

STAKEHOLDER ENGAGEMENT PLAN (SEP)
INCLUSIVE RURAL CONNECTIVITY AND DEVELOPMENT PROJECT (IRCDP)
MINISTRY OF HIGHWAYS
SRI LANKA

ROAD DEVELOPMENT AUTHORITY

JUNE 2021

Abbreviations

AP	Affected Person
CMC	Colombo Municipal Council
CMR	Colombo Metropolitan Region
DS	Divisional Secretary
EAC	Entitlement Assessment Committee
ESF	Environmental and Social Framework
ESS	Environmental and Social Standards
FGD	Focus Group Discussion
GOSL	Government of Sri Lanka
GN	Grama Niladhari
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GSMB	Geological Survey and Mines Bureau
ICRDP	Inclusive Rural Connectivity and Development Project
IGP	Independent Grievance Panel
LA	Local Authority
LGRC	Local Grievance Redress Committee
LMP	Labor Management Procedures
MC	Municipal Council
NGO	Non-Governmental Organization
PAI	Project Area of Influence
PAP	Project Affected Person
PS	Pradeshiya Sabha
PIU	Project Implementation Unit
PMU	Project Management Unit
PRDA	Provincial Road Development Authority
RAP	Resettlement Action Plan
RDA	Road Development Authority
SDO	Social Development Officer
SEP	Stakeholder Engagement Plan
SLLRDC	Sri Lanka Land Development Corporation
SLR	Sri Lanka Railways
SLTB	Sri Lanka Transport Board
UC	Urban Council
UDA	Urban Development Authority
WB	World Bank
W-GRM	Workers' Grievance Redress Mechanism

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1. INTRODUCTION

1.1 Background

Sri Lanka is a lower-middle-income country with a GDP per capita of US\$3,852 (2019) and a total population of 21.8 million. Following 30 years of civil war that ended in 2009, the economy grew at an average 5.3 percent during the period 2010-2019, reflecting a peace dividend and a determined policy thrust towards reconstruction and growth, although growth slowed down in the last few years. The country has been gradually transitioning from a predominantly rural-based production towards a more urbanized economy oriented around manufacturing and services. Sri Lanka has also made notable strides in reducing poverty and sharing prosperity among the less well-off. The US\$3.20 poverty headcount rate declined from 19.4 percent in 2009/10 to 11.0 percent in 2016. Extreme poverty is rare and concentrated in some geographical pockets. Social indicators including human capital outcomes, and high literacy rates compare favourably with those in middle-income countries.

However, weak fiscal buffers and a high debt burden have constrained the government's ability to support growth and facilitate economic transformation. Sri Lanka's revenue collection (12.6 percent of GDP, 2019) is low relative to its peers. As a share of GDP, the Public and Publicly Guaranteed debt rose from 78.5 percent in 2015 to 94.3 percent in 2019. The COVID-19 induced crisis is further exerting a severe impact on the economy, while exacerbating an already challenging macroeconomic situation. Real GDP is expected to have contracted by 6.7 percent in 2020. Key transmission channels include a decline in export earnings (tourism, textiles, tea) and subdued domestic demand. The pandemic triggered sharp jobs and earnings losses in the informal sector and some formal sectors such as the apparel industry. As a result, poverty is expected to have increased to 12.5 percent in 2020, after falling further to 9.1 percent in 2019.

The rural areas form a significant part of Sri Lanka's economy; yet lag behind the more urban areas in terms of development, connectivity and accessibility to basic services and economic opportunities. Rural population accounts for over 80 percent¹ of Sri Lanka's total population and contributes to 52.7 percent² of the country's labour force. With the majority of the working aged rural people engaged in agricultural activities³, agriculture naturally forms the primary source of livelihood of the rural communities. Rural areas are also home to a large majority (77 percent) of the country's elderly (aged 60 years and above). However, poverty at 12.2 percent is significantly higher than the urban poverty rate at 5.2 percent. More importantly, over 90 percent of the poor reside in rural areas. Among those

¹ Economic and Social Statistics of Sri Lanka 2020, Central Bank of Sri Lanka - https://www.cbsl.gov.lk/sites/default/files/cbslweb_documents/statistics/otherpub/ess_2020_e1.pdf

² Economic and Social Statistics of Sri Lanka 2020, Central Bank of Sri Lanka - https://www.cbsl.gov.lk/sites/default/files/cbslweb_documents/statistics/otherpub/ess_2020_e1.pdf

³ Aging population of Sri Lanka – A thematic Report based on Census of Population and Housing 2020, Department of Census and Statistics - https://srilanka.unfpa.org/sites/default/files/pub-pdf/UNFPA%20Ageing%20Monograph%20Report_0.pdf

working in the rural sector only 35 percent are women while 65 percent⁴ are men. Rural areas are also characterized by higher incidence of fertility and mortality than the urban sector.⁵

Sri Lanka's road network is around 120,000km (classified roads); the network consists of three main classes of roads: (i) national highways - Class A and B (12,380 km, 10%), (ii) provincial roads - Class C and D (18,900 km, 16%), (iii) local/rural roads - Class R (88,200 km, 74%). While nearly 100 % of national roads are paved, only 67% of the provincial roads and 13% of rural roads are paved and in good condition. Most rural roads have been poorly designed, with no consideration to road safety or climate impacts.⁶ Poor road conditions at the provincial and rural level are further exacerbated by lack of proper maintenance due to limited funding allocations.

Road transport, being the only mode of transport in many rural areas plays a key role connecting the rural population with economic and social opportunities. Rural roads attribute to 95 % of passengers and 98 % of freight movement in the country. Therefore, uninterrupted road connectivity and accessibility to health care, education, employment opportunities, and other basic services is critical for the rural communities. Road network connectivity also plays an important role in agriculture supply chains, the primary source of livelihoods of the rural communities in Sri Lanka. Hence, there is a need for a more market integrated approach to road infrastructure development to ensure that produces can reach consumers (both in domestic and export markets) efficiently and without loss in quality.

The Government of Sri Lanka (GOSL) recently initiated a 100,000 km rural roads development program as part of the Government's national development program "Vistas of Prosperity and Splendour". This is expected to complement the other ongoing provincial and rural road initiatives financed by the World Bank and the Asian Development Bank (ADB). The ADB is financing two separate "Integrated Road Investment Programs" (iRoad I and II), totalling US\$1.7 billion and covering the rehabilitation of almost 7,000 km of roads, predominantly rural roads with some national and provincial roads as well. The World Bank's ongoing Transport Connectivity and Asset Management Project (TCAMP) is financing the rehabilitation of around 400km of provincial roads across all nine provinces of the country. While these programs have been quite successful with improved connectivity and accessibility for some rural communities, they cover less than 10% of the 100,000 km rural roads program. The GOSL is now looking to scale up ongoing initiatives by building on the success and lessons learnt and establish a data driven and comprehensive system to enhance rural transport infrastructure in an inclusive manner in order to support the rural community. This project is expected to be part of this broader government initiative to improve rural connectivity.

⁴<http://www.statistics.gov.lk/GenderStatistics/StaticInformation/ContributiontoEconomy/EconomicallyActivePopulationbySectorAndSex2017-2019> (Accessed 25th March 2021)

⁵ Aging population of Sri Lanka – A thematic Report based on Census of Population and Housing 2020, Department of Census and Statistics - https://srilanka.unfpa.org/sites/default/files/pub-pdf/UNFPA%20Ageing%20Monograph%20Report_0.pdf

1.2 Project Description

The objective of the IRCDP is to provide safe, efficient and climate resilient connectivity for rural communities in Sri Lanka.. This will be achieved through improved rural roads network⁷, agro-logistics infrastructure and services as well as institutional strengthening. The project consists of the following components⁸:

Component 1: Enhancing Safe and Climate Resilient Transport Connectivity for the Rural Community (IBRD US\$450 million)

Sub-Component 1.1. Improving road transport connectivity. It will finance planning, review and monitoring, knowledge sharing, design, civil works, and contract management related to rehabilitation/improvement, and maintenance of an estimated 3000 km of priority rural roads spread across all the nine provinces⁹. In the first year, the project will finance the rehabilitation of an estimated 500 km of rural roads in a few provinces. About 77km rural roads as front runners are already prepared and are at the procurement stage.

The project will be implemented through item-rate contracts, including three-year performance-based maintenance to ensure the preservation of road assets, enhanced resilience to climate events, and service levels during the maintenance phase. The use of innovative maintenance contracts involving local communities/micro-enterprise contractors will be explored with a clear strategy and action plan to engage women's community road maintenance groups to manage road maintenance activities.

Sub-Component 1.2. Improving institutional and policy framework of the road sector. This sub-component will support the formulation of a strategy to consolidate and manage rural roads systematically to improve transport connectivity for the rural population under the GoSL's 100,000 km rural roads program; review the institutional set up to identify opportunities for streamlining the structural set-up and mandates of public institutions responsible for managing the road sector with particular emphasis on the provincial and rural network; and explore different mechanisms to improve financing of road construction and maintenance of rural roads within the governing framework.

Sub-Component 1.3. Institutional and community capacity building. This sub-component will focus on building the immediate and medium-term capacity of the relevant stakeholders in the road sector, including public sector institutions, service providers in the construction industry and communities. It will also finance eligible incremental project management costs, such as costs associated with travel, office space, IT equipment and facilities, workshops, and other incidental expenses.

Component 2: Enhancing Agriculture Supply Chain and Access to Services (IBRD US\$50 million)

Sub-Component 2.1. Improving Produce collection points. It will support the construction and/or rehabilitation of produce collection points adjacent to the road networks under the project.

⁷ The rural roads to be financed under this project will be provincial and / or rural roads as currently defined by the local practice. It is a broad concept of roads and will be roads that provide direct access for rural communities to national road network, to social and economic opportunities such as schools, hospitals, community centers, markets and etc.

⁸ Detailed interventions to improve climate resilience are in Annex 3.

⁹ The principles and intended outcomes of the network-level prioritization of the rural roads, and the adaptation measures are described in Annex 4.

Sub-Component 2.2. Improving Economic centres / wholesale markets. An assessment of 14 dedicated economic centres will be conducted to identify the urgent investment needs (such as market sheds, storage/warehousing facilities, and produce handling), in conjunction with an institutional review to improve management of the facilities, including possibilities of bringing in private sector management. This would include a review of the Dambulla public storage facility currently under construction. Investments in rehabilitation of facilities would be financed from Year 2.

Sub-Component 2.3. Supporting green and efficient value chains. It will promote and leverage private investment in agro-logistics infrastructure and services. It will support a matching grant program (refer to details in Annex 3) targeting eligible investments by agribusinesses, such as: upgrading/establishing cold storage facilities/packhouses, ambient warehouses, and processing facilities; digital enablement of logistics facilities and transportation services; and innovative and green logistics services, including end-to-end handling and transport services and clean/green transport solutions.

Sub-Component 2.4. Enhancing policy and institutional frameworks promoting efficient agro-logistics system. It will support policy analysis to identify measures to improve the institutional framework for agro-logistics, strengthen sector institutions and enhance private sector participation.

a.

1.3 Objectives of the Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) is prepared for the Inclusive Rural Connectivity and Development Project (IRCDP) in accordance with the requirements of the World Bank's Environmental and Social Framework and in particular with the Environment and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure (Annex I). Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand and responds to the concerns of potentially affected or impacted individuals and groups, and building relationships based on trust. Therefore, stakeholder engagement is important for successfully addressing the environmental and social risks and impacts of the project.

The purpose of the present SEP is to explain how various stakeholders relating to the project will be engaged throughout the course of the project and which methods will be used as part of the process. The SEP also outlines the responsibilities of the project management unit (PMU), other relevant government institutions, supervision consultants and contractors in the implementation of stakeholder engagement activities, including the ways in which the PMU, Supervision Consultants and contractors will communicate with stakeholders; the mechanism by which people can raise concerns; provide feedback; and/or make complaints about the PMU, supervision consultants, the contractors, and the project itself. Furthermore, the SEP will ensure that a consistent, comprehensive, coordinated and culturally appropriate approach to engagement will be undertaken for the project and for addressing environmental and social risks and impacts, and that the approach fulfils all relevant legal and regulatory requirement of Sri Lanka and is aligned with World Bank's Environmental and Social Framework. The involvement of the relevant stakeholders, especially at local levels is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. SEP will identify stakeholders and mechanisms through which they will be included

in the engagement process as part of project preparation and implementation and will serve as a record for the engagement process during the project preparation period.

The SEP prepared and to be implemented by the Project Management Unit (PMU) set up under the Ministry of Highways, includes: description and overview of the project, including environmental and social risks and impacts; national and World Bank requirements on stakeholder engagement, information disclosure and consultations; summary of stakeholder engagement activities already organized under the project; stakeholder identification and analysis; proposed stakeholder engagement program for the project; roles, responsibilities and resources for the stakeholder engagement program; description of the range of information to be communicated to stakeholders and the methods to be used for stakeholder consultation at each stage; project grievance redress mechanism; and monitoring and reporting requirements for the SEP. Furthermore, the SEP presents a template for a simple and concise stakeholder engagement plan to be prepared for site level interventions, detailing the activities and timing for information disclosure and stakeholder consultation at the site (Annex 2).

1.4 Potential Social and Environmental Risks and Impacts

The Inclusive Rural Connectivity and Development Project (IRCDP) is anticipated to provide positive benefits in terms of enhanced access to roads; reduction in travel time and transportation costs; increased in employment opportunities; and income generation from the construction work; increased security and reduced traffic incidences due to installation of traffic lights, access to markets due to road improvements that would improve/increased livelihood activities. However, there are potential environmental and social risks associated with the project components including:

Environmental risks:

- a. Significant adverse risks or impacts on human populations and/or the environment not expected since the project sites will be largely located within pre- settled areas of human habitation. Impacts are expected to be temporary and/or reversible; low in magnitude; site-specific, without likelihood of impacts beyond the actual footprint of the project.
- b. Key environmental risks and impacts expected relate to possible temporary disruption of current traffic circulation, traffic safety, damage to access roads, dust nuisance, gaseous emissions,), air pollution and noise emissions from machinery, potential pollution of soil and water resources, brief disturbance to biotope, and momentary interference to neighbouring settlements through various operational activities, erosion and sedimentation of rivers and wetlands from earth works and run-off, felling of trees along the Right of Way (ROW), disposal of waste/spoil
- c. Occupational and community health and safety, especially with added risks associated with the spread of COVID-19 under the current pandemic context in the country.
- d. Sourcing of construction materials will also have risks and impacts from extraction, transport and hauling and site restoration after extraction.
- e. Ancillary infrastructure that will be supported such as rehabilitation of cold-storage, storage facilities may also potentially involve the generation of hazardous chemicals and handling of asbestos in old infrastructure that would need to be handled via adequate guidance criteria and exclusion criteria.

