

Resilient Action for Development and Disaster Recovery Project in Himachal Pradesh (READY-HP)



DEPARTMENT OF REVENUE
GOVERNMENT OF HIMACHAL PRADESH

STAKEHOLDER ENGAGEMENT PLAN
OCTOBER 2025

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List of Acronyms

CPR	Community Property Resource
DOE	Department of Energy
ESIA	Environmental and Social Impact Assessment
ESF	Environment and Social Framework
ESS	Environment and Social Standard
ESCP	Environment and Social Commitment Plan
EHS	Environment, Health & Safety
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental & Social Management Framework
ESMP	Environmental & Social Management Plan
FPIC	Free Prior and Informed Consultation
FGDs	Focus Group Discussions
GOI	Government of India
GoHP	Government of Himachal Pradesh
GRC	Grievances Redressal Committee
GBV	Gender Based Violence
HP PWD	Himachal Pradesh Public Works Department
JSV	Jal Shakti Vibagh
LMP	Labour Management Procedure
NGO	Non-Governmental Organisation
PAP	Project Affected Persons
PIU	Project Implementing Unit
PwD	People with Disabilities
RPF	Resettlement Policy Framework
R&R	Resettlement & Rehabilitation
SC	Scheduled Caste
SEP	Stakeholder Engagement Plan
ST	Scheduled Tribes
SRLM	State Rural Livelihood Mission
WB	World Bank
WHH	Women Headed Household

Executive Summary

Project Description

Cloudbursts, flash floods, debris flows and landslide incidents triggered by heavy rain during the 2025 monsoon season (June 20 to Sept. 26) have caused extensive impacts in Himachal Pradesh. These disruptions severely affected livelihoods sectors including tourism, agriculture and horticulture, in addition to the direct damages those sectors suffered indirect losses from disruptions due to landslides, floods, soil erosion etc. READY-HP will support the Government of Himachal Pradesh with resilient reconstruction of key assets for the three most affected public service sectors as well as strengthening of resilience of livelihoods and employment. The pathways to achieve this goal require investment in immediate recovery of transport infrastructure, water, sanitation and irrigation, and power distribution systems. This effort will be paired with strengthening institutional capacity for systemic risk reduction and resilient recovery. ***The project development objective (PDO) is to support resilient disaster recovery and livelihoods and increase state capacities for risk informed development.***

The project has the following four sub-components: **Component 1: Institutional Strengthening & Reforms for Resilience:** To systemically address Himachal Pradesh's growing disaster risk, this component aims at strengthening institutional capacity for resilient recovery and development. **Component 2: Resilient Infrastructure and Livelihoods Recovery:** This component aims at resilient recovery of key public services, namely transport (roads and bridges); public buildings; water, sanitation and irrigation; and energy supply. **Component 3: Implementation Support and Knowledge Management:** This component aims to support the effective implementation of the project. It will finance staff and consultants in the project management unit and project implementation units, monitoring and evaluation, communications and relevant trainings. **Component 4: Contingent Emergency Response Component:** This zero-cost component (no initial funding allocation) enables rapid reallocation of funds from other project components for emergency response and recovery.

Purpose of Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) has been developed to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle". The SEP outlines the ways in which the PMU – Department of Revenue and three PIUs – Jal Shakti Vibagh, Department of Energy and Public Works Department, will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

Stakeholder Identification

During preparation stage, as roads were damaged resulting in restricted and on occasions unsafe access, only limited consultations by JSV were possible and were undertaken with a few stakeholders in the first week of October 2025. These helped to inform the communities about the various projects

and elicit their concerns¹. Based on a rapid preliminary assessment² the following stakeholders have been identified and analysed. These include **Affected Parties**: local persons, communities affected by the disasters and other parties that may be subjected to direct impacts from the Project. Specifically included are Title Holders or owners of Private land; Residential Properties; Commercial Properties/shops; Resi-cum-comm Properties; Non-Titleholders i.e. Informal settlers (encroachers) or occupants; Others: Tenants of commercial or Resi-cum-comm. Establishments; Employees of commercial establishments. **Other Interested Parties**: These include other than the directly affected persons or communities, including: community members affected by the disasters, including persons affected by the disasters i.e. those persons/families that have lost family members, assets such as lands either washed away or silted; structures that have been damaged /fully washed away, lost their livelihoods from these natural events, Village level committees are formed for disaster, Village Panchayat members, Other Community leaders, local panchayat members, women pradhans, women involved in various activities under the livelihoods component, Anganwadi workers, teachers, NGOs, CBOs operational in the area, SME clusters operational particularly in the Horticulture belt, Construction Contractors /Vendors/Suppliers to the Project, Himalayan Apple Growers Society, Himachal Pradesh Tourism Development Corporation, Hotel Owners Associations along Project roads. **Disadvantaged / vulnerable individuals or groups** include: Women Headed Households (WHH), Elderly People, Persons with Disabilities (PWD), Scheduled Castes (SC), People Below Poverty Line (BPL), Scheduled Tribes, Community members in remote areas.

Stakeholder engagement program

On the preferred strategy for disclosure of information on project components and related interventions/activities stakeholders indicated their preferences for information to be provided vide consultations organized with through Village level committees. Also they indicated mobiles as their primary choice for receiving project information and weather alerts.

Specifically, the project will require engage with stakeholders on the following topics: Project scope, projects being considered for recovery, reconstruction, approaches to livelihood recovery, Early warning systems, relief shelters, Process for land taking by direct purchase or acquisition, compensation; Impact mitigation measures including R&R provisions as approved by the government; payment modalities, Specific design interventions for vulnerable and disadvantaged persons, Impact on access, disruption to services and arrangement during re-construction, GBV/ SEA and Mitigation measures, Workzone safety management and measures, Occupational Health and Safety, Community Health and Safety, Road Safety and Traffic Management Measures, Grievance or complaint handing mechanisms, Processes of the various PIUs. These will be done through household level surveys, Face to Face Meetings, Consultation & FGDs, Newspaper notices and leaflets, SMS Notifications, Engaging of community facilitators (specifically for remote locations), Formal one-on-one meetings with senior staff, etc. PMC supporting the PMU - Revenue Department too will include a Communication or Stakeholder engagement specialist.

