

STAKEHOLDER ENGAGEMENT PLAN

Resilient Infrastructure for Adaptation and Vulnerability Reduction (RIVER)

Local Government Engineering Department (LGED)

Ministry of Local Government, Rural development & Cooperatives

www.lged.gov.bd

January 2022

Executive Summary

Resilient Infrastructure for Adaptation and Vulnerability Reduction (RIVER - P173312) aims to finance infrastructure and systems to increase the flood resilience of vulnerable rural populations in 14 highly flood districts in the Teesta-Brahmaputra-Jamuna (Nilpamari, Lalmonirhat, Kurigram, Rangpur, Gaibandha, Bogura, Pabna, Sirajganj), Padma (Rajbari, Faridpur, Gopalganj, Madaripur), and Surma-Meghna river systems in the North East (Sunamganj, Habiganj) Bangladesh through (i) raising of community land, construction of shelters and community facilities, and connecting roads in flood prone villages; and (ii) improving community disaster preparedness including early warning systems, evacuation process, awareness, response capacity, sheltering, and recovery. The project also aims to contribute to the COVID 19 recovery process by facilitating investments in public works that provide local employment opportunities.

There are four components of the project and would be implemented by LGED. The components are: 1) Component 1: Resilient Flood Shelters and Community Infrastructure; 2) Component 2: Strengthening Capacity for Disaster Preparedness and Response and Technical Assistance; 3) Component 3: Project Management, Design and Supervision, Monitoring and Evaluation; and 4) Component 4: Contingency Emergency Response Component (CERC).

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

LGED is working in the rural area since its inception and has worked with World Bank on a good number of projects namely RTIP, RTIP II, SuPBR and WeCARE. LGED is regularly engaging with the relevant stakeholders of all these programs. While implementing these projects, LGED has learned certain lessons concerning capacity building for project implementation, engagement with the Project Affected People (PAPs) and Vulnerable Groups (VGs) including women throughout the life cycle of the project. The Project Director (PD), RIVER has already contacted relevant personalities of the District HQs, Municipalities, affected Upazila (UZ) and Union Parishods and local elected leadership and business and community leaders in the highest flood districts in Northern Bangladesh and is taking measures to ensure that the execution of the project related works suit local needs and create least inconvenience/discomfort to the VGs/PAPs. Certain lessons from the previous projects that have been incorporated in the RIVER, LGED include:

- Senior officials of LGED including PD are visiting the project area and meeting the PAPs to understand their needs and concerns and **how to address their plight in terms of livelihood restoration**;
- The project would care for the vulnerable and disadvantaged groups including women and provide appropriate jobs to them whenever possible. Local Administration, local political leadership and the project contractors would be encouraged to support this effort;
- Information, Education and Communication (IEC) by LGED and District Administration up to Union level would play a very important role in educating the community of the palpable dividend of the project;
- It is very important to be consulting with Disaster Response Coordination Groups (DRCG) at District, UZ, Municipality, Paurasava and Union level by LGED hierarchy while designing the sub-projects particularly in flood prone areas.

Stakeholders of RIVER include the diverse communities living in the project area including various groups in them namely farmers, boatmen, fishermen, petty businessmen, tribal communities and their organizations at District, Municipality, UZ, Union, Ward and village levels; professional groups like teachers, students, school committees, local and regional contractors, suppliers, media, NGOs, Ministry of Primary and Mass Education/ District Primary Education Officer, Bangladesh Water Development Board (BWDB), Department of Disaster Management (DDM), local administration, local elected representatives, women and child rights groups, BDRCS, DAE, DRRO, FS&CD representatives up to UZ level, BDRCS volunteers (BNCC, Scouts) at the community level and others. According to experience from similar projects under LGED, the affected groups among the stakeholders may include displaced persons for third-party impacts of voluntary donation of land, people providing lands for temporary classrooms, contractors camps, labor sheds, and storages facilities during construction period, and the teachers and students of the government primary schools (GPS) hosting the shelters for any disturbance in schooling (which will be monitored for compliance with ESS5 requirements). With the outbreak of COVID-19 across the country, Department of Health personnel, Upazila Hospital and Union health clinics may also to be involved in the COVID-19 response process in the process of civil works construction. LGED has prepared this Stakeholder Engagement Plan (SEP) outlining general principles and a collaborative strategy and plan for an engagement process in accordance with this standard. Meaningful consultations with local communities including the VG and marginalized communities on the shelter designs, repairing and rehabilitating jetties and other project related interventions has been captured adequately.

The project is in its preparatory stage awaiting finalization of the design and alignment of the feeder road, and resilient flood shelters. Till date, PD, RIVER project had a good number of meeting/discussions at the macro and micro levels and the takeaways from these meetings were incorporated in the design and planning of **the feeder road** and flood shelters. The Project is poised to be implemented amidst continuation of COVID-19 pandemic which is likely to affect the health of both the workers and the community. As such face to face interactions are likely to be limited and IT based interactions/FGD in small groups will be planned by the Project maintaining COVID 19 health protocols. LGED while planning stakeholder engagements in different forms, must comply with national, World Bank and WHO guideline in this regard. The intensity of interaction and stakeholder engagements would vary depending on various stages of the project (as indicated at Table 5) and Paragraph 6, Grievance Mechanism of the SEP and COVID 19 situation. Alternatively using the web based social media communication means may have to be adopted by LGED for FGD, meeting/discussion, public consultation etc. However, distributing project related brochures, their updates through dedicated website, billboards, flyers will also contribute immensely in educating the PAP and the interested stakeholders. As COVID situation improves, personal contact by project related entities/persons in the project area would work as effective means of disseminating project and GRC related information to the PAPs. NGOs operating in the locality could also be used to communicate the message. The LGED website would be regularly updated covering all aspects of the project including progress, outcome of various meetings, and the grievance related issues.

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List of Abbreviation

Abbreviation	Full Form
ADB	Asian Development Bank
ARAP	Abbreviated Resettlement Action Plan
BDRCS	Bangladesh Red Crescent Society
BFD	Bangladesh Forestry Department
BMD	Bangladesh Metrological Department
BNBC	Bangladesh National Building Code
BNCC	Bangladesh National cadet Corps
BP	Bank Policy
BRTA	Bangladesh Road Transport Authority
BWDB	Bangladesh Water Development Board
CBO	Community Based Organizations
CBDRM	Community Based Disaster Risk Management
CDD	Community Driven development
C-DERF	Community Emergency Disaster Response Fund
CDMP	Comprehensive Disaster Management Program
CDRT	Community Disaster Response Team
CO	Community Organizer
CSO	Civil Society Organizations
DAE	Department of Agricultural Extension
DC	Deputy Commissioner
DDMC	District Disaster Management Committee
DIA	Designated Implementing Agency
DM	Disaster Management
DoE	Department of Environment
DPHE	Department of Public Health Engineering
DRCG	Disaster Response Coordination Group
DRM	Disaster Risk Management
DRRO	District Relief and Rehabilitation officer
EAP	Early Action Protocol
EMC	Environmental Management Cell
ESS	Environmental and Social Standards
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FCD	Flood Control Drainage
FEWS	Flood Early Warning System
FFWC	Flood Forecasting and Warning Centre under BWDB
FGD	Focus Group Discussion
FSCD	Bangladesh Fire Service & Civil Defence
GBV	Gender Based Violence
GDR	Geographic Information System
GIS	General Department of Resettlement
GM	Grievance Mechanism
GPS	Government Primary Schools
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HHs	Households
IA	Implementing Agency
ICRC	International Committee of the Red Cross
IEC	Information, Education and Communication
IFRC	International federation of Red Cross and Red Crescent Societies
IFRP	Integrated Flood Resilience Program of BDRCS
IMDMMC	Inter-Ministerial Disaster Management Coordination Committee

IPPF	Indigenous Peoples Planning Framework
KII	Key Informant Interview
LFEWS	Local Flood Early Warning System
LGED	Local Government Engineering Department
LMP	Labour Management Plan
MPA	Multiphase Programmatic Approach
LGED	Local Government Engineering Department
MoLGRDC	Ministry of Local Government, Rural Development and Co-operatives
MoDMR	Ministry of Disaster Management and Relief
MoPME	Ministry of Primary and Mass Education
M&E	Monitoring and Evaluation
MEF	Ministry of Economy and Finance
MOE	Ministry of Environment
MoRTB	Ministry of Road Transport and Bridges
NGO	Non-Governmental Organization
NPDM	National Plan for disaster management
OHS	Occupational health and safety
OMAS	Online Monitoring and Accounting System
PAP	Project-Affected People (or Project-Affected Party)
PASSA	Participatory Approach for Safe Shelter Awareness
PIO	Project Implementation Officer
PIU	Project Implementation Unit
PMO	Project Management Office
PMU	Project Management Unit
PrDO	Program Development Objective(s)
PSC	Project Steering committee
RAP	Resettlement Action Plan
RCS	Replacement Cost Study
RHD	Roads and Highways Department
RIVER	Resilient Infrastructure for adoption and vulnerability reduction
RPF	Resettlement Policy Framework
SEA	Sexual Exploitation and Abuse
SEC	Small Ethnic Community
SEP	Stakeholder Engagement Plan
SFDDR	Sendai Framework for Disaster Risk Reduction 2015-2030
SH	Sexual Harassment
SMC	School Management Committee
SOD	Standing Orders on Disasters
UE	Upazila Engineer
UNCT	UN Country Team
UnDMC	Union Disaster Management Committee
UNDP	UN Development Program
USAID	United States Agency for International Development
UZ	Upazila
UZDMC	Upazila Disaster Management Committee
WaDMC	Ward Disaster Management Committee
WB	World Bank
WBG	World Bank Group
WFP	UN World Food Program
XEN	Executive Engineer

1. Introduction and Project Overview

1.1 Introduction

Bangladesh is one of the world's most populous countries with per capita income of US\$ 1,968.792 in 2020¹. A deltaic country consisting of floodplains created by over 300 rivers and channels, including three major rivers: the Ganges, the Brahmaputra, and the Meghna. 25 percent of Bangladesh is less than 1m above sea level and 50 percent is less than 6m above sea level. The country is extremely vulnerable to the effects of climate change. The Global Climate Risk Index ranks Bangladesh as the world's seventh most affected country over the period 1999-2018². Over the course of a year, Bangladesh experiences periods of extreme water availability – too much and too little water. Monsoon precipitation from June to September is the main source of water, and the country has less water available outside of this season, termed the “dry period.” Heavy rainfall during the monsoon period is the main cause of flooding; this occurs almost every year, with a devastating flood every 5–8 years (FFWC, 2004). Such flooding causes severe damage to agriculture and infrastructure and the loss of human lives³.

Flood is an annual phenomenon generally affecting 30 per cent of the country, but up to 70 per cent in extreme years; recurring with varying magnitude and intensity and affecting a greater population than any other natural hazard. Recent studies estimate that by 2050 Bangladesh could have 13.3 million internal climate migrants⁴. Bangladesh generally experiences four types of floods. Flash floods occur during mid-April before the on-set of the south-westerly monsoon. Rain-fed floods generally happen in the deltas in the south-western part of the country and are increasing in low-lying urban areas. River floods are the most common; the areas are inundated during monsoon season along the river and in cases far beyond the riverbanks. Storm surge floods occur along the coastal areas of Bangladesh, which has a coastline of about 800 km along the northern part of Bay of Bengal. In case of important cyclones, the entire coastal belt is flooded, sometimes causing great loss of lives. Coastal areas are also subjected to tidal flooding from June to September⁵.

Floods and riverbank erosion affect about one million people annually in Bangladesh⁶. These disasters have both direct effects (such as loss of lives and property) and indirect effects (such as loss of employment and income, reduced access to products and services, and opportunity cost of resources that need to be diverted to relief and rehabilitation) as well as disrupting effects on rural economies, accelerating rapid urbanization and migration. Recurring flood present major challenges to the continued human development, poverty reduction and economic growth of the country, and to the lives, livelihoods and health of its people and thus needs urgent actions to ensure sustainable economic development of the country.

Bangladesh has implemented flood control and drainage projects since the 1960s. Complete flood control in a country like Bangladesh is neither possible nor feasible and with this in mind, Bangladesh started developing flood forecasting and warning systems (non-structural measures) along with structural measures to enable and persuade people, communities, agencies and

¹ <https://data.worldbank.org/indicator/NY.GDP.PCAP.CD?locations=BD>

² Germanwatch (2020) Global Climate Risk Index 2020.

³ <https://public.wmo.int/en/resources/bulletin/flood-forecasting-and-warning-bangladesh>

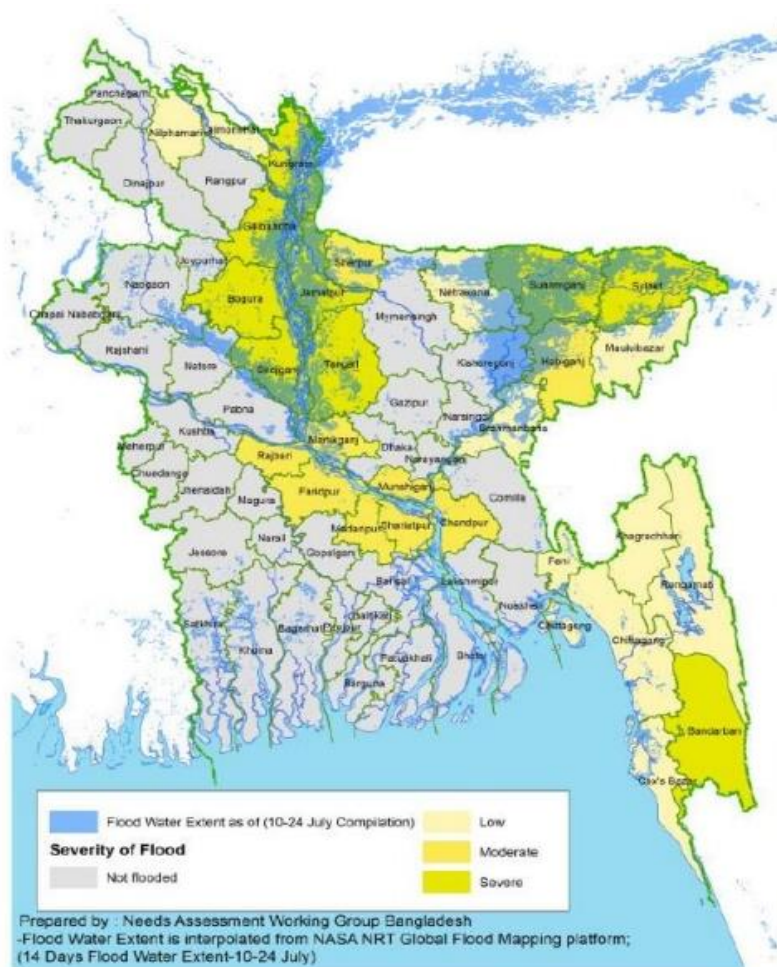
⁴ World Bank (2018) Groundswell: Preparing for Internal Climate Migration.

⁵ Hossain, Akhtar A.N.H; Bangladesh: Flood management; WMO/GWP Associated Program on flood management; http://www.apfm.info/publications/casestudies/cs_bangladesh_sum.pdf

⁶ The World Bank: Climate Change Knowledge Portal

organizations to be prepared for floods and take action to increase safety and reduce damage. The goal was to alert people on the eve of a flood event. In view of these activities, flood-related fatalities are decreasing, but economic losses have been increasing over the years. GoB has been developing and implementing various measures to better equip the country to deal with floods. Important initiatives include the flood action plan, flood hydrology study, flood management model study, national water management plan, national water policy, flood early warning study and construction of flood embankments and flood shelters⁷.

In 2019, heavy monsoon rains started in July and water from upstream triggered flooding in low lying areas of 28 districts in the north and northeastern regions, resulting in 7.6 million affected people, 600,000 affected households, and 163,000 hectares of damaged croplands. Of these districts, Kurigram, Jamalpur, Gaibandha, Sirajganj, Sunamganj, Bogra, and Bandarban were particularly hit hard. The Poor, marginalized people and vulnerable communities; and women and girls in particular are disproportionately hardest hit by disasters as they are repeatedly exposed to natural hazards without the means to recover owing to possessing fewer assets, their consumption is closer to subsistence level and they have meagre savings that does not give them the resilience to counter the impacts. Their health and education are at greater risk, and they may need more time to recover and reconstruct.



⁷ GoB, Ministry of Disaster Management and Relief National Plan for Disaster Management (2016-2020); page 24

1.2 Project Background and Components

Bangladesh is resilient in managing natural disasters, in particular floods and cyclones and shifted its focus from a response-based approach to risk mitigation and emergency preparedness. The strength and attributes the country has among others include community resilience, volunteerism, the early warning system, community-based decision making process, government commitment, a vibrant NGO sector and an appreciable legal and institutional framework⁸.

The proposed project would build on the successful experience in coastal protection to enhance the resilience of communities to floods. It is also aligned with the objectives of Country Partnership Framework (CPF) (FY 2016-2020) and Bangladesh's 7th Five Year Plan. The GoB is seeking to develop flood resilience by adopting approaches and developing infrastructure that minimizes damage to life and economy and helps in quick recovery after a flood event. The primary objective is to reduce the impact of floods and provide a safe space for evacuation and sheltering through infrastructure, and to improve the community's resilience through capacity building for effective early warning and community preparedness. As is the case on the coast, the infrastructure is multi-purpose, providing indirect benefits to the community beyond flood protection including better connectivity through enhanced roads, new and improved school buildings, hygiene facilities, etc. Furthermore, in the current context, it will provide a source of local employment and economic activity.