Social risks:

- Temporary/permanent physical and economic displacement of squatters/encroachers of the RoW of the roads earmarked for rehabilitation
- Temporary/permanent loss of land, crops, structures, etc. for the road works or development of agro-logistics and community infrastructures and social facilities even though such impacts are likely to be minimal.
- Temporary/permanent relocation of communal properties such as religious statues, shrines, sacred trees etc. located beside the roads, or possible damages to them during construction work by vibration, dust etc.
- Inadequate coordination between concerned agencies on land acquisition, livelihoods support and agriculture-related issues, and lack of dedicated personnel dealing with social aspects within the implementing agencies;
- Protests from local communities against the work forces in case of (i) damages are caused to their private/public properties; (ii) land acquisitions (if required);and (iii) voluntary land donations
- Political interferences during the selection of roads and community infrastructure, and/or frequent changes of alignments and project sites leading to delays in project implementation as well as adverse impacts on affected communities;
- Exclusion of vulnerable and disadvantaged groups from decision-making as well as other project benefits, especially interventions to support institutional strengthening and capacity enhancement
- Insufficient consultation and lack of required coordination amongst stakeholders during the development and deployment of the digital rural connectivity assessment tool
- Civil construction works causing unanticipated adverse impacts on communities living beyond the area earmarked for the project. Such adverse impacts may include accidental damages to properties due to vibration causing from the use of heavy machinery and piling, minor access difficulties, safety issues, and inconveniences and disturbances due to dust and noise generated by construction works.
- Influx of migrant workers may result in increased illegal/sexual misconducts or gender -based violence.

2. REGULATIONS AND REQUIREMENTS

2.1 National Requirements for Stakeholder Engagement

People's rights relating to access to information, consultation and engagement is recognized in both the Constitution of Sri Lanka as well as in the legal enactments described below.

2.1.1 Constitution of Sri Lanka

People's right to access information is enshrined in the Constitution of Sri Lanka (Chapter III, Section 14A) which advocates that every citizen shall have the right of access to any information as provided for by law, being information that is required for the exercise or protection of a citizen's right held by:

- (a) The State, a Ministry or any Government Department or any statutory body established or created by or under any law;
- (b) Any Ministry of a Minister of the Board of Ministers of a Province or any Department or any statutory body established or created by a statute of a Provincial Council;
- (c) Any local authority; and
- (d) Any other person, who is in possession of such information relating to any institution referred to in sub-paragraphs (a) (b) or (c) of this paragraph.

The Constitution further states that no restrictions shall be placed on the right declared and recognized by this Article, other than such restrictions prescribed by law as are necessary in a democratic society, in the interests of national security, territorial integrity or public safety, for the prevention of disorder or crime, for the protection of health or morals and of the reputation or the rights of others, privacy, prevention of contempt of court, protection of parliamentary privilege, for preventing the disclosure of information communicated in confidence, or for maintaining the authority and impartiality of the judiciary.

2.1.2 Right to Information Act No.12, 2016

The Right to Information Act states that whereas the Constitution guarantees the right of access to information in Article 14A, and prescribes that every citizen shall have a right of access to information which is in the possession, custody or control of a public authority (Part 1 Section 3 (1) order to foster a culture of transparency and accountability in public authorities by giving effect to the right of access to information and thereby promote a society in which the people of Sri Lanka would be able to more fully participate in public life through combating corruption and promoting accountability and good governance.

2.1.3 National Environmental Act No.56 of 1988

Development projects which are designated as 'prescribed projects' by the Minister (in-charge of the subject of environment) require obtaining approval for such projects from the project approving agencies specified by the Minister, disclose the documents prepared for such approval, and respond to the public comments. The National Environmental Act (NEA) of 1988 prescribes that "it shall be the duty of all project approving agencies to require from any Government Department, Corporation, Statutory Board, Local Authority, Company, Firm or individual who submit any prescribed project for its approval to submit within a specified time an initial environmental examination report or an environmental impact assessment report as required by the project approving agency relating to such

project and containing such information and particulars as may be prescribed by the Minister for the purpose” (Part IVC, 23 BB).

The NEA further states that “a project approving agency shall on receipt of an initial environmental examination report or an environmental impact assessment report, as the case may be, submitted to such project approving agency in compliance with the requirement imposed under subsection (1), by notice published in the Gazette and in one newspaper each in the Sinhala, Tamil and English languages, notify the place and times at which such report shall be available for inspection by the public, and invite the public to make its comments, if any, thereon.

Any member of the public may within thirty days of the date on which a notice under subsection (2) is published make his or its comments, if any, thereon to the project approving agency which published such notice, and such project approving agency may, where it considers appropriate in the public interest afford an opportunity to any such person of being heard in support of his comments, and shall have regard to such comments and any other materials if any, elicited at any such hearing, in determining whether to grant its approval for the implementation of such prescribed project. Where approval is granted for the implementation of any prescribed project, such approval shall be published in the Gazette and in one newspaper each in Sinhala, Tamil and English languages.

2.1.4 National Involuntary Resettlement Policy (NIRP), 2001

In reference to resettlement of persons displaced by development projects, the policy principles of the National Involuntary Resettlement Policy (NIRP) of Sri Lanka stipulate that “Resettlement should be planned and implemented with full participation of the provincial and local authorities”. Furthermore, its policy objectives require that all affected people are made aware of processes available for the redress of grievances that are easily accessible and immediately responsive.

2.2 World Bank Requirements for Stakeholder Engagement

The World Bank’s Environmental and Social Framework (ESF)’s Environmental and Social Standard (ESS) 10, “Stakeholder Engagement and Information Disclosure”, recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice” (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:

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

- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.” (World Bank, 2017: 98).

2.3 Stakeholder Engagement Plan and Disclosure

This SEP was consulted and disclosed publicly **August 2021**, prior to project appraisal¹⁰. The objective is to establish a systematic approach for stakeholder engagement, maintain a constructive relationship with them, consider stakeholders’ views, promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life-cycle, and ensure that appropriate project information is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner. The project will set up a project-specific Grievance Redress and Feedback Mechanism for people to report concerns or complaints if they feel unfairly treated or are affected by any of the sub-projects.

The underlying principle of stakeholder engagement for the project will be that engagement shall be: a) free of manipulation, and b) free of interference, coercion, and intimidation, and conducted based on timely, relevant, understandable and accessible information, in a culturally appropriate format. It shall involve interactions between project’s stakeholders and shall provide stakeholders with an opportunity to raise their concerns and opinions and shall ensure that this information is taken into consideration when designing the project and making decisions.

This SEP is a living document and will be updated throughout the project lifecycle. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 10).

The structure of the stakeholder engagement plan will be as follows:

- Stakeholder Identification and Analysis
- Stakeholder Engagement Program
- Grievance Redress Mechanism
- Monitoring and Reporting

Annex 2 includes a template on site-specific Stakeholder Engagement Plan.

¹⁰ The Borrower has sought the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement.

3. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The initial stakeholder engagements of the project were with different stakeholder groups, largely confined to the consultations held during the process of social and environmental screening of the 25 potential front runner roads. Focus of these consultations and discussions were to elicit stakeholders' views and feedback on:

- Current conditions of the roads and difficulties faced by the local communities
- Socioeconomic profiles of the communities living beside the roads
- Nature of improvements, rehabilitation and constructions required in the existing roads
- Access and connectivity to market and other services
- Potential land and livelihoods related Impacts
- Road safety improvements
- Effectiveness of road investments vis-à-vis potential linkages with other infrastructure and services (e.g., markets)
- Gender and personal safety aspects
- Potential risks/impacts during construction

The consultations were held in parallel across the 25 potential roads projects between 11-12 March 2021. The stakeholders consulted included: Grama Niladharis, businesses/commercial establishments, local government representatives (e.g., Social Service Officers, Women Development Officer, etc), road users, community representatives, local residents including vulnerable groups such as squatters and other non-titleholders living in poverty, individuals representing ethnic minorities women and elderly, Provincial Road Development Authority, Divisional Secretariats, farmers, etc. The squatters highlighted their concerns over possibility of affecting their business places during road construction and preparation of Abbreviated Resettlement Plan prior to starting of civil works was considered to address their concerns. In addition, guidance for contractors to prioritise local labour in order to support daily paid labourers in project areas was included to Environment and Social Management Plans (ESMPs) of all 25 roads. The key methodologies followed for stakeholder engagement and information dissemination comprised of individual meetings and telephonic interviews, primarily because of COVID-19 related concerns that curtailed the extent to which focus group discussions and face-to-face meetings could be organized.

Summary of the issues raised and discussed during the initial round of stakeholder engagements are summarized in Table 1.

Table 1: Stakeholder engagements during the social and environmental screening process

Venue	Date	Type/Detail of Stakeholders(s)	Key issues/Suggestions for Improvements
SR 01: Passaramulla – Denagama – Nelliwala Road	11 Mar 2021	Grama Niladari - Medagedaragoda (M), Grama Niladari - Amuwathugoda (M), Road User, Commercial Owner (F), Resident (M)	Importance to develop this road: (i) no proper drain system along the road so storm water flows and road gets damaged; (ii) public transport not possible due to road damage; (iii) road not maintained for a long period; (iv) road slippery and dangerous during rainy season. People along the road engage in farming, especially paddy, tea and vegetable cultivation and work as laborers.
SR 02: Welekumbura –Deiyangewatta – Kowlketiya Road	11 Mar 2021	Commercial Owner (M)	Road in damaged condition and therefore should be improved. Main livelihood of the area is tea cultivation. About 40 -50 lorries transport tea leaves on this road daily.

Venue	Date	Type/Detail of Stakeholders(s)	Key issues/Suggestions for Improvements
SR 02: Welekumbura –Deiyangewatta – Kowlketiya Road	12 Mar 2021	Grama Niladhari Welekumbura (M)	Majority of people living in this area are Sinhala - Buddhists. Most of the lands are private lands. But there are some lands that belong to temples (e.g., under Buddhist Temporalities Ordinance).
SR 03: Pambahinna – Kinchigune Road	11 Mar 2021	Grama Niladari - Kinchigune (M), Commercial Owner (M)	Road provide access to Agriculture Dept of Sabaragamuwa Univ. and to Samanalawewa reservoir. There are private and public land along the road, including 50 houses and a training center of Ceylon Electricity Board
SR 04: Wikiliya Pansala Road	11 Mar 2021	Social Service Ofr, Balangoda Div. Secretariat (M); Resident (M)	Road needs to be developed. There are around 30 families along the road and majority is Sinhalese. People are poor in the project area, and engage in agricultural activities. All these people will however support the project
SR 05: Kumaragama Randola Road	11 Mar 2021	Grama Niladari - Thalagama (M), Resdient (M), Road User (M)	All 3 groups—Sinhalese, Tamil & Muslim live along the road and are engaged in wage labor & agriculture. Road used frequently but considered unsafe, esp. when raining. Along with road rehabilitation, drainage improvement required to manage stormwater flow.
SR 06: Berenduwa – Batewela Road	12 Mar 2021	Grama Niladhari - Heen Berenduwa (M)	Agriculture lands (e.g., Tea, Rubber, Cinnamon) in the area. Land ownership is public and private. People work in agriculture lands and they are mostly Sinhala Buddhists
SR 06: Berenduwa – Batewela Road	11 Mar 2021	Counsellor, Rathnapura DSD (M); Technical Off, RDA (M); Road User (F)	This is an agricultural area; road is damaged and needs to be developed and people will welcome the project. Majority of people in the area are Sinhalese. There are no NGOs working on GBV in the project area.
SR 07: Dambuluwana Galathura Road	11 Mar 2021	Commercial Owner (M); Resident (F)	Road gets inundated at several locations & water level goes to 1 ½ feet high at estate laborers settlements, where the workers have lived for a long time. Culverts need to be repaired and replaced.
SR 07: Dambuluwana Galathura Road	12 Mar 2021	GramNiladari-Galatura (M); Grama Niladari - Kahawatta (F)	There are tea, rubber and paddy cultivation in the project area and people work in these lands. There are community-based organizations such as Framer organizations. Only Sinhala people live in this GN Division.
SR 08: Devipahala Deraniyagala	11 Mar 2021	Resident(M), Road User (M), Small Shop Owner (M), Grama Niladhari, Devipahala (M)	Main livelihood is agriculture. Access road to Bopath Ella waterfall so used by local and foreign tourists, and residents. Road is damaged and need to be developed, especially since it provides public transport services. Many people derive their income from selling goods and services to the tourists
SR 08: Devipahala Deraniyagala	12 Mar 2021	Women Dev Officer, Kuruvita DSD (F)	Women in project area do not work so self-employment encouraged for which road development would be useful.
SR 09: Erathna Thundola Road	11 Mar 2021	Grama Niladari - Ekneligoda (F), squatter (F), Motor Mechanic (M), Road User (F)	Majority Sinhala. Most employed as laborers in tea & rubber plantations; some supplement income by running shops, working in nearby garment factory. Road condition makes it difficult for lorries transporting tea, and vehicles transporting garment workers avoid entering. Appx. 500m of road in poor condition & community demand to rehab at least that bit.
SR 10: Guruluwana Ekneligoda	12 Mar 2021	Grama Niladari-Ketawala (M); Grama Niladari- Gilimale-N(M)	Tea, rubber, cinnamon and paddy cultivation. Despite big trees, it is not a protected area. Primarily private lands with some people owning 5-8 acres.
SR 10: Guruluwana Ekneligoda	11 Mar 2021	Road user (M); Resident (F)	Tea cultivation main activity while some sell jaggery to visitors to Adam's peak. All are titelholders. Road used mostly for tea transportation.
SR 11: Illukwatta Rathganga road	12 Mar 2021	Grama Niladari - Gileemale (M)	Pilgrims visiting Adam's peak & Rathgama temple use the road. Majority Sinhala. Livelihoods focus on tea cultivation & gem mining. Farmer's orgs.
SR 11: Illukwatta Rathganga road	11 Mar 2021	Road user (M); Road user (M)	Proposed road rehab considered positive as road is damaged, gets inundated; but still use it, esp to access Athuraliya, Rathgama & Malkella villages
SR 12: Dehenakanda Road	12 Mar 2021	Grama Niladari - Dehenakanda (M)	Most 99-year lease estate lands along the road. Majority Indian Tamil, working as laborers in estates. Farmer organization operating in the area.
SR 12: Dehenakanda Road	11 Mar 2021	Shop Owner(F); Estate laborer(F); Shop Owner (M)	Tea factories and waterfalls so visitors for trading and recreational activities, and also to go to Bambarakanda and Dehenakanda areas. 10 buses operating on this road. Many work in tea estates on daily wage. People have land deeds.
SR 13: Iddamalgodā – Sotherland	12 Mar 2021	Grama Niladari - Bulugahapitiya (M);	People who live in this GN division are Tamil. People engage in wage labor and self-employments.
SR 13: Iddamalgodā – Sotherland	12 Mar 2021	Grama Niladari - Ganegoda (M)	Majority people in this GN division are Sinhalese. People also work in garment factories and government institutions.
SR 13: Iddamalgodā – Sotherland	11 Mar 2021	Road user (M)	The road was not developed for a long time and now it's in dilapidated condition. So, this road needs to be developed.