¹ . However, more will be undertaken as road connectivity and thereby access improves

Responsibilities and Budget for implementing stakeholder engagement

Project documents will be disclosed by the Revenue Department on its website - (<https://himachal.nic.in/revenue>) and also the three PIUs – Jal Shakti Vibagh, Department of Energy and Public Works Department, shall disclose Project documents, including those on E&S aspects. Drafts of ESCP and SEP will be disclosed at this stage. Other documents that are to be prepared later such as ESIA, ESMP, RAP, LMP, ESMF, RPF, ESCP, SEP, etc shall be disclosed as per timelines in the approved ESCP. These too shall be disclosed for seeking feedback. Additionally, the following information shall also be disclosed: Grievance Mechanism (GM) procedures and focal point information, updates on project developments, public notices, press releases and tender notices for hiring E&S evaluation consultants, civil work, etc.

The budget estimate for the implementing SEP is INR 40.8 lakh annually and INR 1.63 crores for four years.. This includes the costs of printing, documentation, advertisement, venue, transportation, refreshment, and other miscellaneous. Stakeholder engagement budget will increase gradually, commensurate with project development.

Grievance Mechanism

SPMU headed by the Project Director, READY – HP will be responsible for all project related issues including grievance resolution. Each of the IAs will use respective GMs to redress, while PMU (Revenue Department) will coordinate, collate and report to Bank. There are multiple GMs in the state such as Citizen Seva (ULB specific), Samadhan Shivirs (Physical events), SAMGR ESAMADHAN, CM SEWA SANKALP HELPLINE (1100) or MMSS (Mukhya Mantri Sewa Sankalp) and grievances received on these portal also get routed to these PIUs. The PIUs will keep records of grievances received, including contact details of the complainant, the date the complaint was received, the nature of the grievance, agreed corrective actions and the date these were affected and the final outcome. The project MIS will record and report on all complaints received from all the different mediums. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PIU's office, as well as reported in monitoring reports submitted to World Bank on quarterly or semi-annual basis. All resolutions shall be communicated to the aggrieved party / complainant(s). In case of complaints relating to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) complaints, will be ethically received and confidentially managed. Complaints in this regard will be forwarded directly by the PIUs to the SPMU, for appropriate investigation and resolution therein ensuring that survivor/victim identity and case details are known only to key persons. PIUs will also ensure the setting up of labor GRMs by the various contractors and monitor their functioning. They will ensure that the contractors submit information on grievance management as part of the monthly progress reporting.

Monitoring and Reporting

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. In particular, it will include cumulative qualitative reporting on the feedback received during SEP activities, capacity building actions, community level discussions on various actions, segregated by gender, functioning of grievance mechanism. Also, in terms of reporting back to

stakeholder groups, Information on public engagement activities undertaken by the Project during the year would be conveyed to the stakeholders in various ways such as letters, media briefings, etc.

1 Introduction and Project Description

Cloudbursts, flash floods, debris flows and landslide incidents triggered by heavy rain during the 2025 monsoon season (June 20 to Sept. 26) have caused extensive impacts in Himachal Pradesh. These disruptions severely affected livelihoods sectors including tourism, agriculture and horticulture, in addition to the direct damages those sectors suffered indirect losses from disruptions due to landslides, floods, soil erosion etc. These impacts show clearly that the public infrastructure is not adequate for the flood intensity and landslide occurrence now happening on a yearly basis.

Livelihoods and employment have been affected by interruptions to public services such as access, water, and energy. Unsafe roads and access issues stopped tourism entirely in the worst-hit districts during the 2025 monsoon. Apples are the backbone of Himachal Pradesh's economy, supporting over 150,00 families, most of whom are small and marginal farmers. Due to road closures, the transportation of ripe fruits to markets was disrupted, while heavy rainfall contributed to pest outbreaks that adversely impacted the crops, leading to considerable losses.

READY-HP will support the Government of Himachal Pradesh with resilient reconstruction of key assets for the three most affected public service sectors as well as strengthening of resilience of livelihoods and employment. The pathways to achieve this goal require investment in immediate recovery of transport infrastructure, water, sanitation and irrigation, and power distribution systems. This effort will be paired with strengthening institutional capacity for systemic risk reduction and resilient recovery. The goal is to not only ensure resilience is a priority in the reconstruction of assets financed under READY-HP, but that institutions are strengthened to mainstream this approach across all development initiatives in the state.

The project development objective (PDO) is to support resilient disaster recovery and livelihoods, and increase state capacities for risk informed development.

The project has the following four sub-components:

Component 1: Institutional Strengthening & Reforms for Resilience

To systemically address Himachal Pradesh's growing disaster risk, this component aims at strengthening institutional capacity for resilient recovery and development.

Component 2: Resilient Infrastructure and Livelihoods Recovery

This component aims at resilient recovery of key public services, namely transport (roads and bridges); public buildings; water, sanitation and irrigation; and energy supply. Priority was given to assets critical for service provision and sites with repeated issues or complex problems to develop best practices using innovative solutions.

Component 3: Implementation Support and Knowledge Management

This component aims to support the effective implementation of the project. It will finance staff and consultants in the project management unit and project implementation units, monitoring and evaluation, communications and relevant trainings.

Component 4: Contingent Emergency Response Component

This zero-cost component (no initial funding allocation) enables rapid reallocation of funds from other project components for emergency response and recovery. It also serves as a mechanism to channel additional financing from other sources during crises.

