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Ministry of Public Works and Housing

Central Sulawesi Rehabilitation and Reconstruction Project
(P169403)

STAKEHOLDER ENGAGEMENT PLAN

April 2019

Draft

Disclaimer

This Stakeholder Engagement Plan (SEP) is a draft document. Initial engagement with sub-national stakeholders was sought for the preparation of the project and overall engagement approach for the purpose of Central Sulawesi reconstruction efforts. Further engagement and consultations will be conducted as part of the finalization of the SEP.

Draft

DRAFT – STAKEHOLDER ENGAGEMENT PLAN (SEP)

A INTRODUCTION

On September 2018, a M7.5 earthquake with an epicentre located 81 kilometres north of Palu City in Central Sulawesi caused strong ground shaking and tsunamis that damaged coastal settlements along Palu Bay. The strong ground shaking led to extensive ground deformation, liquefaction, and mudflows; as well as a submarine landslide, which subsequently caused three near field tsunamis with waves up to 6 meters height amplified by the shallow bathymetry and narrowing gulf morphology, with the first wave reaching Palu City within six minutes of the earthquake. The severe ground shaking affected one city (kota) – Palu, and three regencies (kabupaten) – Donggala, Sigi, and Parigi Moutong, causing extensive damage to infrastructure, buildings, public assets, and agricultural land uses; and destroyed three residential neighbourhoods (Balara and Petobo in Palu, and Jono Oge in Sigi) due to the liquefaction processes. The severity of near fault ground deformation and liquefaction in these locations is unprecedented globally, and the loss of entire neighbourhoods and households has caused profound impacts on affected communities.

An inter agency working group led by Bappenas (Indonesia's National Planning Agency) developed the Central Sulawesi Earthquake and Tsunami Post Disaster Recovery and Reconstruction Master Plan ("Master Plan") to serve as a guiding document to stipulate agreed policies and strategies for the recovery of disaster-affected areas. The master plan highlights guidelines for spatial planning, and infrastructure, housing, socioeconomic, and institutional recovery to be implemented as a gubernatorial regulation and used as guiding document for regional rehabilitation and reconstruction action plans.

This Stakeholder Engagement Plan (SEP) describes the Central Sulawesi Reshabilitation and Reconstruction Project (herefater known as CSRRP), identifies and analyzes its stakeholders, explains the opportunities for public consultation and grievance redress mechanisms, and outlines commitments to releaasing routine information on the project's environmental and social performance.

B PROJECT DESCRIPTION

In conjunction with the Central Sulawesi's Master Plan, the objective of the CSRRP is to reconstruct and strengthen public facilities and safer housing in selected disaster affected areas. The Ministry of Public Works and Housing (MPWH) is the Executing Agency of the project, with the Central Project Management Unit (CPMU) established in the Directorate-General of Human

Settlements (DGHS) and two Project Implementation Units (PIUs) in DGHS and the Directorate-General of Housing Provision (DGHP). The institutional arrangements for the SEP will follow the project's overall implementation arrangement so that stakeholder engagement is mainstreamed in the project implementation. Further details of the implementation arrangements can be found in **Appendix 4**.

CSRRP will support the Government of Indonesia's recovery program in Central Sulawesi to help rehabilitate, reconstruct, and reduce potential human and economic losses during future earthquake and other disaster events, such as flooding, by improving the building quality and sustainability of critical public facilities and housing settlements against the impacts of future natural hazards. It will achieve this through three key components that will complement settlement infrastructure construction and other infrastructure recovery activities supported by other Bank-financed projects (including KOTAKU and PAMSIMAS) as well as other development partners (including ADB, JICA and UNDP). CSRRP consists of three components.

Component 1. Resilient reconstruction and strengthening of public facilities

This component will finance civil works for rehabilitation, reconstruction, and structural strengthening of public facilities to improve seismic performance and safety, reduce disaster vulnerability, and improve functionality and service standards. Public facilities such as schools, health facilities, markets, and government administration offices will be supported. The project will support the following principal types of investments: (a) the in-situ repair and reconstruction of damaged assets; (b) construction of new assets in new locations when the damaged assets cannot be rebuilt in situ; and (c) construction and/or expansion of assets in new locations to serve people who, as a result of the earthquake, must relocate from hazard-prone areas. Seismic retrofitting/strengthening of existing public facilities undamaged by the recent catastrophic events may also be included.

Component 2: Resilient construction of permanent housing units and settlement infrastructure

This component will finance civil works for the construction of up to 15,000 permanent (36 square meter) core housing units to the project's resilience standards in safe resettlement sites, and related settlement infrastructure and community facilities to support the relocation of disaster-displaced households. Affected communities will be engaged from the beginning of the relocation process with special emphasis on participation of women and vulnerable community members. The participatory process will be integrated with a community facilitation process.

Component 3: Project implementation support

This component will finance expert consultants and community facilitators throughout the project cycle to strengthen the Government's capacity—at both the central and subnational levels—on post-disaster recovery. It could also include the development of Standard Operating Procedures (SOPs), technical guidelines, and operational manuals. This component will strengthen MPWH's implementation arrangements to oversee implementation of the project at the national and subnational levels. It could finance support for: project management, procurement, financial management activities, technical audits, building permit issuance and compliance, oversight of compliance with agreed social and environmental standards, oversight of compliance with social inclusion targets (e.g., gender and disability action plans), monitoring and evaluation activities, community satisfaction surveys, grievance redress mechanisms, and preparation and

maintenance of a project database and transparent web-based management information system (MIS).

C PREVIOUS ENGAGEMENT

Initial engagement with provincial and district/municipal government agencies, provincial and district land agencies, MPWH’s taskforce for Central Sulawesi reconstruction and partner NGOs has been undertaken since February 2019. Earlier engagement focused on investment gaps in the overall reconstruction and rehabilitation efforts in Central Sulawesi, collaboration mechanisms and engagement with other development partners, investment prioritization and location selection. Informal engagement with affected communities has also been done during field visits. Further consultations and engagement, particularly with affected communities will be undertaken once the project design as well as relocation options have become clearer and endorsed by all implementing agencies and sub-national governments. Such engagement will need to take into account the socio and political sensitivity of post-disaster contexts, particularly due to the public perceptions that overall reconstruction and rehabilitation may take longer than initially planned.

Table 2: Previous Engagement Documentation by DGHP

Dates	Key discussion points	Stakeholders
February 19 – 21, 2019	<ul style="list-style-type: none"> • Relocation site selection will be made on the basis of technical feasibility and their legal status. Priority areas cover Duyu and Tondo and specific site plans will need to be developed for both; • Alternative housing types and their costing (based on local price indexes) have been developed by the SNVT¹, which acts as an extension to DGHP. • While visual assessments of the proposed housing prototype design by Budha Tzu Chi, a more thorough structural assessment to assess its resilience to earthquakes is yet to need to be undertaken. 	Governor of Central Sulawesi, Military (KOREM), Buddha Tzu Chi (NGO), State Electricity Company (PLN), Public Works Agency of Palu City, Land Agency of Palu, SNVT, Provincial Housing Provision Agency of Central Sulawesi
February 28 – March 5	<ul style="list-style-type: none"> • Action plans with indicative roles and responsibilities for housing and settlement provisions in Tondo and Duyu has been agreed. • Land acquisition for access road in Pombewe will fall under the responsibility of Sigi District. • Initial engagement with the head of REI to support reconstruction efforts and explore public private partnership has been conducted. • Provincial Housing Agency has agreed to provide their office facilities (office rooms) and personnel to support housing recovery efforts. 	MPWH taskforce, Municipal Water Utility Company (PDAM), Environmental Agency of Palu City, Planning Agency of Palu City, Spatial Planning and Land Affairs Agency of Palu City, Public Works Agency of Palu City, Military (PADAGIMO KOREM), Buddha Tzu Chi, Land Agency of Palu City, State Electricity Company of Palu

¹ SNVT stands for *Satuan Kerja Non-Vertikal Tertentu*. SNVT has been established as a ministerial extension at the provincial level and reports directly to MPWH.

		City, Municipal Disaster Management Agency (BPBD) of Palu City, Sub-district head of Mantikulore, Municipal Secretary of Palu City.
April 19 – 20	<ul style="list-style-type: none"> Land legal status will need to be confirmed and this remains the purview of the Ministry of Agrarian and Spatial Plan/Land Agency (ATR/BPN). Previous inconsistencies between the Governor’s proposals and validation results by ATR/BPN have been addressed and further evidence will be required to determine each parcel’s clean and clear status prior to housing construction. Buddha Tzu Chi has requested confirmation of the legal status of the proposed land in Tondo and Pombewe so they can start housing construction as soon as possible (1,000 units for each location) 	Governor of Central Sulawesi, Head of BNPB, ATR/BPN, head of districts and Palu Municipality

D KEY PRINCIPLES

This SEP has been developed to enable participation of both affected and interested stakeholders to ensure that the project design, in particular stakeholder engagement approaches and activities, are implemented in a participatory and inclusive manner, and in a way that minimizes potential environmental and social risks.

Under Component 1 on Resilient reconstruction and strengthening of public facilities, engagement will be made with facility owners and users (e.g. students, wider public), to enhance “building back better” principles related to design and siting (for facility relocation), as well as safe and socially-inclusive facilities, conducted in a participatory manner. Furthermore, such engagement is also intended to identify measures to mitigate environmental and social risks, including activity disruption as a result of construction activities are minimized. This includes creating awareness of construction-related risks.

Under Component 2 on resilient construction of permanent housing units and settlement infrastructure, efforts will be made to mainstream community participation in the overall relocation approach as early as possible at the planning stage. Such engagement is intended to allow the proposed design, facilitation, siting, relocation process as well as mitigation of potential impacts, including livelihoods impacts post-relocation to be discussed with targeted households in a participatory manner, and hence provide these households with sufficient and adequate information as well as options to make informed decisions. In addition, engagement with host communities will also be conducted as early as possible once potential relocation sites have been identified and/or confirmed².

² Such engagement serves two purposes. First, to ensure that the host communities are fully aware of the plan and provide their consent to accommodate new population groups and hence, foster the project’s social license to operate. Second, to ensure that risk

Additionally, the following principles will prevail at all stages of operations under **Component 2**:

- a. Relocation of displaced people and households occupying the red-zones is conceived and executed as development programs, providing sufficient investment resources to enable relocated people to recover and build back better in safer locations;
- b. Relocated people will be assisted in their efforts to recover and improve their livelihoods and standards of living;
- c. Community preferences for siting and site-plans (both in the designated locations and 'satellite' locations) will carefully consider livelihoods options, access to previous livelihoods activities, social, cultural and psychological attachments of the relocated and host populations;
- d. Relocation activities will target the most vulnerable population groups in the post-disaster contexts (i.e., internally displaced people who are currently occupying temporary shelters and camps) and hence the following basic principles must be respected:
 - Relocation must be conducted on a voluntary basis resulting from consensus and willingness to move. Prior facilitation and awareness raising will be included as part of the overall project activities;
 - Relocated households should be able to access their previous livelihoods activities or recover their livelihoods in the event that new livelihoods sources are being envisaged;
 - New housing units and necessary basic infrastructure must be designed and constructed in a safe and resilient manner to minimize the impacts of future disasters. Investments in community awareness and capacity building for disaster risk prevention and management will be integral to the project's approach.
 - Targeted households will receive facilitation to enable access to available temporary livelihoods assistance during the transition process as well as longer-term livelihoods restoration support following relocation. Livelihoods-related risks will be carefully considered in a participatory manner in the location selection as well as site planning to minimize such risks.
- e. Relocation processes will be conducted in a democratic, participatory, transparent and accountable manner. Communities and target households will have the opportunity to refuse participation in a fully informed manner.

To align the above principles with proposed stakeholder engagement activities, the project will mobilize a team of facilitators with relevant expertise and skills required to facilitate relocation processes. These facilitators will be procured under the National Slum Upgrading Project (KOTAKU) and Component 3 of this Project.

A third party/independent assessment to understand relocated households' perceptions of the overall process and their participation is currently being proposed as part of the project activities.

management measures, including potential impacts on basic services and social cohesion, can be considered as early as possible before any investments are mobilized.

E STAKEHOLDER IDENTIFICATION

Several groups at different levels were distinguished to identify appropriate and accessible communication and engagement methods among stakeholders throughout the project implementation process. The groups identified are as follows:

People, social groups, and organizations that will gain direct and/or indirect benefits from the project. These target beneficiaries include: (i) students and wider public who will have access to safer public infrastructure (i.e. education and health facilities – component 2), (ii) displaced populations who are currently occupying emergency shelters and camps, and (iii) disaster-prone populations who are currently occupying ‘red-zones’ and are choosing to relocate to safer areas (component 2).