Venue	Date	Type/Detail of Stakeholders(s)	Key issues/Suggestions for Improvements
SR 15: Paper Mill Rd from Kubugoda Ara Jct. to Thalawa Road	11 Mar 2021	Grma Niladari, Thorakolayaya (M)	It is important to develop this road as the surface is damaged and the road provides a link to Embilipitiya Middeniya Road (B-486). There are Banana cultivations and home gardens. The road is used for transportation of these agricultural products to the market.
SR 15: Paper Mill Rd from Kubugoda Ara Jct. to Thalawa Road	11 Mar 2021	Grama Niladari, Hingura (F)	Road surface damaged and needs rehabilitation. Majority Sinhalese-Buddhists. Agriculture mainstay with some people engaged in public and private sector employment.
SR 16: Kumbugoda Ara Udagama Road	12 Mar 2021	Grama Niladari, Modarawana (F)	Besides road & drainage, culverts need improvement. Majority Sinhala-Buddhists. Agriculture main economic activity with banana as primary crop along with paddy. Some engaged in public & private sector employments.
SR 16: Kumbugoda Ara Udagama Road	11 Mar 2021	Businessman (M); Businessman (M); Resident (F); Visitor (M)	Access to Embilipitiya-Middeniya Rd (B 486), Udagama & proximity to Embilipitiya New Town for education, health, administrative purposes. Agriculture main activity & products transported using the road. Drainage system essential. Houses and shops along road likely to be affected by dust during construction.
SR 17 (a): Hingura Ara Old Road; SR 17 (b): Road to Hingura Ara Village	11 Mar 2021	Grama Niladari, Hingurana (M); Road User (M); Resident (F)	Majority Sinhalese-Buddhist. Chena cultivation dominant and Embilipitiya Ceramic factory & nail factory along road. Provides accesses to Pelmadulla - Embilipitiya Nonagama Rd (A018), useful esp. in the context of factories. Improvement in transportation services expected following road rehab but access to houses & commercial structures expected during construction.
SR 18: Road from Hingura Ara to Ketagal Ara	11 Mar 2021	Framer (M); Businessman (M)	Majority Sinhalese-Buddhist. Banana cultivation dominant along with paddy & coconut, with visitor influx for trading produce. Dilapidated road condition means frequent damages to vehicles. Dust, noise & vibration likely concerns during construction
SR 19: Kalagedi Ara Nuge Cross road	12 Mar 2021	Grama Niladari, Kalagedi Ara (F)	Majority Sinhalese-Buddhist. Chena cultivation main agro-practice but there are also home gardens with coconut, pepper and banana cultivations. There is a Rural Development Society in the area
SR 19: Kalagedi Ara Nuge Cross Rd	11 Mar 2021	Resident (F); Businessman (M)	Despite the poor condition, road frequently used. Chena cultivation practiced; agro products transported by truck, lorry and tractors; traders come to village to buy produce. Dust major impact during construction.
SR 20: Chandrika wewa outer Circular Road	11 Mar 2021	Squatter (F); Fish seller (M); Small shop owner (M)	Area popular among local tourists for recreation, including visits to Chandrika wewa (lake) on a daily basis. Majority people Sinhalese-Buddhists. Fisheries society operating in the area.
SR 21: 100 Mile post Bosirigama thalagahawela via Galwanguwa Rd	11 Mar 2021	Resident (M); Resident (M)	Primarily Sinhalese-Buddhists. Road links to Pelmadulla – Embilipitiya – Nonagama (A018). Banana, pepper, manioc & vegetable cultivation; farmers use road to transport produce, traders to buy agri-products & bricks, and others for school/work. Streetlamps needed along with road rehab. Potential dust pollution during construction is a concern.
SR 22: 13 Bunt Road from 99 junction	11 Mar 2021	Farmer (M); Resident (F)	Existing road surface damaged & roadside drains needed. Banana, pepper, manioc & vegetable cultivations in area. Road used by farmers to transport produce to market & traders to visit; but no public transport service. People have title deeds/land permits, farmer orgs functional.
SR 23: Udawalawa to Kolabage Ara via Adaluwa Road	11 Mar 2021	Shop Owner (F); Resident (M)	Majority Sinhalese -Buddhists. Cultivation of banana, pepper, manioc, vegetables, main activity. Road in dilapidated condition and no public transport service. There are farmer organizations operating in the area.
SR 24: Kolabage Ara to Bibilegama Yaya Road	11 Mar 2021	Resident (M); Farmer (M)	Road link to Pelmadulla – Embilipitiya – Nonagama (A018). Agro-based economy; banana & manioc main crops. Road used by farmer to transport products to market, traders to buy produce, and others. Roadside drains needed; road access required for houses & shops during construction.
SR 25: 2 nd Mile post to Guru Ara Galwanguwa Road	11 Mar 2021	Road User (M); Farmer (M); Resident (M)	Road links to Pelmadulla–Embilipitiya–Nonagama (A018). Agr. main activity with few in public & private employment. Banana, pepper main crops. Traders come to buy produce & bricks (several bricks manufacturing in the area). Poor road condition means, difficulties for road users, incl. school children
SR26: Balagara junction-Kachchigala Ara Lake Road	12 Mar 2021	Grama Niladari, Thunkama (M)	Majority Sinhala-Buddhists; agriculture main activity. School children, farmers, office workers, &business community main road users, including teachers who come from outside. But only one bus operating road
SR26: Balagara junction-Kachchigala Ara Lake Road	11 Mar 2021	Shop Owner (F); Businessman (M)	Existing road surface damaged & only 1 bus operating. Following road rehabilitation, increase in public bus service, increase in land value, decrease in travel time, and reduction in vehicle maintenance cost, expected

These above consultations helped to inform potential stakeholders about the project, in terms of understanding the conceptual design and feasibility of the project; identifying the benefits of road improvements, and the initial response of the respective communities to the proposed road developments (which was positive). They also helped in identifying ways of minimizing adverse impacts at a few locations by identifying potential project-related risks and challenges at the beginning/ concept stage. Most of these stakeholders wanted to have continued consultations during the project preparation and subsequently, during project implementation.

Besides the aforementioned consultations, to further take stakeholders' input into account, executive summaries of the RPF and ESMF were translated into Sinhala and Tamil disclosed on the project website for comments. Along with the translated summaries, the full versions of the EMSF, RPF, LMP and SEP, will be disclosed on the project website within 2 weeks of receiving clearance from the WB for public comments. Additionally, national - level stakeholder consultations will be organized via virtual meetings in view of the COVID 19 restrictions to conduct face to face physical meetings. The consultations conducted over the phone with national/divisional level officials on 27th of April 2021 have been summarised in Table 2. This included officials of provincial council Sabaragamuwa and selected chairmen of local authorities.

Table 2: Summary of Feedback/Suggestions on Project Documents and ESF Instruments

Venue/Date	Issues Raised by Participants	By Whom	Responses by the Project Team
27.04.2021	Have received information about the IRCDP. There are roads owned by Provincial Road Development Authority in frontrunner list and these roads needs to be developed. Development of rural roads was ignored in the past. People like to donate lands for the road development as road is important to them. Therefore, its good if the road can be widened. The development of drain system along the roads is also important when developing the roads. If not, the storm water flows on the roads and road get damaged. And, passing bays needs to be incorporated, otherwise, as two vehicles cannot pass from each other. Rathnapura district is a land slide prone area and this needs to be considered. Doing the development without creating environmental issues. Is important.	Deputy Director, Local Governments, Provincial Council, Sabaragamuwa.	The concerns on landslides, drain system along the road and incorporation of passing bays will be considered by the project.
27.04.2021	It is good to develop these provincial roads. And, its good if the total length of roads can be developed. The bends of these roads needs to be improved and its good, if the road widening is possible. When Road Development Authority develop provincial roads, it is easy for the council as then, council can consider the development of roads under local authorities.	Director, Roads, Provincial Council, Sabaragamuwa.	Improvements of bends will be considered by the project for future improvements.
27.04.2021	Have not received information on IRCDP. There are no roads owned by Balangoda Urban Council, included in the frontrunner list. The Rathnapura	Chairman, Balangoda Urban Council	The concern on landslides will be

Venue/Date	Issues Raised by Participants	By Whom	Responses by the Project Team
	district is land slide prone area and this needs to be considered when developing these roads.		considered by the project.
27.04.2021	Have received information on selected frontrunner roads. These roads need to be developed as the roads are located in remote areas. Embilipitiya is an agricultural area and roads and water are essential for agricultural development. The road development will facilitate people to transport their agricultural produces to the markets with less travel time. There are no environmental issues in this area. It's important to inform people and political authority in the area about proposed development prior to starting of civil works.	Chairman, Embilipitiya Pradeshiya Sabah	People and political authority will be informed about proposed development prior to starting of Civil Works.
27.04.2021	Passaramulla – Denagama – Nelliwala (SR1) road is located in this PS. This road is essential to be developed as it connects with Balangoda – Hatton road and Colombo – Badulla road. There are tea and vegetable cultivations and road development will facilitate the transport of these agricultural produces. The Udugama school will be upgraded to a national school soon, and this is the only road to reach the school. Further, this is the main road for people living in around 20 GN divisions. There are no environmental issues in this road. It is good if the road can be widened. The people and the political authority in the area about proposed development prior to starting of civil works.	Chairman, Imbulpe Pradeshiya Sabah	People and political authority will be informed about proposed development prior to starting of Civil Works.
27.04.2021	It is good to develop rural roads. Within this PS, a PRDA road is selected for the development in frontrunner list. There are estate population living in this area. These roads are footpaths earlier and now the roads have been widened. The land donation is acceptable, and people will donate lands if required, for the development. There will be no environmental issues. Inform all people along with this PS, about the development prior to starting of civil works.	Chairman, Imbulpe Pradeshiya Sabah	People will be informed about proposed development prior to starting of Civil Works.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

For the purposes of the SEP, stakeholders of the proposed Project will be divided into the following core categories: (i) project-affected; (ii) other interested parties; and (iii) vulnerable groups (Table 3). Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholders toward the successful implementation of the project and will enable the project to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community's and institutional endorsement of the project by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

Table 3: Stakeholder Identification and Mapping

Affected Parties

- Landowners/ commercial structure owners/house owners in the Project Area of Influence
- Squatters/Encroachers within the existing Right of Way (RoW) of rural roads
- Temporarily affected persons (e.g., mobile vendors)
- Farmers, farmer groups, community orgs
- Road Users/Pedestrians (e.g., traders, employers/employees, commuters, school children, etc)
- Hospitals, health care facilities and education institutes
- Local/Foreign tourists, pilgrims, worshippers, etc visiting project area
- Public/private transport operators
- Project workers, including construction workers
- Utility providers (Water, Electricity, etc)

Other Interested Parties

- Project implementers and partners, including Road Development Authority, Ministry of Highway, PRDA, Divisional Secretariats, GNDs, Department of Agrarian Development (DoAD) and Ministry/Department of Agriculture
- Project related government agencies such as, including Ministry of Finance, Ministry of Public Services, Provincial Councils & Local Government, Local Authorities such as Municipal Councils, Urban Councils and Pradeshiya Sabahs, Irrigation Department, etc)
- Service providers including Sri Lanka Police, Utility providers (e.g., Ceylon Electricity Board, Sri Lanka Telecom, etc), Central Environmental Authority, Ministry of Health, etc
- Host/Local community
- Community based organizations (e.g., farmers group, NGOs, Environmental NGOs)
- Administrative, political and religious institutions and media
- Contractors and consultants

Disadvantaged and Vulnerable Groups

- Squatters and other non-titleholders living in poverty
- Wage Laborers
- Households below poverty line
- Differently abled people
- Elderly people
- Illiterate people
- Female headed households
- Female construction workers
- Children and adolescent
- Religious/Ethnic minorities
- Migrant workers

4.1 Project Affected Parties

'Affected Parties' are, persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as being most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

Table 4 provides an assessment of the project's risks and impacts on individuals, groups, local communities, and other stakeholders that may be directly or indirectly or positively or negatively affected by the project, with a focus on those directly and adversely affected by project activities. This assessment further extends to analyse the level of influence that these different stakeholder groups can exercise over the project preparation and implementation processes.

Table 4: Project's Impact on Affected Parties and their Level of Influence

No.	Stakeholder Group	Impact	Influence
1	Landowners/ commercial structure owners/house owners in the PAI	Moderate	Moderate
2	Squatters/encroachers within existing RoW	High	Low
3	Farmer, Farmer groups (beneficiaries of agro-logistics)	Moderate	Low
4	Road users/pedestrians (e.g., traders, bus commuters, employees/ employers, school children, etc)	High	Moderate
5	Hospitals/Healthcare Centres, educational institutes	Moderate	Low
6	Local/Foreign tourists, pilgrims, worshippers, etc visiting project area	Moderate	Low
7	Temporarily affected persons/households (e.g. mobile vendors)	High	Low
8	Utility services providers (electricity, water, telephones)	Moderate	Low
9	Public/private transport operators, including trishaw drivers	Moderate	Moderate
10	Project workers, including construction workers	Moderate	Low
11	Vulnerable groups (e.g., women construction workers, elderly, PwDs)	Moderate	Moderate
12	Ministry of Finance	High	High
13	Ministry of Highways and Road Development Authority	High	High
14	Ministry of Land, Divisional Secretariat, Survey Department, Valuation Department	Moderate	High
15	Ministry of Public Services, Provincial Councils and Local Government	Moderate	High
16	Provincial Road Development Authority, Ministry of Rural Infrastructure, Ministry of Tourism, Ministry of Sports & Youth Affairs	Moderate	High
17	Local Authorities (Municipal Councils, Urban Councils and Pradeshiya Sabahs)	Moderate	High

4.2 Other Interested Parties

'Other Interested Parties' constitute individuals/groups/entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. They include project implementing agencies, project partners, political institutions, service providers, host communities, civil society organizations, NGOs, religious institutions, political authorities, academic institutions, and project beneficiaries. Table 5 presents the multiple interests of other parties and their level of potential influence over the Project.