The Himachal Pradesh - Resilient Action for Development and Disaster Recovery Project is being prepared under the World Bank's Environment and Social Framework (ESF).

2 Objective/Description of Stakeholder Engagement Plan (SEP)

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the PMU - Revenue Department, GoHP and three PIUs of Jal Shakti Vibagh, Department of Energy and Public Works Department, shall communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

3 Stakeholder Identification and analysis

3.1 Methodology

For READY-HP, based on a rapid preliminary assessment³the following stakeholders have been identified and analysed. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2 Affected Parties

Affected parties include local persons, communities affected by the disasters and other parties that may be subjected to direct impacts from the Project. Specifically, the following individuals and groups fall in this category:

Title Holders: Owner of following 1. Private land; 2. Residential Properties; 3. Commercial Properties/shops; 4. Resi-cum-comm Properties; **Non-Titleholders i.e.** Informal settlers

³As sub-projects and locations are still being identified, it is possible there would be some change in the type of stakeholders

(encroachers) or occupants; **Others:** Tenants of commercial or Resi-cum-comm. Establishments 2. Employees of commercial establishments

3.3 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected persons or communities, including:

- community members affected by the disasters, including persons affected by the disasters i.e. those persons/families that have lost family members, assets such as lands either washed away or silted; structures that have been damaged /fully washed away, lost their livelihoods from these natural events,
- Village level committees are formed for disaster, Village Panchayat members, Other Community leaders, local panchayat members, women pradhans, women involved in various activities under the livelihoods component, Anganwadi workers, teachers, NGOs, CBOs operational in the area, SME clusters operational particularly in the Horticulture belt, Construction Contractors /Vendors/Suppliers to the Project, Himalayan Apple Growers Society, Himachal Pradesh Tourism Development Corporation, Hotel Owners Associations along Project roads.

3.4 Disadvantaged / vulnerable individuals or groups

The HP READY may affect vulnerable or disadvantaged groups which may face barriers in accessing the project information or other project benefits. The list of vulnerable groups and possible barriers include, but are not limited to, those outlined in Table 3-1.

Table 3-1: List of Vulnerable Groups and Possible Barriers

S. No.	Vulnerable Groups	Possible barriers for vulnerable groups to access information and or other project benefits
1	Women Headed Households (WHH)	<ul style="list-style-type: none"> • May feel uncomfortable in sharing opinions or raising concerns in the presence of men. • May encounter inadequate representation stemming from misconceptions about women's capabilities and their limited involvement in decision making process. • Typically occupied with familial responsibilities and balancing various household chores and work commitments to sustain their families.
2	Elderly People	<ul style="list-style-type: none"> • Communication obstacles, physical accessibility, health issues and limited access to or proficiency with technology may hinder elderly people from accessing information.
3	Persons with Disabilities (PWD)	<ul style="list-style-type: none"> • Formats of communication (Mobile SMS, Whatsapp) and information materials. • May face potential exclusion during project planning and in accessing benefits due to physical accessibility constraints.
4	Scheduled Castes (SC)	<ul style="list-style-type: none"> • May feel unwelcome to attend events (fear of discrimination or prejudice). • May not be informed about public events.

S. No.	Vulnerable Groups	Possible barriers for vulnerable groups to access information and or other project benefits
		<ul style="list-style-type: none"> Language of project related documents and information. May face challenges due to their limited education and socio-economic conditions.
5	People Below Poverty Line (BPL)	<ul style="list-style-type: none"> May face challenges due to their limited education and socio-economic conditions. Language of project related documents and information.
6	Scheduled Tribes	<ul style="list-style-type: none"> May face challenges due to their limited education and socio-economic conditions.
7	Community members in remote areas	<ul style="list-style-type: none"> Remotely locations impeding access that is further aggravated by the recent disasters including landslides

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4 Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement done Project Preparation

During preparation stage, as roads were damaged resulting in restricted and on occasions unsafe access, only limited consultations by JSV were possible and were undertaken with a few stakeholders in the first week of October 2025. These helped to inform the communities about the various projects and elicit their concerns⁴ Detailed information on stakeholder consultations and interviews is provided in **Table 4-1**. Photos of these consultations are presented in **Annexure 2**.

Table 4-1: Details of Stakeholder Consultations

S. No.	Name of the Sub-Project	Number of Participants	Issue Raised/Topics discussed	Feedback from project
1	FIS Baragran Bari Division Kartain, District Kullu (place of meeting -Panchayat gharbaragran	Total - 17 (Male-14, Female-3)	<ul style="list-style-type: none"> Irrigation scheme was working well before the cloudburst/flash floods. Impact and damages due to flash floods persists. Irrigation to crops during the season is affected. Rainwater used for irrigation during this period. During any disaster, information/support/help is received from Panchayat/social media. Village level committees are formed for disaster management with Vice President of Panchayat and Ward representatives as members. People want Head weir to be uplifted and realignment of gravity main pipe 	<ul style="list-style-type: none"> Noted, efforts are being made to immediately restore/repair these schemes. Assessment of damages to crops has already been carried and situation is being monitored Noted. More effective early warning and response systems are being planned Good that these committees are functioning and these will be provided with training to make them even more active Yes, that is being planned and we will seek cooperation

⁴ . However, more will be undertaken as road connectivity and thereby access improves