Potentially adversely impacted communities, which include host-communities in target relocation areas. The nature of impacts will be determined on the basis of the host communities’ consent and willingness to accommodate new population groups, which will be monitored overtime. Furthermore, the project bears the principle of *duty of care* for the safety and impacts on the host communities, the related project activities will not proceed in the event that adverse impacts are considered too high and cannot be well managed regardless of efforts to minimize them.

Interested groups include: (i) local government agencies, (ii) non-governmental organizations and other development institutions working on Central Sulawesi rehabilitation and reconstruction, and (iii) representatives of specific advocacy groups, including urban poor movement, environmental advocacy, etc. Engagement will require information about project activities and implementation to be publicly accessible and that their concerns and feedback can be accommodated as part of the overall project design and implementation process. Identification of these interested groups is currently on-going and will continue during project implementation.

Implementing agencies and agencies with authorities for the management of environmental and social risks include institutions and agencies that influence and make decisions on the project implementation. This group mainly includes central government agencies such as: the Ministry of Public Works and Housing (MPWH), National Disaster Management Authority (BNPB), Ministry of National Development Planning/National Development Planning Agency (Bappenas), Ministry of Finance (Kemenkeu), Ministry of Environment and Forestry (KLHK), and Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (ATR/BPN); as well as sub-national government agencies, including the Government of Palu Municipality, Sigi, and Donggala Districts, the Provincial Government of Central Sulawesi Province, the Department of Environment of Palu, Sigi, Daggala and Central Sulawesi Province, National Land Offices (Kanwil and Kantah BPN) at the Provincial and District/Municipal levels, as well as respective sectoral agencies at the Provincial and District levels (including Education, Health and Public Works). The level of engagement will be contingent upon their respective roles and authorities in the management of environmental and social risks.

A full analysis for stakeholder identification, including their level of vulnerability and influence, can be found in **Appendix 1**.

F ENGAGEMENT APPROACH

The project will be further informed by the broader stakeholder engagement approach through: (a) consultations and community participation during project implementation³; (b) transparent feedback and grievance redress mechanisms; (c) communication campaigns and capacity building; and (d) development of risk management processes and engagement required under the World Bank's Environmental and Social Framework (ESF).

The level and approach for stakeholder engagement will depend on the level of risks and influence each stakeholder holds, to manage anticipated environmental and social risks adequately. Another important consideration is engagement to enhance the project's benefits and social acceptance by enhancing project implementation to be participatory, inclusive and responsive to community needs. This SEP will be implemented as early as possible at the planning stage to allow for community participation and their early feedback to be fully integrated as part of the overall implementation approach.

A staged approach will be adopted given the sensitivity and complex social issues of post-disaster contexts as well as public perceptions of prolonged delay in the overall reconstruction efforts. For each component, such a structured engagement approach is described as follows:

Component 1 on resilient reconstruction and strengthening of public facilities

Pre-construction stage

- a. Initial engagement with relevant sub-national government agencies (i.e. health, education, public works, etc.) will be initiated to agree on divisions of roles, responsibilities and coordination during project preparation and implementation as well as investment prioritization based on damage assessments, facility use as well as whether the facilities are located in red-zones. Relocation of facilities in the red-zones may take place in a later stage of project implementation once the new locations have been determined, which will be subject to the land-due diligence approved by the World Bank.
- b. Following identification of potential facilities to be rehabilitated and/or reconstructed, communication with facility administrators (i.e. school principals, hospital and community health center (*Puskesmas*) heads, etc.) will be initiated. Such communication will focus on facility selection criteria, reconstruction and rehabilitation needs and whether facility relocation is envisaged. Alternative designs/improvements towards safer and more inclusive public facilities will be also introduced at this stage and will be revisited once the detailed engineering designs (DEDs) have become available. PMU will explore collaboration with these stakeholders as well as discuss management of potential environmental and social risks including activity disruption as a result of construction activities and handover strategy for facility maintenance and operation;
- c. In relation to Component 2, engagement with sub-national governments and facility administrators will also seek understanding about relocated communities' access community access to basic public services, such as schooling and health, as well as constraints given potential increasing demand to such services in relocation sites and their surroundings.
- d. Depending on the scale and proximity of construction projects with neighboring communities, engagement will be initiated to ensure that these communities are aware of the potential risks, management measures as well as Feedback and Grievance Redress Mechanism (FGRM) channels that have been made available to them. Public information boards with contact information will be publicly displayed in accessible locations within construction premises.

³ For example, communities and building occupants will participate in the planning and design (and possibly construction of non-structural elements) of resilient public facilities and housing.

- e. Project workers, particularly contracted workers will receive prior induction on codes of conducts, including on aspects related to sexual health and Gender Based Violence (GBV)/Sexual Exploitation and Abuse (SEA) and emergency procedures. A workplace-related FGRM will also be introduced.

During construction

- a. As part of construction inspection, supervision consultants will proactively seek the views of facility administrators, neighboring communities, and facility users on project related impacts and to what extent regular on-going activities have been disrupted. Remedial measures will be sought, and progress of their implementation will be regularly monitored and discussed with affected stakeholders.
- b. Project workers, particularly contracted workers as well as community workers will receive regular OHS and labor codes of conduct training from supervision consultants and/or specialists contracted by the PMU. The approach for such training will be evaluated based on participants' feedback and compliance will be monitored as part of regular supervision activities.
- c. Potential impacts outside the direct project's footprints, such as waste/debris disposal sites will also be monitored and engagement with relevant stakeholders, including waste pickers and surrounding communities will be initiated. Supervision consultants will be required to monitor risks related to hazardous waste materials, such as asbestos and how on-going practices may have implications on broader community health. Engagement with relevant professionals/experts may be sought in the event of such risks.

Post construction

- a. Facility handover processes as agreed during the pre-construction stage will be initiated and this includes overall technical inspection by supervision consultants and overall planning and consensus for facility operation and maintenance by facility administrators. Respective district and/or municipal agencies responsible for facility oversight will lead such engagement and coordination with regards to handover processes;
- b. Training on emergency procedures and evacuation drills will be provided to facility administrators, staff and users, particularly students. This includes introduction to emergency signages and use of emergency equipment;
- c. The existing FGRM channel will be retained following facility handover until project completion. This is intended to ensure that any grievances which may not be reported during construction or any emerging grievances post-construction can be systematically documented, tracked and resolved. Relocated communities' access to reconstructed/rehabilitated facilities will also be monitored on a periodic basis and documented through joint assessments with relevant district/municipal agencies.

Specific engagement approaches for each stakeholder group are proposed in the following matrix (see **table 1**).

Table 2: Stakeholder Engagement Strategy under C.1

Stakeholders	Role	Engagement Strategy	Responsible PIC
Facility owners and administrators (i.e. schools, hospitals and community health centres)	<ul style="list-style-type: none"> • Provide inputs to the overall design (detailed engineering design/DED), ESMP, as well as other management plans; • Contribute to the implementation of the ESMP; 	<ul style="list-style-type: none"> • Consultations during planning, construction and post-construction (handover) stages; 	Project PMU and supervision consultants

	<ul style="list-style-type: none"> Involved in public consultations as part of project preparation and implementation. 	<ul style="list-style-type: none"> Capacity building for E&S management plan; Post construction beneficiary feedback assessment FGRM 	
Facility end-users (i.e. students, patients, and the wider public)	<ul style="list-style-type: none"> Provide inputs to the overall design i.e. building design, access, etc. Involved in public consultations as part of project preparation and implementation. 	<ul style="list-style-type: none"> Periodic consultations and/or spot check interviews in the event of impacts (i.e. construction takes place within the existing facility premises); Post construction beneficiary feedback assessment; FGRM 	Project PMU in coordination and supervision and consultants with support from facility owners/ administrators
Construction workers	<ul style="list-style-type: none"> Implement construction activities as well as construction ESMPs (known as CESMPs) 	<ul style="list-style-type: none"> E&S capacity building and awareness raising; Participate in regular E&S construction inspection; FGRM 	Project PMU and supervision consultants in coordination with contractors
Host communities	<ul style="list-style-type: none"> Provide inputs to the management of potential E&S risks, esp. community and health risks Involved in public consultations as part of project preparation and implementation. 	<ul style="list-style-type: none"> Periodic consultations and/or spot check interviews in the event of potential impacts (i.e. construction takes place at a proximity with existing settlement areas) FGRM 	Project PMU and supervision consultants in coordination with contractors
Implementing Partners			
Provincial and Municipal/ District Department of Environments	<ul style="list-style-type: none"> Provide input to the components on the Environmental and Social Management Plan and Commitment; Environmental and Social Management Framework; and environmental and social management instruments (if needed) in accordance with identified needs. Facilitate a review and approval of environmental assessment documents 	<ul style="list-style-type: none"> Regular coordination meetings during planning, construction and post construction stages; Joint site supervision and inspection; Facilitate capacity building on ESMP for project implementers 	PMU in coordination and MPWH taskforce and sub-national government agencies

	<p>(Environmental Impact Assessment (AMDAL), Environmental Management Program and Environmental Monitoring Program (UKP-UPL), etc.) and environmental management instruments (if needed) in accordance with identified needs.</p> <ul style="list-style-type: none"> Involved in public consultations during project preparation and implementation 		
Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (through Provincial Kanwil and District/Municipal Kantah offices)	<ul style="list-style-type: none"> Provide relevant information and evidence of land acquisition in selected relocation sites and facilitate land due diligence processes, including ground truthing; Provide a review and approval of documents on the land acquisition or instruments related to land acquisition needed in accordance with identified needs; Address and mediate emerging unidentified land claims; Involved in public consultations to prepare the SEP Draft. 	<ul style="list-style-type: none"> Regular coordination meetings; Site supervision; Managing land related FGMR 	PMU and MPWH taskforce in coordination with sub-national government agencies
Contractors	<ul style="list-style-type: none"> Develop CESMP with adequate resources as part of the construction proposals; Enforce CESMP and address risks as they emerge; Involved in public consultations as part of project preparation and implementation; Provide capacity building on HSE, GBV, community engagement to project workers 	<ul style="list-style-type: none"> E&S capacity building and awareness raising; Participate in regular E&S construction inspection; 	Project PMU and supervision consultants in coordination with HSE inspectors from district/municipal authorities
Provincial and district agencies, including provincial and district public works	<ul style="list-style-type: none"> Provide inputs into the environmental and social risk management instruments prepared under the project; Facilitate enforcement and implementation of relevant instruments as well as 	<ul style="list-style-type: none"> Regular coordination meetings; Joint site supervision and inspection; Facilitate capacity building on ESMP for project implementers 	PMU and MPWH taskforce in coordination with sub-national government agencies

	<ul style="list-style-type: none"> provide oversight and supervision support; Participate in joint regular monitoring with PMU and provide technical support for remedial measures towards environmental and social standard compliance relevant to the project; Involved in public consultations during project preparation and implementation 		
Central Government Partners			
Ministry of National Development Planning/National Development Planning Agency	<ul style="list-style-type: none"> Coordinate stakeholders in and provide leadership in the project preparation as well as implementation of project activities, including relevant provisions under the project's Environmental and Social Management Plan and Commitment; Environmental and Social Management Framework; and environmental and social management instruments (if needed) in accordance with identified needs. Involved in public consultations during project preparation and implementation 	<ul style="list-style-type: none"> Regular coordination meetings; Joint site supervision and inspection; 	PMU and MPWH's taskforce
Ministry of Finance	<ul style="list-style-type: none"> Involved in public consultations during project preparation and implementation 	<ul style="list-style-type: none"> Coordination meetings; Joint site supervision and inspection; 	PMU and MPWH's taskforce
Interested Groups			
NGOs, CSOs and other interested groups	<ul style="list-style-type: none"> Involved in public consultations as part of project preparation and implementation. 	<ul style="list-style-type: none"> Periodic consultations and participation in relevant coordination meetings 	PMU and MPWH taskforce coordination with sub-national governments

Component 2: Resilient construction of permanent housing units and settlement infrastructure

This component will finance civil works for construction of up to 16,500 permanent 36 square meter core housing units to the project's resilience standards in safe resettlement sites and related settlement infrastructure and community facilities to relocate disaster displaced households. The approach to determine target beneficiaries, as well as the participatory planning approach (needs assessment, beneficiaries identification, beneficiaries mapping, relocation planning, and construction planning) is detailed in **Appendix 5**.