Table 5: Interests of other parties and their level of influence over the project

No.	Stakeholder Group	Interests	Influence
SERVICE PROVIDERS			
1.	Police Department, Traffic Police	<ul style="list-style-type: none"> To provide reported crash data sets for road safety management Support augmentation of traffic management system. Traffic management, especially during construction period and enforcement of law, including traffic laws GBV prevention and response 	High
2.	Central Environmental Authority	<ul style="list-style-type: none"> Provide necessary approvals on a timely basis (e.g., approvals for disposal site, material sources selection and management) Monitor environmental aspects (e.g., air quality) related to the project 	High
3.	National Building Research Organization (NBRO)	<ul style="list-style-type: none"> Regulating construction activities within landslide prone areas 	Moderate
4.	Natural Resources Management Centre (NRMCC)	<ul style="list-style-type: none"> Regulating construction activities and resource management within the areas relevant for optimizing use of land and water resources to improve national agricultural productivity in a sustainable manner. Conducting research and development programs covering several disciplines (e.g., soil conservation and watershed management, land suitability evaluation, agro-meteorology and climate change, productivity enhancement, etc) 	Moderate
5.	Department of Agrarian Development and Department of Agriculture	<ul style="list-style-type: none"> Providing for the utilization of agricultural lands in compliance with the agricultural policies of the government Involve in determining the structure, size, adequacy across the irrigation canals during the estimation/designing Support the component on agro-logistics and other agriculture-related project activities Soil conservation in road rehabilitation 	Moderate
6.	Forest Department	<ul style="list-style-type: none"> Support/coordination required when road rehabilitation occurs within or adjacent to declared forest areas Provide support and clearance when roadside trees are to be felled 	Moderate
7.	Ministry of Health	<ul style="list-style-type: none"> Application of guidelines of COVID 19 Pandemic and other pandemics. Provision of health care facilities and awareness. Act as a GBV prevention response actor 	Moderate
8.	Mahaweli Authority of Sri Lanka	<ul style="list-style-type: none"> Allocation of lands belonging to Mahaweli Authority for road rehabilitation, if required 	Low
91.	National Physical Planning Department	<ul style="list-style-type: none"> Preparation of regional plans, including road access/networks, and provide assistance to Provincial councils and local authorities to do so Authorize the formulation and implementation of a national physical planning policy with the objective of promoting and regulating integrated planning of economic, social, physical and environmental aspects for the protection of natural amenities, the conservation of natural environment, buildings of 	Low

No.	Stakeholder Group	Interests	Influence
		architectural and historic interest and places of natural beauty	
10.	Urban Development Authority	<ul style="list-style-type: none"> Ensure that road rehabilitation complies with urban development plan, if relevant 	Low
11.	National Road Safety Council	<ul style="list-style-type: none"> During the construction of the project, safety of the commuters to be considered One of the partner organizations for road safety capacity building under the Project 	High
12.	Sri Lanka Transport Board (SLTB) and Private Bus Operators Association	<ul style="list-style-type: none"> Participate in the planning of bus operations during the project construction period. Participate in the planning of priority bus lanes etc. which may necessary in the Traffic Management system. 	Moderate
13.	Divisional Secretariat	<ul style="list-style-type: none"> Serve as the chairperson of the GRM Monitor, follow-up and assist in the process of acquiring lands and resettlement of PAPs Resolve any encumbrances in the ROW in liaison with the District Coordination Committee (DCC) and other higher authorities 	Moderate
14.	Utility Service Providers (Ceylon Electricity Board, LECO, Sri Lanka Telecom, Dialog, National Water Supply and Drainage Board)	<ul style="list-style-type: none"> Consider/evaluate possibilities of construction work to avoid/minimize adverse impacts on utility services Support/coordinate relocation of utilities where necessary and when it is inevitable with the construction work Restore the utility services in the event of any breakdowns due to civil works of the project 	Moderate
15.	Sri Lanka Land Development Corporation (SLLDC)	<ul style="list-style-type: none"> When the road widenings are involved with the low-lying areas 	Moderate
16.	Geological Survey Mines Bureau (GSMB)	<ul style="list-style-type: none"> Issue permits for blasting, quarrying rock, sand etc. 	Moderate
17.	Coast Conservation and Coastal Resources Management Department	<ul style="list-style-type: none"> When road widenings are carried out in/near coastal areas 	Moderate
18.	Department of Wildlife Conservation	<ul style="list-style-type: none"> Coordination role when road widenings are carried out in areas where wild animal movements are identified (e.g., near sanctuary and wetlands) Protection of sensitive flora and fauna species (even outside of protected areas) 	Low
19.	Department of Irrigation	<ul style="list-style-type: none"> Affected when the irrigation structures canals, culverts are interrupted and any related improvements in irrigation structures due to the road widenings Involve in determining the structure, size and adequacy of irrigation canals during estimation/designing 	Moderate
20	Ministry of Plantation	<ul style="list-style-type: none"> Involved if road rehabilitation occurs within or adjacent to plantation lands 	Low
21.	Department of Archaeology	<ul style="list-style-type: none"> Access to archaeological and historical monuments may interrupted during road construction/widenings Coordinate to ensure that archaeological buildings/sites are not adversely affected Provide support with the chance-find procedure 	Low
22.	Sri Lanka Railway	<ul style="list-style-type: none"> Manage traffic and construction works in rail crossings during the construction period 	Moderate

No.	Stakeholder Group	Interests	Influence
		<ul style="list-style-type: none"> Relocation of SLR Warning Systems and any appurtenances whenever required with the road widening 	
HOST/LOCAL COMMUNITY			
23.	Host/Local community surrounding the project areas, who comprise of service providers, settlements	<ul style="list-style-type: none"> Review the outline of the final engineering design of the Project Receive information Ex. base line data on the potential impacts of construction work Ensure that their properties are not accidentally damaged due to construction work Ensure that they are protected from construction related impacts such as dust, noise, vibration and any form of misbehaviours of labour teams Search for opportunities for providing various services to contractor's labour teams 	Moderate
VOLUNTARY ORGANIZATIONS, NGOS, ACADEMIC INSTITUTIONS AND BANKS			
24.	Community based organizations	<ul style="list-style-type: none"> Expectation of regular consultations by the project, including in selection of roads, designs, etc Support to ensure community monitoring, effective project implementation and O&M support Adverse impacts from physical and economic displacement On-site mitigation and proper compensation for residual impacts of construction 	Moderate
25.	NGOs	<ul style="list-style-type: none"> Support efficient and effective implementation of the agro-logistics, community infrastructure, and related activities to support farmers and local communities Support in institutional strengthening and capacity building 	Low
26.	Environmental NGOs/ Activists	<ul style="list-style-type: none"> Expectations of no harm to the environment, effective on-site mitigation and proper compensation for residual impacts due to development Conservation of the affected Fauna and Flora, if any 	Moderate
ADMINISTRATIVE, POLITICAL AND RELIGIOUS INSTITUTIONS AND MEDIA			
27.	Local and provincial level political authority	<ul style="list-style-type: none"> Ensure human needs including but not limited to efficient and safe transport service and accessibility to commuters, supplying amenities and also the uninterrupted project construction works 	Moderate/ High
28.	Grama Nailadhari	<ul style="list-style-type: none"> Serve as the chairperson of GND level GRC Serve as a conduit for communication for both the community members and the project. 	High
29.	Religious institutions	<ul style="list-style-type: none"> Ensure efficient and safe transport service and accessibility to commuters and those attending religious functions 	Moderate
30.	Press and Media	<ul style="list-style-type: none"> Provide publicity on project developments and key activities Ensure transparency in all activities related to the implementation of the project 	Moderate/ High
COMMUTERS			
31	Commuters (public/private transport)	<ul style="list-style-type: none"> Avoid adverse impacts caused by disruption/ inaccessibility to public amenities in the project area during construction Expectations for efficient and safe transport service in the project area 	High

No.	Stakeholder Group	Interests	Influence
CONTRACTORS AND CONSULTANTS			
32.	Contractors	<ul style="list-style-type: none"> • Bidding for potential contracts or subcontracts • Quality completion of the construction work 	High
33.	Supervision Consultants	<ul style="list-style-type: none"> • Bidding for consultant positions • Effective and efficient monitoring and supervision of the contractors 	High

4.3 Disadvantaged/Vulnerable Individuals or Groups

‘Vulnerable Groups’ are persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status¹¹, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

The project may cause physical and economic displacement of vulnerable groups, to be identified during the assessment and preparation of RAPs/ARAPs for the sub-projects. Construction work on the Project and its operations can cause adverse impacts on several other vulnerable and disadvantaged groups as well. They would include the following groups.

- Women workers at the construction site may possibly face gender discrimination in terms of wage disparities, deprivation of their labor rights, and access to reasonable sanitary facilities. They can also be subject to gender-based violence and sexual harassment and exploitation.
- Children and adolescents who had dropped out of school and are from poor families may be motivated to find employment in construction work thereby becoming vulnerable to labor exploitation, sexual harassment and exploitation, and alcohol and drug abuse and sometimes drug peddling.
- The elderly and disabled commuters may experience difficulties in accessing public amenities such as hospitals, due to increased disruptions caused by construction activities or lack of adoption of universal design principles for construction of pedestrian overpasses and bridges.
- Women and girls accessing the pedestrian, junction and public spaces in the project area may be subject to sexual harassment and gender-based violence.
- Squatters and non-titleholders may experience difficulties restoring their livelihoods especially if they are physically and/or economically displaced.

Providing access to information and encouraging their participation in consultations require special measures such as face- to-face verbal communications, public address systems, help desks or a kiosk for reporting incidences of sexual harassments at the project sites, a grievance redress mechanism at the construction site to report incidences of gender-based violence, and a modest travel allowance for their participation in consultative meetings.

Table 6 identifies the communication methods and resources required for the engagement of vulnerable persons and groups in the project.

¹¹ Vulnerable status may stem from an individual’s or group’s race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

Table 6: Engagement of vulnerable persons and groups

No.	Vulnerable Groups and Individuals	Characteristics/ Needs	Preferred means of notification/consultation	Additional Resources Required
1	Displaced APs, especially squatters, non-titleholders	Low level of education; engage in informal sector businesses and other activities. Need information on relocation and support for livelihood restoration	Individual and group consultations, leaflets and IEC activities, including PIB	Need special attention through a dedicated social officer and livelihood restoration consultant team
2	APs belonging to ethnic/religious minority groups	Need information on entitlements and support for livelihood restoration	Individual and group consultations, leaflets and IEC activities, including PIB	Need special attention through a dedicated social officer and livelihood restoration consultant team
3	Female construction workers	Low level of education; Can engage only in unskilled worker category. Reluctance to participate. Need awareness on worker rights and forums to report their grievances	Individual and group consultations. Deploy a dedicated female liaison officer to the project site, if relevant. Use specially designed print media.	Meetings to be held only during holidays at convenient times
4	Poor children & adolescents who seek employment in construction work	Low level of education, less attention of the family, prone to external negative influences. Need to educate on risks and dangers at work places	Individual and group awareness programs with videos and printed material.	Mobilize external resource agencies who work with these target groups
5	Poor individuals who will engage in high risk behaviours	Low level of education. Reluctance to participate. Need regular information on law enforcement.	Individual and group consultations with awareness raising programs with videos and printed material. Deploy a dedicated female liaison officer to the project site.	Use law enforcement agencies for awareness raising and arrange meetings at convenient times
6	Elderly and disabled persons	Impairment of hearing, vision and mobility. Need universal access to facilities, for improved mobility.	Multi channelled information flow. Individual consultations or with representatives on project/technical design	Provide information and guidance through a kiosk/helpdesk with visual aids; Use of public address system
7	Female pedestrians	Need safe and secure public spaces for increased mobility	Multi channelled information flow. Consultations with women's groups and women users	Mobilize external resource agencies who work with these target groups
8.	Children and adolescent pedestrians	Need safe and secure public spaces for increased mobility	Consultations with children and adolescent users. Individual and	Mobilize external resource agencies

No.	Vulnerable Groups and Individuals	Characteristics/ Needs	Preferred means of notification/consultation	Additional Resources Required
			group awareness programs with videos and printed material in schools and other educational institutions.	who work with these target groups
9.	Migrant workers	Low level of education; Need awareness on worker rights and forums to report their grievances	Awareness raising and training activities including toolbox talks	Provide information through contractors

4.4 Summary of Stakeholder Needs

Table 7 describes the needs of the key stakeholders who have been identified and their preferences/needs for engagement.

Table 7: Communication Needs of Stakeholders

Stakeholder Group	Key Characteristics	Language Needs	Preferred notification means	Specific needs to include consultation needs
Persons/parties affected by loss of land, structures, livelihoods, etc	Road works or establishment of agro-facilities leads to adverse impacts; some of these affected persons may be vulnerable groups	Sinhala and Tamil	Written information, letters, telephone calls and individual consultations	<ul style="list-style-type: none"> Printed material in easy to understand simple language Documents (e.g., voluntary land donation consent forms) to be shared in advance and explained in detail Meetings and other events to be arranged on days convenient for the community. Meeting locations should be in close proximity to the settlements
Road users, public/private transport commuters	People who use the roads to be rehabilitated, and also public and private transport in the affected corridors	Sinhala, Tamil and English	Traffic wardens to disseminate information & guide commuters & road users; special traffic police team to guide women and children commuters/ pedestrians; use of mobile Apps, and radio channels	<ul style="list-style-type: none"> Display of sign boards in 2 languages as well as pictorially in cases of diversion or to indicate “men at work”, Special attention to be paid to persons with disabilities, elderly and sick and women and girls Conduct periodic user satisfaction surveys
Farmers, Farmer groups	Smallholder farmers, farmer groups, community organizations that will benefit from improved linkages to markets through the roads rehabilitation and	Sinhala and Tamil	Letters, posters, formal and informal meetings	<ul style="list-style-type: none"> Advance notification for meetings Printed material in easy to understand simple language Meetings and other events to be arranged on days