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S. N o.	Name of the Sub-Project	Number of Participants	Issue Raised/Topics discussed	Feedback from project
			<p>in safe zone, so that damage may be reduced.</p>	<p>on identifying suitable lands if no government land is available</p>
2	WSS Dwara Division Kartain, District Kullu (place of meeting -Panchayat gharDwara	Total –14 (Male-5, Female-9)	<ul style="list-style-type: none"> • People informed that Water Supply Scheme (WSS) was affected for a period of 10 days during the disaster. • Natural sources of water incl. rainwater were stored and used during the period for domestic purposes. • Secondary sources were deployed by JSV to provide water by laying down pipe from nearby source of water. • During any disaster, information/support/help is received from Panchayat/social media. • Village level committees are formed for disaster management with Panchayat Ward representatives as members. • People want pipeline survey to be done again so that pipeline is laid in a safe/secure zone. 	<ul style="list-style-type: none"> • Please boil to avoid consumption of contaminated water • Yes, thanks for the cooperation • Good that these committees are functioning and these will be provided with training to make them even more active <p>Yes, that is being planned and we will seek cooperation on identifying suitable lands if no government land is available</p>
3	WSS Jharang, Aleo, Chachaga GP Chachaga District Kullu (place of meeting - Jharang and Aleo)	Total –27 (Male-20, Female-7)	<ul style="list-style-type: none"> • People informed WSS was affected for 15 days during the disaster. • Rainwater was stored and used during the period for domestic purposes. • People found it difficult to carry materials for repair and restoration work. • During disaster, information/support/help is received from Panchayat/social media, Police and JSV • Village level committees are formed for disaster management with President, VP and Panchayat Ward representatives as members. • People want Lift Water Supply scheme for the area 	<ul style="list-style-type: none"> • Please boil water before consumption • Noted. More effective early warning and response systems are being planned • Yes, this time too, they have played a effective role. Department appreciates such cooperation • Certainly, re-siting of the works is being planned so that a safe zone is ensured. As scarcity of land is major issue, Department will need consideration

5 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.

The engagement process, methods, including sequencing, topics of consultations and target stakeholders are outlined in **Table 5-1**. The WB and the Revenue Department, Jal Shakti Vibagh, Department of Energy, Public Works Department, do not tolerate reprisals and retaliation against project stakeholders who share their views about project.

Table 5-1: Information Dissemination and Modes of Engagement

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
Preparation				
Directly Affected Persons	<ul style="list-style-type: none"> Project scope, projects being considered for recovery, reconstruction, approaches to livelihood recovery Early warning systems, relief shelters Process for land taking by direct purchase or acquisition, compensation; Impact mitigation measures including R&R provisions as approved by the government; payment modalities. Specific design interventions for vulnerable and disadvantaged persons Impact on access, disruption to services and arrangement during re-construction Workzone safety management and measures GBV/ SEA and Mitigation measures Occupational Health and Safety, Community Health and Safety, Road Safety and Traffic Management Measures Grievance Mechanisms (GM) Processes of the various PIUs 	<ul style="list-style-type: none"> Households Surveys Face to Face Meetings Consultation & FGDs Newspaper notices and leaflets SMS Notifications Engaging of community facilitators (specifically for remote locations) 	<ul style="list-style-type: none"> Revenue Department, Jal Shakti Vibagh, Department of Energy, Public Works Department, SRLM and PMCs 	<ul style="list-style-type: none"> During planning phase, prior to implementation One-on-one meeting with each affected household Continuous through plan preparation.
Other Interested Groups	<ul style="list-style-type: none"> Project scope, projects being considered for recovery, reconstruction, approaches to livelihood recovery Early warning systems, relief shelters Government provisions relating to compensation for losses experienced due to natural events Specific design interventions for vulnerable and disadvantaged Impact on access, disruption to services and arrangement during re-construction Community safety measures during construction. 	<ul style="list-style-type: none"> Consultation & FGDs Newspaper notices and leaflets Emails/ Letters Phone Calls Written communication Joint stakeholder meetings with government bodies 	<ul style="list-style-type: none"> Revenue Department, Jal Shakti Vibagh, Department of Energy, Public Works Department, SRLM and PMCs 	<ul style="list-style-type: none"> At least one consultation every month at various sub-project locations through field PIUs

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
	<ul style="list-style-type: none"> Green Panchayats scheme and work opportunities involved Relocation of CPRs, if any Labour Management Workzone safety management and measures GBV/ SEA and mitigation measures Inputs to ESMP preparation GM Process Livelihood initiatives for women and other groups including skill upgradation and disaster preparedness 	<p>before project implementation.</p> <ul style="list-style-type: none"> Engaging of community facilitators (specifically for remote locations) 		
Disadvantaged or vulnerable groups	<ul style="list-style-type: none"> Project scope, projects being considered for recovery, reconstruction, approaches to livelihood recovery Early warning systems, relief shelters Workzone safety management and measures Process for land acquisition, compensation; Impact mitigation measures including R&R provisions as approved by the govt.; payment modalities. Specific design interventions for vulnerable and disadvantaged GBV/ SEA and mitigation measures GM processes and timelines 	<ul style="list-style-type: none"> Households Surveys Consultation & FGDs Meetings Newspaper notices and leaflets Emails/Letters Engaging of community facilitators (specifically for remote locations) 	<ul style="list-style-type: none"> Revenue Department, Jal Shakti Vibagh, Department of Energy, Public Works Department, SRLM and PMCs 	<ul style="list-style-type: none"> During planning phase, prior to implementation One-on-one meeting with each affected household Continuous through plan preparation.
Implementation and Operation Stage				
Project Affected Persons	<ul style="list-style-type: none"> Process for land acquisition, compensation; Impact mitigation measures including R&R provisions as approved by the govt.; payment modalities. Early warning systems, relief shelters Provisions of eligible entitlements including livelihood restoration activities for those affected by natural events and by project activities 	<ul style="list-style-type: none"> Households' surveys for preparation of micro plan Consultation and FGDs Emails/Letters Meetings Leaflets 	<ul style="list-style-type: none"> Revenue Department, Jal Shakti Vibagh, Department of Energy, Public Works Department, 	<ul style="list-style-type: none"> Continuous – till completion of all RAP activities

