hybrid mode due to the uncertainty of public health condition induced by Covid-19 Omicron variant). Annually to report progress, and update concerns/ feedback for the ongoing project operation.	IDR 1.5 billion	
Stakeholder engagement with vulnerable groups (in separate sessions) throughout the project cycle, such as with people with disabilities, the elderly, <u>and</u> pregnant women, and schoolchildren.	IDR 1 billion	
Community facilitators (two persons) Community facilitators will be needed during preparation of construction and by the last year of project implementation, to lead consultation with angkot drivers, street vendors that will be affected by the construction and the BRT operation when it is ready.	IDR 960 million (approximation IDR 480 million for 1 year)	
Capacity building on community engagement for sub-national governments (may be delivered in hybrid mode due to the uncertainty of public health condition induced by Covid-19 Omicron variant)	IDR 1 billion	
Stakeholder engagement and community awareness materials and campaign (for year 1)	IDR 150 million	
Advertisement of the BRT project, via radio and local newspaper, several times (for instance, at the	IDR 2 billion	

beginning, in the middle and at the end to promote the BRT) for the full cycle of the project		
GRM operationalization/ development of modules or SOP and trainings for Year 1 of project implementation (including hiring additional professional GRM trainers for assisting social specialist)	TBD IDR 650 million	
GRM operationalization: Grievance Log/ database (IT based service) throughout the project cycle	IDR 750 million	
Recruitment for Gender specialist for Sexual Exploitation and Abuse (SEA); city-level mitigation measures and response/referral mechanisms	TBD IDR 600 million	
Monitoring and Evaluation, and Reporting consultants (periodically as per engagement plan)	IDR 1.5 billion	
Sexual Exploitation and Abuse (SEA) complaints' response mechanism	TBD	
GRM implementation in and around construction site environment	TBD	Selected contractors' budget
Rough budget estimation	IDR 16.1 billion	

Note: This is rough approximation of SEP implementation budget. The actual budget estimation for will be detailed further once the details action plan is confirmed at subnational level. The annual working plan includes detailed activities' plan and budget-estimation for the following year (so annual working plan for 2023 will be developed and submitted to PMU in 2022). We, the Government of North Sumatera, together with the Government of Medan city, have to follow this budgeting cycle.

6 Monitoring & Evaluation and Reporting Mechanisms

Monitoring and Evaluation will be conducted in regular basis to capture the progress, challenges, concerns and feedback from all stakeholders, including project affected persons, angkot drivers and micro businesses that affected by project activities, variety of group commuters, and civil society organisations. While we proposed a rapid assessment, we also will have an annual M&E to capture any concerns as abovementioned. There are different ways to capture feedback, which can be seen as below.

TABLE 9. MONITORING AND REPORTING PLAN

Key elements	Timeframe	Methods	Responsibilities
<p>Rapid feedback on consultation processes:</p> <p>1) Stakeholders' access to project information and consultations</p>	<p>Periodic (during project preparation and maintained throughout project implementation)</p>	<p>Impromptu interview, observations, or mini survey.</p> <p>For instance, survey to 5-10% of the participants: prepare a mini questionnaire to 10 participants of the meeting to fill in, if the meeting was attended by 100 people. Questionnaire should not be longer than 5 minutes to complete.</p>	<p>PIU with support from an independent M&E consultant</p>
<p>2) Acceptability and appropriateness of consultation and engagement approaches</p> <p>3) Accessibility and readability of public information dissemination materials</p>	<p>This also can be done right after consultation or meeting with key stakeholders; and in later stage of the project implementation, through an impromptu visit to the bus stations (spot check).</p>	<p>If situation allows, M&E support can interview on the spot several participants to gather feedback on the appropriateness, clarity and other aspects of good communication practice during the consultation processes.</p> <p>For the annual M&E, the design should be clearly defined, including number of participants, inclusion of vulnerable groups, and methods of data collection.</p>	<p>PIU with support from an independent M&E consultant</p>
<p>Community facilitators' engagement with target beneficiaries</p>	<p>Periodic (during project implementation)</p>	<p>Interviews, observations, survey, score-card as relevant</p>	<p>PIU with support from an independent M&E consultant</p>
<p>Public awareness of and satisfaction on FGRM channels and their reliability</p>	<p>Periodic (during project implementation)</p>	<p>Spot checks, interviews, observations</p>	<p>PIU with support from a communication specialist</p>