Bangladesh entered the COVID-19 crisis with a relatively strong macroeconomic position. However, growth declined sharply as the COVID-19 pandemic brought about major disruptions to economic activity. The extended COVID-19 related national shutdown is likely to depress economic activity across all sectors in FY21 as varying levels of control measures are likely to continue to arrest the COVID-19 pandemic. As such enhancing flood resilience through adoption of structural and non-structural measures at this critical juncture through construction of shelters, repair and rehabilitation of jetties, enhancing flood forecasting and warning services and improving their efficiency is a call of the time.

The RIVER Project will finance infrastructure and systems to increase the resilience of vulnerable populations in non-coastal areas of Bangladesh against riverine and flash floods through (i) resilient flood shelters and community infrastructure; and (ii) strengthening capacity for disaster preparedness and response of government agencies and communities. The project also aims to contribute to the COVID-19 recovery process by facilitating investments in public works, improving the communication, accessibility, and facilitating economic activities that provide local employment opportunities.

REBP has four components as indicated in **Table 1**. Summary of the components are given below. Details of the project components are at **Annex A**.

⁸ <https://www.thedailystar.net/op-ed/politics/disaster-management-bangladesh-reducing-vulnerabilities-788653>

Table 1: Project Components

Project Components
1. Resilient Flood Shelters and Community Infrastructure
1.A: Resilient Flood Shelters
1.B: Resilient Community Infrastructure
2. Strengthening Capacity for Disaster Preparedness and Response and Technical Assistance
2.A: Strengthening LGED’s Capacity for Disaster Preparedness and Response
2.B: Technical Assistance for Long-Term Community Flood Resilience
3. Project Management, Design and Supervision, Monitoring and Evaluation
4. Contingent Emergency Response Component (CERC)

Summary of Components

Component 1 would finance land raising and construction of climate-resilient flood shelters in targeted flood-prone villages in non-coastal districts, installation of lightning protection systems, construction and/or rehabilitation of associated climate resilient shelter connecting and community roads, and resilient infrastructure as identified by the community including climate resilient culverts and bridges, repair, rehabilitation of rural markets, repair and rehabilitation of landing stages (river jetties), and installation of solar powered street lights. The construction, repair and rehabilitation of infrastructure conducted under this component will implement energy efficient practices and equipment to reduce GHG emissions associated with the project activities. Additionally, where possible, the activities will use locally sourced material to reduce GHG emissions associated with transportation for procurement. Social afforestation activities will be undertaken in close collaboration with the Bangladesh Forestry Department (BFD). This component will also cover the social and environment management in the proposed project intervention areas.

Component 2 would finance goods and services to increase the capacity of LGED and communities to plan, manage, and recovery from floods, and strategic studies to increase long-term disaster and climate resilience. To enhance the capacity of LGED, these include setting up contingency planning for emergency preparedness and evacuations, updating the shelter database, improving the disaster loss and damage assessments and reporting system, and establishing one Emergency Operation Center (EOC) in a district as a pilot. To enhance the capacity of communities, activities include CBDRM activities with local organizations such as the Union Disaster Management Committees (UDMCs) on basic competencies to improve health and safety including for GBV/SEA/SH during floods, community risk mapping, training of School Management Committees (SMCs) on shelter management, and updating and training on community operation and maintenance guidelines of shelters.

Component 3 would support GoB in implementing the project, and in coordinating all project related activities, monitoring, technical assistance, and training. It will include:

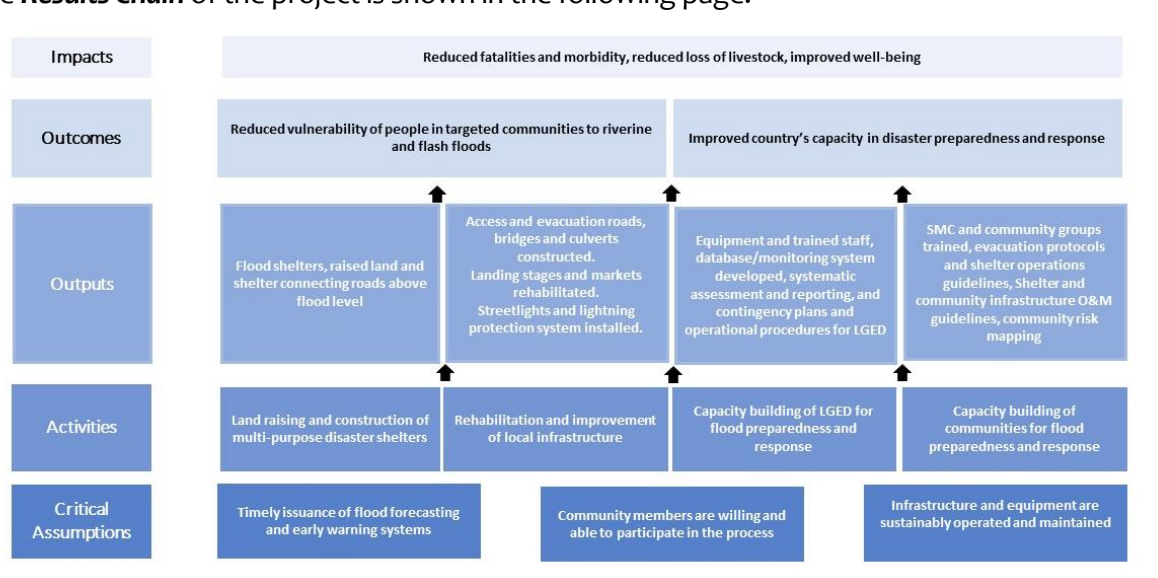
- (i) establishment of a Project Implementation Unit (PIU) within the LGED, and consultancy and technical assistance for construction detailed design, procurement support, and construction supervision, preparation and implementation of safeguard instruments;
- (ii) capacity development of the PIU and communities in participatory planning and investment;
- (iii) monitoring and evaluation; and
- (iv) technical assistance and training in such areas as disaster management and preparedness, climate change adaptation and mitigation, construction, contract

management, financial management, preparation of environmental and social assessments, and preparation of safeguard instruments.

It will also provide resources for strengthening the flood preparedness and management program. The management, design and M&E activities under this component will integrate climate adaptation and mitigation measures and parameters.

Component 4 caters for unforeseen emergency needs. In case of a major natural disaster, the Government may request the Bank to re-allocate project funds to this component (which presently carries a zero allocation) to support response and reconstruction. Disbursements under CERC will be contingent upon the fulfillment of the following conditions: (i) the Government of Bangladesh has determined that an eligible crisis or emergency has occurred and the Bank has agreed and notified the Government; (ii) the Ministry of Finance has prepared and adopted the Contingent Emergency Response (CER) Implementation Plan that is agreed with the Bank; and (iii) LGED has prepared, adopted, and disclosed safeguards instruments required as per Bank guidelines for all activities from the CER Implementation Plan for eligible financing under the CERC.

The **Results Chain** of the project is shown in the following page:



Source: Report No: PAD4103, Project Appraisal Document for RIVER Project, November 23, 2021; page 23

1.3 Project Location

The project area includes 14 most highly flooded districts in the Teesta-Brahmaputra-Jamuna (Nilpamari, Lalmonirhat, Kurigram, Rangpur, Gaibandha, Bogura, Pabna, Sirajganj), Padma (Rajbari, Faridpur, Gopalganj, Madaripur), and Surma-Meghna river systems in the North East (Sunamganj, Habiganj). Each of these areas have important geographical and demographic differences and targeting them will allow the development of a diverse set of appropriate solutions that can be scaled-up. There are small and dispersed presence of small tribes and ethnic sects in most of these project districts with various traditional culture and practices and they would also be among the project beneficiaries. The criteria for selecting districts and upazilas was based on flood risk. Poverty, human capital index, and availability of suitable land were taken into consideration prior selection of project locations.

Sites for project civil works would be restricted to lands those are legally and socially designated and used for public or community purpose with space or scope for project civil works. Local demand might persuade to select private land on voluntary donation basis where existing public or community land are not available (which will be monitored to follow ESS5 requirements). Selection of land for civil works would avoid any adverse impacts on small ethnic communities.

Few small ethnic communities (SEC) are concentrated in several geographical pockets within the project area covered by the River Basins. **Table 2** below shows areas of SEC concentration in the project area. However, details should be confirmed in the process of developing ESIA/ESMP through ground survey.

Table 2: Areas of SEC Concentration in the Project Area

Serial	Basin	Areas of SEC Concentration	Predominant TPs
1.	Teesta-Brahmaputra-Jamuna river	Nilphamari, Lalmonirhat, Kurigram, Rangpur, Gaibandha, Bogura, Pabna and Sirajganj Districts	Santal, Uraon/Oraon, Munda, Mahato, Paharia, Malo, Pahan, Rajbongshi, Rajooar, Karmakar and Teli
2.	Padma	Faridpur District	Munda, Mahato, Rajbongshi, Rai, Vumij, and Bagdi
3.	Surma-Meghna	Habiganj and Sunamganj districts	Khasi, Patro, Monipuri, Garo, Kharia, Kundo, Tripura, Munda, Ohomia, Kol, Mahali and Tea Garden communities

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

The project's Environmental and Social Risk Rating has been identified as Moderate. However, the following risks and impacts are expected from the project:

Environmental Risks and Impacts

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

- Negative small scale environmental impacts are expected from construction of flood shelters, connecting roads, river jetties and land raising leading to drainage congestion and water logging during the construction period;
- Temporary surface water and ground water pollution are expected in close proximity to the sub-projects may be polluted and there would be a large quantity of water needed for the construction work and dust suppression;;
- Construction related dust, air, light and noise pollution etc. from construction sites through extensive use of construction related plants and vehicles. Solid and liquid waste produced during construction phase would have adverse effect on the environment if not disposed off properly.
- Labor and Construction workers would generate solid waste, which if not disposed properly, would also adversely effect the surrounding environment;

Social Risks and Impacts

The project would immensely benefit the poor and marginalized people and the vulnerable communities including the small ethnic communities (SEC) in the high flood plains of the planned

14 project districts. Through participatory planning, building facilitation capacity of the community volunteers and arranging contractual obligation of hiring local labor including women and involving local community in the operation and maintenance of these facilities through imparting targeted training would allow the local community to own and support the project. The sites for civil works will be restricted to land legally and socially designated and used for public or community purpose, though temporary land requisition may be required. Land acquisition will be screened out through a negative list. Selection of land for civil works will also avoid any adverse impacts on small ethnic communities (SEC). However, project social risks anticipated at this stage include:

- Temporary setback of commuters and businessmen/shopkeepers of the local markets using riverine route for transportation of goods including agro-products and ferrying of people and livestock using boats/barges/trawlers/motor launches where the jetty would be inoperative for planned repair and rehabilitation for a particular period;
- Increased traffic movement and construction related activities during project implementation and later increased traffic movement during operation phase may impede safe movement and raise the possibility of road accidents thus impacting negatively on construction workers, elderly people, persons with disabilities, pregnant women, minor children, teachers and students near the sub-projects and safety of near the construction area;
- Most of the labors will be recruited from local communities. However, some of the construction workers will come from outside the project area and work for a longer period. Their presence and activities may lead to moderate risks of gender based violence/sexual exploitation and abuse/ sexual harassment (GBV/SEA/SH) and gender concerns including transmission of STD and other social disorders among project staff including construction workers and the surrounding community.
- The livelihood of the informal occupant and businessmen having temporary and semi-permanent business structures in the proposed sub-project community land could be adversely affected when they will be resettled prior project implementation;
- The contractors or their representatives may employ child labors at a lower wage to reduce construction cost and increase profiteering.
- The Project would be implemented amidst COVID-19 pandemic, which is likely to affect the health of both the workers and the communities if not addressed properly.

The following are among the **positive impacts** of the project:

- The project would help to develop a conscious community aware of disaster preparedness against flood and alike at homestead level. It would also develop leadership skills among the community/social facilitators selected by the villagers. Thus, community at large would be more resilient in facing the floods in future.
- The project will benefit the communities in the high flood-prone areas in the project area through raising of community land, construction of shelters and community facilities, and connecting roads in flood prone villages and flood early warning systems thus increasing their resilience to flood events;
- Through repair and rehabilitation of existing jetties, the project would benefit the launch/trawler/barge owners and operators and local boatmen, businessmen and the local population who use river as a mode of transportation of goods and commuting from the operation and ease of transportation using the repaired and rehabilitated jetties;

- Installation of Lightning protection at the flood shelters would improve safety of the occupants during lightning that accompanies nor westers/storms and heavy rain. Solar powered light at the Flood Shelters and along the streets would increase community resilience and would be of great help during darkness in poor weather/nor westers to help the local people to move to the shelters when service disruption takes place beside reducing GHG emission;
- Local businessmen would financially benefit by selling locally produced construction and other material, which would also reduce transportation cost and GHG emission in the project area;
- The community would have a well developed primary school for the local children with gender sensitive sanitation and adequate WASH facilities with ease of access of the disabled ones. The School Management Committees (SMC) and the Community representatives would manage and maintain the facility locally in coordination with representatives of Ministry of Primary and Mass Education (MoPME), thus owning the multipurpose shelter and developing leadership skill and sense of responsibility among the citizenry in the process;
- The ICT monitoring and disaster shelter database developed under the project would preserve data collected before and during the project's implementation. LGED would integrate the database with their existing systems, and will provide a comprehensive record of structures and facilities in the area allowing GOB agencies at the District and Upazila level to have a clearer picture of the flood and take appropriate measures without losing time;
- The project would improve community disaster preparedness including early warning systems, evacuation process, awareness, response capacity, sheltering, and recovery to a greater extent through various measures undertaken;
- Community involvement campaigns, conducted by the Skilled Facilitators of the qualified NGOs specialized in social mobilization will be launched early on in project implementation and will be sustained throughout the project's duration. First responders including the Fire Service and Civil Defense (FSCD) personnel, Community Leaders, SMC personnel, local volunteers including Bangladesh Red Crescent Society (BDRCS) volunteers, Bangladesh National cadet Corps (BNCC), Rover Scout and Girls Scout would be provided with adequate training to (i) identify, plan and implement subprojects; (ii) be educated on continuous disaster preparedness; (iii) building capacity to operate and maintain infrastructure created under the project; and (iv) facilitating two-way communication between communities and the PIU/government on an ongoing basis, including providing feedback for infrastructure design, implementation practices, and O&M;
- The Community leaders, volunteers, SMC members and relevant personnel would undergo simulation exercises, disaster risk awareness campaigns, evacuation drills and shelters, and in the process set-up volunteer community resilience support groups under the guidance of the Skilled Facilitators. Besides, women would also undergo awareness and DRM training and be educated on women-friendly health and sanitation services in the aftermath of disasters.
- Through piloting of an Emergency Operation Center (EOC) in a district strategic coordination and decision-making capacities during natural disasters by district level committees would improve and the affected community would get early warning, quick evacuation and thus would be able to secure their valuable property including cattle

head from disaster. When found effective, this EOC could be replicated in other flood prone districts;

- The economic condition of the people would improve as they would not be required to invest on rebuilding homestead after flood recedes every year as the project is completed;
- The project would create job opportunity for the unemployed locals (men and women). This would enhance 'Gender Mainstreaming' through creating equal job opportunity.

1.5 Project SEP Implementation Arrangements

Institutional Arrangements

LGED would be the implementing agency (IA) of the project. As part of project preparation, LGED appointed a consultancy firm to conduct a feasibility study of the Project consisting of engineering, environment and social assessments and the overall environment and social instruments. The firm also supported identification, prioritization and screening of sites for the required interventions. This firm will also develop, update and finalize the database of Disaster Shelter Systems focusing on flood-affected areas, and will complete the detailed design of a minimum of three packages including their associated bid documents.

LGED will implement the project through a dedicated Project Implementation Unit (PIU), headed by a Project Director (PD). The PD will be supported by a dedicated Deputy Project Director (DPD) as well as the associated technical and safeguard support staff. The PD and DPD will also be supported by a number of specialists from Management Support Consultancy (MSC). This Consultancy Service will include necessary experts including Senior Technical Specialist, Senior Procurement Specialist, a Senior Financial Management Specialist, a Senior Environment Specialist, a Social Specialist, a Communication Specialist, and a GIS specialist. The MSC specialists will support LGED in a wide range of areas including coordination, reporting, monitoring of progress, and overall project management. The specialists will also oversee the budgetary and financial management and will review quality control and quality assurance. Notwithstanding that, the specialists will evaluate payment certification, if required, and will assist PIU in providing contractual advice as well as the settlement of any disputes. Also, the relevant specialists will undertake and guide the field personnel in the implementation and supervision of safeguard management plans, preparation of further documents as suggested/ required by PIU. These professional level positions and support staff will be agreed upon by the World Bank. As most of the interventions will be executed in the remote locations of the districts, the field level district offices headed by Executive Engineers and Upazila offices, headed by Upazila Engineers will primarily facilitate the supervision work of the civil works having guided by PIU. They will act as the focal person for managing any local disputes with support from PIU. If required, LGED will strengthen the field offices facilitating with the additional staff as agreed to the World Bank.