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
	<ul style="list-style-type: none"> • Temporary loss of livelihoods, if applicable, shifting to other location • Possible work opportunities • Workzone safety management and measures • GBV/ SEA and mitigation measures • GM - tools and its usage 	<ul style="list-style-type: none"> • PMUs and PIU websites 	<ul style="list-style-type: none"> • SRLM and • PMCs 	
Other Interested Groups	<ul style="list-style-type: none"> • Mitigation measures • Early warning systems, relief shelters • Capacity building needs • Disruption of traffic and traffic management plan • Disruption to services and arrangement during construction • Workzone safety management and measures • Orientation on ESHS provisions. • Labor related aspects as provided in the Labor management procedures • Livelihood initiatives for women and other groups including skill upgradation and disaster preparedness 	<ul style="list-style-type: none"> • Consultations • Formal one-on-one meetings with senior staff. • Written communication • Joint stakeholder consultations • Emails/Letters • Engaging of community facilitators (specifically for remote locations) 	<ul style="list-style-type: none"> • Revenue Department, • Jal Shakti Vibagh, • Department of Energy, • Public Works Department, • SRLM and • PMCs 	<ul style="list-style-type: none"> • Regular meetings (weekly or monthly as per requirements) • As and when required with non-governmental or institution.
Disadvantaged or vulnerable groups	<ul style="list-style-type: none"> • Mitigation measures • Land acquisition and compensation process. • Provisions of eligible entitlements including Livelihood Restoration activities • Workzone safety management and measures • Early warning systems, relief shelters • Temporary loss of livelihoods, if applicable, shifting to other location • Possible work opportunities 	<ul style="list-style-type: none"> • Households' surveys for preparation of micro plan • Consultation and FGDs • Leaflets • Website • Emails/Letter • PMUs and PIU websites 	<ul style="list-style-type: none"> • Revenue Department, • Jal Shakti Vibagh, • Department of Energy, • Public Works Department, • SRLM and • PMCs 	<ul style="list-style-type: none"> • Continuous – till completion of all RAP and ESMP activities.

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
	<ul style="list-style-type: none"> • Specific design interventions for vulnerable and disadvantaged groups • GBV/ SEA and mitigation measures • GM - tools and its usage • Livelihood initiatives for women and other groups including skill upgradation and disaster preparedness 	<ul style="list-style-type: none"> • Engaging of community facilitators (specifically for remote locations) 		

During the project preparation study, project stakeholders indicated their preferences for information to be provided vide consultations organized with through Village level committees. Also they indicated mobiles as their primary choice for receiving project information and weather alerts

5.1 Proposed Strategy to Incorporate the Views of Vulnerable Groups

The views of vulnerable groups are sought through consultations and FGDs during the project preparation stage. The project aims to conduct targeted stakeholder engagement with vulnerable groups to understand their concerns and needs, particularly in terms of accessing information and other challenges they face. The methods that will be adopted to effectively engage and communicate with vulnerable groups during project implementation are outlined in **Table 5-**.

Mechanisms to be considered may include:

- **WHHs:** Ensure that community engagement teams are gender balanced and prioritize women's participation in project activities. Design surveys and engagement activities accessible to women, both online and in-person, according to their availability.
- **Elderly People:** The project information shall be provided in an easy-to-understand manner and accessible to elderly individuals, both online and in-person. Engagement activities shall be organized considering their physical accessibility to the event location.
- **PWDs:** Ensure facilities for engagement events are accessible, and information shall be produced in an accessible and suitable manner for all audiences, utilizing a variety of audio-visual approaches.
- **SCs and STs:** Community leaders usually have a good understanding of the people living in their community, making them valuable facilitators for stakeholder engagement activities. Customize communications for SC and ST population regarding events and arrange separate meetings to cater to their specific needs.
- **BPL households/persons:** Translate project related documents and information into languages commonly understood by individuals below the poverty line. Offer transportation assistance or organise events in easily accessible locations to alleviate financial burdens.

5.2 Implementation Arrangements and Resources

The project will be implemented by a Project Management Unit (PMU) housed in the Revenue Department (RD) and three Project Implementation Units (PIUs). The PMU will be responsible for overall day-to-day operations, project management, coordination, and reporting. In addition to its management role, the PMU will also serve as the implementing unit for the DRM and livelihood activities. Three PIUs in PWD, DoE, and JSV will manage the recovery of critical transport corridors and public buildings, power sector recovery, and water sector recovery and allied irrigation, sanitation work; including institutional strengthening for

ensuring resilience and sustainability. The PIUs will be supported by field-level teams for implementation of works at the sites of interventions.

To strengthen implementation capacity and ensure knowledge transfer, Project Management Consultants/Project Management and Technical Consultants (PMC/PMTC) will support the PMU and each of the PIUs in technical, financial, procurement, safeguards, resilience design of infrastructure, quality assurance functions, capacity building and monitoring and evaluation.

In terms of Stakeholder Engagement, the Project Director, Revenue Department with support from Communication Specialist at the PMC and three PIUs will oversee stakeholder engagement activities. PMU and all three PIUs are responsible for carrying out stakeholder engagement activities and holds overall responsibility for the implementation of the SEP. The project’s stakeholder engagement implementation arrangements are as follows **Table 5-2**.