Key elements	Timeframe	Methods	Responsibilities
	If complainers file a complaint, the form may ask whether she/he/they is willing to be interviewed to improve GRM processes.		
Tones in social media and broader public perceptions (including NGOs/CSOs)	Periodic (during project implementation)	Social media monitoring, interviews, observations	PIU with support from a communication specialist
Rate of grievances and complaints (reported and unreported)	Periodic (during project implementation)	Desk review, interviews, survey	PIU with support from an independent M&E consultant

ANNEXES

Annex 1- Documentation Template for Public Consultations/ Community meetings

Event	:			
Date and time	:			
Location/ Venue	:			
Lead organiser	:			
Number of participants	:			
	Women:	Men:	Peoples with disability:	Other participants identified as vulnerable groups:
Participants' list	: (for instances, from task force, communities in X village in Y subdistrict in Medan, association of <i>angkot</i> drivers Z, etc)			
Activity and note				
Documentations/ photos*				
Annexes (invitation letter, Q&As note, and other documentation)				

Note:

Photographers/ organiser of the meeting must obtain participants consent before taking photograph. Whenever possible, to avoid taking a close-up photograph, particularly **children,** people with disability, and elderly. Thus, the strategy is usually taking the whole-room perspective.

COMPLAINT FORM

<p>Registration Number <i>(will be filled by the grievance's staff)</i></p>	
<p>Date of Complaint</p>	
<p>Reporter's Name <i>(not required, may be left blank)</i></p>	
<p>Cellular Phone Number</p>	
<p>Email</p>	
<p>Identity Number</p>	
<p>Request for Confidentiality</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Complaint Description</p>	
<p>Annex</p>	

FORMULIR PENGADUAN/ KELUHAN

Nomor Registrasi Keluhan <i>(akan diisi oleh petugas)</i>	
Tanggal Pelaporan Keluhan	
Nama Pelapor <i>(tidak harus diisi, dapat dikosongkan)</i>	
Nomor Telpon/ HP	
Email/ Alamat Surat-Menyurat	
Nomor Identitas	
Permintaan untuk Merahasiakan Laporan	<input type="checkbox"/> Ya <input type="checkbox"/> Tidak
Deskripsi Keluhan <i>(dapat dilengkapi dengan tanggal dan lokasi kejadian)</i>	
Lampiran <i>(data pendukung, dapat berupa dokumen, foto, dll.)</i>	

Annex 3- Outline for GRM Report (from *Satker*/ PIU to DGLT/ PMU)

Grievance Redress Mechanism implementation’s annual report must include the following information:

- Number of grievances received, proceed, resolved, and unresolved
- What channels captured grievances (and which ones captured the most?)
- How many days grievances was proceeded and then resolved? (Was is more than the anticipated processing days as per SOP?)
- What are the common theme of grievances (typology of complaints)
- What type of complaints that have to be escalated and/or unresolved as of reporting?
- What are aspects that can be improved? Including if there are any specific resources needed to enable a more effective and efficient GRM implementation at subnational level
- Lesson learnt

Annex 4- Report for Public Consultation in Medan City

Prepared by: the Ministry of Transportation of the Republic of Indonesia, Directorate General of Land Transport.

Date and time	:	Friday, 9 December 2021, 14.00 – 17.15 WIB
Location	:	Emerald Garden Hotel, Medan
Number of participants	:	32 (23 offline and 9 online participants) Women: 9 Men: 23 People with disability: - Participants are from: Transport Agency of Deli Serdang district, Public Work agency of Medan city, Medan Development Planning Agency (Bappeda), Communication and Information Agency of Medan city (Kominfo), Public transport operators of Medan city and North Sumatera (DPC and DPU ORGANDA), technical units of bus depots (BPTD Terminal Pinang Baris/ BTPD II North Sumatera), head of subdistrict of West Medan, <i>angkot</i> drivers, cultural heritage individual expert, and GESI individual expert.
Hosts	:	DG Land Transport, Ministry of Transport Transport Agency of North Sumatera Transport Agency of Medan City
Summary of key findings:		
<ul style="list-style-type: none"> • The Public and existing public transport users aspire for a more convenient, safe, and affordable public transport within Medan metropolitan area • Concerns related to social and economic impacts: 1) Potential impacts on <i>angkot</i> drivers’ livelihoods. There are 5.605 registered <i>angkot</i> vehicles, and 4.792 of them are operated by the owners. 2) Transfer of land assets (from one government agency to the other) is high likely to 		

happen for developing Bus Depot in Terminal Pinang Baris (approximately 10 ha) and in Terminal Amplas (approximately 5 ha), which requires reconstruction of existing government building, and thus is a subject of Indonesia 2021 Law on the Transfer of Assets among government agencies, and 3) land acquisition for development of 14 bus station along the BRT routes (approximately 8000 m²).