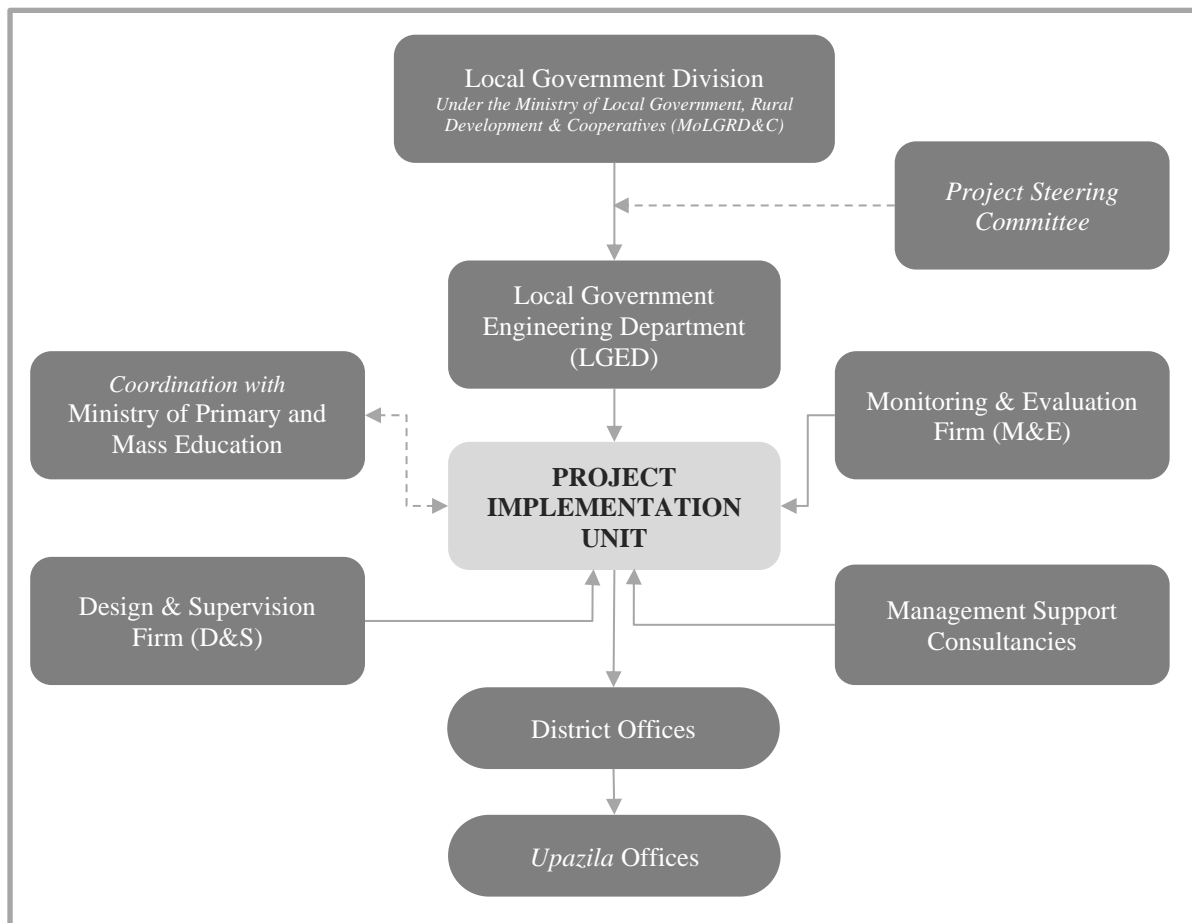
A Design and Supervision (D&S) Consultancy firm will be contracted to support the PIU in preparation of the detailed designs and bidding documents for the project interventions, as well as being the primarily responsible party for construction supervision at field level. While the PD will act as the Employer of the civil works contracts, the D&S consultants will serve as the Engineer. The Engineers will also be responsible for ensuring progress in the field and issuing the certification of bills to the Contractors. The manpower of the D&S firm is likely to include a District Resident Engineer who will oversee and supervise the overall progress of that particular district and also a bunch of supporting specialists who will supervise and inspect the works of the contractor

For monitoring implementation and safeguards compliance, a Monitoring and Evaluation (M&E) firm will be engaged to assist LGED to monitor progress and evaluate the project impacts. The PIU support staff will comprise of experts in Environment and Social Safeguards, Gender, Procurement and Financial Management, GIS and other areas of expertise as deemed necessary (by the PD/PIU).

Project Steering Committee (PSC): The PSC is entitled to administer the project and provide policy-level guidance and inter-agency coordination required for the project. This high-level committee will be chaired by the Senior Secretary or Secretary of the Division and will include the Director-General of LGD, Chief Engineer and Additional Chief Engineer (Planning) of LGED as members. The representatives from the Finance Division, Planning Division, Ministry of Primary and Mass Education, Ministry of Environment & Forests, Ministry of Water Resources and the Ministry of Disaster Management & Relief will also be a part of the committee. The PSC will undertake periodic review of the project and will address areas of difficulties deterring the progress.

The LGED project management organogram with the input of MSC and D&S is shown in figure 2⁹.

Figure 2: Project Management Organogram



⁹ Source: Report No: PAD4103, Project Appraisal Document for RIVER Project; page 35

2. Regulations and Requirements

2.1 Key National, Social, Legal Provisions and Citizen Engagement

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

2.1.1 Constitution of the People's Republic of Bangladesh

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

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

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

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

(1) Freedom of thought and conscience is guaranteed.

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

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

Article 59. Local Government.

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

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

(a) Administration and the work of public officers;

(b) the maintenance of public order;

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

Article 60. Powers of local government bodies

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

2.1.2. The Consumers' Right Protection Act, 2009

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

2.1.3. Right to Information Act (RTIA) 2009

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

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

2.2 World Bank Requirements

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

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

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

stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

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

3. Project Stakeholders

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

Stakeholders of RIVER include the diverse communities living in the project area including various groups in them namely farmers, boatmen, fishermen, petty businessmen, tribal communities and their organizations at District, Municipality, UZ, Union, Ward and village levels; professional groups like teachers, students, school committees, local and regional contractors, suppliers, media, NGOs, MoLGRDC, MoDMR, MoPME, Bangladesh Metrological Department (BMD), Bangladesh Water Development Board (BWDB), Department of Disaster Management (DDM), Bangladesh Forest Department (BFD), local administration, local elected representatives, women and child rights groups, BDRCS, DAE, DRRO, FSCD representatives up to UZ level, BDRCS volunteers (BNCC, Scouts) at the community level and others. According to experience from similar projects under LGED, the affected groups among the stakeholders may include people providing lands for temporary classrooms, contractors camps, labor sheds, and storages facilities during construction period, and the teachers and students of the government primary schools (GPS) hosting the shelters for any disturbance in schooling. With the outbreak of COVID-19 across the country, Department of Health personnel, Upazila Hospital and Union health clinics may also to be involved in the COVID-19 response process in the process of civil works construction. The Implementing Agency has prepared this Stakeholder Engagement Plan (SEP) outlining general principles and a collaborative strategy and plan for an engagement process in accordance with this standard. Meaningful consultations with local communities including the VG, SEC and marginalized communities on the shelter designs while caring for the physical disabled ones in particular, planning shelter for cattle head etc.

3.1 Engagement Method and Tools in light of COVID 19 Outbreak

With the spread of COVID-19, people have been mandated by WHO and national law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the

virus transmission. Various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events have been adopted. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

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

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

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

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

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

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;

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

3.2 Stakeholder Identification and Analysis

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

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

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

- Identify engagement strategy with each stakeholder group and assign responsibility to team members.

Table 3 provides a summary of Project stakeholders in the 14 Project Districts which have been grouped into 12 categories. The list is not exhaustive as the project design is yet to be finalized. As the project design is finalized, additional stakeholders, if any, including VG/ disadvantaged groups are identified, they would be included in the updated SEP.

Table 3: Summary of RIVER Stakeholders

Stakeholder Group	Stakeholders
Project-Affected Parties	
Project Affected Population	<p>Individuals and households/farmlands/business entities that are located within the Project Direct Area of Influence (DIA). These may include, but not limited to:</p> <ul style="list-style-type: none"> • Community in the sub-project areas including individuals (the titled and non-titled people, the vulnerable groups (VG), the tribal and the LGBTQ+C community, when available) and their households (including non-title holders), that could be directly affected by the project and have a say in the designing of the community shelters and wish benefitting from the project in terms of getting sub-contract, employment etc. in the 14 districts planned. • Local boatmen, market goers, businessmen who ferry,bring their goods and local produces to the market through riverine route using the jetty, population including students, teachers, and commuters living on the other side of river and canals would be temporarily affected while the jetties are repaired and rehabilitated without any tangible alternative. • Individuals including the elderly, the disabled ones, the children, pregnant women, single mothers, the school going children and persons needing medical attention etc. residing in the sub-project area where the existing community facilities would be temporarily unusable due to project related activities; • The teachers and students from the mainstream and minority community, who would be affected by the construction at the primary school site and related hazards and may have to relocate to alternative schooling facilities; • The informal settlers and non-titled holders who might be living in the sub-project lands by erecting shanties and/or having temporary sheds where they do petty business and would need to vacate the sub-project areas to make room for construction of the community facilities. • People directly affected by the construction and operation of the ancillary facilities and workers' camps including those who have rented out their land temporarily for the project purpose. • Unemployed youth of the area of influence of the sub-projects who might look for employment in the project related activities; • Community/social facilitators, selected by villagers • LGED, as the IA
Other Interested Parties	
Interest Groups- Internal Stakeholders	<ul style="list-style-type: none"> • Civil society groups at national, district and UZ level (when available) who may have a say in the project planning/designing and handling the implementation including what role

	<p>the stakeholders may be asked to play during project implementation;</p> <ul style="list-style-type: none"> Local Business owners and suppliers of construction material, services, goods and transportation business entities in the project/sub-project areas who would benefit from the project implementation; School Management Committee (SMC) representatives and Community Elders and volunteers who are expected to manage and care for the multipurpose shelters. NGOs working on Labor, or Gender issues including GBV/SEA/SH in the locality; Mass media and associated interested groups including District and local Press Club, local, regional and national print and broadcasting media, digital/web-based entities, FM Radio Stations in the area and their associations.
National Level	<ul style="list-style-type: none"> Ministry of Disaster Management and Relief (MoDMR) Ministry of Primary and Mass Education (MoPME) Finance Division Planning Division
District Level	<ul style="list-style-type: none"> Representative, District Press Club Representative, Bangladesh Red Crescent Society (BDRCS) and BDRCS Volunteers, when available Representative from Local NGO working on Health, Gender, HR, Labor and Disaster Management Consulting with members of the District level Disaster Management Committee (DMC) as defined in Chapter 4 of the MoDMR's SOD 2019 on need basis. Composition of the committee is at Annex C.
Upazila Level	<ul style="list-style-type: none"> Representative of the local business community Representative, Bangladesh Red Crescent Society and BDRCS Volunteers, when available Representative, Upazila Press Club Representative, Upazila level Bangladesh Fire Service and Civil Defence, when available Representative from Local NGO working on Gender, HR, Labor and Disaster Management Representatives from the BNCC, local Scouts (leader or Rover Scouts or Girls' Scouts) Consulting with members of the Upazila and Union level Disaster Management Committees (DMC) as defined in Chapter 4 of the MoDMR's SOD 2019 on need basis. Composition of the committee is at Annex C.
Elected Officials and Local Politicians at District, Upazila and Union Level	<p>The elected leaders who are part of the Administration/Management of Different Professional Bodies include at this stage:</p> <ul style="list-style-type: none"> Zilla Porishod Chairman and Members Mayor and Ward Commissioners in the Municipalities Councillor and elected Female Councillor of the concerned Ward
General Public of the Country	<ul style="list-style-type: none"> People residing outside the Project Area.
International and National Organisations and NGOs	<p>International</p> <ul style="list-style-type: none"> International Committee of the Red Cross (ICRC) USAID's Office of Food for Peace along with WFP and World Vision CARE Others as identified through development of ESMF/ ESIA <p>National</p> <ul style="list-style-type: none"> Bangladesh Red Crescent Society (BDRCS) Local NGOs in the project area working on Gender, maternity and childcare, Labor, HR issues and disaster mitigation matters
Media and the Academia	<p>National</p> <ul style="list-style-type: none"> Newspapers (daily and weekly)

	<ul style="list-style-type: none"> • Dhaka-based TV stations • Dhaka-based radio stations <p>Local</p> <ul style="list-style-type: none"> • Newspapers (daily and weekly) • Social media: Facebook • Satellite TV/ Dish Home/ Local FM Radio Channel, when available <p>Academia at national, district and UZ level (when available) who would be interested in the implementation of the project including creating positive image of the project nationally and providing valuable input to LGED having discussed with local CSOs and other stakeholders</p>
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3.3 Disadvantaged/vulnerable individuals or groups

Vulnerable Groups (VG) are those project-affected parties (individuals or groups including the LGBTQ+C) who, because of their particular circumstances, may be disadvantaged or vulnerable. Identification of the VG helps the Project further identify individuals and sub-groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate, forms of engagement. Potential VGs were also identified during the stakeholder identification process. These Vulnerable groups are likely to be disproportionately impacted by the project. **Table 4** provides a summary of the potentially vulnerable Project stakeholders and how they could be supported by LGED.

Table 4: RIVER Potentially Vulnerable and Disadvantaged Groups and Measures

Stakeholder Group	Stakeholders and Support by LGED
<p>Women, Children, Adolescents and the Elderly in the mainstream, marginalized and tribal population including the Non-title Holders occupying project/ Sub-project areas</p>	<p>The most vulnerable include:</p> <ul style="list-style-type: none"> • Single women–headed households and Widows ; • Pregnant Women, women with physical and mental disabilities who need to be shifted to alternate housing owing to dislocation from existing homestead due to their health related vulnerabilities; • Elderly and disabled parents/individuals who is dependent on children whose business/livelihood would be adversely affected owing to the sub-project; • Women who might face harassment or GBV/SEA/SH etc. at home or from the migrant workers as a byproduct of the project implementation. • Boatmen who make a living by ferrying people and local businessmen who use the riverway to transport goods would be affected as repair and rehabilitation of the jetty would have temporary adverse effect on their livelihood. <p>LGED may require separate consultation with this group owing to their peculiar limitation. The PD/representatives (XEN/UE/District Sociologist/Upazila Community Specialist) should arrange meetings with such groups in the presence of local elders/local elected representatives/community leaders to ensure that they are heard, their viewpoints registered and the likely negative effects are mitigated.</p> <p>LGED may include a provision in Contractual Obligations for hiring local labor (men, women and members of the tribal and minority LGBTQ+C communities). LGED will approach local administration and the Project Contractors to give priority to the vulnerable family members and provide jobs on priority basis. UE and Community Organizer, LGED at the Upazila level to coordinate the same after thorough scrutiny of the vulnerable ones. Project Contractors under supervision of XEN and UE to ensure that detailed instructions are given about Labor Camp, entry and exit policies and mixing with local community to ensure that no social unrest takes place as an offshoot of GBV/SEA/SH by migrant laborers.</p>

Minority LGBTQ+C Community	<p>In Bangladesh context the minority LGBTQ+C community live in a commune of their own and work in a group for their own safety and to avoid harassment. If this group is compelled to dislocate themselves for being in non-titled land in the sub-project areas, their livelihood would be severely restricted. This group would then become vulnerable and thus demand special attention from LGED, the project contractors, local administration and the local police.</p> <p>During the project preparation stage, this group would be identified by LGED (PD/representatives - XEN/UE/District Sociologist/Community Specialist) in close coordination with local administration at the sub-project level and relocated in some other Khas land nearby as a community, whenever possible with the help of District/Upazila administration and given jobs as a group separately at the project site to earn their livelihood.</p>
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* The World Bank uses an updated international poverty line of US \$1.90 a day as a line for extreme poverty.

LGED will ensure active participation of all stakeholders including the vulnerable groups, ethnic communities and the transgender community, if any in the project-related decision-making consultation meetings suiting the stakeholders' needs. ESIA/ESMF when developed for RIVER would clearly identify these Groups. They would be engaged in the Stakeholder Engagement Activities and necessary support including transportation, meeting the disabled in situ, supplying them with project information related documents/brochure in Bangla etc. need to be arranged and their concerns heard, while their inputs would be taken into consideration while finalizing project design and during implementation. Assistance of local administration, local leadership, local police and the project contractors would be of great value in this regard.

3.4 Stakeholder Mapping

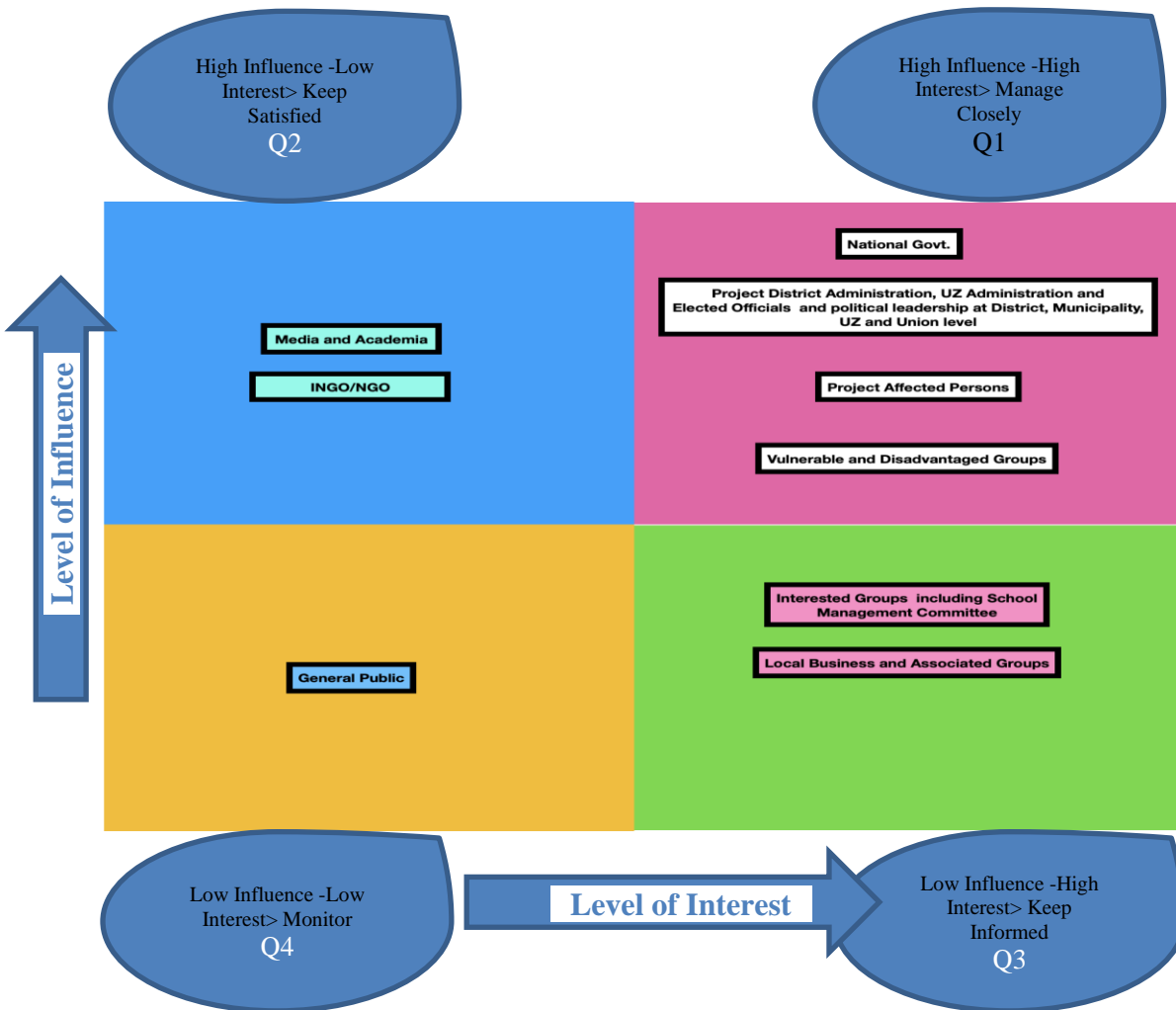
Stakeholder mapping, illustrated in **Figure 3**, is undertaken to identify the level of engagement required during the ESIA/ESMF development and future phases for each group of stakeholders based on their level of interest and level of impact. LGED hired independent specialists for the stakeholder identification and analysis and the SEP is the outcome of their work that has been endorsed by LGED.

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

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

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

Figure 3: RIVER Preliminary Stakeholder Mapping Results



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

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

Two group of stakeholders are having presence in Q2. Though they help in forming a positive perception about the project, they have low interest in the project. As such, LGED needs to keep them satisfied.

In Q3, two stakeholder groups are shown who have high interest in the project, though their influencing capability is low. LGED needs to keep them informed about the project.

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

3.5 Summary of previous stakeholder engagement activities

LGED have undertaken consultation with various stakeholders including the PAP, VG, SEC, Government officials, various interested groups in the project area as LGED embarked on identifying specific subproject areas and designing the project. Details are at **Annex B**.

3.6 Lessons Learned on Stakeholder Engagement

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

- A concerted effort is needed to: (i) design shelters in a gender-informed manner and reach women and girls through appropriate targeting approaches; (ii) universal accessibility in context to build physical environment of shelters which is inclusive and allows all users including those with limitations, to access by themselves. The users of the shelters are very important partners in this exercise.
- Integrating local community from the very inception of a project and designing the project considering their inputs creates a favorable situation during project implementation as the community tend to own the project.
- Repair and rehabilitation of existing jetties need to be coordinated with the local administration and local populace including boatmen, shopkeepers and businessmen of the markets etc. lest it adversely affect transportation of people and goods and local produces. Under no circumstances such attempts be taken unilaterally.
- The tribal community is a very important stakeholder in any World Bank financed project. Free, prior and informed consultation with the marginal community must be undertaken before any project work is undertaken in areas inhabited by tribal people.
- It is important for the senior officials of LGED (who are particularly involved with designing the project) to understand the needs and concerns of the PAPs and the vulnerable groups and how to address their plight in terms of livelihood restoration;
- The development of community facilities, repair and rehabilitation of Jetties along with connecting roads create job opportunity at the local level and adds to the economic growth of the local community. Local PAPs, the vulnerable groups including women, the marginalized (LGBTQ+C) and the tribal people must be considered for such jobs. Local Administration, local political leadership and the project contractors form an effective team in creating jobs and providing those to the needy ones from the locality to support their livelihood;
- Information, Education and Communication (IEC) by LGED and District Administration up to Union level play a very important role in educating the community of the palpable dividend of the project.
- Virtual Meeting with the stakeholders is an effective alternative to physically meeting large group of stakeholders under COVID 19 pandemic situation. Use of webbased social media could play an effective role in disseminating required information to the stakeholders at large.

4. Stakeholder Engagement Program

4.1 Information Disclosure

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

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

- LGED Headquarters, Agargaon and affected District and Upazila LGED Offices;
- The District Administration office of the project districts;
- The Project and Sub-Project offices;
- Affected Upazila Headquarters;
- Affected Union Porisad Offices;
- Local NGO offices;
- Other designated public locations to ensure wide dissemination of project related information;
- Newspapers, posters, radio, television and social media platform;
- Information centers and exhibitions or other visual displays; banners and billboards at relevant places;
- Brochures, leaflets, posters, nontechnical summary documents and reports;
- Official correspondence, meetings;
- At times, Miking by District/UZ/Union local administration, Disaster Management Committee volunteers and NGO workers have more impact on the elderly and vision impaired ones and women in particular;
- Communicate using Community Organizer and Integrated Flood Resilience Program (IFRP) team members; and
- Social Media/ Facebook.

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

The mechanisms which will be used for facilitating input from stakeholders will include further in the report and will disclose materials to local, regional and national NGOs as well as other interested parties. Proposed Information Disclosure Mechanism is given at **Table 5**.

Table 5 : Information Disclosure Mechanism

Project stage	List of Information to be disclosed	Methods proposed	Timetable: Locations/Dates	Target stakeholders	Percentage reached	Responsibilities
Preparation	SEP/ ESMF/ LMP /ESCP/ ESIA/ RPF/ SECDPF (when developed)	LGED website, Newspaper, District and Upazila administration website and notice board, Sub-Project office at the LGED District HQ, Social Media including Facebook, mobile SMS, FGD, KII, meetings etc.	As soon as the documents are uploaded in the website/published	PAPs and Local Population including VG, marginalized population and tribal community; local administration and local business community, and boatmen; Expert in the field of E&S matters, Journalists, NGOS/CBOs,. Community Leaders, SMC members, BDRCS volunteers, BNCC, Boy and Girl Scout Leaders	85% of local people will be made aware of the project through the process	LGED/PD/ Social Specialist, Communication Specialist /XEN/UE
Implementation	Traffic management plan Labor management Plan RPF/ RAP, when developed	Meeting, Signboard at the subproject sites, Brochures, Traffic Control at the community shelter and dam site, FGD, KII	Monthly, 02-3 numbers at sub-project site 01 in 3 months As per need As per need	PAP including VG and SEC, Contractors, commuters, including pedestrians and drivers, homestead owners whose land is planned to be raised, farmers, fishermen, boatmen etc. Community Leaders, SMC members, BDRCS volunteers, BNCC, Boy and Girl Scout Leaders Local and Migrant Workers of the project	80% of local people will be informed through the process Poster or bulletin board reaches the rest percentage of the population	XEN/UE/ Social Specialist, Communication Specialist, District Sociologist, Community Organizer in coordination with local administration
Operation	Management of Community Shelters, Traffic management along the access roads	Meeting Brochures FGD, KII	Monthly 01 As per need	PAPs, Community Leaders, SMC members, BDRCS volunteers, BNCC, Boy and Girl Scout Leaders, Women, Business Community at the sub-projects, homestead owners whose land is planned to be raised, farmers, fishermen, boatmen, NGOs, local elected leadership etc.	85% of local people will be made aware through the process	XEN/UE/Social Specialist, Communication Specialist, District Sociologist, Community Organizer in coordination with local administration

4.2 Proposed strategy for stakeholder engagement

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

- Timeline and progress of the project by components;
- Information on beneficiary participation;
- Information of involuntary displacement, compensation and entitlements;
- Information of participation of small ethnic communities;

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

Table 6 presents the stakeholder engagement activities that LGED authority will undertake for their project during three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance. These methods were discussed and agreed upon by the PAP and the interested groups during stakeholder meetings in November 2021 in the four project districts. The methods would include:

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

Other on-line based platforms can also be used, such as web-conferencing, webinar presentations, web-based meetings, Internet surveys/polls etc. especially due to COVID-19 related restrictions.

Table 6 : Proposed Strategy for Stakeholder Engagement¹⁰

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
STAGE I: PROJECT PREPARATION (PROJECT DESIGN, SCOPING, RESETTLEMENT PLANNING, ESMF/RPF/SEP DISCLOSURE)	Project Affected People: <ul style="list-style-type: none"> - People potentially affected by land raising that affect existing homestead - Informal settler and petty businessmen residing in sub-project area - The mainstream, marginalized community and the Tribal community including the local population, businessmen and the boatmen, launch/trawler/Barge operators would be temporarily affected due to repair and rehabilitation of Jetties. - Sub-project level businessmen and boatmen organizations - Local administration and local leadership - Local Volunteers, BNCC and Scout Leaders - Community/social facilitators, selected by villagers 	<ul style="list-style-type: none"> - Project scope and rationale - Draft and Final ESMF, ESMP, RPF, SEP, RAP, SECDPF and LMP disclosures along with Executive Summaries in Bangla - Compensation for the eligible ones - Project E&S principles - Resettlement and livelihood restoration options - Grievance mechanism process 	<ul style="list-style-type: none"> - Public meetings following social norms in the sub-project area maintaining health protocol - Separate meetings for women, the physically impaired ones and the elderly - Meeting with the Tribal community, their association, and LGBTQ+C community maintaining health protocol, when present - Face-to-face meetings with DRCG members maintaining health protocol - Alternatively using the social media communication means - Disclosure of written information: brochures, posters, flyers, Information boards at the project area in Bangla, - Grievance mechanism - LGED newsletter and website (in English) 	<ul style="list-style-type: none"> - Project area under 14 Districts for disclosure of Drafts ESMF, ESIA, ESCP, SEP, RAP, SECDPF and LMP - Continuous communication throughout SEP development - At a central place convenient for all stakeholders maintaining health protocol - Undertaking webbased virtual meetings under COVID situation, - at a convenient place for the disabled, elderly , tribal community and LGBTQ+C communities maintaining health protocol - Frequency - Immediately after finalizing of ESMF, ESIA, SEP, RAP,SECDPF, LMP etc. and then as and when required 	<ul style="list-style-type: none"> - PD-RIVER LGED, XEN LGED, District Sociologist, UE LGED and Community Organizer, - Social Specialist, Communication Specialist - Management Support Consultancy (MSC) specialists
	Other Interested Parties <ul style="list-style-type: none"> - Elected Officials and Local Politicians at District, Upazila and Union Level - BDRCS, Local FSCD staffs, SMC Members 	<ul style="list-style-type: none"> - Project scope, rationale and E&S principles - Draft and Final ESMF, ESMP, RPF, SEP, SECDPF, RAP disclosures 	<ul style="list-style-type: none"> - Face-to-face meetings maintaining health protocol - Joint public/community meetings with PAPs maintaining health protocol 	<ul style="list-style-type: none"> - Project launch meetings in District/Upazila/Union - Communication through mass/social media (as needed) - Information desks with 	<ul style="list-style-type: none"> - LGED E&S Team & management - PD RIVER, XEN and UE LGED, Community

¹⁰ Please link with Annex B where future stakeholder engagement's methods/mode were discussed.

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
	<ul style="list-style-type: none"> - Press, media and Academia - NGOs - District, UZ and Union level Disaster Management Committee members - General public, jobseekers at the subproject level 	<ul style="list-style-type: none"> incl Executive Summary in Bangla - Identification of specific sub-project area for community facilities including flood shelter, Dam and jetties - Resettlement and livelihood restoration options for the adversely affected ones - Grievance mechanism process 	<ul style="list-style-type: none"> - Alternatively using the web based social media - Public Disclosure - Disclosure of written information: Brochures, posters, flyers, website - Information boards at the Project Site - Grievance mechanism - Notice board for employment recruitment 	<ul style="list-style-type: none"> brochures/posters in project affected locations (Bangla and English) - Throughout SEP development as needed or as an when demanded by the affected community - Disclosure meetings in nearby location maintaining health protocol - Virtual Meetings 	<ul style="list-style-type: none"> Organizer - Social Specialist, Communication Specialist -
	<p>Other Interested Parties (External)</p> <ul style="list-style-type: none"> - Relevant Government Departments including MoPME; - Other project developers, donors/Development partners 	<ul style="list-style-type: none"> - Legal compliance issues - Project information scope and rationale and E&S principles - Coordination activities - Grievance mechanism process - Draft and Final ESMF/ ESMP/ RPF/ SEP disclosures including Executive Summary in Bangla 	<ul style="list-style-type: none"> - Face-to-face meetings maintaining health protocol - Invitations to public/community meetings maintaining health protocol - Alternatively undertaking virtual meetings - Submission of required reports 	<ul style="list-style-type: none"> - Disclosure meetings maintaining health protocol - Reports as required 	<ul style="list-style-type: none"> - LGED RIVER team - PD, XEN LGED - D&S Consultants - Management Support Consultancy (MSC) specialists
STAGE 2: IMPLEMENTATION	<p>Project Affected People</p> <ul style="list-style-type: none"> - People potentially affected by land raising that affect existing homestead - Informal Settler and petty businessmen residing in sub-project area - The mainstream, marginalized 	<ul style="list-style-type: none"> - Grievance mechanism - Health and safety impacts (EMF, community H&S, community concerns) - Employment opportunities 	<ul style="list-style-type: none"> - Public meetings, workshops - Separate meetings for women - Individual outreach to PAPs/VGs and minority LGBTQ+C community maintaining Health Protocol - Using the web based social media communication means 	<ul style="list-style-type: none"> - Quarterly meetings during construction stage - Communication through mass/social media as needed - Notice boards updated weekly - Routine interactions - Brochures in local offices 	<ul style="list-style-type: none"> - LGED RIVER team - PD, XEN and UE LGED, Community Organizer - Social Specialist, Communication Specialist

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
	<p>community and the Tribal community including the businessmen and boatmen community</p> <ul style="list-style-type: none"> - Adversely affected temporarily due to repair and rehabilitation of the Jetties - Local administration and local leadership - Community/social facilitators, selected by villagers 	<ul style="list-style-type: none"> - Project status 	<ul style="list-style-type: none"> - Simulation exercises, disaster risk awareness campaigns, evacuation drills and shelters, and setting-up volunteer community resilience support groups - Virtual Meetings - Disclosure of written information: brochures, posters, flyers in Bangla, website (in English) - Notice board(s) at construction sites (Bangla) - Grievance mechanism - LGED Quarterly newsletter 		<ul style="list-style-type: none"> - M&E Firm - Contractor and subcontractor - Skilled Facilitators
	<p>Other Interested Parties</p> <ul style="list-style-type: none"> - Affected community's representatives - Elected Officials and Local Politicians at District, Upazila and Union Level - Press and media - NGOs - Local Professional and business organizations - District, UZ and Union level Disaster Management Committee members - Jobseekers 	<ul style="list-style-type: none"> - Project scope, rationale and E&S principles - Grievance mechanism - Project status - World Bank compensation requirements - Employment opportunities 	<ul style="list-style-type: none"> - Face-to-face meetings - Joint public/community meetings with PAPs maintaining Health Protocol - Alternatively using the web based social media communication means - Virtual meeting whenever possible - Simulation exercises, disaster risk awareness campaigns, evacuation drills and shelters, and setting-up volunteer community resilience support groups 	As needed (monthly during construction stage)	<ul style="list-style-type: none"> - LGED RIVER team - PD, XEN and UE LGED, Community Organizer - Social Specialist, Communication Specialist - M&E Firm - Contractor/sub-contractors - Skilled Facilitators
	<p>Other Interested Parties</p> <ul style="list-style-type: none"> - Internal stake holders including VG, tribal community and the marginalized community - Elected Officials and Local Politicians 	<ul style="list-style-type: none"> - Project information - scope and rationale and E&S principles - Project status - Health and safety 	<ul style="list-style-type: none"> - Public meetings, trainings/workshops maintaining Health Protocol - Alternatively using web based virtual meetings 	<ul style="list-style-type: none"> - Quarterly meetings during construction stage - Communication through mass/social media as needed - Notice boards updated weekly 	<ul style="list-style-type: none"> - LGED RIVER team - PD, XEN and UE LGED, Community Organizer - Social Specialist,

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used	Location/frequency	Responsibilities
	<ul style="list-style-type: none"> at District, Upazila and Union Level - Press and media - NGOs - Local Professional's and business organizations - District, UZ and Union level Disaster Management Committee members 	<ul style="list-style-type: none"> impacts - Environmental concerns - Grievance mechanism process 	<ul style="list-style-type: none"> - Disclosure of written information: brochures, posters, flyers, website, Information boards in LGED - Simulation exercises, disaster risk awareness campaigns, evacuation drills and shelters, and setting-up volunteer community resilience support groups - Notice board(s) at construction sites - Grievance mechanism 	<ul style="list-style-type: none"> - Routine interactions maintaining Health Protocol - Alternatively using web based virtual meetings - Brochures in local offices 	<ul style="list-style-type: none"> Communication Specialist - M&E Firm - Contractor/sub-contractors - Skilled Facilitators
STAGE 3: OPERATION AND MAINTENANCE	<p>Project Affected People:</p> <ul style="list-style-type: none"> - PAPs including VG, marginalized and tribal community - Local businessmen and boatmen community - Teachers, Students, SMC, community/social facilitators, selected by villagers 	<ul style="list-style-type: none"> - Satisfaction with engagement activities and GRM - Grievance mechanism process - Damage claim process 	<ul style="list-style-type: none"> - Outreach to individual PAPs - LGED website - Grievance mechanism - LGED newsletter 	<ul style="list-style-type: none"> - Outreach as needed - Meetings in affected Area (as needed/ requested) maintaining Health Protocol - Monthly (newsletter) 	<ul style="list-style-type: none"> - LGED RIVER team - PD, XEN and UE, District Sociologist, Community Organizer
	<p>Other Interested Parties (External)</p> <ul style="list-style-type: none"> - Elected Officials and Local Administration at District, Upazila and Union Level - Press and media - NGOs - District, UZ and Union level Disaster Management Committee members - General public 	<ul style="list-style-type: none"> - Grievance mechanism process - Issues of concern by the - Status and compliance reports 	<ul style="list-style-type: none"> - Grievance mechanism - LGED website - Face-to-face meetings maintaining health protocol - Submission of reports as required 	As needed	<ul style="list-style-type: none"> - LGED RIVER team - PD, XEN and UE, District Sociologist, Community Organizer

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

Participation by Vulnerable and Disadvantaged groups

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

Table 7: Vulnerable and Disadvantaged Group and Proposed strategy

Vulnerable Groups and Individual	Peculiar Characteristics/Needs	Preferred means of notification/consultation	Additional resources required
<p>Individuals/community/women-headed families (including VG, marginalized and Tribal population) directly affected by the Project in the 14 districts planned.</p> <p>The elderly, mentally and physically disabled ones, pregnant women, single mothers, the school going children and persons needing medical attention etc. may face difficulty to commute through the sub-project area due to construction related activities.</p> <p>The informal settlers and non-titled holders including ones under 'Extreme Poverty' who might be living in the sub-project lands by erecting shanties and/or having temporary sheds where they do petty business and need to vacate the sub-project areas to make room for construction of the community facilities.</p>	<p>PAPs needing transportation and cash compensation support to move goods for allowing raising of the non-titled subproject land where from their temporary homestead has to be moved elsewhere. They could be met in a group at a location of their choice. Local Administration representatives may be requested to join such meetings.</p> <p>The informal settlers/petty businessmen occupying sub-project locations are to be comforted that they would get certain cash compensation and transport support to move their goods to new location.</p>	<p>Separate, targeted consultations for the PAPs including single women led families, the tribal community and the informal settlers when they are required to move out of the sub-project areas that affect their livelihood adversely.</p> <p>Either the disabled would be gathered at a nearby place with LGED/ Contractor's transport support or the team would visit them at the households so to collect input from them.</p> <p>Separate meeting with owners of petty businesses that needs to be shifted from the sub-project area elsewhere.</p>	<p>Transportation support to the venue of Meeting</p> <p>Arrangement of some refreshment</p> <p>Discussion in Bangla; someone with local Dialect could be used to communicate</p> <p>The team could visit the elderly, disabled and sick persons from amongst the PAPs in situ at a particular day</p> <p>The Tribal Community in the project/subproject area must be met separately and consulted with. As these are mostly women headed communities, the women, men and the elderly must be gathered at a place of their convenience prior consultation. An individual who could speak and explain in tribal language would have to be arranged.</p> <p>These people would in all practical realities need transportation support and cash compensation to move their goods elsewhere and to start livelihood restoration.</p>

			Traffic control and alternative routes to be arranged during implementation stage to reduce adverse effect on the commuters in and around subproject locations
The LGBTQ+C group when dislocated from non-titled land in the sub-project areas, their livelihood would be severely restricted. This group would then become vulnerable and thus demand special attention from LGED, the project contractors, and local administration.	The LGBTQ+C community live in a commune of their own and work in a group for their own safety and to avoid harassment. If this group is compelled to dislocate themselves for being in non-titled land in the sub-project areas, their livelihood would be severely restricted.	Affected Transgender community members (when identified as an entity) are also to be consulted with separately.	Transportation support to the venue of Meeting Arrangement of some refreshment Discussion in Bangla; someone with local Dialect could be used to communicate LGED, through contractors should arrange their employment in the project. Owing to their specific sexual orientation, they could be given a specific area to work so to support livelihood restoration with dignity.
Boatmen/trawler /motor launch operators earning livelihood from the river/rivulet/canal where the jetty would be repaired and rehabilitated.	Boatmen and motor launch/ trawler operators are likely to be affected while the jetty is repaired and may request for monetary support.	Boatmen and motor launch/trawler operators Associations should be met separately as the repair and rehabilitation of the existing jetties would affect each group differently.	As the Boatmen and motor launch/trawler operators remain busy during daytime, the meeting could be arranged in the evening hours at their Association offices where the common members could also participate along with office bearers.
People directly affected by the construction and operation of the ancillary facilities and workers' camps. Including those who have rented out their land temporarily for the project purpose.	This group would be identified at the subproject level, consulted with and their difficulties vis-a-vis economic advantages through renting of fallow land, unused accommodation etc. studied	Separate meeting with this identified group to address their discomforts, if any.	Transportation support to the venue of Meeting Arrangement of some refreshment Discussion in Bangla; someone with local Dialect could be used to communicate

4.4 Review of Comments

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

- Whenever possible under ongoing pandemic, comments would preferably be received from stakeholders orally or in the written form at the sub-project level maintaining relevant health protocols. Online based other means should also be used for receiving comments and disseminating feedback, thus avoiding physical interactions (telephone, email, written letters, SMS etc.);
- The Social Development Officer / responsible officer would summarize the comments and bring to the notice of the PD RIVER, LGED;
- The Social Specialist on his behalf the PD would respond to the comments by oral or written means at the project level (If the comments are in the written form, then the answer will be also in the written form);
- The PD may also himself organize the meeting with respective stakeholders at the macro level and District level, whenever feasible;
- If it's not solved by PD, then it will be addressed by Ministerial Project Steering Committee (PSC);
- The Social Safeguards Adviser will share the summary of the comments to stakeholders in every level;
- A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all.

In the existing project LGED welcomed suggestion and comments from the stakeholders. PD, RIVER LGED along with relevant consultants and officials undertook public consultation in the affected districts during the month of November 2021. This included Stakeholder consultation, and Focus Group Discussion (FGD) in the districts of Gopalganj, Sunamgonj, Kurigram and Sirajgonj. In total, 280 persons were consulted by LGED through public consultation, and FGD. Of the 280 persons, 158 were women, while 122 were men.

Prior to this consultation by LGED, in August 2021, a third-party firm conducted field survey across all 14 districts of the project area using a mixed-method approach, with an emphasis on demographic variables such as gender, age, ethnicity and disabilities. A total of 2,415 face to face interviews, 16 mini group discussions, 16 in-depth interviews, and 45 key informant interviews were conducted. Relevant stakeholders (including PAP, VG, SEC and marginalized Community, HHs in 'Extreme Poverty and Disabled population) were informed of the project's current status including Grievance mechanism process, GRC Composition etc. Later through Q/A session various valuable inputs/suggestions were received from the stakeholders affecting designing of Flood Shelters and other facilities under RIVER. LGED also conducted KII with its District and Upazila Level Engineers and other staffs and gathered valuable technical inputs affecting the design of the Flood shelters. LGED PIU would take necessary action in addressing all these suggestions.

5. Roles, Responsibilities and Resources for Stakeholder Engagement

5.1 Resources

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within LGED PIU, its District and Upazila offices, Social

Specialist, Communication Specialist, Contractors and local sub-contractors. The project will ensure necessary logistics and budget to implement the SEP as per above mentioned discussion. The contact information of LGED is given below:

Description	Contact details
Company:	Local Government Engineering Department (LGED)
To:	Project Director, RIVER
Address:	LGED Bhaban, Level 12, Agargaon
E-mail:	pd.ribp@lged.gov.bd
Website:	www.lged.gov.bd
Telephone:	02-8181455; +8801711175664

Table 8 indicates the Tentative Budget for implementing the SEP:

Table 8: Tentative budget for implementation of SEP

	Activities	Quantity	Unit Cost (USD)	Times/Month	Total Cost (USD)
1.	Stakeholder Engagement Activities				
1.1	Travel expenses for 4 years for Environment and Social Experts, and Gender Expert including meeting with relevant district/upazila administration	(Once in every Three months - 16 times) Number of sites in one go. 3 X Experts	1000	48 months	16,000
1.2	Stakeholder/Community/Sensitization meeting	4 times a year for first two years, then twice a year for next two years	500	12 time in 48 months	6,000
1.3	Travel Expenses for Senior staffs of Ministry/LGED/PIU	Lump sum	3000 a Year	at least two visits a year for 4 years	12,000
1.4	Meeting with District and Upazila Administration and District level Disaster Response Coordination Group (DRCG) by the Ministry/PIU staffs	8 - 2 meetings in a year	250	48 months	2,000
1.5	Communication Materials (Posters; Brochure, Flyers, Billboard uploading information in website etc.)	Lump Sum	5000		5,000
1.6	HHs Surveys for PAPs report preparation	Two surveys a year	1000 a year	8 times	4,000
1.7	Information Desk Officer	1	400	48	19,200
1.8	TOTAL ON SEP ACTIVITIES				64,200
2	Grievance Redress Activities				
2.1	Communication Materials and Suggestion Box	Lump sum for whole period	15,000		15,000

	Activities	Quantity	Unit Cost (USD)	Times/Month	Total Cost (USD)
2.2	GRM Guidebook	1	2,500		2,500
2.3	GRM MIS Database	Lump sum	5000		5000
2.4	Honorarium for committees	Lump sum for whole period	3,000		12,000
2.5	TOTAL ON GRM				34,500
GRAND TOTAL					98,700

5.2 Management functions and responsibilities

The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where one social and one communication specialist would assist the PIU along with XEN and UE, District Sociologist, Community Organizer to implement the day-to-day activities.

The roles and responsibilities of the organizations are presented below:

Project Monitoring Arrangements: the PIU has the core responsibility of monitoring, reporting and evaluation. As such, on behalf of LGED, the PIU will prepare Quarterly Progress Reports (QPR) with an intent to apprise the authorities and the World Bank about the implementation update of the project components. The progress reports will clearly state the work programs and disbursement status of the quarters, will discuss physical progress achieved in contrast to the agreed actions/ indicators and will flag issues that may dissuade the work progress followed by the constructive solution.

M&E Consultancy: To determine the project impacts on the influence area, the project will appoint an independent Monitoring and Evaluation (M&E) Consultancy firm. This firm will directly report to the LGED Chief Engineer (CE) after monitoring the project's progress and outputs with certain supervision on compliance of the social and environmental management plans.

Scaling up of ICT Monitoring System: Currently, the MDSP and EMCRP projects are successfully running the ICT monitoring system for monitoring and evaluation of the field activities. This project will scale up the MDSP monitoring system with incorporation of some added features. The overall system will be developed and maintained through an individual consultant under the direct supervision of PD. The ICT system should be dynamic in nature and with collaboration of the field officials of LGED and D&S firm, the system will be constantly updated. This will be used as remote monitoring arm of PIU throughout the project period.

Table 9: Roles and responsibilities of Project Implementing stakeholders

Actor/ Stakeholder	Responsibilities
PIU	<ul style="list-style-type: none"> ○ The PIU will be responsible for the preparation and physical implementation of the project; ○ It would organize regular meeting with stakeholders; ○ The PD would oversee the activities of the Project E&S Specialist and monitor the ongoing activities; ○ Activities will be posted on the software with photograph for the information of relevant stakeholders.

Actor/ Stakeholder	Responsibilities
Project Environmental, Social and Gender Specialist (at the PIU)	<ul style="list-style-type: none"> ○ Quarterly reporting on SEP and the GRM to the WB. ○ Responds to stakeholder feedback ○ Keep PD, RIVER posted on all matters relating project related Environmental, Social and gender related issues ○ Activities will be posted on the software with photograph ○ Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA; ○ Oversee all stakeholder engagement related activities for the Project; ○ Manage the grievance mechanism; there would be a separate tab for posting grievance in the software where the affected person could post complain directly. Before that, the concern will need to be registered with NID. ○ Interact with related and complementary support activities that require <i>ad hoc</i> or intensive stakeholder engagement (community development, resettlement planning and implementation etc.); ○ Liaise with the PD, RIVER to ensure that stakeholder engagement requirements/protocols are understood; and ○ Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities. ○ Liaise with NGO concerned on GBV/SEA/SH related complaints as they occur and work in tandem with UE and the District Sociologist
District Sociologist	<ul style="list-style-type: none"> ○ Advice XEN, LGED and UE on matters affecting the society at large due to the project implementation; ○ Make periodic visit to the sub-project sites; ○ Interact with the communities and affected persons; ○ Pick up issues of concerns, complaints and suggestions to register with the GRM books. ○ Advise UE on matters of resolving the complaints; ○ liaise with Social and Gender Specialists on GBV/SEA/SH related complaints as they occur and work in tandem with UE/Community Organizer
Upazila Community Organizer	<ul style="list-style-type: none"> ○ Receive complaints at the Office of the Upazila Engineer/project site; ○ Keep a complaint Box at the Office of the Upazila Engineer for ease of submission of complaints; ○ Ensure that all cases at the local level will be heard within four weeks of their receipt; ○ Make periodic visit to the subproject sites along with District Sociologist and independently; ○ Interact with the communities and affected persons; ○ Pick up issues of concerns, complaints and suggestions to register with the GRM books. ○ Advise UE on matters of resolving the complaints; ○ Ensure that grievances received through any channel is registered and a notification of receipt with assurance of necessary review and resolution given in writing to the aggrieved persons. ○ liaise with NGO concerned on GBV/SEA/SH related complaints as they occur and work in tandem with UE and the District Sociologist
Skilled Facilitators, preferably from a NGO working on Disaster Management – to be employed by LGED	<ul style="list-style-type: none"> ○ Engage, motivate and encourage and train/educate communities including marginalized groups on continuous disaster preparedness; ○ Build facilitation capacity of existing community volunteers, including SMC members and other community groups; ○ Help communities identify, plan, provide input during designing the community facilities and implement community level subprojects; ○ Build community capacity to operate and maintain infrastructure created under the project; and ○ Facilitate two-way communication between communities and the PIU/government on an ongoing basis, including providing feedback for infrastructure design, implementation practices, and O&M matters.

Actor/ Stakeholder	Responsibilities
	<ul style="list-style-type: none"> ○ Conduct Simulation exercises, disaster risk awareness campaigns, evacuation drills and shelters, and setting-up volunteer community resilience support groups in coordination with Xen, UE, local administration, SMC and community leadership. ○
Others government departments and stakeholders	<ul style="list-style-type: none"> ○ Supervision/monitoring of contractor ○ Management of engagement activities during the construction phase. ○ Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA; ○ Support to Social Specialist to oversee all stakeholder engagement related activities for the Project. ○ Thana/Upazila Education Officer to assist community in managing and maintaining community shelters upon hand over of the facilities as Primary School.

6. Grievance Redress Mechanism (GRM)

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

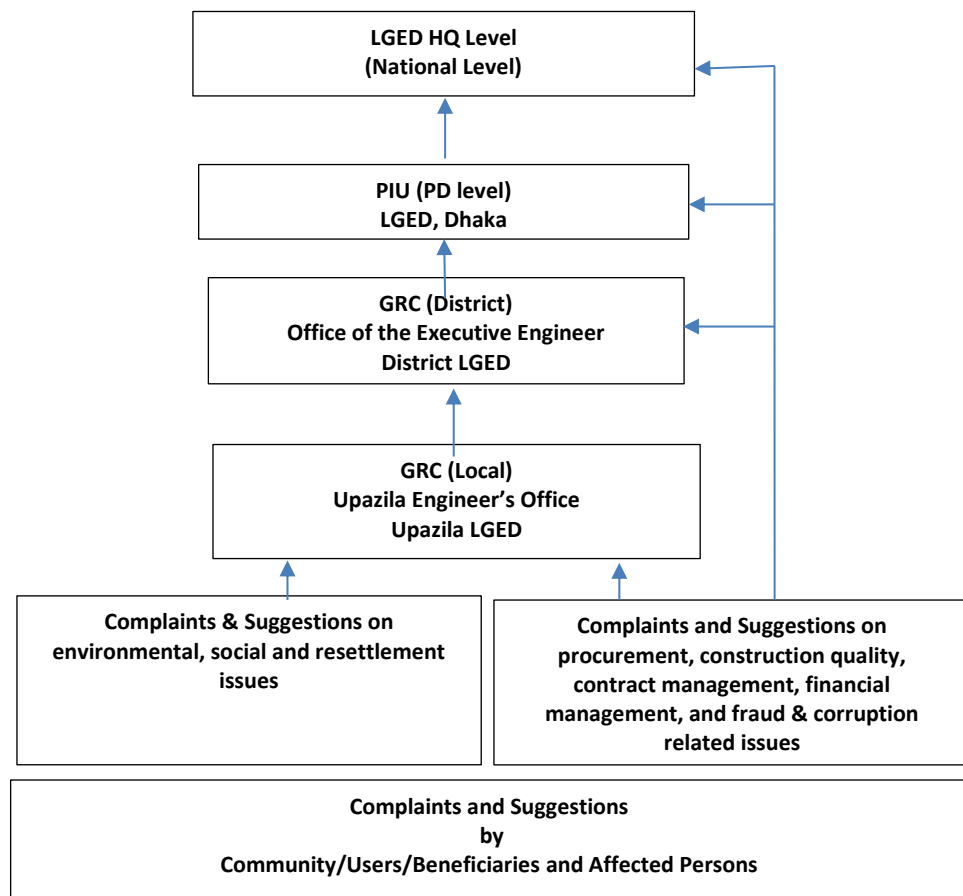
- The purpose of the GRM is to record and address any complaint that may arise during the life cycle of the project period effectively and efficiently. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs) and the other complainants. The GRM works within existing social management & resettlement frameworks, providing an additional opportunity to resolve grievances at the local, project, operations and at the apex, LGED level. Necessary sign posting/bill board would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level. There will be four-tier grievance redress mechanism;st at local level (upazila), second district level, 3rd PMU level and final one is for ministry level.
- The GM Brochure in Bangla will be distributed among the affected persons before the project implementation starts. The affected persons and their communities will be informed of the project's grievance redress mechanism in open meetings at important locations and in PAP group meetings. The PAPs will also be briefed on the scope of the GRC, the procedure for lodging grievances cases and the procedure of grievance resolution at the project level. Complaints would be received at the Office of the Upazila Engineer/project site.
- A 'Complaint Box' would be kept at the Office of the Upazila Engineer for ease of submission of complaints. District Sociologist and Upazila Community Organizer would jointly/independently make periodic visit to the sub-project sites and interact with the communities and affected persons to pick up issues of concern, complaints and suggestions to register with the GRM books. It would be ensured that all cases at the local level will be heard within four weeks of their receipt. It would be further ensured that grievances received through any channel is registered and a notification of receipt with assurance of necessary review and resolution given in writing to the aggrieved persons.

- For the ease and convenience of the PAPs and others having interest in the project, LGED may launch an online system for communicating Grievances where an aggrieved person can log in and describe the complaints. This is hassle free and one could also upload pictures as visual proof along with grievances.

6.1 Grievance Mechanism Structure

Figure 4 below defines the structure of four-tier Grievance Mechanism for the project by LGED. This includes four tiers, including: local level (upazila), district level, PIU level and LGED HQ (national) level.

Figure 4: The Structure of Grievance Mechanism



Composition of Local GRC

A Grievance Redress Committee (GRC) formed for each affected upazila where LGED will develop rural road/growth center to ensure easy accessibility by the affected persons. The Secretariat for local GRC will be at the office of the Upazila Engineer. The GRC will ensure proper presentation of complaints and grievances as well as impartial hearings and investigations, and transparent resolutions. Where grievances are among the affected persons, the membership composition of the GRCs will take into account any traditional conflict resolution arrangements that communities may practice. If the aggrieved person is a female, LGED will ask the concerned female UP

Member or Municipal Ward Councilor to participate in the hearings. Members of the GRCs will be nominated by the Upazila Engineer and approved by the Project Director.

GRC membership at Local level

1. Upazila Engineer (Upazila LGED Office)	Convener
2. Representatives of local community, Boatmen and businessmen Association	Member
3. Local UP Member/Ward Councilor	Member
4. An SMC member from Govt. Primary School	Member
5. Representative of Local NGO	Member
6. Representative from Local Women's Group	Member
7. Community Leader representing the PAP Group and the VG	Member
8. Representative from the Tribal Community, whenever available	Member
9. Community Organizer (Upazila LGED Office)	Member-Secretary

All complaints will be received at the Office of the Upazila Engineer/project site through the Community Organizer/ NGO. A complaint Box may also be kept at the Office of the Upazila Engineer for ease of submission of complaints. All cases at the local level will be heard within two weeks of their receipt. However, the District Sociologists and the Upazila Community Organizers will make periodic visit to the subproject sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to register with the GRM books. Grievances received through any channel will be registered and a notification of receipt with assurance of necessary review and resolution given in writing to the aggrieved persons. Areas of responsibility should be specific in every phase of GRC and List of the members of the committee could be reviewed further in view of the changed situation on ground.

Composition of District GRC

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

GRC membership at District level

1. Executive Engineer	Convener
2. Representative of Upazila Chairman	Member
3. Representatives of local community, Boatmen and businessmen Association	Member
4. Representative of District Primary Education Officer	Member
5. Representative of Local NGO	Member
6. Representative from Local Women's Group	Member
7. A community leader representative the PAP Group	Member
8. Representative from Tribal Community/Association	Member
9. District Sociologist	Member-Secretary

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

Composition at PIU level

If a decision at district level is again found unacceptable by the aggrieved person(s), LGED can refer the case to the PIU with the minutes of the hearings at local and District Headquarters levels. PD will be the convener and senior social safeguard specialist will be the secretary for the PIU level. At the PIU level, decisions on unresolved cases, if any, will be made in no more than two weeks by an official designated by the Secretary, MoLGRDC (Additional Chief Engineer). A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon LGED. There will be budgetary allocation for local and district committee members for participating meetings and refreshments during meeting. To ensure that grievance redress decisions are made in formal hearings and in a transparent manner, the Convener will apply the following guidelines:

- Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- Remove a recommendation by any person that may separately accompany the grievance redress application.
- Disqualify a GRC member who has made a recommendation on the application or separately before the formal hearing: Where a GRC member is removed, appoint another person in consultation with the Project Director.
- The Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this RPF and the mitigation standards, such as compensation rates established through market price surveys.

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

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

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

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

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

The GBV/SEA/SH related risk rating of the project is Moderate. Any GBV/SEA/SH related complaint, whenever received, will be handled in a survivor-centric manner in line with the World

Bank guidelines provided in the World Bank good practice note on gender-based violence¹¹. For further details, please refer to the GBV/SEA/SH Action Plan at <https://www.worldbank.org/en/news/press-release/2017/11/08/new-action-plan-addresses-gender-based-violence-in-world-bank-operations>

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

Besides, the Multi-Sectoral Program on Violence Against Women (MSPVAW) program is functional nationally under Ministry of Women and Children Affairs (MoWCA) and has a Toll-free Number (109) for receiving GBV related complaints. This number is not RIVER specific; nonetheless GBV victims of RIVER can also use this Toll-Free Number for lodging complaints, if necessary. Necessary coordination between MSPVAW program and LGED should be made prior implementation of the project so to identify and segregate RIVER related complaints from others. The ‘Toll-Free Number’ should be displayed at different sites within the project area so that all are aware of this supporting tool.

6.2 GRM Monitoring and Reporting

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

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

6.3 GRM contact information - LGED

Information on the project and future stakeholder engagement programs will be available on the project’s website and will be posted on information boards in the project office in situ, Union Parishad office, UE’s office and XEN’s Office, LGED at the District HQ.

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

Description	Contact details
Company:	Local Government Engineering Department (LGED)
To:	Project Director, RIVER
Address:	LGED Bhaban, Level 12, Agargaon
E-mail:	pd.ribp@lged.gov.bd
Website:	www.lged.gov.bd

¹¹ The World Bank (2018): Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works. <http://documents.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf>

Description	Contact details
Telephone:	02-8181455; +8801711175664

7. Monitoring and Reporting

7.1 Involvement of stakeholders in monitoring activities

Project Monitoring Arrangements: the PIU has the core responsibility of monitoring, reporting and evaluation. As such, on behalf of LGED, the PIU will prepare Quarterly Progress Reports (QPR) with an intent to apprise the authorities and the World Bank about the implementation update of the project components. The progress reports will clearly state the work programs and disbursement status of the quarters, will discuss physical progress achieved in contrast to the agreed actions/ indicators and will flag issues that may dissuade the work progress followed by the constructive solution.

M&E Consultancy: To determine the project impacts on the influence area, the project will appoint an independent Monitoring and Evaluation (M&E) Consultancy firm. This firm will directly report to the LGED Chief Engineer (CE) after monitoring the project's progress and outputs with certain supervision on compliance of the social and environmental management plans. The firm would also monitor and complement field-level implementation of SEP by the Borrower including collaborating with the Borrower on voluntary land donation matters, labor influx, occupational safety and health, gender based violence and child labor restrictions issues. The third-party monitor will be engaged in the second year of Program implementation. LGED to work out relevant budget for the M&E Firm.

Scaling up of ICT Monitoring System: Currently, the MDSP and EMCRP projects are successfully running the ICT monitoring system for monitoring and evaluation of the field activities. This project will scale up the MDSP monitoring system with incorporation of some added features. The overall system will be developed and maintained through an individual consultant under the direct supervision of PD. The ICT system should be dynamic in nature and with collaboration of the field officials of LGED and D&S firm, the system will be constantly updated. This will be used as remote monitoring arm of PIU throughout the project period

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

7.2 Reporting back to stakeholder groups

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

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

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

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

7.3 Reporting to the World Bank

The project director with the support of social and environment specialist will share the progress and results of the stakeholder engagement activities to the World Bank quarterly and annually

where Stakeholder related activities will be described broadly. These reports will also include detailed reports on the GRM effectiveness, including a list of grievances received, addressed and the pending ones.

8. References:

- a. Environmental and Social Framework (2018), The World Bank.
- b. Report No: PAD4103, Project Appraisal Document for RIVER Project
- c. Template for ESS 10: Stakeholder Engagement and Information Disclosure Stakeholder Engagement Plan and Stakeholder Engagement Framework
- d. Good Practice Note: Third-Party Monitoring report of Environment & Social Framework for IPF Operations
- e. GoB, Disaster Management Act, Act No. 34 of the year 2012, published on 24 September 2012
- f. GoB, MoDM&R, National Plan for Disaster Management (2016-2020); Building Resilience for Sustainable Human Development; 27 March 2017
- g. GoB, MoDM&R, Standing Orders on Disaster 2019
- h. Bangladesh Red Crescent Society, Effectiveness of Flood Early Warning System to Reduce Economic Loss at Four Communities Integrated Flood Resilience Programme; August 2020
- i. Bangladesh: Flood-final report early action; www.ifrc.org; 26 June 2020
- j. <https://public.wmo.int/en/recources/bulletin/flood-forecasting-and-warning-bangladesh>
- k. http://www.apfm.info/publications/casestudies/cs_bangladesh_sum.pdf
- l. <https://www.forecast-based-financing.org/projects/bangladesh/>
- m. Red Cross Red Crescent good practices in early warning; 85001-earlywarning-gp 3/23/06

Annexes:

Annex A: Project Components

Annex B: Previous Consultations and Engagement with Project Stakeholders

Annex C: Division, District, and Upazila Level Disaster Risk Management Committees as defined in Chapter 4 of the MoDMR's Standing Orders on Disaster (SOD) 2019

Annex D: Sample Grievance Form

Annex A : Project Components

Component 1: Resilient Flood Shelters and Community Infrastructure

This component will finance land raising and construction of climate-resilient flood shelters in targeted flood-prone villages in non-coastal districts, installation of lightning protection systems, construction and/or rehabilitation of associated climate resilient shelter connecting and community roads, and resilient infrastructure as identified by the community including climate resilient culverts and bridges, repair, rehabilitation of rural markets, repair and rehabilitation of landing stages (river jetties), and installation of solar powered street lights. The construction, repair and rehabilitation of infrastructure conducted under this component will implement energy efficient practices and equipment to reduce GHG emissions associated with the project activities. Additionally, where possible, the activities will use locally sourced material to reduce GHG emissions associated with transportation for procurement. This component will also cover the social and environment management in the proposed project intervention areas.

Subcomponent 1.A: Resilient Flood Shelters

Following the successful experience of cyclone shelters in the coast, flood shelters will be built to replace existing primary school buildings in poor condition in flood prone areas, avoiding the need for land acquisition or resettlement to provide a safe haven from floods. The flood shelters will be multipurpose, functioning primarily as primary schools. Additionally, the open land area of the school will be raised above the flood level by filling with suitable earth and compacting mechanically. These will also provide a safe haven for livestock. Shelter design will follow the Bangladesh National Building Code (BNBC) which includes universal accessibility in line with NPDM 2021-2025¹². As is the case under MDSP, School Management Committees (SMCs) and community representatives will play a key role in the regular operations and maintenance of the shelters along with associated facilities.

The shelters will be equipped with adequate community latrines to be usable throughout the year including during floods. The premises will also be equipped with other WASH facilities including water supply systems connected with solar photovoltaic (PV) powered pumping systems, rainwater harvesting systems, water purification and filtration methods for prolonged usage during flood events as well as throughout the year to ensure regular maintenance and longevity of the systems.

Selected shelters will include distributed renewable energy systems using solar photovoltaic nano-grid schemes to increase access to clean and sustainable electricity. Solar PV nano-grids will be comprised of solar PV panels, battery storage and power conditioning unit. These nano-grids will be integrated to net energy metering¹³ connections of Bangladesh Rural Electrification Board (BREB)'s networks¹⁴. The capacity of the nano-grids would vary in a range of 4.0kWp to 8.0kWp depending on the load pattern and availability of space. The solar PV panels would be mounted on roof of the flood shelters. The remaining shelters will have solar powered electronic appliances similar to MDSP design. Access to solar power at flood shelters will increase community resilience to service disruptions caused due to climate-related and other disaster events. Additionally, use of solar power at the facilities throughout the year will contribute to climate mitigation by reducing GHG emissions.

The construction of climate resilient shelter connecting roads (above flood level) will ensure connectivity of shelters with the existing road network even during prolonged flood periods. This will contribute to the increased accessibility during normal period and will ensure quicker recovery after the flood incidents. It is expected that the road levels will be increased with proper drainage facilities and for other selected

¹² NPDM 2021-2025: Construction of flood shelters ensuring universal accessibility.

¹³ Net energy metering (NEM) allows any excess electricity after self-consumption that is generated from renewable sources to be supplied to the distribution grid, and in exchange, the prosumer (the customer who consumes and produces electric energy) can either import an equal amount of electricity from the grid or receive the price of the net amount of exported electricity at the end of the settlement period.

¹⁴ BREB had provided net metering connections to 25MW rooftop solar as of 2020.

roads, and rehabilitation of existing roads will be made to improve their climate and disaster resilience. The existing earthen/gravel surfaced connecting roads are more prone to washouts than paved roads during flood seasons resulting in a disproportionately high cost of rehabilitation to bring them back to service. Sealing the surface of roads, storm-water drainage network, and slope protective works will prevent washouts during a flood while maintaining critical access for logistics and resources to the flood shelters, overall enhancing the resilience of shelter connecting road infrastructure and local communities.

In addition, the flood shelters will have basic healthcare/ first-aid provision to cater to the community members in case of a disaster event, with specific consideration to climate-sensitive diseases associated with high precipitation and flooding.

Subcomponent 1.B: Resilient Community Infrastructure

This subcomponent will finance the rehabilitation and improvement of selected community infrastructure to increase flood resilience and improve livability. The process will take a community-led approach, where each village will select the infrastructure through a participatory process from a menu of options and engage in oversight for the O&M of the infrastructure. The rehabilitation and construction work itself will be done by a contracted party.

The menu of options provided to the community include: (i) rehabilitation and construction of all-weather climate resilient community access and evacuation roads to increase readiness and resilience to natural hazard events, including associated storm-water drainage network and slope protective works to reduce the risk of wave action during flood; (ii) construction of climate resilient culverts and bridges (aligned with the storm water drainage network) to drain the increased surface run-off from extreme precipitation and flooding; (iii) repair, rehabilitation and construction of climate resilient rural markets including elevated platform above flood level and resilient superstructure to withstand the impact of high wind; (iv) repair and rehabilitation of existing landing stages (river jetties) to provide anchorage to fishing and other boats during floods and high winds; (v) installation of solar powered street lights to improve energy efficiency, and increase public safety, particularly for woman and children; (vi) installation of lightning protection systems to reduce vulnerability to lightning strikes resulting from extreme hydro-metrological events; and (vii) supporting social afforestation activities to reduce the effects of climate change including nature-based solutions such as planting trees, plants and grass to reinforce soil and reduce surface run-off.

The menu of options for the infrastructure has been determined based on key eligibility criteria: (i) absence of external funding for similar activities; (ii) capacity and mandate of LGED to support subproject implementation; (iii) budget cap; and (iv) excludes investments specified in negative list (e.g. has negative environmental impacts, requires involuntary resettlement, finances private goods); and (v) climate vulnerability profiles of the villages. In addition, depending on budget allocation, more than one planning cycle can be considered, with the first cycle limited to a “positive” list of community infrastructure that is easier to implement (using standard designs) and focused on rehabilitation and minor extension work.

As part of this participatory process, community members have already been included in decision-making on technical design features to be integrated (e.g. universal access features, gender-based conveniences) and the final design options, as well as providing inputs on site selection and construction planning. Feedback mechanisms that ensure community perspectives and needs are incorporated throughout the construction process will be developed so the communities take an active role in the oversight and monitoring of the infrastructure work. The long list of activities identified during the village participatory planning exercise will be documented to inform decision making under other/future projects or interventions.

Skilled facilitators who can motivate and encourage communities, and are skilled in engaging marginalized groups, are key to successful community planning. The project will seek to build facilitation capacity of existing community volunteers, selected by the community, such as members of the SMC and other community groups such as local women’s organizations. These facilitators can: (i) help communities identify, plan and implement subprojects; (ii) educate communities about the need for continuous disaster preparedness, and short-term and long-term climate resilience; (iii) build community capacity to operate and maintain infrastructure created under the project; (iv) facilitate two-way communication

between communities and the Project Implementation Unit (PIU)/government on an ongoing basis, including providing feedback for infrastructure design, implementation practices, and O&M; and (v) identify and train other community volunteers who could be deployed for support in case of a disaster event, including women and girls who can support activities to address gender-specific impacts of disaster and climate-related events to enhance overall resilience of the women in the communities.

Component 2: Strengthening Capacity for Disaster Preparedness and Response and Technical Assistance

This component will finance goods and services to increase the capacity of LGED and communities to plan, manage, and recovery from floods, and strategic studies to increase long-term disaster and climate resilience. To enhance the capacity of LGED, these include setting up contingency planning for emergency preparedness and evacuations, updating the shelter database, improving the disaster loss and damage assessments and reporting system, and establishing one Emergency Operation Center (EOC) in a district as a pilot. To enhance the capacity of communities, activities include CBDRM activities with local organizations such as the Union Disaster Management Committees (UDMCs) on basic competencies to improve health and safety including for GBV/SEA/SH during floods, community risk mapping, training of School Management Committees (SMCs) on shelter management, and updating and training on community operation and maintenance guidelines of shelters.

Subcomponent 2.A: Strengthening LGED's Capacity for Disaster Preparedness and Response

LGED is the lead agency developing rural and urban infrastructure, as well as small-scale water resources. In addition, LGED constructs primary schools and have been the implementing agency for Bank-financed multi-purpose disaster shelters. They are also the department responsible for building roads, bridges, and culverts as well as emergency construction, repair, and post-disaster maintenance. This subcomponent will contribute to build LGED's capacity to systematically respond to climate vulnerabilities and natural disasters by investing in personnel, facilities, equipment and information technology to enhance emergency preparedness and response systems. This is aimed at reinforcing the shift of LGED's focus from post-disaster reconstruction to disaster risk management and disaster preparedness.

Contingency plans for emergency preparedness, response and evacuations for extreme events will be developed in collaboration with the local LGED offices. These will include operational procedures such as pre-positioning of equipment and materials including gender responsive goods and services (dignity kits, safe delivery kits etc.) in advance of floods, coordinating with relevant government agencies and SMCs on evacuation and sheltering, and sequencing critical repairs, among others.

The disaster shelter database will be updated and improved to ensure preservation of the data collected before and during the project's implementation. It will also enhance data recovery and backup systems to prevent data loss in the event of flood, fire, earthquake and high wind. The current loss and damage assessments and reporting systems of LGED after any disaster will also be improved. Improved security and accessibility will be supported through a web-based system design. The database and systems will be handed over to LGED for integration with their existing systems and will provide a comprehensive record of structures and facilities, serving as the necessary tool to GoB for inventory management, regular maintenance increasing longevity of the shelters and relevant infrastructure, prompt restoration and reconstruction of damaged assets in case of extreme weather events, and monitor needs assessments. This will also provide policy makers with a single tool to identify number, condition, needs and interventions areas for relevant activities.

One Emergency Operation Center (EOC) will be established as a pilot, based on the experience of the ongoing Urban Resilience Project for strategic coordination and decision-making capacities during extreme climate events. The EOC provides a central location from which the Government can conduct interagency coordination and executive decision making in support of the incident response including inter-agency coordination and determining resource allocation during an emergency. The EOC will include site refurbishment, ICT and communication equipment, and staff training.

Furthermore, this subcomponent will provide resources for strategic studies including: i) feasibility studies and preparation of designs (including safeguards assessments) for the scale-up of project interventions; ii)

the continuous updating of the strategic disaster shelter assessment from a climate vulnerability perspective; and iii) a master plan for long-term O&M and rehabilitation plan of disaster shelters considering the future climate projections; and (iv) GIS analysis to inform activities (i), (ii) and (iii) to minimize disaster and climate change impacts. Relevant data and findings from the studies can be shared across agencies and with communities to identify risks and strengthen regional resilience.

Subcomponent 2.B: Technical Assistance for Long-Term Community Flood Resilience

This subcomponent will finance goods and services to improve the capacity of communities to prepare for, withstand, and recover from floods. It seeks to support communities with enhanced risk understanding and knowledge of short-term preparedness measures for self-protection, which carry the potential to significantly reduce disaster response time and establish awareness necessary to build resilience. This will involve Community-Based Disaster Risk Management (CBDRM) interventions with organizations that work at the community level, such as UDMCs. The support and trainings will be provided based on organizational presence on the ground, with the intention for the organization/committee to further conduct training to community-based organizations and groups. Special consideration will be given to work with women's organizations, such as GBV/ SEA/SH prevention committees (Nari O Shishu Nirjaton Protirodh Committees) in areas where they are active. The subcomponent will avoid forming new platform/groups and rather, prioritize the existing platform and development of comprehensive communications strategies and training materials for disaster risk management and climate change on which the other and future investments can build on.

The organization/groups will be strengthened through CBDRM activities such as training on the basic disaster preparedness and response capacities including early warning dissemination in the communities, disaster awareness campaigns, community risk mapping, evacuation drills, development of the checklist for disaster emergency tasks and communication materials, conduction of simulation exercises, and other activities deemed appropriate for the communities. The sub-component will further provide training and behavioral change communication on WASH, health and nutrition (including for maternal, infant and child drawing from ISPP), GBV/ SEA/SH, skills development of boys and girls, and other activities relevant for the community context.

Special consideration will be given to include historically marginalized and vulnerable to ensure the safety of the children, girls and women during disaster period, consideration of disability access and uses, etc. and ensure participation and leadership positions of women. The trainees of the process will be assessed and developed as the trainer of the future trainees confirming the dissemination of knowledge after the project period. The members will also be equipped with knowledge on the short-term and long-term risks of climate change (such as livelihood disruption, food insecurity, health hazards, loss of assets including livestock) that will encourage community engagement in project activities, drive behavior change and enhance overall resilience. Community engagement campaigns, conducted by qualified organizations specialized in social mobilization and attuned to the local context, will be launched early on in project implementation and will be sustained throughout the project's duration.

Community risk mapping. A community risk mapping following a hazard, vulnerability, and capacity assessment (HVCA), conducted as part of the village level participatory planning exercise for resilient infrastructure, will also inform disaster preparedness and response. The differential risks for historically marginalized groups, women, children, and people with disabilities, will be considered in the HVCA. The HVCA will also consider local-level impacts of climate change and utilize the opportunity to discuss how climate change is impacting communities' livelihoods and environment. The risks maps and HVCA may in turn inform local level settlement maps/vulnerability registers for more responsive and effective DRM interventions (e.g., inclusive early warning message delivery) by promoting the understanding of the barriers that prevent availability and access to evacuation, including for women, marginalized groups, and people with disabilities. Tools such as safety auditing can be utilized to identify key concerns of women's safety and violence against women and girls. The checklist for the disaster emergency and communication materials will also be developed which will provide clear directions and guidance once combined with the community risk mapping. The community risk map will also become a basis for prioritizing future community infrastructure selection and evacuation planning.

Management of evacuees and shelters. Technical assistance under this subcomponent will also support the design of protocols for the management of evacuees placed in emergency shelters, as well as the operation of shelters themselves. Special focus should be on gender sensitivity and disability consideration, including GBV/SEA/SH prevention and referral pathways for GBV response, along with the planning for sheltering during disasters and processes to initiate and operate the schools after the disasters.

Community operations and maintenance (O&M). Existing O&M guidelines of the disaster shelters and other community infrastructure will be reviewed/updated under the project to improve community involvement and ownership and integrate energy efficiency practices to reduce GHG emissions. Targeted training on O&M will be provided to the SMCs. Information/awareness raising sessions will be conducted to encourage appropriate behavior among the wider community in support of O&M (e.g. proper use of infrastructure) using approaches, such as visual guides or manuals to help them perform the necessary O&M activities. Follow-up technical support will also be provided under the project for completed work to help address real-time O&M issues as they arise.

Component 3: Project Management, Design and Supervision, Monitoring and Evaluation

This component will support the Government in implementing the project, and in coordinating all project related activities, monitoring, technical assistance, and training. It will include: (i) establishment of a Project Implementation Unit (PIU) within the Local Government Engineering Department, and consultancy and technical assistance for construction detailed design, procurement support, and construction supervision, preparation and implementation of safeguard instruments; (ii) capacity development of the PIU and communities in participatory planning and investment; (iii) monitoring and evaluation; and (iv) technical assistance and training in such areas as disaster management and preparedness, climate change adaptation and mitigation, construction, contract management, financial management, preparation of environmental and social assessments, and preparation of safeguard instruments. It will also provide resources for strengthening the flood preparedness and management program. The management, design and M&E activities under this component will integrate climate adaptation and mitigation measures and parameters.

Information and Communication Technology. An ICT Monitoring System will be developed to track the progress of the project in near real-time based on data submissions from the field at regular intervals or at particular pre-approved stages of construction, which will enable determination of the project's physical progress at any point in time. An interactive dashboard will be developed to display useful progress information according to selected dimensions such as intervention-related progress, district-related progress, and contract-related progress, determined from the field data submissions synchronously. This will provide the option to generate summary reports for decision-makers and higher-level management, detailed progress reports for consultants and package-related progress reports for contract management purposes. In addition to housing confidential project data stored in a cyber-secured environment accessible by authorized users with their credentials, the system will also have a public interface where appropriate project information, public documents, and communication materials can be accessed by visitors. Lessons learned from the current MDSP and EMCRP ICT systems will be incorporated to the RIVER ICT system.

This subcomponent will include detailed assessment of existing ICT and GIS infrastructure to enhance the remote supervision capacity of LGED by determining the cost and time requirements to improve the existing systems with necessary software, hardware and associated integration activities. The assessment will consider the forecasted demand of the ICT/GIS system up until 2030 and will also examine alternative arrangements such as the possibility of using the infrastructure of the Bangladesh Computer Council (BCC) or similar cloud services to enhance the data recovery and backup to prevent data loss in the event of natural and man-made disasters i.e. floods, earthquakes, fire. The possibility of a comprehensive asset inventory and project management system with integrated GIS data visualization tools will be explored, also considering the human resource management requirements. A pilot system will be implemented based on this assessment, connecting the LGED upazilla offices of one selected district to the corresponding district office and to the LGED HQ. Based on the pilot's results, LGED may scale-up this

platform to all upazillas across the country.

Component 4: Contingency Emergency Response

The objective of this subcomponent is to cater to unforeseen emergency needs. In case of a major natural disaster, the Government may request the Bank to re-allocate project funds to this component (which presently carries a zero allocation) to support response and reconstruction. Disbursements under CERC will be contingent upon the fulfillment of the following conditions: (i) the Government of Bangladesh has determined that an eligible crisis or emergency has occurred and the Bank has agreed and notified the Government; (ii) the Ministry of Finance has prepared and adopted the Contingent Emergency Response (CER) Implementation Plan that is agreed with the Bank; and (iii) LGED has prepared, adopted, and disclosed safeguards instruments required as per Bank guidelines for all activities from the CER Implementation Plan for eligible financing under the CERC.

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

For the RIVER extensive stakeholder engagement and consultations were undertaken by the IA. This was done in two formats.

- ✓ *In August 2021, a third-party firm conducted field surveys across all 14 districts of the project area using a mixed-method approach, emphasizing on demographic variables such as gender, age, ethnicity and disabilities. A total of 2,415 face to face interviews, 16 mini group discussions, 16 in-depth interviews, and 45 key informant interviews were conducted. The findings are as follows:*
 - **Shelters:** A majority of respondents were aware of the existence and location of flood shelters but did not use them due to the lack of facilities. Only 22 percent of male respondents, 21 percent of female respondents, 14 percent of respondents with disabilities, and 7 percent of respondents in ethnic groups used the flood relief center/shelter during the last flood. The main reasons for not using the shelters were the lack of appropriate facilities and the long distance to the shelter. Respondents expressed need for adequate supply of drinking water, food, medical center for emergency treatment, functional gender segregated toilet facility, and adequate space for flood affected community and their cattle heads.
 - **Community preparedness and response capacity:** Only 4.1 percent of respondents had participated in meetings related to flood management; 4.4 percent of respondents had received training on how to respond to flood and similar calamities. However, 96 percent answered that training was important to acquire knowledge and skills to be able to better manage flood risks and events.
 - **Early warning:** Although most respondents received early warning for floods, gaps exist in understanding the messages. 95 percent receive some kind of early warning for floods through television, interpersonal communication, interactions in markets or public gatherings, miking, and through male members of the family. For women, 53 percent answered they received warnings from husbands and other male family members. Due to social barriers, women are often unable to go to public spaces to gather information, and male family members are a critical source to receive timely flood warnings. There exist difficulty in understanding warning messages and most of the warnings are generalized and not targeted to the local context. Respondents also highlighted the importance of miking as an easily understandable delivery means of warning for the poor and illiterate members of the community as they often lack access to television and cannot read messages from mobile phones.
- ✓ *The second format was Stakeholder consultation, and Focus Group Discussion undertaken by LGED in the districts of Gopalganj, Sunamgonj, Kurigram and Sirajgonj in the month of November' 2021. In total, 280 persons were consulted by LGED through public consultation, KII and FGD. Of the 280 persons, 158 were women, while 122 were men.*

Consultation Outcome - LGED
Target Group: Project Affected People
Mode: Public/Community Consultation

Topic: Discussion on project background, objective and components; social and environmental issues; importance and usefulness of the establishment of flood shelters in the locality; availability of land and so on. There were extensive discussion on various modes for future stakeholder engagements and inputs were taken from the stakeholders. The various methods/modes of engagement that were agreed upon after detailed discussion has be tabulated at **Table 6** in the main document.

Date and Venue	Participants	Remarks/ Reply
Date: 16/11/2021 Tuthamandra Govt. Primary School, 10 No Shahapur Union Parishad, Gopalganj Sadar, Gopalgonj	Teachers, students, freedom fighter, businessperson, farmers, Public representatives, local politicians, local people, Housewives, SMC Members – 35 participants.	Some of the prime concerns and suggestions were: <ul style="list-style-type: none"> • Shelter should be constructed to minimum 3-5 storied, be women and physically challenged friendly. • Ensuring separate toilet facilities for male and female, and safety and security for women and children. • Adequate space and facilities for sheltering cattle • Need to ensure emergency needs during disaster in the flood shelter. • Alternative arrangement for running the school during construction period. • Need for land requisition or any other arrangement for continuing schools
Date: 16/11/2021 120 No. Shekhergaon Government Primary School of Kurban Nagar Union of Sunamganj Sadar, Sunamganj	Students, Housewives, Farmers, and Teachers – 45 participants	Some of the prime concerns and suggestions were: <ul style="list-style-type: none"> • Engaging local people in construction works and shelter • Connecting roads need to be constructed/rehabilitated. • Need to ensure educational equipment’s in the new shelter building. • Need for land requisition or any other arrangement for continuing schools
Date: 16 Nov. 2021 Notan Para Govt. Primary School, Rowmari, Kurigram	Union Parishad representatives, Students, teachers, Housewives, Farmer, student and businessman -48 participants.	Some of the prime concerns and suggestions were: <ul style="list-style-type: none"> • Before selecting the sites and finalizing the design, last 40-50 years’ flood nature, extent and duration should be considered. • Provision for adequate medicinal supplies to the shelters during the flooding period, and ensure presence of a medical center/health care services in the shelter during crisis. • Lighting support along the shelter connecting roads. • Provision of separate rooms for men and women in the shelter. • Arranging space for keeping cattle along with fodder in the ground floor. • Ensuring safe drinking water facilities in the proposed shelter. • Engaging local labors for the construction works. • Constructing elevated access road to the shelters in comparison to local roads considering highest flood level in the area.
Date: 18 Nov’21 K R Kowkor Govt. Primary School, Ullapara, Sirajgonj	Union Parishad representatives, teachers, students, farmers, service-holders, and businessperson -25 participants.	Some of the prime concerns and suggestions were: <ul style="list-style-type: none"> • Before selecting the sites and finalizing the design last 20-30 years’ flood nature, extent and duration should be considered. Separate male and female rooms, • adequate lighting in and around the shelters, health care services, separate place for cattle, and proper shelter connecting road must be included in design. • Provision for raised ground floor as much as possible for the low-lying areas and adequate window to allow natural light and air to enter the room while designing, and preventing environmental pollution during construction works. • Priority for local people to be engaged in construction works,

		<p>ensuring water supply facilities in the shelter and use of safety gears, properly managed stockyard during the construction works.</p> <ul style="list-style-type: none"> • High commode facilities in the toilets for the older people and a doctor's room in the shelter.
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Target Group: Vulnerable and the Disadvantaged (including Ethnic Minorities)
Mode of Consultation: Focus Group Discussion (FGD)

Points: Discussion on project background, objective and components, general perceptions of people about the project, seeking support from the local people, social and environmental problems local people may face, job opportunities at construction sites, recommendation in shelter design and placement, etc.

Date and Venue	Participants	Remarks/ Suggestions
<p>Date: 16 Nov'2021</p> <p>Tuthamandra Govt. Primary School, 10 No Shahapur Union Parishad, Gopalganj Sadar, Gopalganj</p>	Vulnerable women – 17 participants	<p>Some of the key suggestions/ concerns raised by the participants:</p> <ul style="list-style-type: none"> • Women to be provided with jobs as unskilled labors during the construction period. • Plight of women during flood while accessing WASH facilities, and emergency food and health care facilities. • Participants demanded for provisioning relief and emergency health care support at the shelter during the flood. • Provision for separate toilet facilities and shelter rooms for male and female, breastfeeding corner cum changing room, and ensuring safety and security of the women and children, while in the shelter.
<p>Date: 18 Nov'2021</p> <p>Shekhergaon Government Primary School, Kurban Nagar Union, Sadar, Sunamganj</p>	Women group: Housewives - 10 participants	<p>Some of the key suggestions/ concerns raised by the participants:</p> <ul style="list-style-type: none"> • Avoiding cutting down trees during the construction works. • Provision of supplying educational equipment (chairs, tables, cupboards etc.) for the students of the school, and keeping arrangement for playground for children. • Building the rural road from the present school to Taaler Point to ease the communication towards the proposed shelter. • Provision for cattle shed in the shelter area. • Provision of deep tube wells in the shelters.
<p>Date: 16 Nov'2021</p> <p>Notan Para Govt. Primary School, 4no. Rawmari Union, Rowmari, Kurigram</p> <p>Nomodas para, 4no. Rawmari Union, Rowmari, Kurigram</p> <p>Sobujpara, 4no. Rawmari Union, Rowmari, Kurigram</p> <p>Sobujpara, 4no. Rawmari Union, Rowmari, Kurigram</p>	<p>School teachers - 10</p> <p>Women - 20</p> <p>Adolescent girls - 9</p> <p>Vulnerable group (elderly persons) - 10.</p>	<p>Some of the key suggestions/ concerns raised by the participants:</p> <ul style="list-style-type: none"> • Preference of unskilled local labors for shelter construction works. • Provision of separate male & female toilets including high commode for aged & physically challenged persons. Provision of wheel chair for the transport through the ramp, for the elderly or physically challenged ones. • Provision for sufficient medical facilities & doctors during the flood period. • Ground level should be adjusted with the highest flood level in the area. • Provision for uninterrupted power supply facilities with sufficient lighting system and security measures (security camera) in the shelters. • Separate cattle shed apart from the main shelter building.

<p>Date: 16 Nov'21</p> <p>K. R. Noukoir GOVT. Primary School, Solp Union, Ullapara Upazila of Sirajganj District</p> <p>Halder para, Solp Union, Ullapara Upazila of Sirajganj District</p> <p>Noukoit, West para, Solp Union, Ullapara Upazila of Sirajganj District</p>	<p>School teachers - 6</p> <p>Local women - 18</p> <p>Adolescent girls – 7 Vulnerable group (elderly women) – 20</p>	<p>Some of the key suggestions/ concerns raised by the participants:</p> <ul style="list-style-type: none"> • Considering anticipated impacts while making design layout. • Preference of unskilled local labor for shelter construction works. • Provision of separate toilets and living arrangement for male & female persons, and female doctor for women in the shelter. • Sufficient lighting (with solar system) and ventilation facilities in the shelters, and playground for the schoolchildren. • Provision of wheel chair for the women and elderly persons. Other facilities for elderly persons include living arrangement with attached toilet facilities on 1st floor. • Adequate security measures including installation of security camera at different strategic places in the shelter to prevent any unlawful activities including GBV/SEA/SH.
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Annex C: Division, District, and Upazila Level Disaster Risk Management Committee as defined in Chapter 4 of the MoDMR's Standing Orders on Disaster (SOD) 2019

Ensuring effective participation of relevant agencies and inter-agency coordination is indispensable for effective implementation of disaster risk management. Local communities are significantly affected by disasters. The success of disaster risk management at the local level largely depends on the proper initiative and coordination of local agencies/organizations. Local level coordination is a prime indicator of effective disaster risk management. Institutional strength and coordinated effort of all concerned agencies/organizations play an important role for establishing a disaster risk management system. With this objective, disaster management committees have been established at city corporation, division, district, upazila, pourashava, union and ward levels. These committees perform coordination and implementation roles of disaster risk reduction, preparedness, emergency response and recovery. The formation, responsibilities and functions of different local level committees are described below:

1. **Divisional Disaster Management Committee.** The composition the Divisional Disaster Management Committee is as follows:

Serial	Appointment	Position
1	Divisional Commissioner	Chairperson
2	DIG, Bangladesh Police	Member
3	Representative, Armed Forces Division	Member
4	Divisional Officer, DG Health Service	Member
5	Divisional Officer, Agricultural Extension Department	Member
6	All Deputy Commissioner of the concerned Division	Member
7	Divisional Officer, Department of Fisheries	Member
8	Divisional Officer, Livestock Department	Member
9	Divisional Officer, Secondary and Higher Secondary Education Department	Member
10	Divisional Officer, Primary Education Department	Member
11	Divisional Officer, Department of Women's Affair	Member
12	Divisional Officer, Department of Food	Member
13	Divisional Officer, Department of Public Health Engineering	Member
14	Divisional Officer, Education Engineering Department	Member
15	Divisional Officer, Water Development Department	Member
16	Divisional Officer, Department of Public Works	Member
17	Divisional Officer, Roads and Highways Department	Member
18	Divisional Officer, Power Development Board	Member
19	Divisional Officer, Rural Electrification Board (where necessary)	Member
20	Divisional Officer, Department of Youth Development	Member
21	Divisional Officer, Department of Cooperatives	Member
22	Divisional Officer, Department of Social Services	Member
23	Divisional Officer, Bangladesh Ansar and VDP	Member
24	Divisional Officer, Department of Information	Member
25	Representative, Border Guard Bangladesh	Member
26	Representative, Rapid Action Battalion	Member
27	Divisional Officer, Bangladesh Fire Service and Civil Defence	Member
28	Representative, Bangladesh Small and Cottage Industries Corporation	Member
29	An officer of the State-owned Commercial Bank nominated by the Divisional Commissioner	Member
30	Representative, City Corporation	Member
31	Divisional Officer, Bangladesh Meteorological Department	Member
32	Representative, Bangladesh Red Crescent Society	Member
33	Representative, Disaster Preparedness Programme	Member
34	One Male and one Female of socially respectable or civil society member nominated by the Divisional Commissioner	Member
35	Three representatives from a Non-Governmental Organization (NGO) that have activities at local, national or international levels nominated by the Divisional	Member

	Commissioner, where there will be a representative from an organization involved in disability-related work.	
36	President, Press Club at Divisional level	Member
37	President, Chamber of Commerce and Industries	Member
38	Divisional Officer, Bangladesh Betar	Member
39	Divisional Officer, Bangladesh Television	Member
40	Representative, Electronic Media	Member
41	Representative, Community Radio	Member
42	Representative, Bangladesh Road Transport Owners Association	Member
43	Representative, Bangladesh Road Transport Workers Federation	Member
44	Representative, Scouts and Rover Scouts	Member
45	Representatives of organizations that work with persons with disabilities	Member
46	Organizations (government/non-government) working on mental health and psycho-social issues	Member
47	Director, Local Government	Member Secretary

2. **District Disaster Management Committee.** The composition the District Disaster Management Committee is as follows:

Serial	Appointment	Position
1	Deputy Commissioner	Chairperson
2	Chief Executive Officer, Zilla Parishad	Member
3	Chief Executive Officer, City Corporation (where necessary)	Member
4	Super of Police	Member
5	Civil Surgeon	Member
6	Deputy Director, Local Government	Member
7	Deputy Director, Department of Agriculture Extension	Member
8	District Fisheries Officer	Member
9	District Livestock Officer	Member
10	District Education Officer	Member
11	District Primary Education Officer	Member
12	District Women Affairs Officer	Member
13	District Food Controller	Member
14	District Officer, Department of Environment	Member
15	Executive Engineer, Public Health Engineering Department	Member
16	Executive Engineer, Education Engineering Department	Member
17	Executive Engineer, Water Development Board	Member
18	Executive Engineer, Public Affairs Department	Member
19	Executive Engineer, Roads and Highways Department	Member
20	Executive Engineer, Local Government Engineering Department	Member
21	Executive Engineer, Power Development Board/Rural Electrification Board	Member
22	Deputy-Director, Youth Development Department	Member
23	Deputy-Director, Bangladesh Rural Development Board	Member
24	Deputy-Director, Department of Social Services	Member
25	District Cooperative Officer	Member
26	District Commandant, Bangladesh Ansar and VDP	Member
27	District Information Officer	Member
28	Representative, Border Guard Bangladesh (border district)	Member
29	Representative, Armed Forces Division (where necessary)	Member
30	Representative, Rapid Action Battalion	Member
31	Assistant/Deputy Assistant Director, Bangladesh Fire Service and Civil Defence Department	Member
32	District Representative, Bangladesh Small and Cottage Industries Corporation	Member
33	An officer of the State-owned Commercial Bank nominated by the Deputy Commissioner	Member
34	All Upazila Parishad Chairperson of the concerned district	Member
35	Municipality Mayor of District Headquarters	Member
36	All UNO under the concerned district	Member
37	Representative, Bangladesh Meteorological Department	Member

38	District Representative, Bangladesh Red Crescent Society	Member
39	Representative, Disaster Preparedness Programme	Member
40	One Male and one Female of socially respectable or civilized society nominated by the Deputy Commissioner	Member
41	Five Representatives of Non-Governmental Organizations (NGOs) that have activities at the local level designated by the Deputy Commissioner, where there will be a representative of an organization associated with disability-related work	Member
42	President, District Press Club	Member
43	President, District Lawyers Association	Member
44	President, District Chamber of Commerce Industries	Member
45	District President, Secondary Teachers Association	Member
46	District President, Primary Teachers Association	Member
47	A Principal of a college or madrasa nominated by the Deputy Commissioner	Member
48	District Representative of electronic media, community radio and Betar (one from each)	Member
49	Representative, Bangladesh Road Transport Owners Association	Member
50	Representative, Bangladesh Road Transport Workers Federation	Member
51	District Commander, Freedom Fighter District Command	Member
52	General Secretary, Scouts and Rover Scouts	Member
53	Representative of organizations that work with persons with disabilities Member	Member
54	Organizations (government/non-government) working on mental health and psycho-social Issues	Member
55	District Relief and Rehabilitation Officer	Member Secretary

3. **Upazila Disaster Management Committee.** The composition the Upazila Disaster Management Committee is as follows:

Serial	Appointment	Position
1	Chairperson, Upazila Parishad	Chairperson
2	Upazila Nirbahi Officer	Vice-Chairperson
3	Mayor of Municipality (if available)	Member
4	Vice-Chairperson, Upazila Parishad	Member
5	Union Parishad Chairperson under Upazila	Member
6	Assistant Commissioner (Land)	Member
7	Upazila Agriculture Officer	Member
8	Upazila Family Planning Officer	Member
9	Upazila Health Officer	Member
10	Upazila Livestock Officer	Member
11	Senior/Upazila Fisheries Officer	Member
12	Upazila Education Officer	Member
13	Senior Upazila Engineer, Local Government Engineering Department	Member
14	Upazila Social Welfare Officer	Member
15	Upazila Family Planning Officer	Member
16	Upazila Food Controller	Member
17	Officer in charge of the concerned Thana	Member
18	Upazila Youth Development Officer	Member
19	Upazila Cooperative Officer	Member
20	Upazila Secondary Education Officer	Member
21	Upazila Women's Affairs Officer	Member
22	Upazila Ansar and VDP Officer	Member
23	Upazila Rural Development Officer	Member
24	Representative, Public Health Engineering Department	Member
25	Station Officer, Upazila Fire Service and Civil Defence (if available)	Member
26	Representative, Power Development Board, Rural Electrification Board, Rural Electricity Cooperative or other Concerned power distribution authority (where necessary)	Member
27	Representative, Water Development Board (if available)	Member
28	Elected Members of the Upazila Parishad from the Reserved Women Members of the Union Parishad and Municipality	Member

29	Upazila President, Bangladesh Rural Development Board or Central Cooperative Society	Member
30	Representative, Cyclone Preparedness Programme (if available)	Member
31	Upazila Representative, Bangladesh Red Crescent Society (if available)	Member
32	Three representatives (nominated by the Committee) from Non-Governmental Organizations (NGOs) that have activities at local, national and international levels where one member will have experience in gender and disability-related work	Member
33	One representative of local respected person or representative from civil society nominated by the Chairperson	Member
34	Chairperson, Upazila Press Club (if available)	Member
35	Chairperson, Upazila Chamber of Commerce and Industries	Member
36	One Principal of college or madrasa nominated by the Chairperson	Member
37	Upazila Commander, Upazila Freedom Fighters Command Council	Member
38	Representative, Organizations (government/non-government) working on mental health and psycho-social issues	Member
39	Upazila Project Implementation Officer	Member Secretary

4. **Union Disaster Management Committee.** The composition the Union Disaster Management Committee is as follows:

Serial	Appointment	Position
1	Chairperson and Member of Reserved Women Seat by rotation	Chairperson
2	Elected Member (All)	Vice-Chairperson
3	Representatives of teachers - 3 (nominated by Chairperson)	Member
4	Representatives from all UP-level government departments - 1 per department	Member
5	Representatives from vulnerable women - 3 (nominated by reserved female ward member)	Member
6	Representative, Cyclone Preparedness Programme (if available) or representative of local volunteers	Member
7	Representative, Bangladesh Red Crescent Society (if available)	Member
8	NGO representatives - 2 (nominated by the Chairperson)	Member
9	Representative of farmers - 1 (nominated by the Chairperson)	Member
10	Representative from fishing communities - 1 (nominated by the Chairperson)	Member
11	Respected person or social worker representative - 1 (nominated by the Chairperson)	Member
12	Representative of freedom fighters -1 (nominated by Upazila Freedom Fighters Command Council)	Member
13	Representative from religious communities	Member
14	Representative from associations of persons with disabilities	Member
15	Representatives of local Scouts - 2 (leader or rover or Girls Scout representative)	Member
16	Representative from local cultural organizations - 1	Member
17	Representative from mass media - 1	Member
18	Representative from youth/sports organization -1	Member
19	Representative from landless communities - 1	Member
20	Representative from local business organizations -1	Member
21	Representative of tribal communities/ethnic groups - 1	Member
22	Expert equipped with traditional knowledge and conversant about local disasters - 1	Member
23	Representative of Ansar and VDP - 1	Member
24	Retired local government officer/employee - 1	Member
25	Secretary, Union Parishad	Member Secretary

Source: Government of the People's Republic of Bangladesh; Standing Orders on Disaster 2019, Chapter IV, pages 59-120; Ministry of Disaster Management and Relief; Bangladesh Secretariat, Dhaka 1000 www.modmr.gov.bd

Annex D : Sample ‘Grievance Form’

Grievance Form : LGED			
Grievance reference number (to be completed by Project):			
Contact details (may be submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like LGED or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	Email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of LGED official assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly)			
	Short description	Accepted? (Y/N)	Acknowledgement signature
1 st proposed solution			
2 nd proposed solution			
3 rd proposed solution			