Table 5-2: Implementation Arrangements

Agency/ Individual	Roles and Responsibilities
Revenue Department including PMC	<ul style="list-style-type: none"> • Provide overall guidance and monitoring supervision to the SEP process. • Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings. • Prepare and provide appropriate information, education and communication material, information required to be disclosed to different stakeholder categories. • Orient the project level staff on SEP and requirements for its operationalization. • Finalise the timing and duration of SEP related information disclosure and stakeholder engagement. • Review and sign-off minutes of all engagement events; Maintain the stakeholder database. • Communicating with government entities and the media throughout the Project’s lifecycle • Assure participation/ inclusion of stakeholders from vulnerable groups.
Communication Officer, Revenue Department	<ul style="list-style-type: none"> • Approve the content of the draft SEP (any revisions) • Approve prior to release, all IEC materials used to provide information associated with the project (communication material, PowerPoint, posters, leaflets and brochures, TV and radio insertions) • Approve and authorize all stakeholder engagement events and disclosure of material to support stakeholder engagement events
Social Development Specialists at Jal Shakti Vibagh, Department of Energy, Public Works Department	<ul style="list-style-type: none"> • Ensure availability of Social related information required to be disclosed: ESMP, ESIA, RAP and LMP, provisions of the government relating to compensation of losses due to natural disasters, livelihood restoration schemes of SRLM. • Provide support to preparation of additional material for disclosure to stakeholders based on requirement. • Provide guidance to contractors, consultants on engagement process and provisions of the SEP.

Agency/ Individual	Roles and Responsibilities
	<ul style="list-style-type: none"> • Supervising and coordinating all activities associated with stakeholder engagement and management. • Ensuring due voice and participation of vulnerable and disadvantaged communities in the stakeholder engagement process. • Identifying and ensuring that the information needs of all vulnerable and disadvantaged groups are addressed by the SEP. • Ensure access to and effectiveness of the GM developed for the project. • Liaise with project manager to ensure that stakeholder engagement requirements/protocols are understood. • Escalate unmanaged stakeholder related risks for higher level decision making. • Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process.

The stakeholder engagement activities will be documented through attendance sheets for all stakeholder engagement meetings and consultations. The same will be incorporated into the quarterly progress reports.

Project documents will be disclosed by the Revenue Department on its website - (<https://himachal.nic.in/revenue>) and also the three PIUs – Jal Shakti Vibagh, Department of Energy and Public Works Department, shall disclose Project documents, including those on E&S aspects. Drafts of ESCP and SEP will be disclosed at this stage. Other documents that are to be prepared later such as ESIA, ESMP, RAP, LMP, ESMF, RPF, ESCP, SEP, etc shall be disclosed as per timelines in the approved ESCP. These too shall be disclosed for seeking feedback. Additionally, the following information shall also be disclosed: Grievance Mechanism (GM) procedures and focal point information, updates on project developments, public notices, press releases and tender notices for hiring E&S evaluation consultants, civil work, etc.

The budget estimate for the implementing SEP is INR 40.8 lakh annually and INR 1.63 crores for four years. This includes the costs of printing, documentation, advertisement, venue, transportation, refreshment, and other miscellaneous. Stakeholder engagement budget will increase gradually, commensurate with project development. The estimated cost of SEP is presented in **Table 5-3**.

Table 5-3: Estimated budget for SEP Implementation

S. No	Cost for SEP	Amount (Rs.)
A	Cost for one community consultation at Project Level for one PIU	
1	Venue, sound arrangement, etc	10,000
2	Refreshment	10,000
3	Transportation	15,000
	Sub Total A	35,000
B	Cost for 25 consultations at Project Level for each PIU in a year X 4 (1 PMU and 3 PIUs) (25xA)	35,000 x 25 x 4 = 35,00,000

C	Other costs (Press releases, advertisements, audio-visual, etc)	5,00,000
D	Total B+C	40,00,000
	Contingency @ 2% of D	80,000
	Total	40,80,0000
	Grand Total (Estimated Cost for four years)	1,632,0000

6 Grievance Mechanism (GM)

A GM is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the E&S performance of the project to be submitted and responded to in a timely manner.

During the pre-construction and construction stages of the project, grievances are likely to arise related to both compensation and non-compensation issues for losses due to project activities as well as due to natural disasters. Common compensation related concerns include delays or inadequacies in compensation payments, disputes over land ownership particularly given that many land parcels have got washed away or are heavily silted, and dissatisfaction with asset valuation. Fear of displacement or livelihood loss or disruption, etc. In the construction stage, grievances may emerge, including unresolved compensation matters, property damage caused by construction activities, noise, dust, and vibration, traffic disruptions, safety hazards, damage to public utilities, inappropriate worker behaviour, poor site management practices, etc.

6.1 Description of GM at PMU and three PIUs

Each of the IAs will use respective GMs to redress, while PMU (Revenue Department) will coordinate, collate and report to Bank. **Tables 6-2 to 6-4** below describe the GMs at the PMU and three PIUs.

Table 6-1: Grievance Mechanism(GM) at Revenue Department

Step	Description	Timeframe	Responsibility
GM Implementation Structure	<p>Prominent portals existing in the state include:</p> <ul style="list-style-type: none"> • CPGRAMS (National Portal) • e-Samadhan (State-Wide) • Citizen Seva (ULB specific) • Samadhan Shivirs (Physical events) <p>The GM is a multi-tier mechanism for redressing E&S matters.</p>	<p>Mukhyamantri Seva Sankalp Helpline is 7 to 14 days. For more complex issues not resolved at the first level, the State level Grievance Redressal Committee (SGRC) has a 1-month timeframe to</p>	<p>Nodal E&S officer at PMU</p>