- Concerns related to livelihoods disturbance on street vendors and/or micro/small businesses along the route and in/around bus depot Terminal Pinang Baris and Terminal Amplas.
- Based on current BRT plan, including routes, bus stations, and bus depots, land acquisition/purchasing land is not anticipated. Instead, transfer of assets according to the Government of Indonesia's regulation 2021 Law on Assets Transfer will be undertaken to acquire state land.
- Representatives from cooperatives, public transport operators' association (ORGANDA), and angkot drivers concerns on income reduction or loss; and they wish to involve more in the project and wish the project design to provide businesses and/or employment opportunities.
- Cultural heritage and gender experts did not raise any concerns at the forum.
- Detailed Engineering Design (DED) for the bus depots has yet to be developed. Bus Depot in Terminal Baris is still under discussions (with three other alternatives).

Q&A sessions:

Existing public transport operators: Medan Bus Operator and Trans Metro Deli Operator

- We support BRT program in Medan metropolitan. However, based on experience, the Deli Serdang district' bus transit system in 5 routes (Trans Metro Deli/ TMD) has negatively affected existing public transports, such as angkots and minibuses. With the proposed 17 new routes, it more likely "kill" existing public transport operators and angkot drivers, without clear plan of integration and/or empowerment activities.
- Angkot drivers only earn IDR 300.000 net income/ month (US 18/ month purchasing power parity), which is far from enough to cover daily needs. This financial hardship has affected their wellbeing, and road accidents seem to increase in the past few months. Based on information from public transport drivers- informal network, the driver drove the car under influence (of illicit drugs or alcohol), which consumption induced by stress out of economic hardship.
- To provide employment opportunities for existing workers in public transport sector and involved public transport as feeders.

Response from government:

We are developing plan for options of integration of existing public transport to BRT, in terms of routes and vehicles (*armada*). The funding is from foreign loan from the World Bank approximately IDR. 1.7 billion.

The Chief of Pinang Baris Bus Depot:

As the construction more likely to change the traffic flow and increased jam during busy hours, we need to develop traffic management plan (i.e. ANDALIN in Bahasa Indonesia)

Response from Government of Indonesia:

Yes, we will.

Public Transport Operators Association (ORGANDA) of Deli Serdang district:

We support this program, please include public transport operators (ORGANDA) on the development of technical integration plan, and to provide economic and employment opportunities to local peoples.

Head of West Medan subdistrict:

- We wish the BRT will reach our area (West Medan subdistrict).
- We expected to have the information, such as ESMF and summary of the project design, a bit earlier so we had adequate time to read them through. Please make the information more accessible in the future.

Response from the Government of Indonesia:

We are still finalising the design plan, both for reach, routes and location of the bus depots, we will inform you and seek for your feedback in the future. We have developed engagement plan with stakeholders, and please look forward to it.

Closing remarks by Head of Transport Agency of Medan city

Thanking for everyone's feedback and time, government takes notes of all concerns and aspirations, and ask all key stakeholders attending the consultation to support the program implementation in Medan metropolitan area.

Photos and list of attendees:

In person attendees





Due to limited number of people that are allowed to attend the in-person meeting, several people participated and/or observed via Zoom



Photograph of list of attendees

DAFTAR HADIR

Hari/Tanggal: Kamis, 09 Desember 2021
 Waktu: 14:00 WIB s.d Selesai
 Tempat: Merbau Meeting Room Hotel Emerald Garden, Kota Medan, Sumatera Utara
 Acara: Konsultasi Publik Dokumen ESMF Proyek BRT Metropolitan Medan

NO	NAMA	INSTANSI	NO. HP	EMAIL	TTD
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	M. Rafi Huda	Medan	08173646137		
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	Frans Sriban	Stu. Kota Medan	08264649930	franssriban@gmail.com	
	Michal	Ditubuh - KN	082267341240	Michal.kh@kn.go.id	
	Maman	Arbitrase	0816000130		
	Line Bangun Shoungy	Diras PU Kota Medan	085297691363	line_shoungy@pu.go.id	
	Wati P. Harpaung	Diras PU Kota Medan	05138076922		
	Rento AS	Inspektur MEDAN	08227379260		
	Murthy Kulejral	PT. Medan Telematika	08126011826		
	Azi Wajid W	BPTD II SUMUT	085714493577		
	Pabela Situmor	MS-MBT	081245266734	pabela@ms-mbt.go.id	
	Hendunggi	BPTD II SUMUT Tanjung P. Bukit	081361467580		

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	EDIMMANURUNO	BPTD WIL. PROVINSI	081263387746	edimmanuruno@gmail.com	
	Suryadi Amirany	Diras DS	082166386083		