Stakeholder Group	Key Characteristics	Language Needs	Preferred notification means	Specific needs to include consultation needs
	improvements, and also receive support through investments in community infrastructure, agrologistics, capacity development, public awareness			convenient for the community. <ul style="list-style-type: none"> Meeting locations to be in close proximity to the settlements
Host/Local community	Service providers, settlements, and business operators living in the surroundings of the project area.	Sinhala, Tamil and English	Letters, posters, formal and informal meetings, leaflets	<ul style="list-style-type: none"> Meetings and other events to be arranged on days convenient for the community. Meeting locations should be in close proximity to the settlements
Transport Providers/ Authorities (e.g., Sri Lanka Transport Board (SLTB))	SLTB is a public sector transport provider and operates jointly with private sector transport services. SLR provides rail services in coordination with other transport providers.	Sinhala, Tamil and English	Formal meetings, written information, letters, e-mail, telephone calls	<ul style="list-style-type: none"> Advance notification for meetings and mutually agreed dates and times
Utility service providers	Ceylon Electricity Board, National Water Supply and Drainage Board, Sri Lanka Telecom, Dialog, MCs/UCs/PSs responsible for sewer lines, if relevant	Sinhala, Tamil and English	Formal meetings, written information, letters, email, telephone calls	<ul style="list-style-type: none"> Advance notification for meetings and mutually agreed dates and times Regular meetings between contractor, supervision consultant and PMU E&S staff, as laid out in the ESMF
Public service providers	Hospitals, health care facilities, educational institutes (childcare facilities, schools, colleges, etc) in the project area	Sinhala, Tamil and English	Formal meetings, written information, letters, e-mail, telephone calls	<ul style="list-style-type: none"> Advance notification for meetings and mutually agreed dates and times
Police, including traffic police	Responsible for traffic management, road safety, GBV prevention	Sinhala, Tamil and English	Formal meetings, written information, letters, e-mail, telephone calls	<ul style="list-style-type: none"> Advance notification for meetings and mutually agreed dates and times Meetings to be held periodically to update on project progress and seek inputs for the way forward
Land Ministry- Divisional Secretariat, Valuation Department	Legal entity of acquiring lands, esp., Divisional Secretariat is the divisional level administrative authority that oversees all government functions, incl. land management at local level	Sinhala, Tamil and English	Gazettes Formal meetings, letters, reports, e-mail, telephone calls	<ul style="list-style-type: none"> Regular meetings with other stakeholders Advance notification for meetings and mutually agreed dates and times Meetings to be held periodically to update on project progress and seek inputs for the way forward
Department of Agrarian Development and	Key partner agency for the implementation of activities and investments under Component 3 on agro-logistics and access to	Sinhala, Tamil and English	Gazettes, formal meetings, reports, e-mails, telephone calls	<ul style="list-style-type: none"> Advance notification for meetings and mutually agreed dates and times Meetings to be held periodically to update on

Stakeholder Group	Key Characteristics	Language Needs	Preferred notification means	Specific needs to include consultation needs
Department of Agriculture	services. Also responsible for soil conservation during construction and rehabilitation of roads and other infrastructure			project progress and seek inputs for the way forward
Regulators/ Regulatory authorities	CEA: Grants approvals for dumping sites, borrow sites, mining & transport licenses SLLDC: Grants approvals for local drainage systems GSMB: Authority for mining licenses Archaeological department: Responsible for protection of tangible and intangible heritage Irrigation Dept: Responsible for protection of water resources Wildlife Dept.: Responsible for protection of flora/ fauna	Sinhala, Tamil and English	Formal meetings, letters, reports, e-mail, telephone calls	<ul style="list-style-type: none"> • Advance notification for meetings and mutually agreed dates and times • Regular meetings as per the requirements of project, including with CEA on ESMP and other such mitigation plans • Meetings to be held periodically to update on project progress and seek inputs for the way forward
Forest department	Responsible for protection of forest areas, including providing clearance when trees are to be felled	Sinhala, Tamil and English	Formal meetings, letters, reports, e-mail, telephone calls	<ul style="list-style-type: none"> • Advance notification for meetings and mutually agreed dates and times • Sub-project specific consultations in cases where trees need to be felled for road and other construction activities • Meetings to be held periodically to update on project progress and seek inputs for the way forward
NGOs, community-based organizations, environment activists	Support for Community engagement, local development outcomes, protection/conservation of fauna and flora	Sinhala Tamil and English	Letters, reports, e-mail, telephone calls, review meetings, formal and informal meetings	<ul style="list-style-type: none"> • Regular meetings as per the RAP, ESMP, SEP and ESCP • Advance notification for meetings and mutually agreed dates and times
Local and provincial level political authority	Elected members of the local and provincial government who have an interest on the Project	Sinhala Tamil and English	Formal meetings, letters, reports, telephone calls	<ul style="list-style-type: none"> • Advance notification for meetings and mutually agreed dates and times • Meetings to be held periodically to update on project progress and seek inputs for the way forward
Religious institutions in the Project area	Places of worship which has strong influence at all levels of Government and community	Sinhala, Tamil and English	Formal meetings, letters, reports	<ul style="list-style-type: none"> • Advance notification for meetings and mutually agreed dates and times • Meetings to be held periodically to update on project progress and seek inputs for the way forward

Stakeholder Group	Key Characteristics	Language Needs	Preferred notification means	Specific needs to include consultation needs
				<ul style="list-style-type: none"> • Meetings to be held at the venue of these religious institutions
Press and Media	Government owned and private sector electronic and print media that provide information to general public.	Sinhala, Tamil and English	Letters, reports, e-mail, telephone calls, meetings, discussions, press conferences	<ul style="list-style-type: none"> • To be arranged at regular intervals • Exposure visits to project sites
Contracted workers, eps female construction workers	Women to be recruited for unskilled work in the construction site	Sinhala and Tamil	Written information, group consultations/awareness programs	<ul style="list-style-type: none"> • Arrangements to be made via contractors to organize meetings • Printed material to be prepared in easy to understand simple language
Contractors	Company/ies that would be entrusted with the construction responsibility of the Project and other ancillary facilities	Sinhala Tamil and English	Letters, reports, e-mail, telephone calls, site inspections, review meetings	<ul style="list-style-type: none"> • Meetings to be organized at the site or at the PMU as per the ESCP and other documents prepared for the project
Supervision consultants	Consultancy firm that provides supervision inputs to the contractor.	Sinhala, Tamil and English	Letters, reports, e-mail, telephone calls, meetings	<ul style="list-style-type: none"> • Meetings to be organized at the site or at the PMU as per the ESCP and other documents prepared for the project

5. STAKEHOLDER ENGAGEMENT PROGRAM

5.1 Purpose and Timing of Stakeholder Engagement Program

The overall objectives of SEP as stated in the ESS-10 are to:

- To identify the roles and responsibility of all stakeholders and ensure their participation in the complete project cycle
- Establish a systematic approach to stakeholder engagements that will help the Project identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and implementation
- Promote and provide means for effective and inclusive engagement with project- affected parties throughout the project life -cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format with special consideration for the disadvantaged or vulnerable groups.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the Project to respond to and manage such grievances.
- To devise a plan of action that clearly identifies the means and frequency of engagement of each stakeholder.
- To allocate budgetary and other resources in the project design, project implementation, and Monitoring and Evaluation (M&E) for stakeholder engagement and participation

Thus, SEP provides an opportunity for all-inclusive approach in project preparation, planning, implementation and monitoring processes. It is geared toward ensuring meaningful and a wide consultative process guided by World Bank's Environmental and Social Framework (ESF), particularly ESS-10.

Information disclosure and consultation processes will continue with APs, other interested parties and vulnerable groups during (i) project preparation, (ii) project implementation/construction and (iii) project operational phases. A variety of methods such as group consultations, individual consultations and interviews through different offline and virtual mediums such as emails, telephone and webex, etc. and communication through printed and electronic media, appropriate to the target audience, will be used for information disclosure and consultation.

5.2 Information Disclosure

During the due diligence process for the project, as part of resettlement planning and implementation, information related to preliminary engineering designs of the project, land requirements, potential impacts of the project, both positive and negative and direct and indirect, entitlements of the affected parties, grievance redress procedures, deadlines for vacating the premises and planned dates of the commencement of civil works will be shared with affected persons and other stakeholders during consultations.

Information about each phase of the Project will be provided to the public through flyers and public notices put up at strategic locations, such as Divisional Secretariat offices, Grama Niladhari offices,

community centres, and at the PMU or construction site office/s established in the field prior to the commencement of civil works, and land acquisition and resettlement activities, if required. The Project will also provide up-to-date information on the Project website, through social media and through local radio and TV stations.

In case land acquisition is required for specific project and relocation and rehabilitation (R&R) assistance is to be provided, a Public Information Booklet (PIB) will be delivered to each household in the immediately affected area. It will include relevant information on the Project and will explain the entitlements and rights of the affected people, including the compensation and rehabilitation measures, and provide information on persons to be contacted in case of additional information is required. The PIB will be published in local languages of Sinhalese and Tamil. The PIB will include the following information:

- Brief description of the Project
- Potential impacts that can be expected during the Project
- Resettlement options, compensation policy and entitlements
- An outline of the livelihood restoration measures
- Relocation and resettlement process
- Procedures for consultations and stakeholder engagement including affected persons and host communities.
- Grievance redress procedures
- Project implementation schedule
- Location of the site offices and names, telephone numbers, and emails of the persons to be contacted for further information.

At the appraisal stage, safeguard instruments including ESMF and RPF prepared for this project will be disclosed on the GoSL's website and on the World Bank's external website, after their clearance by the government and the Bank. During project implementation, sub-project specific safeguard instruments will be publicly disclosed in-country as well as on the World Bank's external website. The documents and plans to be disclosed include:

- Environmental and Social Management Framework
- Resettlement Policy Framework
- Resettlement Action Plan (RAP)
- Environment and Social Impact Assessment (ESIA)
- Environmental and Social Commitment Plan (ESCP)
- Stakeholder Engagement Plan (SEP)
- Labor Management Procedures (LMP)
- Environment and Social Management Plan (ESMP)
- Code of Environmental and Social Good Practice (CESGP)

At the sub-project level, the PMU will work with the local government authorities to ensure adequate information is available to the public. The ESMP and RAP/ARAP (if relevant) developed for each sub-project will be made available to all interested parties including the affected persons. The approved ESMPs and RAPs/ARAPs will be made available on the official website of the RDA. Additionally, copies of the RAPs/ARAPs will be kept at the respective Divisional and District Secretariats for public reference. The Bank will also upload the ESMPs and RAPs/ARAPs to its own external website. Any

changes to the approved RAPs/ARAPs would have to follow the same clearance/ approval procedures and disclosure.

Information disclosure will continue to the project’s construction and operational periods and an information desk/kiosk will be established at the project office or closer to the construction sites that will serve as the major hub for information dissemination. Furthermore, the project staff manning the kiosk will also function as a focal point for receiving grievances/complaints from any affected parties. Brochures, posters, stickers and video clips containing relevant information will be printed in Sinhala and Tamil and they will be made available/displayed at places easily accessible to affected persons and other interested parties.

The project will also hire the services of a communication specialist/firm to design, plan and implement a robust information and communication program for the project. A dedicated website for the Project will be established. Translations of the documents in Sinhala and Tamil will also be made available to the public through this website. They will also be placed at the PMU and at the Divisional and District Secretariat for public perusal. Information can also be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.

Table 8 provides a plan for information disclosure during project preparatory, implementation and operational periods.

Table 8: Information Disclosure Plan

List of information to be disclosed	Proposed methods	Timetable/ Location Dates	Target stakeholders	% reached	Responsibility
PROJECT PLANNING AND PREPARATION PHASE					
Project related documents – RPF, RAP, ESIA, ESCP, SEP, LMP, ESMF, CESGP, etc.	Display of the relevant reports. Public to be informed of the availability of reports via newspaper advertisements published in Sinhala, Tamil and English languages and public notices, project website and through other direct communication channels such as mobile/ telephone calls, SMS, etc. Online/ virtual consultations to be organised.	Reports to be placed at PMU, kiosks, DS office and public notices displayed at construction site kiosk, post-office and GN and DS offices for 3 months prior to the commencement of construction works and will continue throughout construction period	APs, other interested parties and vulnerable groups	0%	Social-Environment Unit, Communication team

List of information to be disclosed	Proposed methods	Timetable/ Location Dates	Target stakeholders	% reached	Responsibility
Traffic management Plan	Stakeholder meetings (preferably virtual), letters, sign boards, posters and public address systems, mobile apps, emails, SMS and local radio channel, etc.	Sign boards at traffic diversion points one month before implementation of the traffic management plan	Commuters, general public, vehicle users, school children, employees/ Workers	0%	PMU, Consultant and contractors
Construction plan, construction method and possible impacts and employment opportunities	Stakeholder meetings and discussions (preferably virtual) and large display boards around the construction site. Appropriate adjustments to be made to take into account the need for social distancing (use of audio-visual materials, technologies such as telephone calls, SMS, emails, etc.)	2 months prior to commencement of construction work and shifting of utility services	Communities and business establishments located adjacent to the project sites	0%	Contractor and supervision consultant
Grievance redress mechanism including places to report sexual harassment, gender-based violence	Brochure and newspaper advertisements on GRM in Sinhala, Tamil and English, large display boards, and posters, social media, mobile phone apps, etc. to take into account the need for social distancing.	Brochure circulated among community, businesses, etc; display boards around construction site; posters displayed, and brochures made available at kiosks, GN and DS offices, and awareness programs for construction workers from project preparation to operation stage	Project affected parties, host communities, business establishments in the vicinity, commuters, general public, vulnerable groups and construction workers	0%	Social-Environment Unit, Communication team, GRM manager, project partner agencies, and contractor
PROJECT IMPLEMENTATION/CONSTRUCTION PHASE					
Health and Safety plan	Public awareness programs, display boards and posters	Periodic public meetings for host community, business establishments and schools in the vicinity,	General public, host community, commuters, construction	0%	Contractor, supervision consultant, SEP team (PMU)

List of information to be disclosed	Proposed methods	Timetable/ Location Dates	Target stakeholders	% reached	Responsibility
		posters displayed at kiosks, general hospital, GN and DS offices throughout construction period	workers and school children		
Plans for institutional strengthening and capacity enhancement activities	Public awareness programs, social media, stakeholder meetings through virtual median to take into account the need for social distancing.	Plans to be kept at PMU, kiosks, GN and DS office and public notices displayed as relevant	Small holder farmers, farmer groups, community representatives, local authorities, Dept. of Agriculture	0%	Consultant, PMU team, Department of Agriculture, Department of Agrarian Development
Agro-logistics services assessment	Consultation on assessment report, disclosure of the assessment, where relevant taking into account the need for social distancing	Assessment report disclosed at the PMU and the Department of Agriculture and other relevant institutions	Community organizations, Department of Agriculture, RDA, PDRA, private sector		Consultant, PMU team, Department of Agriculture, Department of Agrarian Services
Designs for community farm/agri produce collection centres, cold storage facilities, other community infrastructure	Public websites, public notices, community consultations to elicit feedback (preferably virtual or following social distancing measures) on the selection of the projects and also its design features and implementation arrangements	Reports to be placed at PMU, kiosks, DS office and public notices displayed at construction site kiosk, post-office and GN and DS offices for 3 months prior to the commencement of construction works	Small holder farmers, farmer groups, community representatives, local authorities, Dept. of Agriculture		Consultant, PMU team, Contractor, Department of Agriculture, Department of Agrarian Development
PROJECT OPERATION PHASE					
Project's operational modalities on Road Safety and Traffic Management Unit/ Center	Television programs, video clips on social media and display screens installed in the city and posters displayed at public spaces	Two months prior to the establishment of the National Unit/Center on traffic management and road safety	General public and commuters	0%	Social-Environment Unit

5.3 Proposed Strategy for Stakeholder Engagement

Consultation activities completed before the preparation of the SEP are summarized above in section 3.1.

During resettlement planning and implementation phases, project affected parties will be extensively consulted to identify their entitlements and resettlement options, as well as to develop and implement their resettlement and livelihood restoration plan.

The project will continue to consult the project affected parties; other interested parties and the vulnerable and disadvantaged groups, specifically on themes listed below, in order to elicit their views and feedback. Individual and group meetings, mini-workshops (preferably virtual, keeping in mind social distancing requirements), transect walk, satisfaction surveys, social media, community monitoring, etc. will be used to facilitate the consultations on the following:

- Outline of the final engineering design of the roads, agriculture facilities and community infrastructures
- Additional land requirement for the project to be obtained via voluntary land donations/acquisitions
- Plans for the development of agro-logistics, agriculture facilities and community infrastructure
- Assessment of agro-logistics
- Improvements for pedestrian circulation and access
- Road safety improvement
- Education/campaign to the public
- Gender and personal safety aspects
- Climate hazard prevention/adaption
- Issues related to vulnerable groups
- Traffic management plan during construction
- Grievance redressal mechanism
- Construction plan, methods and time frames of the civil works

Due to the Covid-19 pandemic, the project will have to adapt to different and most appropriate requirements for the stakeholder engagement process. Given the need to consider social distancing norms as per the WHO *“COVID-19 Strategic Preparedness and Response Plan—Operational Planning Guidelines to Support Country Preparedness and Response, 2020”*, stakeholder engagement strategy should focus on using IT-based technology, telecommunications, mobile technology, social media platforms, print and broadcast media, etc. to a large extent. The project may employ online communication tools to design virtual workshops in situations where large meetings and workshops are essential. Virtual medians such as Webex, Google Meet, etc. and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. The format of such workshops could include the following steps:

- Virtual registration of participants: Participants can register online through a dedicated platform.
- Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics: These can be distributed online to participants.
- Review of distributed information materials: Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.

- Discussion, feedback collection and sharing:
 - Participants can be organized and assigned to different topic groups, teams or virtual “tables” provided they agree to this.
 - Group, team and table discussions can be organized through social media means, such as webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.
- Conclusion and summary: The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions, and share electronically with all participants.

In situations where virtual platforms cannot be used specially in engaging rural communities and for officials working in field, distributing brochures with project information, displaying notices and placing suggestion boxes in the field can be considered. Brochures and notices will include contact details of project staff and feedback can be provided over the phone.

Table 9 presents the strategy for stakeholder engagement.

Table 9: Strategy for stakeholder engagement

Target stakeholders	Topic(s) of engagement	Method/s used	Location/frequency	Responsibility
PROJECT PLANNING AND PREPARATORY PHASE				
Host community, GND/DS/LAs/MCs, and other specialized engineering agencies within Ministry of Highways	Review of outline of final design of the roads, agriculture facilities and community infrastructure to be supported under the project	Power point presentations of the design at stakeholder meetings and consultations to receive feedback (preferably using virtual tools of engagement)	Two sessions with stakeholder group to be held at the Ministry (one for initial presentation and second to present updated design) and 3 meetings with host community in pre-arranged suitable locations to receive their feedback	RDA, PMU/ Communication team and Project Design Consultant
Commuters, tourists, religious and educational institutions, political authorities, women and girls, NGOs, city police, professional and academic institutions and media	Inputs to designing and developing public educational and awareness programs and communication tools, methods and materials for the project	Individual and group consultations (preferably using virtual tools of engagement)	At pre-arranged and invited meetings of immediate effect	SEP team, and project partner agencies
Vulnerable and disadvantaged groups including government and private agencies working with them	Identification of Issues related to vulnerable and disadvantaged groups and inputs for inclusive project design	Through customer care attendants/ traffic wardens placed at project sites, site visits and social media	Community consultations prior to the selection of sites, Quarterly review meetings with stakeholders	SEP team, SLTB
Commuters, women and girls, city police, host/local	Inputs for gender and personal safety	FGDs and meetings (preferably	At pre-arranged and invited meetings followed by quarterly	SEP team, city police, SLTB

Target stakeholders	Topic(s) of engagement	Method/s used	Location/frequency	Responsibility
community, vulnerable groups, bus operators and women NGOs	development aspects at project sites	using virtual tools of engagement where required), social media	meetings of stakeholders	
GND/DS/LAs/MCs, police, commuters, vehicle users, school children, host/local community, vulnerable groups	Road selection, identification of agriculture facilities, traffic management	Discussions and meetings, transect walk, FGDs and meetings, social media and other digital tools when applicable	Prior to the commencement of construction work followed by quarterly review meetings and consultations with stakeholders	SEP team, PMU, agriculture officer, GNs/DSS/UCs, etc
PROJECT IMPLEMENTATION/CONSTRUCTION PHASE				
Commuters, Police vehicle users, tourists, school children, women and girls and religious institutions	User satisfaction on road safety and gender issues	Interviews and user satisfaction surveys	One month after implementation phase, followed by once in two months in the first six months of the phase, and thereafter bi-annually	SEP Team, SLTB
Local community groups, including youth and women	Assess impact of training and capacity building carried out on road safety, GBV and managing climate vulnerabilities	Interviews and user satisfaction surveys	One month after implementation phase, followed by once in two months in the first six months of the phase, and thereafter bi-annually	SEP Team, SLTB
GND/DS/LAs/MCs, police, commuters, vehicle users, school children, host/local community, vulnerable groups	Inputs/monitor improvements on roads safety, traffic management, OHS issues	Discussions and meetings, user satisfaction survey, joint field inspections	At pre-arranged and invited quarterly meetings of stakeholders	City police, PMU, Community Monitoring Groups
SLTB, hospitals, SLR, city police, host/local community	Review of construction activities, methods and time frames of the civil works	Discussions and meetings, user satisfaction survey, joint field inspections	At pre-arranged and invited meetings of stakeholders	Contractor, supervision consultant, CMC, PMU, Community Monitoring Groups
PROJECT OPERATION PHASE				
GND/DS/LAs/MCs, National Road Safety Council, Police	Review and monitor the establishment and functioning of roads, community infrastructure and agriculture facilities	At pre-arranged and invited meetings of stakeholders	Quarterly	PMU, NRSC

5.4 Proposed Strategy/Differentiated Measures to Include the Views of and Encourage Participation by Vulnerable Groups

Table 10 presents a strategy for the engagement of vulnerable and disadvantaged groups in consultative processes and to elicit their views and suggestions, specifically on aspects listed under section 5.3 above.

Table 10: Strategy for the engagement of vulnerable and disadvantaged groups

Target Group	Strategy
Displaced vulnerable APs	<ul style="list-style-type: none"> • Home visits and individual consultations • Pre-arranged group consultations near their residential dwellings • Information communication via the care-givers of vulnerable APs
Women construction workers	<ul style="list-style-type: none"> • Individual/group consultations at construction site with prior permission from the contractor • Provide access to project-based GRM and/or workers' GRM • Engagement of officers from labor department to consult and monitor
Poor children & adolescents who seek employment in construction work	<ul style="list-style-type: none"> • Awareness raising programs targeting poor children & adolescents on high risk behaviors associated with construction work • Engagement with resource organizations that work with the target groups to conduct consultations
Individual who will engage in high risk behaviors	<ul style="list-style-type: none"> • Individual and group consultations and awareness raising programs with videos and printed material • Engage law enforcement agencies in awareness raising programs and monitoring • Engagement with resource organizations with subject matter expertise.
Elderly and disabled persons	<ul style="list-style-type: none"> • Individual and group consultations

5.5 Public Comments and Feedback/Reporting to Stakeholders

Public will be given a period of 3 weeks to review and submit their comments on the disclosed documents. Such submissions can be made either verbally or in writing. Written submission can be channeled through multiple access points such as project's website, project staff, contractors and consultants or phone-calls or by mail to the PMU. Verbal communications either via telephone or in person will be recorded by a member of the Environmental and Social Unit of the Project. All comments received by the project will be reviewed by the PMU at its monthly progress review meetings, and any decisions made based on public comments will be communicated to the relevant stakeholders within two days after the review meetings. If the project had not been able to make any decision in response to public comments, same will be communicated to the relevant stakeholders with explanations as to why a decision cannot be made.

6. ROLES, RESPONSIBILITIES OF IMPLEMENTING AGENCIES AND RESOURCES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

6.1 Resources

As outlined below, Resources required for implementation of the stakeholder engagement plan would include implementation arrangement for the project, costs of information disclosure and stakeholder consultation at the District and Divisional levels in Colombo; costs of implementing the stakeholder engagement plan for each component of the project-site specific; and lastly cost of the grievance redress mechanism. The project cost tables and annual work plans and budget should allocate costs for specific information disclosure and stakeholder consultation activities including: maintenance of project website, preparation, printing and dissemination of information materials, and costs of annual stakeholder consultation workshops. In addition, the project cost tables should include specific budget for the GRM.

6.2 Implementation Arrangement

The Ministry of Highways is the Executing Agency (EA) and will be responsible for decisions on overall approvals and operational policies of the project. Road Development Authority (RDA) will be the Implementing Agency (IA), which has established a Project Management Unit (PMU). The PMU will be headed by a full time Project Director (PD) and supported by a team of engineers from RDA. The PMU is responsible for overall implementation of the project and for managing detailed design and supervision of the construction works and ensuring that all social safeguard requirements are met in accordance with the requirements of the World Bank's Environmental and Social Framework.

The PMU will consist of an Environmental and Social Unit (ESU), responsible for environmental and social safeguards management under the Project, headed by the Deputy Project Director, PMU. The Deputy Project Director will also assume the role of Stakeholder Engagement Plan (SEP) Manager for the overall coordination, implementation and monitoring of the Stakeholder Engagement Plan (SEP). He/she will be assisted by:

- (i) Social Specialist¹²,
- (ii) LA/R&R officer¹³ responsible for land donation/acquisition,
- (iii) Environmental officers¹⁴ responsible all Environmental, Health, Safety aspects,
- (iv) Social Safeguard officers for stakeholder engagement, grievance redressal coordination, community relations, and
- (v) Database/MIS officer for monitoring and documentation¹⁵.

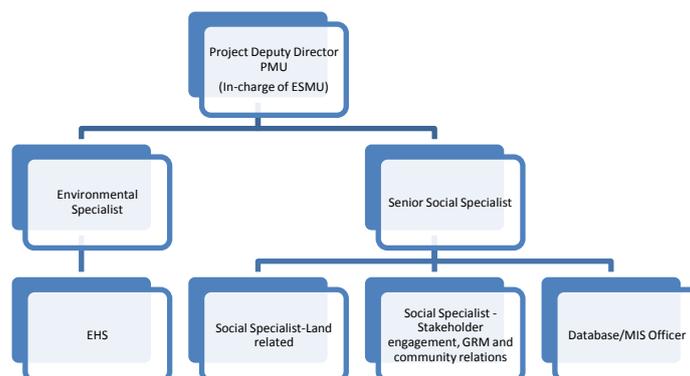
¹² The Specialists and Officers under ESU will be deputed on full time basis from the already established Environmental and Social Development Division (ESDD) of RDA as appropriate.

¹³The Specialists and Officers under ESU will be deputed on full time basis from the already established Environmental and Social Development Division (ESDD) of RDA as appropriate.

¹⁴The Specialists and Officers under ESU will be deputed on full time basis from the already established Environmental and Social Development Division (ESDD) of RDA as appropriate.

¹⁵The Specialists and Officers under ESU will be deputed on full time basis from the already established Environmental and Social Development Division (ESDD) of RDA as appropriate.

Figure 1: Structure of Environmental and Social Unit under the PMU



The roles and responsibilities of these different stakeholders are described in Table 11.

Table 11: Responsibilities of key stakeholders in SEP implementation

Stakeholder	Responsibilities
Project core team for SEP implementation	<ul style="list-style-type: none"> • Overall coordination and implementation of the SEP • Provide adequate financial resources for SEP implementation • Coordinate and collaborate with project partner agencies, other stakeholders, contractors and supervision consultants and ensure their proactive participation in SEP implementation • Maintain regular communications with all relevant stakeholders • Design and produce relevant communication tools and materials • Organize and conduct or facilitate stakeholder engagement activities including meetings and discussions, surveys, awareness raising campaigns etc. • Ensure efficient functioning of the GRM and manage the grievance resolution processes • Document all stakeholder engagement activities and their outcomes, and maintain a systematic database • Review feedback received from all stakeholders, make appropriate decisions in collaboration with project partners and report back to the relevant stakeholders and concerned parties • Monitor and report on the progress of SEP implementation including operations of the GRM • Undertake periodic reviews of SEP and update and disclose whenever necessary
Project's partner agencies <ul style="list-style-type: none"> • Dept. of Agrarian Development • Department of agriculture • Ministry of Agriculture • Irrigation Department 	<ul style="list-style-type: none"> • Organize and conduct or facilitate stakeholder engagement activities including meetings and discussions, surveys, awareness raising campaigns etc., relating to agro-logistics and other agriculture/community development related activities • Document all stakeholder engagement activities and their outcomes, and maintain a systematic database • Review feedback received from all stakeholders, make appropriate decisions in collaboration with project partners and report back to the relevant stakeholders and concerned parties • Undertake periodic reviews of SEP in relation to the aforementioned activities and update and disclose whenever necessary • Ensure efficient functioning of the GRM and manage the grievance resolution processes for the aforementioned activities relating to agriculture and community development
Project's partner agencies <ul style="list-style-type: none"> • Police • National Road Safety Council 	<ul style="list-style-type: none"> • Devise appropriate methods and tools to disseminate information on traffic management arrangements • Assist traffic police to raise public awareness on traffic arrangements during construction period • Conduct stakeholder consultations on road safety improvements, pedestrian movements and accesses, safety aspects of women and girls and commuter satisfaction on bus operations and facilities

Stakeholder	Responsibilities
	<ul style="list-style-type: none"> • Launch a public awareness campaign on the operational arrangements and facilities available at the proposed national road safety and traffic management unit. • Participate in the resolution of public grievances • Ensure that stakeholder engagement activities included in the ESMP, health and safety plans are effectively implemented • Provide feedback on project related documents disclosed for public scrutiny • Monitor and evaluate the information disclosure programs and stakeholder consultations
Divisional Secretary	<ul style="list-style-type: none"> • Grant permission and provide space in the office notice boards to display relevant posters and circulate brochures • Monitor the status and adequacy of public information dissemination • Obtain sufficient information on project's progress, and report to the higher-level administration and political authority • Participate in the grievance resolution processes • Monitor that labor management procedures included in the LMP are effectively enforced • Provide feedback on project related documents disclosed for public scrutiny
Project affected parties	<ul style="list-style-type: none"> • Participate in consultations and information dissemination programs, and raise issues and concerns with relevant authorities • Use GRM to report grievances and complaints and ensure their satisfactory resolutions • Assist the relevant authorities to develop and implement appropriate mitigation measures • Participate and support the implementation of stakeholder engagement activities in the SEP, ESMP, LMP etc. • Provide feedback on project related documents disclosed for public scrutiny
Temporarily affected by the Project	<ul style="list-style-type: none"> • Provide feedback on information dissemination programs • Participate in consultations and surveys • Report grievances and concerns to the GRM • Support the relevant agencies to implement health and safety plans, traffic management plans, safety plans for women and girls, pedestrian circulation plans and ESMP • Provide feedback on project related documents disclosed for public scrutiny
Contractors and Supervision Consultants	<ul style="list-style-type: none"> • Conduct public awareness programs to inform construction plan, construction methods and time frames for civil works and potential construction related impacts • Conduct public awareness programs on health and safety plans • Conduct awareness programs for construction workers on health and safety arrangements, labor management procedures, and avoidance of deployment of child labor, sexual harassment and exploitation, drug and alcohol abuse and gender-based violence • Establish a separate GRM for workers to address their grievances and complaints • Comply with the implementation of LMP, ESMP, CESGP and RAP/ARAP where relevant • Participate in the grievance resolution processes, specifically in addressing issues related to construction impacts • Provide feedback on project related documents disclosed for public scrutiny • Monitor and evaluate the information disclosure programs and stakeholder consultations including workers' GRM
Media	<ul style="list-style-type: none"> • Assist the project and partner agencies in their information dissemination endeavors • Assist the project to sustain transparency and anti-corruption measures throughout project implementation and its operations • Assist the project affected parties to raise their grievances and concerns with the relevant agencies • Contribute to programs that aim at behavioural and attitudinal changes among bus commuters and general public • Provide feedback on project related documents disclosed for public scrutiny
Host/Local community	<ul style="list-style-type: none"> • Participate in consultations and information disclosure programs • Provide feedback on project related documents disclosed for public scrutiny • Use GRM to report any grievances and complaints

6.3 Estimated Budget

The costs associated with the implementation of the SEP will be provided by the Ministry of Highways. A budget for SEP implementation over a period of 5 years is presented in Table 12. The project will review the SEP every six months to determine whether any changes to stakeholder classification or engagement are required. If any significant changes were observed, the SEP will be updated and disclosed, and the budget will be revised accordingly.

Table 12: Estimated budget for stakeholder engagement plan (5 years)

No	Activity	No. Units	Unit cost (SLRs)	No. Months	Total Amount (SLRs)	
					In SLRs	In USD (\$1 = 180/-)
1	PERSONNEL					
1.1	Sr. Social Specialist	1	160,000	30	4,800,000	26,667
1.2	Social Specialist-Land	1	91,000	30	2,730,000	15,167
1.3	Social Specialist-SEP, GRM, Community Relations	1	91,000	30	2,730,000	15,167
1.6	Environment Officer	1	160,000	30	4,800,000	26,667
1.7	Database/MIS Officer	1	67,000	30	2,010,000	11,167
2	INFORMATION DISCLOSURE					
2.1	Development of communication tools, methods and materials (brochures, leaflets, information booklets, posters, display boards, websites etc. for content editing, layout and printing)	-	Lump sum		2,500,000	13,889
2.2	Newspaper advertisements (in three languages), radio announcements, TV programs etc.		Lump sum		2,500,000	13,889
2.3	Circulation and distribution (mailing, handing over)		15,000	60	900,000	5,000
2.4	Awareness raising programs, resources & resource persons	1	20,000	60	1,200,000	6,667
2.5	Communication and coordination/facilitation (telephone, e-mail)	1	5,000	60	300,000	1,667
3	STAKEHOLDER ENGAGEMENT					
3.1	Meetings/workshops/FGDs (hiring of venues, refreshments etc.)	2	10,000	60	1,200,000	6,667
3.2	Surveys (questionnaire design, printing, questionnaire administration, data processing and analysis etc.)	6	100,000	-	600,000	3,333
3.3	Individual and group consultations	1	5,000	60	300,000	1,667
3.4	Logistical support for vulnerable groups for attending consultations		Lump sum		500,000	2,778
3.5	Communication and coordination/facilitation (telephone, e-mail)	1	5,000	60	300,000	1,667
3.6	Documentation of stakeholder activities	1	25,000	10	250,000	1,389
4	GRIEVANCE REDRESS MECHANISM					
4.1	Meetings, documentation and record keeping/databases	1	5000	60	300,000	1,667
4.2	Logistics for meetings	1	15,000	60	900,000	5,000

No	Activity	No. Units	Unit cost (SLRs)	No. Months	Total Amount (SLRs)	
					In SLRs	In USD (\$1 SLRs = 180/-)
4.3	Communications with complainants and other stakeholders	1	3,000	60	180,000	1,000
4.4	GRM monitoring and reporting	1	2,500	60	150,000	833
5	SEP MONITORING, EVALUATION, DOCUMENTATION AND REPORTING					
5.1	Internal monitoring	1	5,000	60	300,000	1,667
5.2	Third party monitoring	20	300,000	-	6,000,000	33,333
5.3	Data storage and analysis	1	2,500	60	150,000	833
5.4	Report preparation	5	100,000	-	500,000	2,778
6	ADMINISTRATIVE COSTS					
6.1	Transport	1	120,000	60	7,200,000	40,000
6.2	Communications	1	5,000	60	300,000	1,667
6.3	Computers	2	200,000	-	400,000	2,222
6.4	Utilities	1	20,000	60	1,200,000	6,667
6.5	Project website					2,222
6.6	Other		Lump Sum		500,000	2,778
Total					45,750,000	256,111

7. GRIEVANCE REDRESS MECHANISM

The Grievance Redress Mechanism (GRM) addresses grievances in an efficient, timely and cost-effective manner, that arise in the project, either due to the actions of the project staff or the contractor/sub-contractors employed, and from affected communities and external stakeholders. A separate mechanism will be in place to address the grievances of workers. The PMU will be responsible for managing the GRM, but many of the grievances on the Project will likely relate to the actions of the Contractor and so will need to be resolved by the Contractor. The Project with the support of the supervision consultant will administer the GRM process deciding whether they or the Contractor is responsible for addressing the grievances and accordingly determine the best course of action to resolve the grievance. The supervision consultant will monitor grievance resolution being undertaken by the contractor. Further, the project affected persons as well as other interested parties will be fully informed of the GRM, its functions, procedures, timelines and contact persons both verbally and through booklets and information brochures during consultation meetings and other stakeholder engagement activities.

7.1 Scope of the GRM

The impacts of the Project may raise grievances and complaints on the part of affected persons in relation to: (i) physical and economic displacement from the project; (ii) construction-related damages; (iii) environmental impacts; (iv) direct and/or indirect social impacts; (v) procurement, contract management and contractor performance; (vi) quality of roads, agriculture facilities, community infrastructure and transport services; (vii) operations and maintenance of the terminal; (viii) safety and public access issues; (ix) gender-based violence, including sexual harassment in project-related issues.

The Project will develop a three-tiered GRM. Project related GRM will be available for project stakeholders including project affected persons (i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the project), to submit complaints/grievances, questions, comments, and suggestions, or provide any form of feedback on all project-funded activities. The GRM will be easily accessible to the aggrieved parties irrespective of their ethnicity, religion, gender, and other social and economic differences. Moreover, it will ensure its transparency, efficiency and accountability in grievance handling and responding while winning the confidence of the complainants. The GRM will endeavor to resolve the grievances locally, and to avoid lengthy court procedures. The GRM will be managed and coordinated by the PMU to be set up for the Project. The PMU will designate a GRM officer.

7.2 GRM Structure/Architecture

The GRM will function throughout the life cycle of the project implementation. The PMU will ensure adequate female representation and participation in the composition of the different GRCs.

7.2.1 Composition of Grievance Redress Committee (GRC) – Gram Niladari (GN) Level

A Grievance Redress Committee will be established at the GN level, chaired by the Grama Niladari of the area. The remaining members of the Committee are:

- Grama Niladhari -Chairperson
- Representative from local government (e.g., UC, PS) - Member

- Representative of Supervision Consultant (as appropriate)- Member
- Representative of Contractor (if required)- Member
- A community member/religious leader in the area- Member
- Woman representative from the local community- Member

The GRC will convene its meeting on a periodic basis at the GND office. The committee will also consult the relevant technical experts and carry out site visits, when required. GRC will reach a settlement through consensus among its membership. The GRC will conclude its proceedings within a period of two weeks since the submission of the grievance. If an agreement or resolution is reached, the key points of the agreement/resolution will be summarized, documented and signed by both, the affected person and the GRC.

Grievances that cannot be resolved at this Level, or else if the affected persons were dissatisfied with the resolution, the grievance will be submitted/escalated to GRC-Divisional Secretariat Level.

7.2.2 Composition of Grievance Redress Committee (GRC) – Division Secretariat Level

Level 2 of the GRM is at the Divisional Secretariat level. This Committee is expected to address complaints and disputes that cannot be resolved by the GN level committee. The Committee will review decisions coming from the GN level committee within 15 working days and will communicate its decision to the claimants and the GN level committee within five working days for follow-up actions. The Committee will comprise the following members:

- 1) Divisional Secretary of the area - Chairman
- 2) Representative of PDRA-Member
- 3) Grama Niladari of the area from where the complaint originated - Member
- 4) Representative of the Supervision Consultant- Member
- 5) Representative of Contractor- Member
- 6) Representative of a Social Organization (NGO/CBO) of the area- Member
- 7) A community member/religious leader- Member
- 8) Woman representative from the local community- Member

In resolving complaints, for which representation of Provincial Road Development Authority or relevant local authority is necessary, Secretary of the GRC will invite a representative from those institutions to participate in the GRC.

7.2.3 Composition of Grievance Redressal Committee (GRC)- Ministry Level

Level 3 of the GRM is at the Ministry level established by the Ministry of Highways. This Committee is expected to address complaints and disputes that cannot be resolved by the GN or DS level committee. The Committee will review decisions coming from the GN/DS level committee within 15 working days and will communicate its decision to the claimants and the PMU level committee within five working days for follow-up actions. The Ministry level GRC will conduct its deliberations at the Ministry. The Project Director will serve as the secretary to the committee.

The Committee will comprise the following members:

- 1) Ministry Secretary/Additional Secretary of Highways - Chairman
- 2) Project Director- Secretary
- 3) Director of ESDD of RDA- Member
- 4) Representative of the Supervision Consultant- Member
- 5) Divisional Secretary of the area or the Assistant Divisional Secretary- Member
- 6) Road owners/managers (PRDA, UC, PS) - Member

7.3 GRM Uptake Channels

7.3.1 Process for reporting grievances

The GRM will establish multiple channels through which citizens/beneficiaries/PAPs can make complaints regarding project funded activities. Complaints can be submitted either verbally or in written form using a variety of communication tools such as formal letters/petitions, telephone, email, SMS, on-line entry system etc. For specific issues concerning women, such as those related to gender-based violence, the project will identify GBV service providers in the project area for immediate referrals. Moreover, there will be printed standard formats made available at different focal points to receive grievances which can be accessed by the complainants to record their grievances. If project stakeholders/affected parties provide verbal feedback/complaint, project staff will lodge the complaint on their behalf, and it will be processed through the same channels.

7.3.2 Focal points for receiving/recording grievances

Using any of the uptake methods (in person, letters/petitions, telephone, email, SMS, on-line, etc.), aggrieved parties can report/submit their complaints to several focal points that will be established by the project to receive the complaints. The focal points will include the following; (i) PMU; (ii) a project officer located in the sub-project premises; and (iii) site office of the contractor/supervision consultant. Log books will be maintained at each focal point to record complaints/grievances. Names of the focal points together with their contact phone numbers, and email addresses will be posted at visible locations of the construction site and other strategic locations. In addition, feedback boxes will be placed at project's construction site, contractor's office, DS office and GN office.

7.4 Grievance Registry, Referral, Resolution and Appeal Process

7.4.1 Grievances registration

The focal points that receive the complaints either in written or verbal form will register those complaints using a standard format maintained at each focal point. Complaint registration will include details of (i) date of receiving the complaint, (ii) name and address of the complainant, (iii) copy of the complaint if a written submission, and (iv) a brief note if a telephone message. PMU will introduce a standard format for recording/registering the complaints received by the focal points. Having recorded the relevant information, focal points will forward the relevant documents along with a copy of the registering format to the Social Specialist (SEP, GRM, Community Relations) at PMU either on the same day or the following day.

7.4.2 Grievance sorting and categorization

Upon receipt of any complaint either directly or from focal persons, the Social Specialist (SEP, GRM, Community Relations) will screen and categorize the complaints. Complaints can be classified into the following categories.

1. Grievances related to land acquisition & property valuation, inadequate compensation & payment delays, loss of livelihoods & incomes, resettlement related issues
2. Environment related issues – impacts on natural resources, dust, noise, vibration, traffic congestion and access disturbances
3. Technical issues – design errors, technical deviations, and adverse impacts

4. Contract violations, non-compliance of the contractor and construction related impacts including labor management
5. Violation of policies, laws and regulations, guidelines and procedures of the government and the donor agency
6. Misuse of funds/lack of transparency, or other financial management concerns
7. Abuse of power/intervention by project or government officials
8. Community social issues, gender-based violence, discrimination
9. Requests for information
10. Suggestions
11. Appreciation
12. Complaints not relating to the project should be passed along to the relevant institutions

7.4.3 Screening, acknowledgement and closure of grievances

The Social Specialist (SEP, GRM, Community Relations) will respond to the complainant acknowledging the grievance and explaining the course of action to be taken and its approximate time frame for resolution. This acknowledgement and notification will be sent to the complainant within three days of receiving the complaint by the Social Specialist (SEP, GRM, Community Relations). The specialist can use a standard format for this notification.

In consultation with Project Director (PD), the Social Specialist (SEP, GRM, Community Relations) will review and determine the (i) eligibility of the complaint for hearing by the GRM; (ii) the level at which the complaint should be referred to for resolution (i.e. GN-level GRC, DS level GRC or Ministry level GRC); (iii) the timeframe within which the complaint should be resolved. Having determined the above, the specialist will refer the complaints to the appropriate GRC level. Such referrals should be completed within a maximum of 4 working days of receiving the complaint. If complaints take longer than the stipulated period to handle, weekly updates will be provided to the complainant in writing indicating the reasons for delay. Grievances that do not meet the eligibility criteria to be investigated in the GRM will be notified to the aggrieved party/complainant by the Social Specialist (SEP, GRM, Community Relations).

Decisions of the different GRCs (i.e. GN-level GRC, DS level GRC or Ministry level GRC), will also be formally communicated to the complainants by the Social Specialist (SEP, GRM, Community Relations). A grievance will be considered 'resolved' or 'closed' when a resolution satisfactory to both parties has been reached, and after corrective measures has been successfully implemented. When a proposed solution is agreed between the project and the complainant, the time needed to implement it will depend on the nature of the solution. However, the actions to implement this solution will be undertaken within one month of the grievance being logged and will be tracked until completion. Once the solution is being implemented or is implemented, the PMU will also request feedback from the complainant as to whether s/he deems the action(s) satisfactory, and this will be recorded along with the details of the complaint and the action taken.

In certain situations, however, the Project may "close" a grievance even if the complainant is not satisfied with the outcome. This could be the case, for example, if the complainant is unable to substantiate a grievance, or it is obviously speculative or fraudulent. In such situations, the project's efforts to investigate the grievance and to arrive at a conclusion will be well documented and the complainant advised of the situation. The project will not dismiss grievances based on a cursory review

and close them unless the complainant has been notified and had the opportunity to provide supplementary information or evidence.

7.4.4 Appeal process

The GRM established under the project will not impede access to the legal system. Affected persons can leave the GRM at any point, if they are dissatisfied with the process and the decisions of the GRM, and resort to legal action through the country's judiciary system at any time. They can also submit their grievances to World Bank Group's Grievance Redress Service (GRS) and the Inspection Panel.

7.4.5 World Bank Group's Grievance Redress Service (GRS)

Communities and individuals who believe that they are adversely affected by a World Bank Group-supported project may submit complaints to existing project-level grievance redress mechanisms or the World Bank Group's Grievance Redress Service (GRS) (<http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project-affected communities and individuals may also submit their complaints to the World Bank Group's independent Inspection Panel (<https://www.inspectionpanel.org>), which determines whether harm occurred, or could occur, as a result of World Bank Group noncompliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention and Bank Management has been given an opportunity to respond.

7.5 Awareness Raising on GRM

Information about the grievance handling system will be distributed to all beneficiaries and project affected people through regular information channels used by the project including initiating meetings at the start of the project, public consultations held, public meetings during project implementation, brochures/pamphlets in local languages, posting on notice boards and online. The Environmental and Social Unit team of the project will play a lead role in awareness building and information sharing on the GRM. Moreover, the stakeholder engagement program of the project will be used by the PMU to encourage the use of the GRM and publish information on complaints received and resolved. The campaigns will also use local media (e.g. TV, newspaper, radio). When organizing and conducting these campaigns, special efforts shall be made to reach vulnerable groups. Information to be disseminated will include the scope of the GRM, specific locations where GRCs are established and their focal points for receiving grievances, the eligibility criteria to make a complaint, the procedure to make a complaint (where, when and how), the investigation process, the timeframe(s) for responding to the complainant, as well as the principle of confidentiality and the right to make anonymous complaints. Furthermore, the project will provide orientation and training to the members of the GRM on effective grievance handling procedures.

7.6 Monitoring and Reporting

7.6.1 Project level reporting and monitoring

The PMU will assess the functioning of the GRM and undertake spot checks during regular supervision visits. The PMU will be responsible for regular reporting of the GRM status including those grievances received, resolved, and pending. The Social Specialist (SEP, GRM, Community Relations) will: (i) ensure accurate entry of GRM data into the data base; (ii) produce monthly/quarterly reports of GRM results

including any suggestions and questions, to the project team and the management; and (iii) review the status of complaints to track which are not yet resolved and suggest any needed remedial action.

The quarterly and annual progress reports will include updated information on the following:

- Status of establishment of the GRM (procedures, staffing, training, awareness building, budgeting etc.).
- Quantitative data on the number of complaints received, the number that were eligible, and the number resolved
- Qualitative data on the type of complaints and answers provided, issues that are unresolved
- Time taken to resolve complaints
- Number of grievances resolved at the lowest level, and raised/appealed to higher levels.
- Summary of resolutions/decisions made
- Satisfaction with the action taken
- Any particular issues faced with the procedures/staffing or use
- Factors that may be affecting the use of the GRM/beneficiary feedback system
- Any corrective measures adopted

7.6.2 Reporting to World Bank

The World Bank will be kept informed and where necessary consulted on World Bank requirements, during the process of grievance resolution, and also on the outcome of the process. A summary sheet of all complaints received and resolved will be shared with the World Bank Task Team. Any complaint or incident categorized as high risk should be reported to the World Bank Task Team immediately.

7.7 GRM Contact Information

Aggrieved parties can approach and use the following contact/s for any inquiries regarding their grievances/complaints and feedback. The contact details will be updated once the Project Management Unit is formed and required staff is appointed.

Description	Contact Details
Project Implementing Agency:	Road Development Authority
Project:	Inclusive Rural Connectivity and Improvement Project
Contact person/s:	Director General
Address:	“Maga Neguma Mahamedura”, No.216, Denzil Kobbekaduwa Mawatha, Koswatta, Battaramulla.
e-mail:	rdadgo@gmail.com , dgo@rda.gov.lk
Website:	https://www.rda.gov.lk/
Telephone:	011 - 2862795

7.8 Workers’ Grievance Redress Mechanism

The contractors hired under the project have the contractual obligation to establish a separate GRM to address the grievances and complaints reported by the construction workers including the sub-contractors. Grievances/complaints of the workers will be reported to either the site office of the contractor or the office of the supervision consultant. Additionally, a complaint/suggestion box will be placed within the construction site. A focal point to receive and register the grievances and complaints in each of the two offices will be designated, and their contact details will be displayed on the

respective office notice boards as well as in appropriate places within the construction site. The availability of the W-GRM to report grievances will be communicated to the workers during worker induction sessions, at periodic meetings of the workers, and through leaflets. The W-GRM will establish (i) clear procedures for reporting and registering grievances; (ii) stipulated time frames for grievance resolution; and (iii) a register to record and track timely resolution of grievances. The contractor is responsible to maintain transparency in GRM operations, secure the confidentiality of the complainants, and avoid any form of discrimination against complainants. The supervision consultant will monitor and report on the processes and outcomes of the grievance redress followed by the contractor. In case the complaints are not addressed at the Contractor's level, the grievance can be escalated to the Grievance Redressal Committee (DS level), and subsequently to the Grievance Redressal Committee (Ministry level) if the matter is not resolved (See Section 7.2.2 and 7.2.3 for details). The aggrieved worker can consider proceeding to the national appeal process as well.

8. MONITORING AND REPORTING

8.1 Involvement of Stakeholders in Monitoring Activities

The project will establish multiple mechanisms for monitor and evaluate the SEP implementation. They would include the following arrangements.

1. Overall monitoring and evaluation by the SEP implementation team of the PMU
2. Engagement of the project implementing partners to monitor and receive feedback from the relevant stakeholders on (i) traffic management plan; (ii) road safety (iii) technical design (iv) health and safety plans, including safety plans for women and girls; and (v) engagement of stakeholders.
3. Engagement of the project affected parties, vulnerable groups, host communities, and media to monitor and report on the adequacy and usefulness of (i) information disclosure programs; (ii) consultations; and (iii) stakeholder engagement activities via their participation in commuter surveys, individual/group consultations, and in the GRM.
4. Monitoring by a third party on the implementation of the SEP, and its compliance with ESS10. The third party monitor will assess and evaluate both the process and the outcomes of SEP implementation and will recommend mitigation/corrective measures if any non-compliance was observed. This also includes community monitoring by community monitoring groups established with the participation of local residents within the project financed areas. The project will either utilize existing community groups which are already mobilized to manage / monitor community activities or seek to appoint new committees when needed.

The project will use a variety of methods and tools for monitoring and evaluation. They will include review of project documents and progress reports, stakeholder interviews and group discussions, feedback surveys, site visits etc. SEP implementation team of PMU will coordinate and facilitate documentation of the monitoring and evaluation results and outcomes including the maintenance of records of all consultations and meetings conducted with stakeholders, types of information disclosed, issues and concerns raised at consultations/meetings, public comments/feedback received for disclosed documents, informal feedback, decisions made, and reporting back to the stakeholders. If required, project will provide capacity building training for stakeholders who would be engaged in monitoring and evaluation processes. The following monitoring framework in Table 13 provides a set of indicators that could guide the monitoring processes.

Table 13: Monitoring Framework

No.	Monitoring Indicators	Methods	Timeframe	Responsibility
1.	No. of APs, other stakeholders and vulnerable groups engaged in SEP implementation	Review of reports on consultations and progress reports	Quarterly	Social Specialist (SEP, GRM, Community Relations) & team and project partners
2.	Type of information shared/disclosed	Review of information material shared and their content	Quarterly	Social Specialist (SEP, GRM, Community Relations) & team and project partners

No.	Monitoring Indicators	Methods	Timeframe	Responsibility
3.	Type of methods used for information dissemination and their effectiveness	Review of communication methods used, observations and feedback interviews and consultations with information recipients	Quarterly	Social Specialist (SEP, GRM, Community Relations) & team and project partners and third party monitor
4.	Accessibility to information and language used for communication	Records of persons who sought information; observations and feedback interviews and FGDs with stakeholders, feedback survey (annual)	Quarterly	Social Specialist & team, project partners and third party monitor
5.	Level of awareness among APs, other stakeholders and vulnerable groups on project implementation procedures and potential impacts	Focus group discussions and individual interviews with a cross-section, feedback survey (annual)	Bi-annually	Social Specialist and team, project partners and third party monitor
6.	No. consultations conducted with APs, other stakeholders, and vulnerable groups	Review of reports on consultations by project and its partners	Monthly	Social Specialist and team and project partners
7.	Type of issues/concerns raised and discussed at consultative meetings	Review of reports on consultations	Monthly	Social Specialist and team and project partners
8.	Type of decisions made based on consultation outcomes	Review of progress reports	Quarterly	Social Specialist and team, PMU, project partners and third party monitor
9.	Feedback sessions conducted with APs, other stakeholders and vulnerable groups to report on the decisions made	Review of progress reports, and focus group discussions and individual interviews with a cross-section	Bi-annually	Social Specialist and team, project partners and third party monitor
10.	Level of satisfaction among APs, other stakeholders and vulnerable groups on the consultative process and its outcomes	Feedback surveys, focus group discussions and individual interviews with a cross-section	Annually	Social Specialist and team, project partners and third party monitor
11.	No. grievances/complaints received and resolved	Review of progress reports and GRM database	Quarterly	Social Specialist and team, and third party monitor
12.	Level of efficiency and responsiveness of the GRM	Review of the records of GRC meetings and decisions made	Bi-annually	Social Specialist and team, and third party monitor
13.	Level of satisfaction among APs, other stakeholders and vulnerable groups on the overall performance of GRM	Focus group discussions, feedback surveys and individual interviews with a cross-section of parties who reported grievances	Annually	Social Specialist and team, and third party monitor

8.2 Reporting Back to Stakeholder Groups

The results of the stakeholder engagement activities including results and outcomes of monitoring and evaluation of SEP implementation will be reported back to the stakeholders through bi-annual

meetings, newspaper supplementary, websites, mobile phone apps, social media and posters displayed at strategic locations.

8.3 Reporting to the World Bank

The SEP manager and the team will collate all monitoring and evaluation results and produce bi-annual reports to be submitted to the World Bank.

Annex 1: World Bank Environmental and Social Standards (ESS) requirements for Stakeholder Engagement

ESS	Key Stakeholder Engagement Requirements
ESS1: Assessment and Management of Environmental and Social Risks and Impacts	<p>Conduct an environmental and social assessment including stakeholder engagement</p> <p>Undertake stakeholder engagement and disclose appropriate information in accordance with ESS10</p> <p>Engage with and provide sufficient information to stakeholders throughout the project cycle</p>
ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	<p>Engagement with affected communities including consultation and participation in planning, implementation and monitoring including avoidance of involuntary resettlement (alternative project designs) and preparation and implementation of a resettlement plan where needed.</p> <p>Ensure women's perspectives are obtained and considered.</p> <p>Full disclosure of relevant information</p> <p>Consultation with affected parties on relocation arrangements and compensation arrangements</p> <p>Grievance redress mechanism for affected parties</p>
ESS7: Indigenous Peoples / Sub-Saharan African Historically Underserved Traditional Local Communities	<p>Proposed measures and actions to be developed in consultation with affected IC</p> <p>For projects designed to benefit IC, ensure ownership and participation in design, implementation and M&E</p> <p>Stakeholder analysis and engagement, planning, disclosure and meaningful consultation in a culturally appropriate and gender and inter-generationally inclusive manner; including (a) involvement of IP representative bodies; (b) provide sufficient time for decision making process; (c) allow IP effective participation in design of activities and mitigation measures</p> <p>Obtain Free, Prior and Informed Consent (FPIC) as defined in the ESS7, in circumstances in which the project will (a) have adverse impacts on IP land and natural resources; (b) cause relocation of IP; or (c) have significant impacts on IP cultural heritage.</p> <p>Ensure a Grievance Mechanism that is culturally appropriate and accessible to IP is in place</p>
ESS8: Cultural Heritage	<p>Identify stakeholders that are relevant for cultural heritage that may be affected by the project, including project affected parties and other interested parties</p> <p>Carry out meaningful consultations to identify cultural heritage that may be affected by the project, consider its significance, assess risks and impacts and explore avoidance and mitigation options</p> <p>Maintain confidentiality where necessary, including respecting traditionally confidential information</p> <p>Maintain stakeholders' access to cultural heritage</p>
ESS10: Stakeholder Engagement and Information Disclosure	<p>Engage with stakeholders throughout the project life cycle, starting as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design.</p>

ESS	Key Stakeholder Engagement Requirements
	<p>The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.</p> <p>Engage in meaningful consultations with all stakeholders. Provide timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.</p> <p>Stakeholder engagement will involve the following: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders</p> <p>Design and implement a grievance redress mechanism proportionate to the nature and scale of risks and impacts</p>

Annex 2: Template for Site-Specific Stakeholder Engagement Plan

The Site-Specific Stakeholder Engagement Plan should have three sections:

1. A short narrative section
2. A typology of stakeholders, in matrix format
3. A step-by-step plan for information disclosure and stakeholder consultation, in matrix format.

1. Outline of Narrative Section

2. Introduction

3. Objectives

4. Stakeholders

Brief description of types of stakeholder, clearly distinguishing between Project Affected Parties and other interested parties. Refer to stakeholder matrix for details.

5. Stakeholder Engagement Plan

Brief description of the stakeholder engagement activities, referring to the SEP matrix for details.

6. Implementation Responsibilities

Brief description of responsibilities for implementing the SEP (not the whole project!).

7. Grievance Redress Mechanism

Brief description of the project Grievance Redress Mechanism

8. Monitoring and Evaluation

Brief description of tools, activities and responsibilities for monitoring and reporting on implementation of the SEP.

5.1. Stakeholder Matrix

Type of Stakeholder	Location	Number of People	Key Characteristics	Language, Literacy and Internet Use	Community Representatives	Preferred Means of Communication	Means of Consultation / Specific Needs

5.2. Stakeholder Engagement Plan Matrix

Process Step	Timing	Stakeholder Group	Information to Be Disclosed	Means of Disclosure	Consultation Activities	Expected Outcome of Consultation