Step	Description	Timeframe	Responsibility
	However, the revenue department uses Mukhya Mantri Seva Sankalp (State- Wide) •	address the concern.	
Grievance uptake	Grievance can be submitted via the C.M. (or Mukhya Mantri MMSS) Helpline (toll-free number 1100), toll-free helpline numbers 1100, along with the DEOC helpline number 1077, and the SEOC helpline number 1070	Call center of MMSS has already decided Service level agreement (SLA) in place to ensure quality service delivery	Nodal E&S officer at PMU.
Sorting, processing	Once registered, the complaint is forwarded to the concerned official for necessary action. If the complaint is not redressed within 15 days, it is automatically escalated to the next higher authority. The process continues until the grievance is resolved	Upon receipt of complaint	Nodal E&S officer at PMU.
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/WhatsApp message in the registered mobile number. The complainant is informed about the action taken and resolution provided.	Within 2 days of receipt	Nodal E&S officer at PMU.
Monitoring and evaluation	Data on complaints are collected in Grievance Register/Grievance Monitoring Sheet and reported to ACs Rev-DM every month.	Every Month	Nodal E&S officer at PMU.
Provision of feedback	Complaints are escalated from one level to the next primarily on the basis of citizen dissatisfaction, underscoring that citizen feedback is a critical component of the closure mechanism.	Feedback's are not subject to fixed timelines.	Citizen for providing feedback. IT team for ensuring the provision of feedback collection is integrated into the online system.
Training	Training needs for staff/consultants in PMU and PIUs, Contractors, and Project Management Consultant are mapped on following topics: • Awareness on E&S Risks, • Awareness on SEA/SH Risks • Awareness on GM Functions	Before Commencement of Construction Work and Semi Annually or Annually	Concerned Office/Department
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of	At any point throughout the project lifecycle	-

Step	Description	Timeframe	Responsibility
	GM but at the complainants own costs		

Table 6-2: GRIEVANCE MECHANISM(GM) at JSV and DoE

Step	Description	Time frame	Responsibility
GM Implementation Structure	The GM is a multi-tier mechanism for redressing E&S matters ⁵ .		<ul style="list-style-type: none"> Level 1 (L1): Junior Engineer (JE) Level 2 (L2): Assistant Engineer (AE) Level 3 (L3): Executive Engineer (EE) Level 4 (L4): Superintending Engineer (SE)
Grievance uptake	Grievance can be submitted via the C.M. (or Mukhya Mantri MMSS ⁶) Helpline (toll-free number 1100),		
Sorting, processing	Once registered, the complaint is forwarded to the concerned official for necessary action. If the complaint is not redressed within 15 days, it is automatically escalated to the next higher authority. The process continues until the grievance is resolved	Upon receipt of complaint	Level 1 (L1): Junior Engineer (JE)
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/WhatsApp message in the registered mobile number. The complainant is informed about the action taken and resolution provided.	Within 2 days of receipt	Level 1 (L1): Junior Engineer (JE)
Monitoring and evaluation	Data on complaints are collected in Grievance Register/ Grievance Monitoring Sheet and reported to Chief Engineer every month.	Every Month	Superintending Engineer (SE) and Social Development Specialist
Provision of feedback	Complaints are escalated from one level to the next primarily on the basis of citizen dissatisfaction, underscoring that citizen feedback is a critical component of the closure mechanism.		Executive Engineer and Social Development Specialist

⁵⁶ MMSS – Mukhya Mantri Seva Sankalp

Step	Description	Time frame	Responsibility
Training	Training needs for staff/consultants in PMU and PIUs, Contractors, and Project Management Consultant are mapped on following topics: <ul style="list-style-type: none"> • Awareness on E&S Risks, • Awareness on SEA/SH Risks • Awareness on GM Functions 	Before Commencement of Construction Work and Semi Annually or Annually	Social Development Specialist
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of GM but at the complainants own costs	At any point throughout the project lifecycle	-

Table 6-4: GRIEVANCE MECHANISM(GM) at Public Works Department (PWD)

Step	Description	Timeframe	Responsibility
GM Implementation Structure	PWD has two GMs to address E&S complaints: <ul style="list-style-type: none"> • SAMGR ESAMADHAN • CM SEWA SANKALP HELPLINE (1100) or MMSS 		
Grievance uptake	SAMGR ESAMADHAN: The primary online system is the Comprehensive Online Public Grievance Monitoring System, or Samgre Samadhan, which allows citizens to file and monitor their complaints digitally. Grievances filed through the portal are directed to the relevant government CM Helpline: For citizens who prefer a non-digital approach, the Mukhyamantri Sewa Sankalp Helpline offers a phone-based alternative. By dialing 1100, citizens can register their complaints, which are then forwarded to the appropriate departments for resolution.		Executive Engineer and Social Development Specialist
Sorting, processing	Once registered, the complaint is forwarded to the concerned official for necessary action.	Upon receipt of complaint	Executive Engineer and Social Development Specialist
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/WhatsApp message in the registered mobile number.	Within 2 days of receipt	Executive Engineer and Social Development Specialist

Step	Description	Timeframe	Responsibility
Monitoring and evaluation	Data on complaints are collected in Grievance Register/Grievance Monitoring Sheet and reported to PMU every month.	Every month	Executive Engineer and Social Development Specialist
Provision of feedback	Complaints are escalated from one level to the next primarily on the basis of citizen dissatisfaction, underscoring that citizen feedback is a critical component of the closure mechanism.		Executive Engineer and Social Development Specialist
Training	Training needs for staff/consultants in PMU and PIUs, Contractors, and Project Management Consultant are mapped on following topics: <ul style="list-style-type: none"> • Awareness on E&S Risks, • Awareness on SEA/SH Risks • Awareness on GM Functions 	Before Commencement of Construction Work and Semi Annually or Annually	Executive Engineer and Social Development Specialist
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of GM but at the complainants own costs	At any point throughout the project lifecycle	-

Each of the IAs will use respective GMs to redress, while PMU (Revenue Department) will coordinate, collate and report to Bank

6.2 Labour GM

The labour GM will be constituted for the various sub-projects project and the workers can use it. The labour GM will be described in detail in the Labour Management Procedures (LMP).