Low key engagement approach, with the assistance of project facilitators, will be conducted to verify and validate displaced households and assess community preferences, as well as facilitate community planning processes. These facilitators will be initially funded under the existing National Urban Slum Upgrading Project (NSUP) Contingent Emergency Response Component (CERC) facility.⁴ Each facilitator team will consist of eight personnel with a range of disciplines including civil engineering and construction, social development, livelihoods restoration, and community mobilization. Each team will work under a team leader who will directly report to PMU manager and work directly with environmental and social specialists at the PMU.

Taking stock of the previous relocation program conducted by MPWH, such as REKOMPAK for volcano eruption affected households in Yogyakarta and South Sumatra, the following engagement processes have been proposed:

Planning Stage

- a. Engagement with relevant provincial and district agencies as well as development partners, including Buddha Tzu Chi will be continued through coordination led by the MPWH's taskforce in Central Sulawesi. Early preparation will focus on community validation and verification processes, deployment of facilitators, community mobilization, household prioritization, land due diligence assessments prior to any construction, identification of new relocation sites, engagement with host communities, etc.
- b. Engagement with communities within the scope of the project will commence following deployment of community facilitators. Information will be provided to the extent it is available, which cover relocation site considerations, house design, site plans, and relocation options, including satellite relocations for smaller groups. Challenges and constraints will be communicated to community stakeholders systematically in a coordinated, transparent and accessible manner.
- c. Day to day engagement will heavily rely on the community facilitators and each facilitator team will be oversighted by a team leader who will regularly report to the PMU. Each facilitator will be responsible to document any grievances raised by communities and communicate them to their respective team leader. Major grievances where resolution and/or settlements cannot be addressed at a site level will be directly communicated to the PMU and relevant environmental and social specialists for action and technical follow-ups.
- d. Relocation processes and resulting action plans will be discussed by affected communities once relocation options have become available. These include a) relocation to the designated sites, b) small-scale 'satellite relocation (between 50 – 70 households) to sites selected by the target communities as well as c) other alternative options such as individual cash assistance support for relocation.
- e. Beneficiary selection criteria including criteria for target/priority households, land availability and/or availability of alternative sites, site plans and housing design and any alteration and changes from the initial site plans, housing design and relocation options proposed by the MPWH will be discussed with target communities as early as possible at the planning stage. By

⁴ The NSUP Contingent Emergency Response Component (CERC) facility has been activated to start activities in the field. CERC provides bridging assistance for project management support (NMC), detailed design and construction supervision for housing and settlement infrastructure (TMCs) and community facilitation (OSP). Under CERC bridging assistance displaced communities will be engaged in the participatory planning process starting with socialization, beneficiary selection and the establishment of beneficiary groups based on their preferences on location and construction approach. At a later stage, once the loan is effective, newly recruited consultancy teams will take over support tasks from the CERC bridging team, ensuring smooth transition and continuous support to both the government institutions and the communities concerned

capitalizing upon the existing community decision making processes, village and/or ward heads, respected community leaders and/or community champions will be empowered to facilitate and to the extent possible lead such community engagement. Information about the status of the project will be made available in accessible locations (i.e. information boards at the temporary shelters, or local media) and through community leaders. This information dissemination will be regularly monitored (i.e. through spot checks) by facilitators and relevant environmental and social specialists to reduce the risks of information distortion and speculation amongst communities and hence, corrective measures can be introduced as early as possible.

- f. At the planning stage, availability of community workers and types of skills available will be assessed. Approximate needs of these workers, terms and conditions and length of employments will be discussed with target communities. This includes agreed quotas on female employment and people with disabilities (set at 30 percent). Information on selection criteria and terms and conditions will be made available in public spaces accessible to local communities. A targeted outreach⁵ about reconstruction job opportunities specifically for women and people with special needs will be provided through community facilitators and village leaders/champions. Different terms and conditions, types of construction work and the length of hours worked will apply to ensure greater inclusion of women and people with special needs.
- g. Further preparation by community facilitators, which will result in agreeable Relocation Action Plans amongst target communities, will look into further detail on the following aspects:
 - Site-specific assessments on environmental and social impacts, which may not be fully captured under the prevailing environmental permitting processes;
 - Community preferences and willingness to move into new locations and alternative options being proposed by communities.
 - Presence of vulnerable groups and their nature of vulnerability. These groups include widows, people with special needs, poor households, orphans, etc.
 - Socio, economic and cultural characteristics of target communities. These include livelihoods sources and potential impacts of moving to new locations, income and expenditure levels (to serve as baseline data on livelihoods), access to basic services, social cohesion, intra community dynamics (including social safety nets for vulnerable households), inter-community dynamics (particularly with host communities and other communities receiving different relocation support packages), etc.
 - Verification of 'clean and clear' status of proposed relocation sites and their technical feasibility, which also includes risk and hazard assessments of the proposed locations will be conducted in parallel by community facilitators in coordination with relevant district/municipal agencies and with technical support from relevant specialists at the PMU.
 - As part of the above verification process, access to existing basic services in the proposed relocation sites and broader social acceptance amongst host communities will also be assessed by community facilitators in coordination with relevant district/municipal agencies and with technical support from relevant specialists at the PMU. Engagement with local basic service providers, such as school and health center (*Puskesmas*)

⁵ Experiences from the Nias Rural Access and Capacity Building (RACB) Project demonstrate that it is possible to improve information flows to women about work opportunities. The project recognized that women were not learning about work opportunities through regular community meetings and instead circulated information through alternative channels. For example, project facilitators attended Sunday church services – which many women attended – to read out notices and to talk with women about project opportunities. Tapping into these local networks and groups enabled women's greater access to information about project activities and opportunities.

administrators will also be conducted to obtain their views, understanding and constraints to address increased demand of services.

- h. Drafts of Relocation Action Plans, with their estimate costing will be produced based on the above processes and will be continually updated. Adjustment in site plans and DEDs will need to reflect the plans to ensure that community agreements, feedback as well as concerns are accommodated to the extent possible. DED consultant teams will need to work in a collaborative fashion with community facilitators to ensure that such inputs and concerns can be addressed as early as possible to minimize changes and delays. These plans will be communicated to the target communities and broader stakeholders, reflecting key agreements as well as providing clear rationale for not meeting certain expectations. Endorsement of these plans from village and/ward heads will be sought to foster ownership and legitimacy of the overall processes.
- i. Land transfer and any permitting requirements, such as building permits will commence once the DEDs have been finalized. However, engagement with relevant authorities will be sought as early as possible to prevent delays.

Construction Stage

- a. Prior to construction works, engagement with target communities and their respective village and/ward representatives and leaders will be revisited. This engagement will focus on the timing, securing community participation for construction activities and post-construction monitoring, and risk awareness raising, including OHS and GBV/SEA risks. Similarly, contracted workers will also be inducted on such aspects prior to deployment. This engagement will be duly documented.
- b. Community facilitators in coordination with supervision consultants will engage with contracted and community workers to assess compliance with OHS, emerging risks, as well as level of community participation. Remedial measures, which will be subject to further compliance assessments, will be communicated to contractors and relevant specialists at the PMU.
- c. Community facilitators, with technical support from relevant specialists at the PMU will provide regular updates, including progress to the target communities. Any factors which may cause delay will need to be communicated systematically in a coordinated, transparent and accessible manner.
- d. Relevant specialists recruited by the PMU to assess specific issues, such as GBV/SEA, will maintain contact with community facilitators and relevant authorities and/or agencies (including civil society and non-government organizations) to understand emerging risks and identify remedial measures in the event of cases being identified and/or reported.
- e. Community facilitators will ensure that available FGRM channels are operational and credible for communities to report and/or file complaints in a safe and accessible manner. These facilitators will proactively seek the views of the target and host communities to understand their concerns, issues and perceptions of the overall project implementation. A targeted outreach will be provided to vulnerable groups. Every grievance will be duly documented and addressed and/or escalated in cases of complex issues.

Post-construction stage

- a. Following completion of the construction works, final inspection of the quality and safety of construction works will be conducted by relevant specialists and/or independent auditors with support from community facilitators. Corrective action plans will be prepared and addressed by respective contractors as per the signed contracts.
- b. Through respective community facilitators and village leaders/representatives, communities will be notified about when they can start relocating as well as the types of relocation assistance

provided. Special assistance to vulnerable households will be provided and tailored based on needs in consultation with these households.

- c. A qualified independent monitoring team for the implementation of the Relocation Action Plans will be deployed to assess the overall relocation processes, including target communities' perceptions and satisfaction
- d. A joint monitoring with target beneficiaries at the post-construction stage will be sought and this cover the following aspects such as but not limited to: access to livelihoods and basic services, community safety, and overall welfare in the new settlement areas as well as social cohesion with host communities. A longer-term post-relocation evaluation and beneficiary feedback (i.e. 2 – 3 years following relocation) is currently being considered and institutional arrangements, including financing in the event that such evaluation takes place following project closure will need to be agreed.
- e. Existing FGRM channels for target communities will be retained following relocation until project closure. Communities will be encouraged to use these channels in order to ensure systematic documentation and grievance settlement processes.

Specific approaches for each stakeholder group under Component 2 are proposed in the following table (see **table 2**).

Table 3: Stakeholder Engagement Strategy under C.2

Stakeholders	Role	Engagement Strategy	Responsible PIC
Project Affected Peoples (PAPs)			
Internally displaced people who were affected by the disaster and are currently living in emergency shelters and/or tents	<ul style="list-style-type: none"> • Involved in public consultations and community planning for the relocation processes, preferences as well as risk mitigation measures; • Actively involved in the preparation of packages or permanent shelter programs, methods of transfer, and programs related to livelihood recovery • Involved in public consultations during project preparation and implementation; 	<ul style="list-style-type: none"> • Regular consultations during planning, construction and post-construction (relocation) stages; • Community facilitation • Beneficiary feedback survey; • FGRM 	Community facilitator teams under PMU's supervision
People affected by the disaster who are currently living in their own family houses and/or relatives, including those currently occupying red-zones	<p>This group will be included in Phase 2 of the project implementation (under preventative resettlement scheme):</p> <ul style="list-style-type: none"> • Involved in public consultations and community planning for the relocation processes, preferences as well as risk mitigation measures; • Actively involved in public consultations in the process of preparing environmental 	<ul style="list-style-type: none"> • Regular consultations during planning, construction and post-construction (relocation) stages; • Community facilitation • Beneficiary feedback survey; • FGRM 	Community facilitator teams under PMU's supervision

	<p>and social management instruments (if needed) in accordance with identified needs;</p> <ul style="list-style-type: none"> Involved in public consultations to prepare the SEP Draft. 		
Host communities	<ul style="list-style-type: none"> Provide consent for the project implementation as well as being involved in land due diligence assessments (clean and clear status); Provide inputs to the management of potential E&S risks, esp. community and health risks, impacts on basic services and resources, social cohesion, etc. Involved in public consultations as part of project preparation and implementation. 	<ul style="list-style-type: none"> Regular consultations during planning, construction and post-construction (relocation) stages; Community facilitation Beneficiary feedback survey; FGRM 	Community facilitator teams under PMU's supervision
Construction workers, including community workers	<ul style="list-style-type: none"> Implement construction activities as well as construction ESMP (known as CESMP) 	<ul style="list-style-type: none"> E&S capacity building and awareness raising; Participate in regular E&S construction inspection; FGRM 	Project PMU in coordination with contractors
Implementation Partners			
Contractors	<ul style="list-style-type: none"> Develop CESMP with adequate resources as part of the construction proposals; Enforce CESMP and address risks as they emerge; Involved in public consultations as part of project preparation and implementation; Provide capacity building on HSE, GBV, community engagement to project workers 	<ul style="list-style-type: none"> E&S capacity building and awareness raising; Participate in regular E&S construction inspection; 	Project PMU in coordination with HSE inspectors/ supervision consultants
Village and sub-district governments	<ul style="list-style-type: none"> Facilitate engagement with target communities; Facilitate data collection and validation; Support overall community engagement processes, as well as addressing grievances 	<ul style="list-style-type: none"> Regular consultations during planning, construction and post-construction (relocation) stages; 	PMU with support from facilitator teams and sub-national governments

		<ul style="list-style-type: none"> • Community facilitation support; • Beneficiary assessment • FGRM 	
Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (through Provincial Kanwil and District/Municipal Kantah offices)	<ul style="list-style-type: none"> • Provide relevant information and evidence of land acquisition in selected relocation sites and facilitate land due diligence processes, including ground truthing; • Provide a review and approval of documents on the land acquisition or instruments related to land acquisition needed in accordance with identified needs; • Address and mediate emerging unidentified land claims; • Involved in public consultations to prepare the SEP Draft. 	<ul style="list-style-type: none"> • Regular coordination meetings; • Site supervision 	PMU and MPWH Taskforce in coordination with sub-national government agencies
Provincial and Municipal/ District Department of Environments	<ul style="list-style-type: none"> • Provide input to the components on the Environmental and Social Management Plan and Commitment; Environmental and Social Management Framework; and environmental and social management instruments (if needed) in accordance with identified needs. • Facilitate a review and approval of environmental assessment documents (Environmental Impact Assessment (AMDAL), Environmental Management Program and Environmental Monitoring Program (UKP-UPL), etc.) and environmental management instruments (if needed) in accordance with identified needs. • Involved in public consultations during project preparation and implementation 	<ul style="list-style-type: none"> • Regular coordination meetings; • Joint site supervision and inspection; • Facilitate capacity building on ESMP for project implementers 	PMU and MPWH's taskforce in coordination with sub-national government agencies

<p>Provincial and district agencies relevant for housing and relocation of disaster affected people</p>	<ul style="list-style-type: none"> • Provide inputs into the environmental and social risk management instruments prepared under the project; • Facilitate enforcement and implementation of relevant instruments as well as provide oversight and supervision support; • Participate in joint regular monitoring with PMU and provide technical support for remedial measures towards environmental and social standard compliance relevant to the project; • Involved in public consultations during project preparation and implementation 	<ul style="list-style-type: none"> • Regular coordination meetings; • Joint site supervision and inspection; • Facilitate capacity building on ESMP for project implementers 	<p>PMU and MPWH Taskforce in coordination with sub-national government agencies</p>
<p>Provincial/District/Municipal Disaster Management Agencies</p>	<ul style="list-style-type: none"> • Provide input to the components on environment and social management instruments in accordance with identified needs; • Provide technical support with regards to disaster prevention awareness and capacity building • Involved in public consultations during project preparation and implementation 	<ul style="list-style-type: none"> • Regular coordination meetings; • Joint site supervision and inspection; • Facilitate capacity building on disaster management and prevention to target communities 	<p>PMU and MPWH's taskforce in coordination with sub-national government agencies</p>
<p>Central Government Partners</p>			
<p>Ministry of National Development Planning/National Development Planning Agency</p>	<ul style="list-style-type: none"> • Coordinate stakeholders in and provide leadership in the project preparation as well as implementation of project activities, including relevant provisions under the project's Environmental and Social Management Plan and Commitment; Environmental and Social Management Framework; and environmental and social management instruments (if needed) in accordance with identified needs. • Involved in public consultations during project preparation and implementation 	<ul style="list-style-type: none"> • Regular coordination meetings; • Joint site supervision and inspection; 	<p>PMU and MPWH's Taskforce</p>

Ministry of Finance	<ul style="list-style-type: none"> Involved in public consultations during project preparation and implementation 	<ul style="list-style-type: none"> Regular coordination meetings; Joint site supervision and inspection; 	PMU and MPWH's taskforce
Interested Groups			
NGOs and other interested groups	<ul style="list-style-type: none"> Coordinate with the central and regional governments related to the implementation of activities related to environmental and social management; Involved in public consultations as part of project preparation and implementation. 	<ul style="list-style-type: none"> Periodic consultations 	PMU and MPWH's taskforce in coordination with sub-national governments

G STAKEHOLDERS COMMUNICATION

Different methods of communication are used to: (i) to ensure easy, transparent, direct, open and interactive communication with all stakeholders and ii) to get feedback in the project preparation and implementation phase. For regional stakeholders, it is necessary to conduct separate meetings and prepare additional documents, such as executive summaries and reports that must be published in public media (e.g. meetings, official correspondence, government offices in Central Sulawesi Province, as well as affected districts (i.e. Donggala, Sigi, and Palu City).

Project communication will follow inclusive, participatory, and transparent principles⁶. The methods vary according to the target group such as but not limited to:

⁶ The principles of communication and stakeholder engagement include as follows.

- Participation:** It is necessary to ensure broad and inclusive participation of disaster affected people. Such participation will be conducted through a culturally sensitive approach and is based on meaningful engagement and Free, Prior and Informed Consent (FPIC) in the event of adverse impacts on Indigenous Peoples (or customary law community/traditional communities). Communities will be provided with options to enable them to participate and a targeted outreach will be made available to ensure that vulnerable groups have access to overall project implementation.
- Access to information and disclosure:** Relevant information will be disclosed in a language and forms accessible to target communities and the wider public. Communities will retain the rights to ask information about the status of the project, their entitlements, eligibility criteria as well as responsibilities and FGRM channels will be made accessible
- Social inclusion:** Community engagement should take into considerations various factors which may inhibit and/or prevent participation such as gender inequality, illiteracy, disability, ethnicity, and other exclusion factors amongst vulnerable groups. Hence, consultations and facilitation will be targeted to ensure tailored engagement approach. Risk mitigation measures shall be prepared in consultations with vulnerable groups.
- Transparency:** Environmental and social risks and benefits generated and/or associated with project activities shall be communicated through open and constructive dialogues. Agreement on mitigation measures, including alternative designs shall be documented and made available to the public. A regular monitoring and tracking of FGRM will be made publicly available, including status of resolution.
- Informed consultation without coercion:** Prior engagement and information dissemination should precede consultations to allow such consultations to be meaningful. Project stakeholders will be provided with options on a range of consultation modalities and/or approaches and retain the rights to refuse participation despite such options.

- Regular coordination meetings with relevant government agencies – central, provincial and district/municipality;
- Community facilitation;
- Public information dissemination and disclosure (i.e. through local media, information boards, village representatives and/or leaders);
- Interview with representatives of local communities, facility administrators, relevant government agencies and organizations;
- Public consultations (at provincial, district/municipal, sub-district/municipal levels), workshops, and/or focus group discussions (FGDs);
- Survey and questionnaire (i.e. beneficiary satisfaction assessments)

A communication/stakeholder engagement specialist will be recruited to provide overall technical support for the implementation and further development of this SEP. He/she will be responsible to handle all aspects related to public communication, which also includes media monitoring, stakeholder engagement, system monitoring for FGRMs, capacity building for SEP and communication strategy for both components 1 and 2.

Public information materials to enable wider access to project information as well as progress will be developed during project implementation. This includes the types and forms of information dissemination, as well as timing which will be determined during project implementation based on assessments of communities’ access to such information and barriers. Socio-political situations will be carefully navigated to reduce the risks of social ramifications, confusion, and other social implications which may be common in a post-disaster context. Stakeholders’ communication and consultation preferences, particularly those of target communities will also be carefully assessed to promote greater participation and social inclusion.

H PUBLIC CONSULTATION PLAN

Public consultations serve as one of the stakeholder engagement platforms for the project and generally take place for activities where stakeholders’ views are sought to enhance project design and implementation. These consultations will likely take place in parallel with other engagement activities supported by the project, including community facilitation for planning and mobilization, day-to-day project stakeholder communication and monitoring, regular coordination meetings, ad-hoc consultations, FGRM implementation etc. Hence, the following provides an initial sketch of the main consultations that are expected during the project preparation and implementation.

The public consultation plan will follow inclusive, participatory, and transparent principles, and is outlined in **Table 4** below.

Table 4: Public Consultation Plan

Project Stage	Consultation topics	Method	Target Groups	Timeframe	Person in Charge
Prior to Loan Effectiveness	Project design and site and facility selection	Workshops and Focus Group Discussions (FGDs)	NSUP PMU, sub-national government agencies, NGOs	Tentative (by September 2019)	MPWH (DGHS and DGHP and the Taskforce for Central Sulawesi Reconstruction)

	Environmental and Social Management Framework, including FGRMs	Workshops and Focus Group Discussions (FGDs)	NSUP PMU, sub-national government agencies, NGOs/CSOs	Tentative (by September 2019)	MPWH (DGHS and DGHP and the Taskforce for Central Sulawesi Reconstruction)
	Manuals/technical Guidelines i.e. reconstruction/rehabilitation of public facilities, relocation, financial management and procurement etc.	Workshops	NSUP PMU, implementing agencies, Ministry of Finance, Bappenas, sub-national government agencies	Tentative (by September 2019)	MPWH (DGHS and DGHP and the Taskforce for Central Sulawesi Reconstruction)
	Updates on the project's Stakeholder Engagement Plan (SEP)	Workshops, FGDs, community meetings	NSUP PMU, Sub-national government agencies, NGOs/CSOs, and community representatives (if the situations are conducive)	Tentative (by September 2019)	MPWH (DGHS and DGHP) with assistance from community facilitators (under NSUP)
Project implementation	Environmental permits for public facilities under Component 1 (i.e. AMDAL and/or UKL/UPL)	Workshops, FGDs	Sub-national government agencies, NGOs/CSOs	Prior to construction (following loan effectiveness)	PMU (DGHS and DGHP) with support from sub-national environmental agencies (DLH)
	Sub-project facility selection, including re-siting (comp 1)	Workshops, FGDs	Sub-national government agencies, facility administrators	Prior to construction or following location identification for relocated facilities	PMU (DGHS and DGHP)
	Community relocation planning (comp 2)	Workshops, FGDs, community meetings	Sub-national government agencies, NGOs/CSOs, target communities	Prior to construction (following location identification)	PMU (DGHS and DGHP) with assistance from community facilitators (under the project)
	Land due diligence	Workshops and field investigation	Land Agency, sub-national government agencies, NGOs/CSOs, community representatives	Prior to construction (following proposal on locations)	PMU (DGHS and DGHP) with assistance from community facilitators (under the project)
	Updates on project status	Workshops and FGDs	Central government partners, sub-national government agencies, community	Periodic (during project implementation)	PMU (DGHS and DGHP)

			representatives, NGOs/CSOs		
Project/sub-project completion	Project handover and evaluation	Workshops and FGDs	Central government partners, sub-national government agencies, community representatives, NGOs/CSOs	Following construction completion and final inspection	PMU (DGHS and DGHP)
	Post relocation evaluation	Workshops and FGDs, field assessments	Central government partners, sub-national government agencies, community representatives, NGOs/CSOs	Periodic monitoring following relocation	PMU (DGHS and DGHP) with support from a third-party monitoring team

I FINANCING PLAN

The implementation of the SEP will be funded by the MPWH under the control and coordination of a Central Project Management Unit (CPMU), which will be established to perform day-to-day project management and project coordination under oversight from the DGHS as the project Executing Agency (EA). Implementation of the SEP will fall under the purview of each Project Implementation Unit (PIU), which consist of DGHS for Component 1 and DGHP and DGHS for Component 2⁷.

The overall financing of SEP will be part of the overall project management (**Component 3**) and specific budget expenditures, such as community facilitators will be financed as part of project activities. Further costing for the SEP will be provided together with the overall project costing.

A preliminary assessment of the financing needs is currently being undertaken, with the main elements listed in **Table 5** below.

Table 5: Financing Needs

⁷ The Directorate General of Human Settlements (DGHS) of MPWH will act as the Executing Agency for this project. As the EA, DG Human Settlements will be responsible for coordinating the results achieved by each of the Project Implementation Units (PIUs) and for measuring progress towards the project's objectives. A Central Project Management Unit (CPMU) will be established and will be led by a dedicated Project Coordinator, who will be responsible for managing the overall project coordination, including the implementation of the SEP. Each respective PIU, with technical support from qualified MPWH staff and consultants will engage and work with stakeholders to build and maintain constructive coordination/relationships.

The CPMU will work with each PIUs and communicate with the Provincial and District/Municipal Governments and other stakeholders and will ensure that:

- The latest information of the project status is accessible to all relevant stakeholders to keep them abreast of the progress as well as the constraints.
- Grievances and citizens' feedback on the project design and implementation are systematically documented and made available for the public to access to ensure transparency and accountability.
- Consultations with affected stakeholders as well as interest groups are inclusive and accessible.

J PUBLICATION (INFORMATION DISCLOSURE)

Expenditure Items	Est. Amount	Source
Recruitment of environmental and social specialists, including community engagement specialist.	TBD	Comp. 3 on project management
Public consultations at the national level	TBD	NSUP
Public consultations at the provincial and district levels	TBD	NSUP and Comp. 3
Community facilitators	TBD	NSUP (and Comp. 3 - TBD)
Capacity building on community engagement for facilitators and sub-national governments	TBD	Comp. 3 on project management
Stakeholder engagement and community awareness materials and campaign	TBD	Comp. 3 on project management
FGRM operationalization	TBD	Comp. 3 on project management

Documentation and information about the update of project activities and the results of consultation with stakeholders will be published by the PMU in two places as follows:

- a. Ministry of Public Works and Housing Website → <https://www.pu.go.id>. The specific webpage will be made at the beginning of the project.
- b. Project Office, Directorate-General of Human Settlements, Jl. Pattimura No. 20 Kebayoran Baru, South Jakarta 12110. T: (021) 7228497; informasi@pu.go.id.

K FEEDBACK AND GRIEVANCE REDRESS MECHANISM (FGRM)

As part of the SEP, a Feedback and Grievance Redress Mechanism (FGRM) will be prepared for the project activities under Component 1 and 2.

The aim of FGRM is generally (1) to strengthen accountability to the beneficiaries, and (2) to provide a way for project stakeholders to provide feedback and/or express complaints related to project activities. FGRM serves as a mechanism to identify and solve the problems related to the project and hence, by ensuring the mechanism to be accessible and reliable, systemic issues can be identified and addressed in a coordinated and timely fashion. By increasing transparency and accountability, the operationalization of the FGRM could reduce the risks when the project inadvertently affects citizens/beneficiaries and serves as important feedback and learning mechanisms that can help increase the project's positive impacts.

This mechanism is not only to receive and record the complaints but also solve and communicate the status of resolution back to the complainants to ensure transparency and accountability.

Although feedback must be handled at the level that is closest to the complaint, all complaints must be recorded and follow the basic procedures as required in the SEP. The FGRM therefore represents a process of receiving, evaluating, and handling complaints from the target communities, as well as the broader stakeholders who may be affected or have interest in the project.

The draft FGRM will build on the existing complaints handling system that has been adopted under the NSUP Project. Enhancement measures, such as a dedicated FGRM for project workers will be developed and presented separately in the Labor Management Procedures, which will form part of

the project's Environmental and Social Management Framework (ESMF). The GRM design can be found in **Appendix 2 and 3**.

L MONITORING AND REPORTING

Mid-year and annual progress reports on project activities will be available at the PMU office and published on the Ministry of Public Works and Housing Website (<https://www.pu.go.id>) or at a dedicated webpage developed at the beginning of the project.

SEP monitoring, which will build on the overall project Monitoring and Evaluation (M&E) arrangement, will focus on the overall implementation quality of the stakeholder engagement. The following indicators to assess the quality of the SEP implementation will be finalized and agreed by each implementing agency (**Table 6**). The Project Operational Manual (POM) will reflect these indicators as part of the overall project's M&E indicators.

An independent M&E team may be deployed to assist with the overall monitoring of the SEP, particularly to assess the implementation of stakeholder engagement under Component 2.

Table 6: Monitoring and Reporting

Key elements	Timeframe	Methods	Responsibilities
Stakeholders' access to project information and consultations	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, survey	MPWH (DGHP and DGHS) with support from an independent M&E team
Project beneficiaries' awareness of project activities, their entitlements and responsibilities	Periodic (during project implementation)	Interviews, observations, survey	MPWH (DGHP and DGHS) with support from an independent M&E team
Acceptability and appropriateness of consultation and engagement approaches	Periodic (during project implementation)	Interviews, observations, survey, score-card as relevant	MPWH (DGHP and DGHS) with support from an independent M&E team
Community facilitators' engagement with target beneficiaries	Periodic (during project implementation)	Interviews, observations, survey, score-card as relevant	MPWH (DGHP and DGHS) with support from an independent M&E team
Public awareness of FGRM channels and their reliability	Periodic (during project implementation)	Spot checks, interviews, observations	MPWH (DGHP and DGHS) with support from a communication specialist
Accessibility and readability of public information dissemination materials	Periodic (during project implementation)	Spot checks, interviews, desk-review	MPWH (DGHP and DGHS) with support from a communication specialist

Tones in social media and broader public perceptions (including NGOs/CSOs)	Periodic (during project implementation)	Social media monitoring, interviews, observations	MPWH (DGHP and DGHS) with support from a communication specialist
Rate of grievances and complaints (reported and unreported)	Periodic (during project implementation)	Desk review, interviews, survey	MPWH (DGHP and DGHS) with support from an independent M&E team

Draft

APPENDIX 1 – Stakeholder Identification and Analysis

The level of analysis for stakeholder identification is informed by the level of potential risks and impacts affecting them. The following diagram (**diagram 1**) illustrates that focus is placed on the core beneficiaries as well as host communities of the project and hence, the project will mobilize efforts through facilitator teams to ensure early and inclusive engagement with these groups.

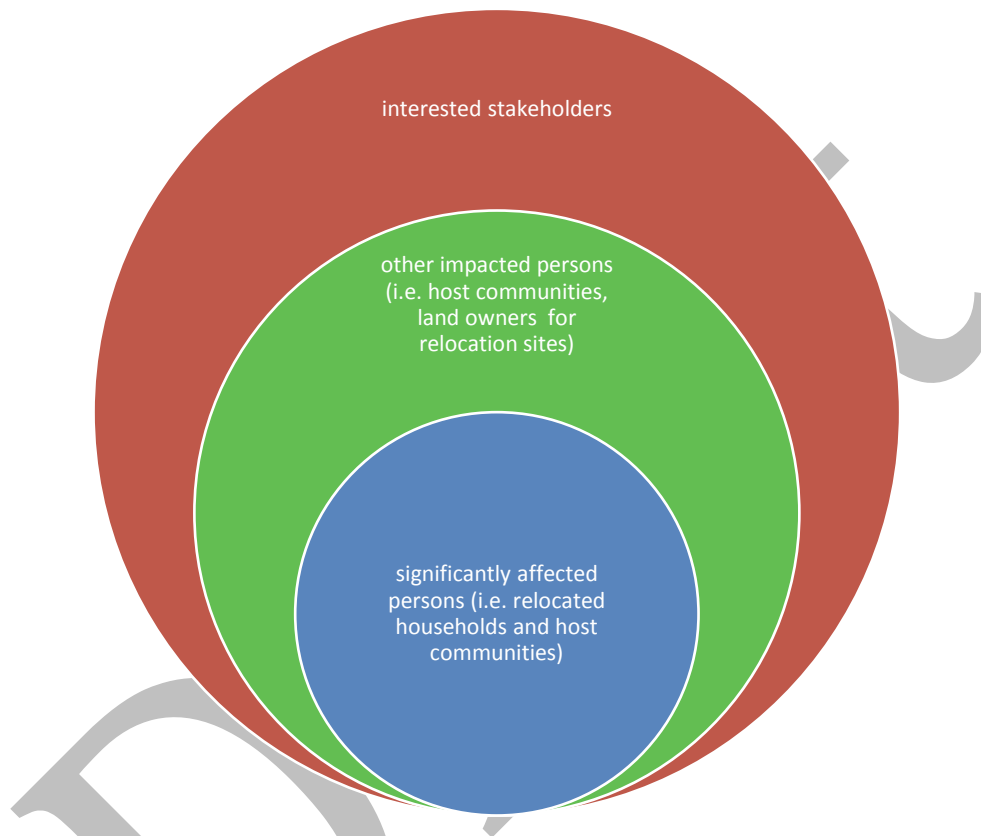


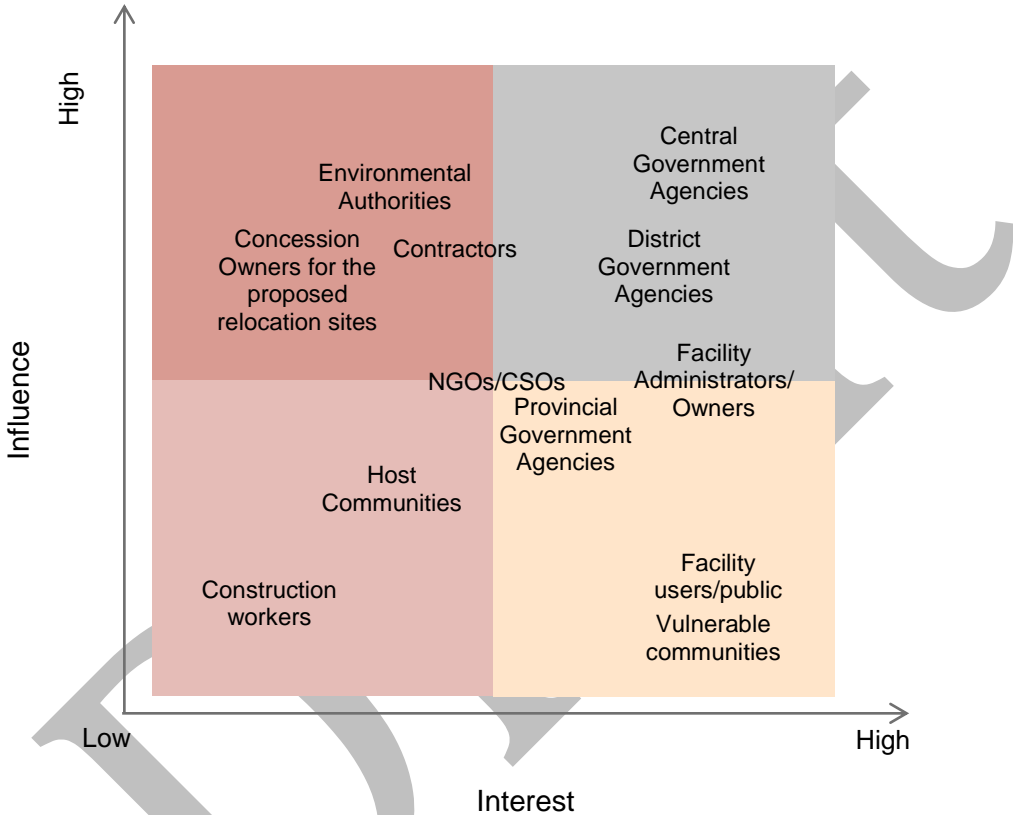
Diagram 1: Stakeholder Identification

An initial analysis of stakeholders' level of influence and interest was carried out for both components 1 and 2 as shown in diagrams 2 and 3.

Under component 1, diagram 2 indicates that while both national and sub-national government agencies will likely have a strong interest in the project activities due to their specific mandates and set targets for Central Sulawesi reconstruction and rehabilitation, their level of influence will likely differ. District/municipal government agencies may have a stronger role as implementing partners compared to provincial government agencies which may focus on coordination and technical oversight. Similarly, while facility administrators and users may have a strong interest to return to normalcy and operate in safer environments, their level of influence with regards to facility selection and design may be more limited than their respective technical agencies (i.e. district health offices versus community health centers or district education offices versus schools). Facility users may have a lesser degree of influence in the overall project implementation.

What diagram 2 indicates points to the need for specific measures and/or targeted outreach to enable those who may experience impacts but have less influence or ability to participate and express their voice in the overall project implementation. Under Component 1, targeted outreach to ensure inclusion of facility users in consultations, particularly those of vulnerable groups (i.e. people with special needs, students, elderly patients, etc.).

Diagram 2: Stakeholders’ Influence and Interest Analysis under Component 1

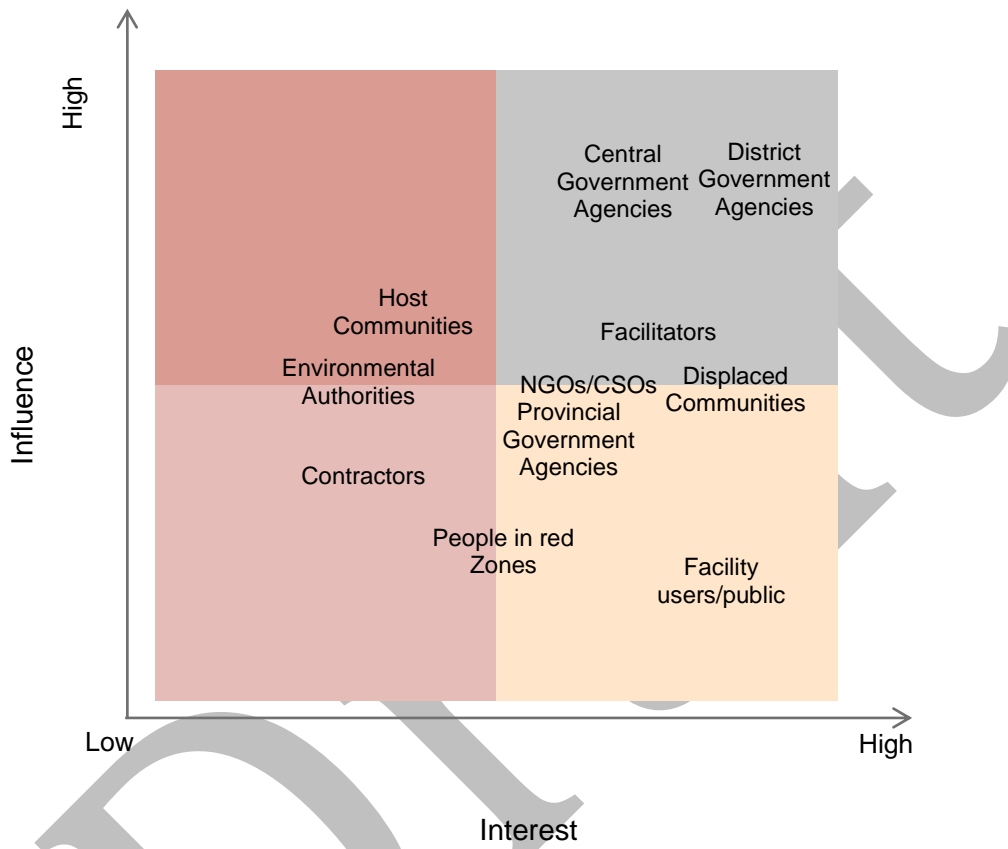


Under component 2, diagram 3 indicates that there is likely a strong interest for sub-national governments, particularly the district/municipal governments to ensure speedy implementation of relocation activities under Component 2 and this is partly due to political pressure from their respective affected constituents. Affected communities may have a varying degree of influence, depending on the scale of impacts (i.e. liquefaction, tsunamis, earthquake and a combination of those impacts) and their access to external organizations (i.e. NGOs) or political parties. Similarly, host communities may also have a varying degree of influence depending on the recognition of their land titles and claims as well as interest in accepting new population groups. Vulnerable communities may have the least degree of influence in the overall project planning and implementation, and hence require a targeted approach to promote their participation and voice.

Similar to the analysis under Component 1, district/municipal government agencies may have a stronger role as implementing partners compared to provincial government agencies which may focus on coordination and technical oversight. Community facilitators, being in the forefront of the overall stakeholder engagement with affected communities, will have a varying degree of influence,

depending on their positions and skills. Hence, investments in capacity building may be strategically focused on these stakeholders.

Diagram 3: Stakeholders’ Influence and Interest Analysis under Component 3



Further analysis of stakeholders’ level of influence and interest is presented in **Table 6**. The table outlines an initial stakeholder analysis which will be subject to further assessments once the project overall activities and targets have been confirmed.

Table 7: Stakeholder Analysis

#	Category	Analysis	Level of Influence	Level of Interest
Component 1: Resilient reconstruction and strengthening of public facilities				
A.	Project affected people (PAPs)			
A. 1	Facility owners and administrators (i.e. schools, hospitals and community health centres)	<p>In-situ rehabilitation may likely be perceived to bring positive benefits since the investments will provide them with safer facilities for them to continue to operate. Some minor to moderate impacts associated with construction activities are envisaged and hence require mitigation measures in the Environment and Social Management Plan (ESMP).</p> <p>Some level of reservation and/or resistance and hence lack of support may be expected if decisions are made to relocate the target facilities to safer areas. Various factors may include land availability, access of their end users to the facilities as well as administrative changes. Districts and Provincial Governments may need to provide and acquire the land for facility relocation. To this end, financing and land availability will need to be confirmed as part of the project preparation.</p>	Medium	High
A.2	Facility end-users (i.e. students, patients, and the wider public)	<p>The following dimensions of risks have been considered, which cover:</p> <ul style="list-style-type: none"> a. Community, Health and Safety risks: exposure to construction associated risks, such as risks of injuries, gender-based violence (GBV); b. Activity disruption due to noises, dusts, operationalization of heavy vehicles within and/or near facility premises; c. Accessibility of the facilities in the case that facilities need to be relocated; <p>These stakeholder groups will need to be engaged to ensure that risks are well understood as well as mitigation measures available. Consultations with these groups will also need to be made to understand their preferences as well as concerns.</p>	Low	High
A.3	Construction workers	<p>The types of construction workers remain to be determined although there is likelihood that construction activities will be handled by contractors being procured by MPWH and hence, a combination of incoming and local construction workers are envisaged.</p> <p>Potential risks may include Health, Safety and Environment (HSE), as well as workers' welfare (i.e. fair and transparent recruitment, payments, health insurance and health benefits). Such requirements will be</p>	Low	Low

		<p>established in the project's Environmental and Social Management Framework (ESMF), which will form part of the bidding documents for contractor procurement.</p> <p>A separate workers' feedback and grievance redress mechanism (FGRM) will be established and further consulted with selected workers during project implementation.</p>		
A.4	Host communities	The level of risks and impacts on host communities where facilities will be reconstructed or relocated will be determined during project implementation. In principle, engagement with these communities and securing their consent will be integrated as part of the overall implementation arrangements under Component 1.	High to medium	Low
A.1.1, A.1.2, A.1.4	Vulnerable groups	<p>These groups may consist of:</p> <ol style="list-style-type: none"> a. Woman-headed households; b. Children; c. People with disabilities; d. Ethnic minorities (tbd); <p>Through community facilitation, consultations with these groups will be tailored to ensure accessibility and participation. Their views will be sought with regards to facility design, construction plan, as well as accessibility of the facilities being financed under the project.</p>	Low	High to medium
B.	Interested Groups			
B.1.	Non-government organizations (NGOs) and other development partners	<p>Public perceptions of the proposed operation remain to be assessed and monitored overtime as well as engagement approaches with relevant NGOs and other development partners.</p> <p>Collaboration with relevant organizations and implementing partners will be sought to ensure complementarity and sustainability of the investments.</p>	Medium to low	Medium to low
Component 2: Resilient construction of permanent housing units and settlement infrastructure				
C.	Project affected people (PAPs)			
C.1	Disaster affected people (earthquake, tsunami, and liquefaction) – 4 districts in Palu			
C.1.1	PAPs – displaced people (i.e. tsunami and liquefaction)	<p>Approximately 172,999 people (55,172 households) have been displaced following the disaster events in Central Sulawesi (Provincial Government's data release as of 30th January 2019). Most of these PAPs can be found in Sigi District, followed by Palu Municipality.</p> <p>This group likely consists of people/households:</p> <ol style="list-style-type: none"> a. whose house are no longer habitable but potentially reconstructed in situ; 	Medium to low	High

		<ul style="list-style-type: none"> b. who lost their houses and land permanently due to tsunami and liquefaction and hence, need relocation; c. who fear of future earthquakes and tsunami and decided to seek refuge in camps and/or temporary housing and; d. who need logistical support and/or subsidies and therefore seek to be registered in camps and/or temporary housing. <p>Due to these reasons, the number of displaced households is predicted to continue to fluctuate overtime and cannot be used a reliable parameter to estimate housing reconstruction and potential relocation needs. The number of displaced households will be confirmed by the Government and corroborated by mission findings.</p>		
C.1.2	PAPs – not displaced	<p>This group consists of people/households in the below categories</p> <ul style="list-style-type: none"> a. people/households living in housing (and on affected land/assets) with minor to moderate damages who will be able to restore these assets in situ; b. people/households living in the red-zone areas who will need and/or encouraged to move to new settlement sites 	Medium to low	Medium to low
C.1.3.	PAPs – host communities (i.e. proposed resettlement areas)	<p>Potential relocation areas which have been endorsed by the Governor include Duyu, Tondo-Talise, and Pombewe-Olobuju. An additional site currently being proposed by the Municipality of Palu is Ngatabaru, which is currently being administered by the district of Sigi.</p> <p>An initial assessment of the host communities is provided as follows, and will need further verification and agreement between MPWH and the World Bank during implementation support missions:</p> <p><u>Duyu</u> The proposed site is located in an urban area, around 0.5 km from the liquefaction area in Balaroa. The total population is TBD, consisting of a mixed population group of local Kaili people as well as in-migrants from various origins.</p> <p>Duyu is currently being planned to host people from Balaroa, with approximately around 1000 households (unofficial figure) having to be relocated.</p>	Medium to low	Low to medium

		<p>There have been reports that the Duyu community has provisionally agreed to the Gol's proposal to use part of their land to host people from Balaroa provided that the Duyu community is eligible to stimulus funds for in-situ reconstruction as well as new housing units. Such understanding requires MPWH and the World Bank's due diligence processes corroborated by mission findings.</p> <p>Potential impacts on the host community are considered to be high due to the proximity of the proposed relocation site to the nearby existing settlements. Hence, potential impacts on public and administrative services, as well as environmental carrying capacity (i.e. water supply) are anticipated. The magnitude and nature of such potential impacts warrant further assessments.</p>		
		<p><u>Tondo-Talise</u> The sites are currently administered by two urban wards, namely Tondo and Talise, with total populations of TBD and TBD respectively. The proposed sites are urban and peri-urban and currently being planned as a new town due to their safe locations. No immediate existing settlements were identified, and the locations consist of empty land plots, which were previously allocated to private concessions.</p> <p>These relocation sites are currently being planned to host coastal communities who were affected by the Tsunami, people from Petobo, who were affected by liquefaction as well as the broader population groups whose settlements may no longer be deemed safe due to their locations within the red-zones (potential number of people to be relocated to be confirmed following finalization of the district and municipal detailed spatial plans (RDTR). However, these sites were perceived inaccessible to impacted people in Petobo and hence, a new relocation site in Ngatabaru is currently being proposed by the Municipality of Palu. Similarly, Tondo-Talise may not be accessible to the fishing communities in the district of Donggala, and hence the potential number of people who are expected to move may be significantly smaller.</p> <p>Potential impacts on the host communities are considered to be less significant compared to Duyu due to the relative distance between the relocation sites and the existing settlements as well as the potential number of people who are willing to move. In addition, measures to</p>	To be further assessed	To be further assessed

	<p>minimize disruption and crowding out of existing public services have been considered by the GoI and development partners (i.e. Buddha Tsu Chi) through provisions of public and social facilities. However, potential impacts with regards to the environmental carrying capacity will warrant further assessments.</p>		
	<p><u>Pombewe-Olobuju</u> The proposed sites are located in a rural location and were previously allocated as a plantation concession (HGU). Due to its lack of management by the concession holder (PT. Hasfam), there have been reportedly private transaction and land claims for agricultural purposes. There is one transmigration settlement within the proposed relocation sites, mostly consisting of people originating from Java and Bali. ATR/BPN is currently curating areas with low risk of dispute from concession holders or informal users and is suitable for resettlement</p> <p>Pombewe-Olobuju are currently being planned to host communities from Petobo who were impacted by liquefaction (101 + 67 additional households – unverified data from Housing Provision Agency of Sigi) as well as the broader population groups who are currently occupying the red-zone areas. Potential number of people to be resettled in the area is yet to be confirmed.</p> <p>Potential impacts on the host communities are expected to be minimal due to i) the approach adopted by ATR/BPN to exclude areas with potential informal claims, ii) provisions of public and social facilities to minimize disruption and crowding out of public services, iii) the number of people who are willing to move may be smaller than expected and iv) relative distance to the transmigrant settlement (TBD).</p>	Medium to low	Low (to be further assessed)
	<p><u>Ngatabaru</u> Ngatabaru has been identified by the local government after requests from Petobo people who were expected to move to Tondo-Talise. The proposed site is peri-urban and located in proximity to the original settlement (0.5 km²).</p> <p>The proposed site appears to be unused/uncultivated and is privately owned. The number of land owners is yet to be identified. Ngatabaru is administratively located in the Sigi District. The Sigi District and Ngatabaru village governments have provisionally agreed to relinquish part of their jurisdictions to the Municipality of Palu, provided that due</p>	High	High to medium

		<p>compensations to the existing landowners have been provided by the Municipality of Palu before formal land transfer can be processed.</p> <p>Potential impacts on the host communities are expected to be low since the site appears unused and is within the proximity of the original settlements and therefore, disruption to the public services can be minimized as far as the existing public and social facilities can be restored to their original use.</p> <p>Ngatabaru may not be included as part of the initial project implementation due to limited understanding of the location's feasibility and land transfer process.</p>		
C.1.1 -1.4	Vulnerable groups	<p>These groups may consist of:</p> <ul style="list-style-type: none"> e. Woman-headed households; f. Children g. People with disabilities <p>Through community facilitation, consultations with these groups will be tailored to ensure accessibility and participation. Their views will be sought with regards to the housing design, site plan, relocation as well as longer-term livelihoods restoration processes.</p>	Low	High
C.5	Construction workers	<p>The types of construction workers remain to be determined although there is likelihood that construction activities will also seek community participation.</p> <p>Potential risks may include Health, Safety and Environment (HSE), as well as workers' welfare (i.e. fair and transparent recruitment, payments, health insurance and health benefits). Such requirements will be established in the project's Environmental and Social Management Framework (ESMF), which will form part of the bidding documents for contractor procurement.</p> <p>A separate workers' feedback and grievance redress mechanism (FGRM) will be established and further consulted with selected workers during project implementation.</p>	Low	Low
D.	Government Agencies (technical agencies)			
D.1	Central Government			
D.1.1	National Planning Agency (Bappenas)	Responsible for overall coordination and policy planning processes at the central level.	High	High

D.1.2	Ministry of Finance	<u>Directorate General of Budget and Fiscal Balance</u> : responsible for the overall fiscal planning, allocation and oversight of ministerial budget and fiscal transfers to the sub-national governments.	High	High
D.1.3	Ministry of Public Works and Housing	<u>Regional Infrastructure Development Agency (BPIW)</u> : responsible for overall site-planning for the relocation sites (Duyu, Pombewe-Olojuju, Tondo-Talise and Ngatabaru)	High	High
		<u>Directorate General of Housing Provision (Penyediaan Perumahan)</u> : responsible for the site preparation and establishment of public and social facilities in the relocation sites	High	High
		<u>Directorate General of Human Settlements (Cipta Karya)</u> : responsible for the site preparation and establishment of public and social facilities in the relocation sites;	High	High
		<u>Directorate General of Highways (Bina Marga)</u> : responsible for the construction of main access roads to the relocation sites. One of the existing World Bank's operation WINRIP has been proposed to finance construction of access roads.	Low (to be further assessed)	Medium to low (depending on the scope)
		The Central Sulawesi Disaster Management Task Force (SATGAS): coordinate and accelerate housing and infrastructure recovery efforts in disaster-affected areas of Central Sulawesi.	High	High
D.1.4	Ministry of Agrarian Affairs, Spatial Planning/Land Agency (ATR/BPN)	<u>Directorate General of Spatial Planning</u> : responsible for spatial planning processes, including leading coordination and oversight of Provincial and District Spatial Plan Revisions (RTRW and RDTR)	High	High
		<u>Directorate General of Land Acquisition</u> : responsible for land transfer and titling processes for the three potential relocation sites (i.e. Duyu, Tondo-Talise, and Pombewe-Olojuju);	High	High
D.1.5	Ministry of Social Affairs	<u>Directorate General of Social Protection and Insurance</u> : responsible for social and financial support for displaced persons, including provisions of livelihoods-recovery support. These includes death benefits (15 million IDR per-person, financial assistance of up to two months (10,000 IDR per-person/day), and Conditional Cash Transfer Program (PKH).	Medium	Medium (depending on the scope)
D.2	Provincial Government			
D.2.1	Governor's Office	TBD		
D.2.2	Provincial Planning Agency	Responsible for overall coordination and policy planning processes at the provincial level, including general rehabilitation and reconstruction plan.	High	High
D.2.3	Provincial Housing, Settlements, and Land-Affairs Agency (<i>Dinas Perumahan, Permukiman dan</i>	Responsible for provincial-level coordination of housing and reconstruction plan	Medium	High

	<i>Pertanahan Provinsi Sulawesi Tengah</i>			
D.2.4	Provincial Public Works (Human Settlements and Water Resources Agency/ <i>Dinas Cipta Karya and Sumber Daya Air</i>)	Responsible for provincial-level coordination for rehabilitation and reconstruction of public buildings.	Medium	High
D.2.5	Provincial Highway and Spatial Plan Agency (<i>Dinas Bina Marga dan Penataan Ruang</i>)	Responsible for provincial spatial planning processes, including land-use zoning	Medium	Medium
D.2.6	Provincial Environmental Agency (<i>Dinas Lingkungan Hidup</i>)	Responsible for provincial-level coordination and oversight of environmental permitting processes by district/municipal environmental agencies	High	Medium
D.2.7	Provincial Land Agency (<i>Kanwil ATR/BPN</i>)	Responsible for managing and coordinating land acquisition and land-rights transfer processes in three relocation sites, including Duyu, Tondo-Talise and Pombewe-Olobuju	High	High
D.2.8	Provincial Disaster Management Agency (BPBD)	Temporary livelihoods support, disaster prevention awareness and in-situ housing support	Medium	Medium
D.3	Municipal and District Governments			
D.3.1	Municipal Planning Agency (Bappeda)	Responsible for overall coordination and policy planning processes at the provincial level, including general rehabilitation and reconstruction plan.	High	High
D.3.2	Mayor's office	Responsible to compensate all land owners/claimants in Ngatabaru, which has been conditionally handed over by Sigi District and following such compensation, propose re-demarcation of district boundaries to the Provincial Government and subsequently Ministry of Home Affairs;	High	High
D.3.3	District and Municipal Government	Responsible for overall leadership, coordination and decision making	High to medium	High
D.3.4	District Spatial Planning and Land Affairs (<i>Dinas Penataan Ruang dan Pertanahan</i>)	Responsible for provincial spatial planning processes, including land-use zoning	Medium	Medium
D.3.5	District and Municipal Environmental Agency	Issuing environmental permits for activities under components 1 and 2	High	High
E. 1	Sub-district and village governments	Responsible for overall community engagement, data collection, selection of beneficiaries (comp. 1)	N/A	High
F. Interested Groups				

F.1.	Non-government organizations (NGOs) and other development partners	Public perceptions of the proposed operation remain to be assessed and monitored overtime as well as engagement approaches with relevant NGOs and other development partners. Collaboration with relevant organizations and implementing partners will be sought to ensure complementarity and sustainability of the investments, particularly livelihoods restoration.	Low to Medium	Low to Medium
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APPENDIX 2 – Grievance Redress Mechanism Design

Definition of GRM: Regarding Operational Guidelines, the Grievance Handling Mechanism is a process for receiving, evaluating, and handling complaints from residents and casualties,

Scope and user of GRM:

Scope: Complaints Handling Mechanisms will be provided for stakeholders and other interested parties to raise questions, comments, suggestions and/or complaints, or provide any feedback from all activities funded by the project.

GRM users include (1) project beneficiaries, people who affected by the project (i.e. people who will and/or directly or indirectly affected by the project), (2) project workers, including construction workers and (3) other citizens who can use GRM for the purposes aforementioned (see Scope). Further elaboration of project workers' FGRM will be provided in the Labor Management Procedures under the Environmental and Social Management Framework (ESMF) for the project.

Management of GRM: GRM will be managed by CPMU, under the direct responsibility of the Project Director. Each PIUs within DGHS and DGHP will appoint a dedicated technical team to manage specific issues and grievances reported under each of their respective components.

Submission of complaints: Complaints can be disclosed at any time during the implementation of the Project.

Procedure

How to file a complaint

The PMU will provide the channels where residents/beneficiaries/ affected residents can make a complaint by:

- a. Social media: twitter, facebook (will be made before starting a project)
- b. Email: project email address: (will be made before starting a project)
- c. Letter: send to the Project Office, Directorate General of Human Settlements, Jl. Pattimura No. 20 Kebayoran Baru, South Jakarta 12110. T: (021) 7228497; Informasi@pu.go.id.
- d. Hotline number will be made before starting a project (can be written with text - WA or SMS)

The project must ensure the availability of all channels and accessibility to the complainant contact.

Confidentiality and conflict of interest: Complaints can be made anonymously. Confidentiality is a fundamental aspect of the project. It is a legal obligation to guarantee all cases, even when the complainant is identified. From that, to avoid conflicts of interest, many channels were made to file complaints.

Receiving and recording: a person who receives complaints will fill out the complaint form (see Appendix 3), records them in the Complaints List, and are saved by the person in charge of GRM. Next, complaints must be immediately submitted to the tracking system. In the tracking system, complaints are sorted and transferred to the division that is responsible for investigating and handling complaints, or to staff if the complaint is related to a particular project activity. The Project Director is responsible to choose a person who will direct the complaint, whether or not the complainant needs an investigation and the time period to respond.

To appoint an investigating officer, the Project Director must ensure that there is no conflict of interest. All people involved in the investigation process must not have material, personal, or professional

interests to the investigation and there is no personal or professional relationship with the complainant or witness.

After the investigation process is well-managed, the person in charge will organize the GRM records and enter these data into the Complaints List.

The number and type of suggestions and questions must also be recorded and reported so that they can be analyzed to improve project communication.

Review complaints or/and questions

Complaints must be checked within 10 (ten) working days. The person who takes in charge of investigating complaints will gather the facts to get a clear situation. Investigation/follow-up can include site visits, document review, and meetings with parties who can solve the problem.

The results of the investigation and response will be submitted for consideration to the Project Director, who will decide what action to take. After a decision is made and the complainant receives the information, the investigation specialist will explain the action to be taken in the complaint form (see Appendix 2), as well as details of the investigation and findings, and submit a response to the Project Director for signing.

Response to complaints

The complainant will receive verification by mail or e-mail. Responses are made in answer to a question based on the materials of the investigation and, if appropriate, must refer to national law.

The deadline of investigating complaints can be extended to 10-30 business days by the Project Director approval, and the complainant must be informed whether:

- a) additional consultation is needed to respond to a complaint;
- b) complaints need to be answered by complex information and need to learn additional materials to respond.

Awareness raising: Information is provided in an accessible format. Information about the Grievance Handling Mechanism will be available on the website (<https://www.pu.go.id>) and will be included in communication with stakeholders.

Staff placement and capacity building: The Project Director will assign roles and responsibilities to PMU staff. This will be documented in the Project Operation Manual and will be updated regularly.

- Management of the entire GRM system
- Develop and maintain the improvement of awareness
- Collecting the complaints
- Recording the complaints
- Notification to complainants about receipts and deadlines for reviewing complaints
- Sorting / categorizing complaints
- Observing the entire problems, including the causal relationship between project activities and suspected damage/danger/ disturbance
- Decision making based on the observation
- Processing appeals or ongoing communication to complainants with the aim of resolving the issue peacefully
- Publishing the responses to a complaint (need to be confirmed by the complainant)
- Organizing and applying information delivery and awareness raising campaigns

- Reporting and handling GRM results.

Transparency, monitoring, and reporting

Transparency

Regular policies, procedures, and updates on the GRM system, complaints made and resolved, will be available on the website (<https://www.pu.go.id>). This component will be updated every mid-year.

Routine internal monitoring and reporting

The PMU will assess the GRM function on a quarterly basis to:

- Make summaries of GRM results on a monthly & quarterly basis, including suggestions and questions, to the project team and management.
- Review the status of complaints that have not been resolved and suggest corrective actions as needed.

On the quarterly meeting, there will be a discussion and review the effectiveness and use of GRM and collect suggestions on how to improve it.

Submitting the midterm and annual progress report to the World Bank

In the midterm (semester) and annual implementation reports that are submitted to the Bank, the MPWH will include GRM results, which provide the latest information as follows:

- Status of GRM formation (procedures, staffing, awareness raising, etc.);
- Quantitative data about the number of complaints received, the relevant number, and the amount completed;
- Qualitative data about the types of complaints and answers given, unresolved problems;
- The time needed to resolve complaints;
- Number of complaints resolved at the lowest level, rising to a higher level;
- Any special problems solved by procedures/staffing;
- Factors that can influence the use of the GRM / beneficiary feedback system;
- All corrective actions used.

APPENDIX 3 - COMPLAINTS / QUESTIONS RECORD FORM

COMPLAINTS / QUESTIONS RECORD FORM (Form A)				
Instructions: This form must be completed by staff who receive questions or complaints and are stored in the project file. Please attach relevant supporting documentation/letters.				
Date of Complaint:		Name of Staff:		
Complaints Received by (please tick (√) the appropriate box):				
<input type="checkbox"/> National <input type="checkbox"/> City <input type="checkbox"/> Municipality <input type="checkbox"/> Village				
Complaint made via (please tick (√) the appropriate box):				
<input type="checkbox"/> In person <input type="checkbox"/> Phone <input type="checkbox"/> E-mail <input type="checkbox"/> SMS <input type="checkbox"/> Website				
<input type="checkbox"/> Complaint Box / Other advice <input type="checkbox"/> Community Meeting <input type="checkbox"/> General Consultation				
<input type="checkbox"/> Others _____				
Name of Complainant: (information is optional and confidential)				
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female				
Address or contact information of complainant: (information is optional and confidential)				
Location of complaints/problems occurred [please write]				
National:	City:	Province:	Village:	
A Brief Explanation of Complaints or Questions: (please write as detail as possible)				

	Category 1	Social Issues
	Category 2	Environmental Issues
	Category 3	Complaints related to violations of policies, guidelines, and procedures
	Category 4	Complaints related to breach of contract
	Category 5	Complaints regarding misuse of funds/lack of transparency, or other financial management problems
	Category 6	Complaints related to abuse of power/intervention by the project or government
	Category 7	Complaints regarding staff performance
	Category 8	Force majeure report
	Category 9	Complaints about Project intervention
	Category 10	Others
Handle and follow up required by:		
Progress in resolving complaints (e.g. answered, resolved):		

APPENDIX 4 – Institutional Arrangements for Stakeholder Engagement

The DGHS within MPWH will act as the Executing Agency (EA) for this Project, with day-to-day project management and project coordination under a Central Project Management Unit (CPMU). Project Implementation Units (PIUs) will be under relevant directorates within DGHP and DGHS in MPWH. At the Provincial level the institutional arrangements are similar with daily project implementation management through a Provincial Management Unit (PMU) and local level working units (Saters) as illustrated in the schedule below.

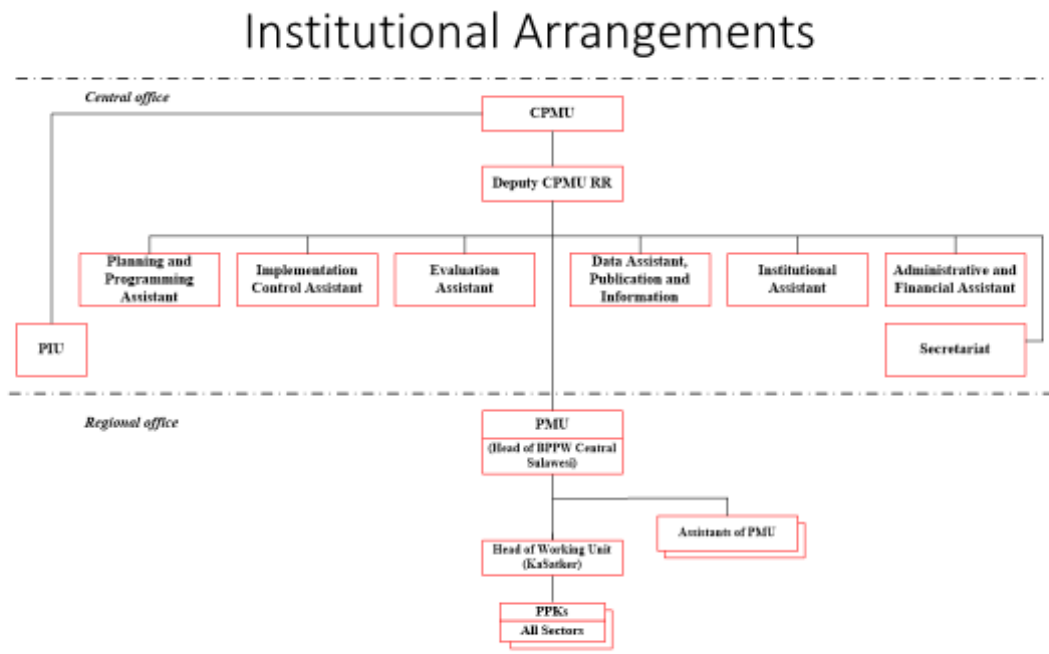


Diagram 4: Institutional Arrangement

Reconstruction of public facilities (Component 1) and housing settlement infrastructure (Component 2) will be implemented by DGHS, which would plan, design, procure, and supervise the reconstruction/construction works. Similarly, mobilization of facilitator teams will be under the responsibility of DGHS, including management of the PMU for the overall stakeholder engagement. Engagement with facility owners as well as end users and the broader public under Component 1 will be facilitated by respective district and municipal governments.

Community engagement under Component 2 will rely on facilitator teams and hence, they will be responsible most of the interactions with target communities, including host communities. These facilitators will be procured under the on-going NSUP project and hence, the current PMU for the project will be responsible for the overall management of facilitators, including capacity building aspects.

Once construction works are completed, the completed buildings will be handed over to the relevant subnational government for operations. Formal ownership of each asset will also be transferred to the relevant subnational government, and hence longer-term engagement with facility owners as well as end users will be transferred to respective sub-national governments.

Construction of new housing units (Component 2) will be implemented by DGHP, which would plan, design, procure, and supervise the construction works. Once completed, formal ownership of each

asset will be transferred to individual households through the Government's standard land administration processes. The DGHP will closely engage with the facilitator teams to ensure that risks associated with housing construction activities as well as selection of target beneficiaries are fully informed with community feedback through the implementation of the SEP.

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APPENDIX 5 – Component 2 Beneficiary Mapping

The approach to determine target beneficiaries under this component is broadly illustrated in the following diagram (**diagram 4**).

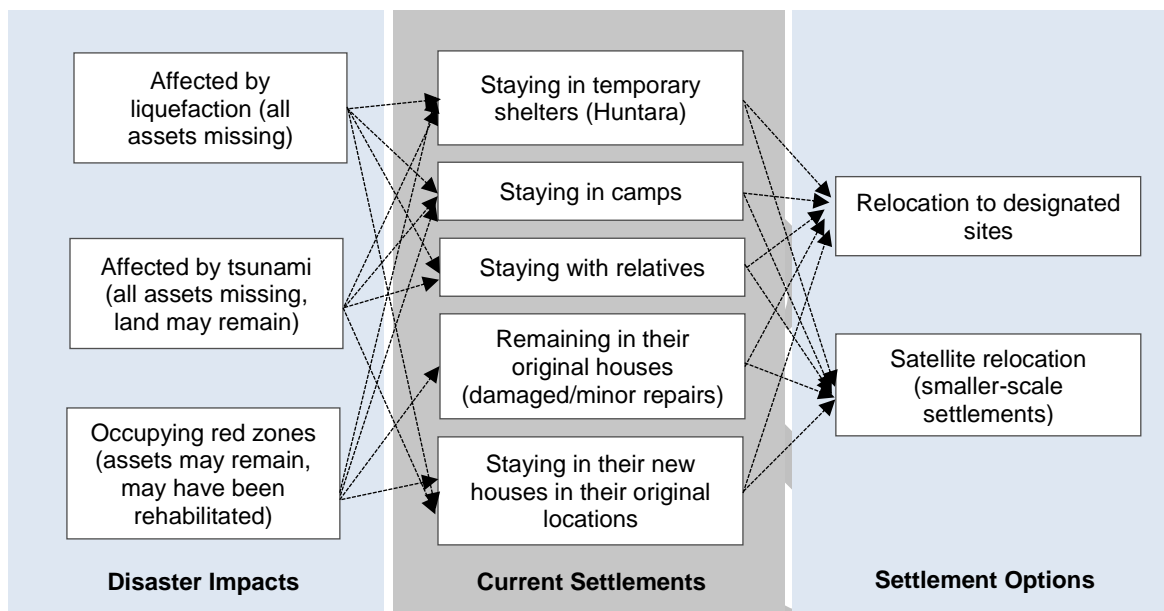


Diagram 5: Beneficiary Identification and Mapping

As diagram 5 illustrates, five classifications of disaster affected people who are the current target for Component 2 were made on the basis of their current settlements. For the first phase of the project implementation, priorities will be offered to households who have been occupying temporary shelters (Huntara) as well as those who remain in camps. The subsequent phase will target those who are occupying the red-zones, including coastal areas once the district and/or municipal detailed spatial plans (RDTRs) have been issued.

Currently there are two schemes being considered:

- a. Relocation to designated sites: at this stage, the following designated locations have been proposed through the Central Governor Degree, which include: Duyu, Tondo-Talise, and Pombewe Oloju. Communities will be provided options to relocate to these areas and priorities will be given to those affected communities whose reside near the designated sites to minimize impacts on livelihoods (i.e. Balara communities moving to Duyu);
- b. Satellite relocation: a smaller scale relocation option (locations to be identified) will be offered as an alternative option to households who may have their own preferences. These households will need to form a group of 50 – 70 households and will be assisted to identify potential land, which will be subject to further screening and assessments in light of the safety as well as the legal status of the proposed sites;

Self-relocation is currently being considered as an alternative option. Its financing scheme is being considered under the National Affordable Housing Program, which is being implemented by the DGHP of MPWH.

Validation of target households, including their relocation preferences under Component 2 is currently being undertaken by district and municipal governments in Central Sulawesi. Beneficiary data will be re-validated and verified by community facilitators through the ongoing NSUP operation. Initial criteria indicator for beneficiary selection have been formulated along with procedural requirements to ensure that only disaster affected households are eligible to project benefits under Component 2.

The table below outlines possible criteria for beneficiary selection, which will be further elaborated in the Project Operation Manual (POM).

Table 8: Beneficiary Selection

No.	Criteria Indicator	Conditions/Requirements
1.	<ul style="list-style-type: none"> • Lost their houses due to liquefaction/ tsunami/ red-zone restriction • Currently living in temporary shelters (Huntara) and/or camps • Willing to move to communal relocation areas 	<ul style="list-style-type: none"> • Endorsement from <i>Huntara</i> (temporary shelter) Management unit; • Endorsement from 2 (two) other householders form the same location, receive the assistance and living in <i>Huntara</i> <p><i>Note: application forms will be further developed and included in the POM.</i></p>
2	<ul style="list-style-type: none"> • Lost their houses due to liquefaction/ tsunami/ red-zone restrictions; • Currently living in relatives' houses and/or already returned to their original houses (slight/medium damage) and/or built temporary house in original locations; • Willing to move to communal relocation areas 	<ul style="list-style-type: none"> • Endorsement of former village leader/representatives; • Endorsement from 2 (two) other householders form the same location, or those living in <i>Huntara</i>; <p><i>Note: application forms will be further developed and included in the POM.</i></p>
3	<ul style="list-style-type: none"> • Lost their houses due to liquefaction/ tsunami/ red-zone restrictions; • Currently living in <i>Huntara</i>/ relatives houses/ already returned to their original houses (slight/medium damage)/built new houses in original locations; • Unwilling to move to communal relocation area, propose individual relocation sites; • Request assistance (money and construction facilitation); 	<ul style="list-style-type: none"> • Endorsement from <i>Huntara</i> Management unit if living in <i>Huntara</i> or endorsement of former village leader/representatives if not living in <i>Huntara</i>. • Endorsement from 2 (two) other householders form the same location or • Endorsement from current village leaders if living in relatives' houses or have moved to other locations. <p><i>Note: application forms will be further developed and included in the POM.</i></p>

Special arrangements for minors who lost their family members will be developed in consultations with affected communities. In previous instances, an authorization letter of custody from Civil Registration Office was used.

Beneficiaries Mapping and Participatory Planning: community participation is key to success in any post-disaster housing reconstruction. Such an approach encourages transparency, ownership and empowerment as well as minimizes social conflicts in the future. Needs assessment followed by

projected beneficiaries' identification or beneficiaries mapping represent the starting point of the overall process.

District and Municipal government with support from facilitator teams provided by the project will be responsible to conduct such needs assessments and community mapping. An initial process is needed to determine the number of households currently displaced as well as those occupying red-zones.

Table 8 outlines a proposed plan for community participatory planning, which is an integral component of the SEP.

Table 9: Community Participatory Planning

Step	Input	Output	Person in-Charge
Needs Assessment		#households who needs housing assistance in new sites: <ul style="list-style-type: none"> - Stage 1: households who lost their houses due to tsunami and liquefaction impacts - Stage 2: households whose houses are located in the red zones 	MPWH (DGHS and DGHP) with technical and facilitation support from PMU (NSUP for the first year) and community facilitators.
Beneficiaries Identification	Needs assessments and post-disaster new site housing approaches which include: <ul style="list-style-type: none"> - Reconstruction approach - Location options - Housing design and technology 	Community groups with BNBA (By Name by Address) based on: <ul style="list-style-type: none"> - Location preferences - Housing design and technology 	MPWH (DGHS and DGHP) with technical and facilitation support from PMU and community facilitators.
Beneficiaries Mapping	Beneficiaries identification and detailed locations	Community preference assessments (conducted in smaller groups preferably) based on preferred future neighbourhood to maintain social cohesion and social safety nets.	MPWH (DGHS and DGHP) with technical and facilitation support from PMU and community facilitators.
Relocation Planning	Community groups and guidelines on: <ul style="list-style-type: none"> - Site planning - Disaster risk mitigation strategy and inclusive design for settlements 	Site plans which include housing design, neighbourhood arrangements, public facilities, and accessibility. Participatory review of Community Relocation Plan (CRP) at the ward and village level (integrating social inclusion, including planning for disability friendly infrastructure and safe infrastructure);	MPWH (DGHS and DGHP) with technical and facilitation support from PMU and community facilitators.

		Land due diligence assessments by MPWH.	
Construction planning	Site plan and community group data (family members)	Timeline and prioritization for relocation. Priorities will be given to vulnerable groups (elderly, single headed households, households with bigger household members)	

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