- Direct Workers: The Project-in-charge or Executive Engineer of the concerned PIU will be responsible for its workers grievances and their redressal.
- Contract Workers: The contractor of respective construction packages will be obligated to set up a GM. The GM will have due representation of concerned division of the concerned PIU, PMC, Contractor, Workers

6.3 Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH)GM

The PIUs have set up Internal Complaints Committee (ICC) and these existing GMs will also be used to ensure sensitive and confidential handling of SEA/SH complaints. If a SEA/SH related incident occurs, it will be reported through the GM, as appropriate and keeping the survivor information confidential. Specifically, the GM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);

- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and sex of the survivor.

Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GM will primarily serve to:

- Refer complainants to the relevant departments/authorities; and
- Record the resolution of the complaint.

The Project Director, Revenue Department and the Project in charge of the concerned PIU will notify the WB of any SEA/SH complaints WITH THE CONSENT OF THE SURVIVOR. Information should be provided along these four lines: (i) the type of case; (ii) whether the case is project-related; (iii) the age and sex of the survivor (if available); and (iv) whether the survivor was referred to services.

PMU and all three PIUs setup an Internal Complaints Committee (ICC) for addressing any SEA/SH-related complaints at the workplace as per the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The PMU and PIUs will put in place necessary mechanisms and procedures for confidential reporting with safe and ethical documentation of SEA/SH issues at the project level. The SEA/SH referral pathways will be established and communicated to all staff. Further, the PMU and PIUs with the support of the World Bank, will prepare and implement the employees/workers code of conduct to be adhered to at all times.

7 Monitoring and Reporting

7.1 Summary of how SEP implementation will be Monitored and Reported

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. The sSample table for Monitoring and Reporting on the SEP is provided as **Annexure 4**. The SEP reporting will include the following:

- i. Progress reporting on the ESS10: Stakeholder Engagement commitments under the ESCP
- ii. Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Action Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes

of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.

- iii. Quantitative reporting based on the indicators included in the SEP.

PMU will monitor the following indicators:

- Number of consultation meetings and other public discussions/ forums conducted within a reporting period (monthly/quarterly/annually)
- Number and types of Information, Education and Communication (IEC) materials developed and disseminated.
- Number of training events conducted for SEP implementation, GM, worker and community health and safety, etc. and number of participants (male/female/vulnerable and disadvantaged)
- Number of participants per engagement activity, disaggregated by gender
- Number and type of grievances received within a reporting (monthly/quarterly/annually) and number of those resolved within the prescribed timeline.
- Percentage of SEP activities implemented and identification of key barriers to participation.
- Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.
- Summary of main points and concerns raised by stakeholders.
- Summary of how stakeholder concerns were responded to and considered; and
- Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions.
- Stakeholders' access to project information, dissemination materials, and consultations
- Stakeholders' readability of public dissemination materials under the project

7.2 Reporting Back to Stakeholder Groups

The SEP will be periodically revised and updated as necessary during the implementation of the project. The identified stakeholders and methods of engagement will be reassessed periodically to remain appropriate and effective in relation to the project. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Quarterly reports and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/ preventive actions, will be collated by responsible staff and referred to the Project Director, PMU.

The Communication Specialist at Revenue Department and Social Development Specialists at three PIUs will communicate feedback and updates to PAPs and stakeholders through diverse channels including public meetings, emails, phone calls, and social media platforms

throughout the project lifecycle. Furthermore, key project updates and the SEP will be posted on PMU and PIU website to ensure transparency and effective dissemination of information.

Annexures

Annexure 1: Public Consultation Pictures



Annexure 2: Grievance /Complaint Registration Form

Grievance No:	
Date of Grievance:	
Place of submission	<input type="checkbox"/> Field Level <input type="checkbox"/> Headquarter Level
Whether submitted through other modes (specify)	<input type="checkbox"/> Samadhan Shivirs (Physical events) <input type="checkbox"/> E-Samadhan <input type="checkbox"/> Toll free (CM Helpline)
Name of person/Complainant:	
Summary of Grievance:	
Action requested	

Signature of Grievant/Complainant

Name:Date:.....

Signature of Authorized officials at PIU (PWD/JSV/DOE)

Annexure 3: Grievance Monitoring Sheet

Date Grievance Received	Grievance Reference No.	Name & Contact Details of Grievant/Complainant	Type of Grievance	Grievance Description	Responsible Staff for Managing the Grievance	Date of grievance acknowledgment	Date feedback provision / reference No.	Action to be taken by PMU/PIUs	Communication of Grievances Resolution	Resolution Accepted or Not Accepted and Date of Acceptance /Non-acceptance	Present Status

Annexure 4: Meeting Record Form

Date of the Meeting: _____ **Grievance No.:** _____

Venue of meeting: _____

Details of Participants:

S. No	Name of Participants	Complainant/Project Official

Summary of Grievance:

Meeting Notes:

Issues Resolved/ Unresolved:

Signature of Authorized official of the meeting

Name of Authorized Official

Date:

Annexure 5: Sample Table – Monitoring and Reporting on the SEP

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	<ul style="list-style-type: none"> • Are project-affected parties raising issues and grievances? • How quickly/ effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	<ul style="list-style-type: none"> • Records from the implementing agency and other relevant agencies.
Stakeholder engagement impact on project design and	<ul style="list-style-type: none"> • Was there interest and support for the project? 	<ul style="list-style-type: none"> • Active participation of stakeholders in activities 	<ul style="list-style-type: none"> • Stakeholder Consultation Attendance Sheets/ Minutes

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
<p>implementation. How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at risk groups in the project. 	<ul style="list-style-type: none"> • Evaluation forms • Structured surveys • Social media/traditional media entries on the project results
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> • Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<ul style="list-style-type: none"> • Communication Strategy (Consultation Schedule) • Periodic Focus Group Discussions • Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives.