Stakeholder Engagement Plan (Draft)
09 February 2020
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CHHATTISGARH INCLUSIVE RURAL ACCELERATED AGRICULTURE GROWTH PROJECT

Department of Agriculture
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Executive Summary

1. The Chhattisgarh Agriculture Department is the implementing agency for the World Bank supported, Chhattisgarh Inclusive Rural and Agriculture Accelerated Growth (CHIRAAG) Project, henceforth the Project. The Project Development Objective (PDO) is to improve the nutritional intake and to enhance and diversify sources of income of households in select tribal-dominated areas of Chhattisgarh. The sub-objective to ultimately achieve the PDO is to increase the productivity, profitability and market access of small farmers/ marginal farmers, landless labourers by promoting and capitalizing on village resources Narwa (rivulets), Garuwa (livestock), Ghuruwa (farm waste), and Badi (backyard farming) / in the selected tribal-dominated locations of Chhattisgarh.

2. The Project has 3 components: Component 1 Nutrition-supportive, climate resilient and diversified production systems; Component 2: Value addition and access to market and Component 3: Community Empowerment (for better coordination with State and markets) and Component 4: Monitoring and Evaluation, ICT, and Knowledge Management. The Project is proposed to be implemented in 25 Blocks in 18 Districts of the State.

3. As part of the World Bank’s Environmental and Social Framework (ESF) and implementation of the Environmental and Social Standards, especially ESS 10 on Stakeholder Engagement and Information Disclosure, CG Agriculture Department has prepared a Stakeholder Engagement Plan (SEP). The main objectives of the SEP are to adopt a systematic, transparent and participatory approach to stakeholder engagement and information disclosure, and maintenance of positive stakeholder relationships, monitoring of stakeholder feedback and implementation of an accessible and responsive grievance redressal mechanism. The SEP also aims to facilitate stakeholder feedback and engagement on project design and implementation, including on identification and mitigation of environmental and social risks and impacts.

4. The SEP will act like a guiding tool and framework for managing communications and engagement between Chhattisgarh Agriculture Department and its stakeholders for the Project. The SEP has been adapted to the nature and scale of the project and its potential environment and social risks and impacts. The SEP takes into account the existing institutional and regulatory frameworks/acts of the Government of India (GOI) and the Government of Chhattisgarh (GoC) as well as the requirements of the Environmental and Social Framework (ESF), 2016 of World Bank.

5. The SEP includes multiple channels and mechanisms of engaging with the stakeholders, including Publications, website, telephone, public consultations and meetings, participatory assessments and surveys, participatory planning and existing channels of citizen’s engagement of the GoC. Differentiated measures will be adopted to engage with vulnerable and disadvantaged households, including focus group discussions, inclusive beneficiary identification in the GP, inclusion amongst beneficiary groups, and lower thresholds for cost sharing for individual benefits. Other project-related...
information will be shared with the primary stakeholders in locally understood languages where necessary. All ESS plans and documents will be disclosed on the project’s websites.

6. The Environment and Social Assessment (ESA) and ESMF preparation exercise conducted by the Department of Agriculture, Government of CG involved participatory approaches, especially consultations, public meetings, focus group discussions, and in-depth interviews with the key project stakeholders. This included potential project beneficiaries and residents in project GPs, farmers, Gram Panchayat representatives and officials, village leaders, traditional tribal leaders for PVTGs as well as Women’s self-help groups. These consultations also included disadvantaged and vulnerable population groups, especially landless and marginal farmers, women headed households, scheduled caste households, tribal households. Meetings and Consultations were also held with the state departments of Forests, Tribal Welfare, Agriculture, Animal Husbandry and Fisheries, Animal Husbandry, Rural Development and Department of Environment, to understand the scope of their participation and sectoral interventions under the project, and the potential social and environmental risks and issues involved.

7. The SEP identifies the main stakeholders of the projects as: i) Positively affected Project Beneficiaries, mainly small and marginal farmers, Gram Panchayats, farmers groups/cooperatives, SCs and STs, and women’s groups; ii) Disadvantaged and Vulnerable Households, such as landless and marginal farmers, PVTGs, scheduled castes households, scheduled tribes, women headed households, disabled households as well as households designated below the poverty line identified through SECC; iii) Potentially negatively affected groups, such as households facing temporary access/use restrictions from new grazing pastures, fodder plots and plantations; and iv) Other Interested stakeholders such as well as line departments of Animal Husbandry, Horticulture, Rural Development and Panchayati Raj, and Science and Technology. Private partners involved in agribusiness and value chain development as well as NGOs associated with forestry, agriculture, horticulture, animal husbandry, natural resource management and rural development are also important stakeholders of the project.

8. The SEP includes a range of interventions to engage with the key stakeholders, throughout the project implementation period. These include participatory and inclusive process of preparing the GPRMPs, capacity building of community user groups, tracking inclusion of vulnerable groups, disclosure of project documentation, SEPs and the ESF plans on project’s websites, periodic meetings with the GPs, periodic review meetings at the District level, regular updates from the Social Extension Officers, and training of community organizations, extension staff and GP officials and representatives. Project Information and updates regularly shared through websites, newsletters and other stakeholder engagement events.

9. The Department of Agriculture GoCG, project management unit (PMU) will be responsible for implementing the SEP through the Environment and Social Experts at the State Level, the District Project Officer at the Districts, and agriculture extension officers, KVKs who will be directly engaging with the key stakeholders. Local level project implementation units will be supported to effectively engage with primary stakeholders throughout project implementation. The Project will establish a Grievance Redress Mechanism (GRM) with the aim to respond to queries or clarifications or complaints about the project and address complaints/concerns and grievances of the stakeholders. The GRM will focus on corrective actions that can be implemented quickly and at a relatively low cost to resolve
identified implementation concerns, GRM will also serve as a channel for early warning, helping to target supervision to where it is most needed and identify systemic issues.

10. The project will be conducting an external review of the ESF implementation progress and impacts, including the implementation of the SEP. External agencies/resource persons will be engaged to carry out this audit/review in the 3rd and 5th year of the project. Though Department of Agriculture is overall responsible for implementation of SEP, it will be implemented through block level Project Implementation Unit (PIU). The District level Project Coordination Unit will be engaged in monitoring and reporting on SEP implementation. The SEP will be periodically revised and updated as necessary in the course of project implementation, to ensure that the information presented is consistent and is the most recent, and that the identified stakeholders and methods of engagement remain appropriate and effective in relation to the project context and specific stages of the implementation. Any major changes to the project related activities and to its schedule will be duly reflected in the revised SEP and publicly disclosed so that stakeholders are well informed, especially on issues that directly affect them.
1.0 Introduction and Project Description

1.1 Introduction
1. The Government of Chhattisgarh (GoC) is preparing the Integrated Project entitled Chhattisgarh Inclusive Rural and Accelerated Agriculture Growth (CHIRAAG) for 25 Blocks in 18 Districts of the State for financing from the World Bank. It is a rural transformative project that is premised on the development and optimum utilization of traditional village resources of production through:
   • Rivulet regeneration and conservation (Narwa);
   • Livestock management and increase production (Garwa);
   • Bio-composting (Ghuruwa);
   • Nutritional and income-generating support activities through backyard fruits and vegetable (Badi);

   to transform the village level economy from subsistence level to semi-subsistence farming and then to commercial production.

2. The proposed Project is to be implemented in 25 Blocks of 18 Districts of Chhattisgarh. The Project will cover almost 30% of the tribal population of the state. Out of the total state-tribal population, about 2.3% of them are classified as PVTGs and these include; Kamar, Baiga, Pahari Korwa, Birhor, Abujhmadia.

Figure 1: Map of State of Chhattisgarh
1.2 Project Description

3. The objective of the project is to improve the nutritional intake and to enhance and diversify sources of income of households in select tribal-dominated areas of Chhattisgarh. The sub-objective to ultimately achieve the PDO is to increase the productivity, profitability and market access of small farmers/marginal farmers, landless labourers by promoting and capitalizing on village resources Narwa
rivulets), Garuwa (livestock), Ghuruwa (farm waste), and Badi (backyard farming) / in the selected tribal-dominated locations of Chhattisgarh.

4. The two main fundamental pillars of the project are Income and Nutrition. The income for the target farmers/producers is expected to increase through the combination of:
   • Diversification and sustainable intensification of production systems
     o developing integrated farming systems – agriculture-horticulture-agroforestry-fishery-livestock, other allied sub-sectors like sericulture, apiculture, etc.), which is more aligned with market demand;
   • Productivity increase through infusing modern technology and improving resource infrastructure (water management irrigation/soil health etc.);
   • Value addition through post-harvest measures and processing; and
   • Better price terms through improved access to local-national-export markets.

5. On the other hand, Nutrition for the targeted population is expected to be increased through a combination of the following:
   • Natural Resource Assessment of the HHs to ensure that each of the targeted HHs should practice one or the other activities: Home- stead food production (for instance pulse and millet plantation, backyard poultry), Nutrition Kitchen Garden (Badi), Bio-floc for fisheries and such other activities;
   • Facilitating an increase in the production of nutrient-dense crops and small-scale livestock (for example, horticultural products, legumes, livestock and fish at a small scale, underutilized crops, and biofortified crops);
   • Sensitization towards nutrition information and food recipes to increase the appreciation and use of local nutritious biodiversity to improve dietary diversity;
   • Improve processing, storage and preservation to retain nutritional value, shelf-life, and food safety, to reduce the seasonality of food insecurity and post-harvest losses, and to make healthy foods convenient to prepare for domestic consumption;
   • Promoting SHGs to develop local nutritionally rich snacks for distribution to the Angadwadi Centers and Schools;

6. Overall, the project is expected to directly impact three lakh producer households. Indirectly, another one lakh households will be benefitting through skill development and job creation. The project is also expected to impact value chain actors viz., traders, processors, warehouse operators, marketers etc. The development of agriculture and allied sectors will transform the State’s rural economy and quality of life and enhance State’s contribution to national food security.

7. The project is organized into four main components: Component 1: Strengthening State Capacity and Empowering Community Institutions; Component 2: Nutrition-Supportive, Climate Resilient and Diversified Production Systems; Component 3: Value Addition and Market Access; Component 4: Project management, monitoring and evaluation, and knowledge sharing.

**Component 1: Empowering Community**
8. The key objectives of this component are: a) socio-economic empowerment of community and household capacity to plan, implement, and monitor development investments; b) strengthen community institutions towards effective management of natural resources, community and private assets, acquire new skills and capacities for value addition and access to profitable markets; and c) improving household diet diversity and promoting positive nutrition practices.

Component 2: Nutrition-supportive, resilient production systems

9. The project component aims to suitably leverage natural resources as a foundation for developing sustainable production systems which are more diversified, nutritive and productive, more resilient to climate shocks. As part of integrated farming system, it will aim to work with a range of commodities that will ensure HH nutrition security and find increased demand in local and wellness markets.

Component 3: Value addition and access to market

10. The objective of this component is to increase availability on nutritive foods for the HH and the local community and enable the producers to realize higher income through value addition and accessing profitable markets. This will be achieved through promotion of value addition primarily food preservation, storage etc. at the community and HH levels and creating producer collectives for aggregation, primary processing, strengthening local market infrastructure and strengthening community capacities.

Component 4: Project management, monitoring & evaluation and knowledge management

11. The objective of this component is to support the effective implementation of the project by laying out suitable implementation structures guided and strengthened by ICT-enabled monitoring, knowledge management and decision support systems. Partnerships and implementation arrangements with external agencies (technical /implementation/knowledge etc.) with proven expertise in their competency areas shall be utilized to enhance the quality of planning, implementation and monitoring under the project. The project shall have a multi-disciplinary, cross-functional and multi-agency project management unit (PMU) at the State level supported by two regional Project Implementation Units (PIUs - one in the southern and the other in the northern region of the State). The two regional PIUs would drive project implementation in their assigned regions but would be guided by the State-level PMU based on appropriate review and steering mechanisms. The State-level PMU shall also try to leverage knowledge partnerships with national/international agencies and Public-Private Community Partnership (PPCP) platform for enabling active participation from other key stakeholders in the project ecosystem. This shall help in not only ensuring effective multi-stakeholder participation but in also helping the State to mobilize additional financing support from other key stakeholders (e.g. Corporate Social Responsibility agencies).

2.0 Purpose of Stakeholder Engagement Plan

12. The main objectives of the SEP are to adopt a systematic, transparent and participatory approach to stakeholder engagement and information disclosure, and maintenance of positive
stakeholder relationships, monitoring of stakeholder feedback and implementation of an accessible and responsive grievance redressal mechanism. The SEP also aims to facilitate stakeholder feedback and engagement on project design and implementation, including on identification and mitigation of environmental and social risks and impacts.

13. Project is required to engage with multiple and varied set of stakeholders for different activities under the project components. This document, forms part of the environmental and social assessment documentation. This SEP, outlines the general principles and collaborative strategy to identify stakeholders for all components under the Project, identify appropriate modes of engagement and prepare plans for engagement and meaningful consultation throughout the project cycle while ensuring transparency. The goal of this SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves project beneficiaries and other stakeholders in a timely manner and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions. The SEP will act as a guiding tool and framework for managing communications and engagement between HPFD and its stakeholders for the Project. The SEP has been adapted to the nature and scale of the project and its potential environment and social risks and impacts. The SEP takes into account the existing institutional and regulatory frameworks/acts of the Government of India (GOI) and the Government of Chhattisgarh (GoC) as well as the requirements of the Environmental and Social Framework (ESF), 2016 of World Bank.

14. The SEP includes multiple channels and mechanisms of engaging with the stakeholders, including Publications, website, telephone, public consultations and meetings, participatory assessments and surveys, participatory planning and existing channels of citizen’s engagement of the GoC. Differentiated measures will be adopted to engage with vulnerable and disadvantaged households, including focus group discussions, inclusive beneficiary identification in the GP, inclusion amongst beneficiary groups, and lower thresholds for cost sharing for individual benefits. Other project-related information will be shared with the primary stakeholders in locally understood languages where necessary. All ESS plans and documents will be disclosed on the project’s websites.

3.0 National and State Legal and Regulatory Framework

15. This SEP considers the existing institutional and regulatory framework within the context of the National and State legal instruments as well as the safeguard compliance requirements of Environmental and Social Framework (ESF), 2016 of the World Bank.

3.1 National and State Acts and Policies:

16. The relevant National Acts and or Policies are described in table below.

<table>
<thead>
<tr>
<th>Acts/Rules/Policy</th>
<th>Explanation</th>
<th>Relevance to the Project</th>
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</thead>
<tbody>
<tr>
<td>Right to Information Act, 2005</td>
<td>To provide right to information for citizens to secure access to information under the control of public authorities,</td>
<td>It is related to all those organizations and individuals who would like to secure</td>
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<tr>
<td>Law</td>
<td>Description</td>
<td>Applicability</td>
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<td>Panchayati Raj Act 1953, 73rd Amendment 1994</td>
<td>The act leads towards village governance and establishes the bottom up approach. The Panchayati Raj Institutions considered as self Government for rural areas whether at the level of a village or a block or a district. They are responsible for preparation of plans for the development programs include drinking water, minor irrigation, rural sanitation, natural resources management and other socio-economic and so on, mobilization of resources for relief during natural calamities, removal of encroachments on public properties, organizing voluntary labour and contribution for community works and maintenance of essential statistics of villages.</td>
<td>Applicable for CHIRAAG as during the implementation of the project activities require institutional support at different levels. This Act will facilitate support for the active participation of the village communities and other democratic institutions that may yield the effective outcomes of interventions.</td>
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<tr>
<td>Extension of Panchayati Raj to Scheduled Areas (PESA) 1996</td>
<td>The Act provides for extension of the provisions of Part IX of the Constitution relating to the Panchayats to Scheduled Areas. The Act allows greater recognition to tribal economic and sociocultural systems, autonomy for local governance and control over natural resources in scheduled areas of the country. Every Gram Sabha shall: approve of the plans, programs and projects for social and economic development before such plans, programs and projects are taken up for implementation by the Panchayat at the village level; ii). be responsible for the identification or selection of persons as beneficiaries under the poverty alleviation and other programs</td>
<td>Any project intervention should honour and maintain the autonomy of the tribal. Applicable as project needs to take prior informed consent for project interventions, to ensure that livelihood enhancement interventions are socially acceptable. Introduction of new crops/technologies/food crops should take into consideration their cultural preferences. The project needs to ensure that tribal communities participate in project activities and there will be no adverse impacts on local tribal groups.</td>
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<td><strong>National Policy on Tribal Development, 1999</strong></td>
<td>The policy seeks to bring scheduled tribes into the mainstream of society through a multi-pronged approach for their all-round development without disturbing their distinct culture. Development and empowerment of STs is enshrined in the Constitution and the tribal subplans included covered under the Five Year Plans.</td>
<td>This policy will be applicable to project activities in tribal dominated districts. The need is to ensure that tribal communities participate in the project activities and there are no adverse impacts on local tribal groups. The policy is applicable in the tribal districts. The project interventions should be dovetailed with the Tribal Development Sub Plan in order to facilitate the achievement of its objectives of the sub plan.</td>
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<td><strong>Tribal Sub Plan</strong></td>
<td>Under TSP, all funds from various programs are pooled and used strategically to support the socioeconomic development of tribal within a specified period.</td>
<td>The project intends to invest in upgrading agriculture, NTFP and small livestock processing and marketing infrastructure in different districts. There is a need for working with the Tribal Development Department to ensure that project benefits are accessed by the tribal communities.</td>
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<tr>
<td><strong>Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006</strong></td>
<td>The Act provides three kinds of rights to Scheduled Tribes and Other Traditional Forest Dwellers: Land Rights: Right to continue cultivating land (less than or equal to four hectares) where they have been cultivating prior to 13 December 2005. Use Rights: Provides for rights to use and/or collect a) minor forest produce (tendu patta, herbs, medicinal plants) that has been traditionally collected, b) Grazing grounds and water bodies, c) Traditional areas of use by nomadic or pastoralist communities Right to protect and conserve: Gives the community the right to protect and manage the forest.</td>
<td>This Act is particularly relevant, and will be applicable to the districts with large proportion of tribal population. Where agricultural improvement investments are made on lands inhabited by tribal the project will not question the ownership of their lands.</td>
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### 3.2 The World Bank’s Standard on Stakeholder Engagement Plan
18. The World Bank’s Environmental and Social Framework sets out the World Bank’s commitment to sustainable development, through a Bank Policy and a set of Environmental and Social Standards that are designed to support Borrowers’ projects, with the aim of ending extreme poverty and promoting shared prosperity. The Environmental and Social Standards set out the requirements for Borrowers relating to the identification and assessment of environmental and social risks and impacts associated with projects supported by the Bank through Investment Project Financing. The Bank believes that the application of these standards, by focusing on the identification and management of environmental and social risks, will support Borrowers in their goal to reduce poverty and increase prosperity in a sustainable manner for the benefit of the environment and their citizens. The ten (10) Environmental and Social Standards establish the standards that the Borrower and the project will meet through the project life cycle. 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.

- 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 considered, or the reasons why it was not.” (World Bank, 2017: 98).

19. A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It needs be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. 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: 100).

4.0 Brief Summary of Previous Stakeholder Engagement

20. Based on the project objective and components of the project, stakeholders were identified. Since the focus of the project is on marginalized community, the Project has identified the disadvantaged and vulnerable people as landless and marginal farmers, PVTGs, scheduled castes households, scheduled tribes, women headed households as well as households designated below the poverty line. These households are more constrained than others to access benefits from the project and participate more fully in the planning and consultations. Consultations held as part of the ESA process saw large scale participation from the communities, and these disadvantaged and vulnerable groups
were part of all the consultations. Special consultations were also held with transhumant as well as tribal households, PVTG households, Special Consultations were also held in many backward Gram Panchayats and Tribal Villages. Before the consultations, relevant information in local language was shared with the communities in order to give them information on the project objectives/activities and seek their feedback and concerns/issues with respect to project components.

21. Consultations were also held with the state departments of Forests, Agriculture, Animal Husbandry, Rural Development and the Science and Technology to understand the scope of their participation and sectoral interventions under the project, and the potential social and environmental risks and issues involved. During the ESIA process consultations were carried out with various stakeholders. One village from each Block was randomly selected where consultations took place. Villages and Blocks were selected on the basis of agro-climatic regions in the state and indicators like high percentage of tribal population, cropping intensity, fertilizer usage, net irrigated area etc. Consultations were carried out in 8 villages with about 136 farmers, members of SHGs, FPOs and other women groups. Separate consultations were carried out in these villages with PRI representatives, traditional tribal leaders, District and Block officials.

22. During the initial process of consultations some of the issues pointed out by the primary stakeholders (the farmers and village community) varied. Small and marginal farmers pointed out issue of low productivity due to lack of irrigation, lack of availability of high-quality seeds, lack of market linkages etc. Farmers who had animals pointed out to the issue of lack of feed, fodder, medical aid etc. Other issues included lack of capacity, poor market linkages, lack of access to capital etc.

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<th>Table 2: List of Stakeholders consulted</th>
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23. During the preparation of ESA, consultations / in-depth interviews were carried out with the above-mentioned stakeholders. Following were agreed:

- Community to be consulted various stages of the project preparation through community consultations.
- Specific consultations will be held near the sites proposed to seek opinions/suggestions of the communities involved. The outcome of consultations will be incorporated as appropriate in the designs and mitigation plans.
- As part of such consultations, the draft mitigation plans will also be presented and explained to the people on the content and process of the implementation of the plans.
- The implementing agencies (IAs) shall also hold consultations not only with the community but also with the concerned line departments at the district and block level and provide opportunities for information sharing and collaboration measures.

24. **Specific Consultation with the tribal community:**

For consultation with tribal groups, Department of Agriculture, Government of Chhattisgarh will hire an appropriate specialist with knowledge of the socio-cultural life style of the group. The Social Safeguard Specialist of World Bank will participate in the consultation (i) with the tribal community; (ii) discuss tribal issues with the tribal administration; and (iii) with the Department of Agriculture.

4.1 **Stakeholder identification and analysis**

25. The main project implementers and beneficiaries will be relevant community organizations such as CHIRAAG Resource Centre Management Committees, the Gowthaan Management Committees supported under the project (or strengthened, where appropriate), the PRI Institutions the direct beneficiary households, as well as the Department of Agriculture at the State and District levels. The key stakeholders of the Project include farmers groups/cooperatives, joint forest management committees (JFMCs), as well as women’s groups and women producers. The disadvantaged and vulnerable households especially landless and marinal farmers, women headed households, disabled households, scheduled tribes These and other key stakeholders who will be informed and consulted about the project are summarized below.

- **Project Beneficiaries:** The project will be implemented in 1500 selected GPs in 25 Development Blocks of the 18 districts of Chhattisgarh. The Districts are spread over three Geographical areas of the state. In these 1500 GPs, the key project beneficiaries include farming communities (especially small-scale farmers), including women, disadvantaged groups as well as, who will benefit from improved access to irrigation water, climate smart extension services,

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1In order to determine the applicability of ESS7, the Bank will undertake a screening in accordance with the criteria in paragraphs 8 and 9 of ESS7, to determine whether Indigenous Peoples (or as they may be referred to in the national context) are present in, or have collective attachment to, the proposed project area. In conducting this screening, the Bank may seek the technical advice of specialists with expertise on the social and cultural groups in the project area. The Bank will also consult the Indigenous Peoples concerned and the Borrower. The Bank may follow the Borrower’s national processes during project screening for identification of Indigenous Peoples, where these processes meet the requirements of ESS7. Where Indigenous Peoples are present in, or have a collective attachment to, the proposed project area, the Bank will require the Borrower to undertake a process of meaningful consultation tailored to Indigenous Peoples in accordance with ESS7. The outcome of the meaningful consultation will be documented. The Bank will undertake the necessary due diligence and ascertain the outcome of the meaningful consultation, and this will contribute to the Bank’s decision making as to whether to proceed with the proposed project or not.
and markets as well as the future reductions in land degradation. Women, and the community at large, will also benefit from employment opportunities in nursery and plantation activities and the development of high value agricultural value chains. Community members will benefit from training on improved production and post-harvest practices, and basic business skills, as well as technical and financial support to invest in sustainable value chain development. Improvements in nutrition outcomes as a result of the investments will particularly benefit women and Scheduled Tribes, as they are most malnourished groups. Their participation in implementation and management of resources and assets would provide them income generating opportunities to local youth who will be trained under various components of the Project.

- **Disadvantaged and Vulnerable Households.** The Project has identified the disadvantaged and vulnerable people as landless and marginal farmers, PVTGs, scheduled castes households, scheduled tribes, women headed households, disabled households as well as households designated below the poverty line as per SECC criteria. The State has also identified a list of backward Gram Panchayats, some of which are included in the Project area proportionately to ensure that the positive spill-over effects emerging from the interventions proposed under the project. These vulnerable households are more constrained than others to access benefits from the project and participate more fully in the planning and consultations. No adverse project impacts will fall disproportionately on these especially vulnerable groups, and adequate safeguards have been included.

- **Adversely affected households.** (Potential adverse impacts): At this stage, the project does not identify any directly affected population groups to be negatively affected mainly because the project does not include any land acquisition or the potential to cause involuntary physical resettlement or relocation. However, small scale, local level infrastructure planned and prioritized by the communities could involve very small scale of land donation either by individuals or the Government, which needs to be managed to avoid the potential for adverse impacts, especially on vulnerable households, following the due diligence provided under ESS5.

- **Other Interested stakeholders (including government departments):** The Chhattisgarh Agriculture Department will be the nodal department along with the line department viz; Rural Development, Animal Husbandry, Horticulture, Fisheries, and Panchayati Raj Department etc. will be the main stakeholders from the State. All department officials expressed interest in convergence modalities. These officials showed interest in climate resilient farming, climate change adaption methods, and training of beneficiary groups in good agriculture practices. The project will also increase the skills and capacity of the IGKV, the Gram Panchayats and other government officials. Private Partners involved in agribusiness and value chain development as well as NGOs partners associated with irrigation, agriculture, horticulture, animal husbandry, natural resource management, tribal development and preservation of indigenous knowledge and rural development would be interested to partner the project.

### 4.2 Summary of Stakeholder Needs

The engagement needs of the key stakeholders as agreed during consultations are summarized in the table below:
<table>
<thead>
<tr>
<th>Stakeholder Group</th>
<th>Type of Stakeholder</th>
<th>Language Needs</th>
<th>Preferred notification means (e-mail, phone, radio, letter, etc.)</th>
<th>Specific needs (accessibility, large print, child care, daytime meetings, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual small and marginalised farmers, existing CBOs of farmers, joint forest management, watersheds, agriculture and animal husbandry</td>
<td>Beneficiaries and affected households.</td>
<td>Hindi</td>
<td>Through phone, Gram Panchayat, village leaders, Representatives and local NGO representatives</td>
<td>Meetings held in Panchayat Office or largest revenue village in the GP.</td>
</tr>
<tr>
<td>Women farmers and women headed households, women’s federations</td>
<td>Vulnerable groups and affected households</td>
<td>Hindi and local tribal language</td>
<td>Through self-help groups, community coordinators, Anganwadi workers, Gram Panchayat Representatives and local NGO representatives</td>
<td>Meetings aligned with meeting schedule of self-help groups, village federations and other CBOs; within their habitations</td>
</tr>
<tr>
<td>Disadvantaged and Vulnerable Households, including landless and disabled households.</td>
<td>Vulnerable groups</td>
<td>Hindi and local tribal language</td>
<td>Through self-help groups, community coordinators, Anganwadi workers Gram Panchayat Representatives and local NGO representatives</td>
<td>Special Meetings organised with advance notice organised at suitable timings and in accessible places;</td>
</tr>
<tr>
<td>PVTGs</td>
<td>Vulnerable groups</td>
<td>Local Tribal Language</td>
<td>Through tribal community leaders; officials of tribal department and</td>
<td>Special Consultation meetings at times favoured by the tribal community leaders;</td>
</tr>
</tbody>
</table>
The project has identified the main stakeholders of the projects as: i) Positively affected Project Beneficiaries, mainly small and marginal farmers, Gram Panchayats, farmers groups/cooperatives, SCs and STs, and women’s groups; ii) Disadvantaged and Vulnerable Households, such as landless and marginal farmers, PVTGs, scheduled castes households, scheduled tribes, women headed households, disabled households as well as households designated below the poverty line identified through SECC; iii) Potentially negatively affected groups, such as vulnerable households donating land for community infrastructure or households facing temporary access/use restrictions from new grazing pastures, fodder plots and plantations; and iv) Other Interested stakeholders such as line departments of Animal Husbandry, Horticulture, Rural Development and Panchayati Raj, and Science and Technology. Private partners involved in agribusiness and value chain development as well as NGOs associated with
forestry, agriculture, horticulture, animal husbandry, natural resource management and rural development are also important stakeholders of the project. The analysis of different stakeholders, their role in the project in planning and implementing project interventions is summarized in table below.

**Role of stakeholders in the project**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Stakeholders</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Women</td>
<td>Women at the household level play a major role in agriculture and allied sector but often marginalize in benefit sharing and ownership. ✓ Active participation of women in agri-horticulture &amp; allied sector, production, processing &amp; marketing activities for equitable distribution of benefits. ✓ Participation in Gauthan committees; livelihood groups; CSC; etc. ✓ Participation in preparation and implementation of VDPs ✓ Volunteer as nutrition facilitators (<em>Poshan Sakhi</em>)</td>
</tr>
<tr>
<td>2</td>
<td>Marginalized communities</td>
<td>The project aims to include the tribal population and socially neglected sections of the society for inclusion combined with pro poor investments. ✓ Role in various committees to be formed under the project including in executive committees ✓ Participation in preparation and implementation of VDPs ✓ Participation in training programs and adapt to modern technology ✓ Participate in existing state government and central government schemes. ✓ Participate in FPOs ✓ Tribal families to assist project in harnessing the traditional and indigenous knowledge base of the population towards improving natural resource management</td>
</tr>
<tr>
<td>3</td>
<td>TSA</td>
<td>✓ Consult stakeholders to establish VCDC and market linkage; ✓ Assist in capacity building of FPO through business plan development including guidelines, manuals, training, organizing exposure visits etc.; ✓ Arrange for market support activities; ✓ Organize promotion activities and engage community through IEC, workshops/events, etc.</td>
</tr>
<tr>
<td>4</td>
<td>Primary Producers</td>
<td>✓ Participate in agriculture, horticulture and allied sectors interventions as beneficiaries ✓ Planners and beneficiaries of individual and community-based intervention. ✓ Responsible for planning; implementation and maintenance of individual and community resources. ✓ Part of producer organizations as agro-enterprises will be formed in the identified areas ✓ Participate in trainings organized by the project and adapt to modern scientific knowledge and innovations ✓ Assist project in harnessing the traditional and indigenous knowledge base of the population towards improving natural resource management.</td>
</tr>
<tr>
<td>8</td>
<td>Community based Groups, FPOs, SHGs, PGs</td>
<td>✓ Assist project in implementing <strong>Behavioural Change Communication (BCC)</strong>. ✓ Assist project in social mobilization ✓ Mobilize community to participate in project interventions</td>
</tr>
</tbody>
</table>
4.3 Information Disclosure and Engagement Methods

27. The final draft of the Stakeholder Engagement Plan (SEP) will be re-disclosed on the project's website and shared with all the District and Block Development Offices as well as the targeted Gram Panchayats. The SEP will be disclosed and publicly accessible throughout the project implementation period. All updated versions will also be re-posted on the project portal. CHIRAAG will use various methods of engagement that will be used by the implementing agencies as part of their continuous interaction with the stakeholders. The method of engagement will be constantly reviewed or its appropriateness, outreach and impact, as well as inclusivity.

28. Ensuring the participation of vulnerable individuals and groups in project consultations will require the implementation of tailored techniques. The vulnerable groups identified by the project include the rural population, people living with disabilities, women, and disadvantaged youth. Attention will be given to the vulnerable groups to ensure that they are not denied project benefits. This will be done by focus group discussions, monitoring participation rates, undertaking beneficiary assessments, using online platforms to allow access to otherwise disadvantaged groups, and ensuring that at least 30% of participant trainees are females. The table below summarizes the variety of methods that would be used for information disclosure to reach all the key stakeholders. A summary description of the engagement methods and techniques that will be applied by project developer is provided below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback as well as participation and consultation.

4.4 Framework for Citizen Engagement

29. Unlike traditional types of engagement – Communication and Consultation, Citizen Engagement is an interactive two-way process that encourages participation, exchange of ideas and flow of conversation. It reflects the willingness to share information and make citizens a partner in decision making. Active engagement gives the right to hold others accountable, and accountability is the process of engaging in participation. It seeks greater accountability from the service providers through increased dialogue, consultation and monitoring and assessing performance externally and mutually.

Table 4: Information dissemination and modes of disclosure and engagement for consultation

<table>
<thead>
<tr>
<th>Target stakeholders</th>
<th>Information to be disclosed</th>
<th>Tools of engagement &amp; mode of disclosure</th>
<th>Frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component 1: Empowering Community</td>
<td>✓ Small and marginal farmers ✓ women farmers ✓ SC, ✓ STs, ✓ PVTGs,</td>
<td>✓ Project Scope ✓ Process of selection of beneficiaries ✓ Grievance mechanisms ✓ Consultative meetings ✓ Participatory integrated planning tools ✓ Information of conducting</td>
<td>✓ Multiple ✓ Continuous</td>
<td>✓ Community Coordinator ✓ Agriculture Extension Officer of BPIU</td>
</tr>
<tr>
<td>✓ Women headed households, ✓ village youth ✓ Gauthans</td>
<td>✓ Participatory planning process, ✓ Activities to be undertaken and trainings to be provided</td>
<td>participatory process will be available in the local Gouthan Committee’s office in local language through pamphlets and other means of communication as appropriate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Component 2: Nutrition-supportive, Climate Resilient and Diversified Production Systems</td>
<td>✓ Vulnerable households, ✓ Gauthans ✓ Officials from relevant line departments (e.g., forest, agriculture, horticulture, and animal husbandry, fishery etc.) ✓ KVKs ✓ Local Agriculture and Animal Husbandry Universities</td>
<td>Information dissemination on: ✓ community natural resource management system, ✓ Integrated farming system, ✓ Participatory technique for management of common infrastructure such as rain water harvesting tanks or micro irrigation. ✓ benefit sharing mechanism. ✓ Formation of livelihood groups ✓ Inter departmental coordination mechanism</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Village level meetings – use of audio – visual tools ✓ Door-to-door visits, ✓ Project leaflets, ✓ Training ✓ Workshops ✓ Exposure visits</td>
<td>✓ Every quarter ✓ Workshops and exposure visits will be conducted annually</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Community Coordinator ✓ Agriculture Extension Officer ✓ District Project Officer through extension workers ✓ State PMU</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Component 3: Value Addition and Market Access</td>
<td>✓ Vulnerable households ✓ Gauthans ✓ KVKs ✓ Local/national knowledge organizations viz., Central Food Technology Research Institute (CFTRI), National Institute of Food</td>
<td>Information dissemination on: ✓ value addition of primarily food preservation, storage etc ✓ Post-harvest management ✓ Trainings and capacity building for management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Consultative meetings ✓ Participatory integrated planning tools ✓ Workshops</td>
<td>Information of conducting participatory process will be available in the local Gouthan Committee’s office in</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Throughout the project cycle</td>
<td>✓ PMU ✓ PCU ✓ PIU</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology and Entrepreneurship Management (NIFTEM). ✓ Local agriculture universities. ✓ CBOs ✓ of common facilities; ✓ Training of farmers for producer’s groups ✓ local language through pamphlets and other means of communication as appropriate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Component 4: Project monitoring and management and State capacity

| ✓ Agriculture Department, ✓ IGKV ✓ KVKs ✓ National and International organizations viz., CFTRI, Mysore; NIN, Hyderabad; BI: IRRI, etc. ✓ Line departments ✓ Project coordination, implementation, financial management, procurement, and environmental and social safeguards management ✓ Tribal Knowledge ✓ Consultative meetings ✓ Participatory integrated planning tools ✓ Workshops |
|-------------------------------------------------|-------------------------------------------------|------------------|
| Every six months ✓ PMU ✓ PCU |

30. **Ways of Citizen Engagement**: A variety of mechanisms may be adopted to incorporate and promote citizen engagement in Projects.

**a) Information sharing**: In order to generate awareness and to prepare the citizens, elected representatives and other stakeholders, a wide range of information should disseminate. It includes display of Citizen’s Charter with listing services and service levels, roles and responsibilities of officials and escalation mechanism, etc. In addition, regular meetings and interfaces may also be used to share information. For many departments and services, mobile based voice or text services and web-based presence also serves as an additional channel for information sharing.

**b) Consultation**: Consultative meetings with the stakeholders are to be undertaken at different stages of the project cycle at regular intervals. Each intervention should be discussed with the citizens, elected representatives, local civil society groups and other stakeholders to get their perspectives included in the designing of the interventions, and thereby increasing the chances of ownership among various stakeholders. Such consultations may be undertaken both online as well as face to face.

**c) Joint assessment**: Participatory assessment and monitoring with the stakeholders, particularly the identified service seekers, are used as tools for enhancing citizen engagement. These include the use of a variety of techniques such as joint citizen monitoring, meetings with the elected representatives etc.
<table>
<thead>
<tr>
<th>Process</th>
<th>Mechanism</th>
</tr>
</thead>
</table>
| Correspondences (Phone, Emails) | • Distribute Project brief/information to Government officials, NGOs, Local Government, and organisations/agencies  
• Invite stakeholders to meetings and follow-up |
| One-on-one meetings | • Seeking views and opinions  
• Enable stakeholder to speak freely about sensitive issues  
• Build personal relationships  
• Record meetings |
| Formal meetings | • Present the Project information to a group of stakeholders  
• Allow group to comment – opinions and views  
• Build impersonal relation with high level stakeholders  
• Disseminate technical information (as required)  
• Record discussions |
| Public meetings | • Present Project information to a large group of stakeholders, especially communities  
• Allow the group to provide their views and opinions  
• Build relationship with the communities, especially those impacted  
• Distribute non-technical information (as required)  
• Facilitate meetings with presentations, PowerPoint, posters etc.  
• Record discussions, comments, questions. |
| Focus group meetings | • Present Project information to a group of stakeholders  
• Allow stakeholders to provide their views on targeted baseline information  
• Build relationships with communities  
• Record responses |
| Project website and disclosure | • Present project information and progress updates  
• Disclose ESIA, ESMP, RAP, SEP, ESCP, Contract Progress, RAP Implementation progress, Grievances and redresses of Grievances and other relevant project documentation. |
| Direct communication with people | • Share information on timing of commencement of civil works  
• Agree options for removing crops and relocation of fences/structures e.g. sheds |
| Road signs | • Share information on project activities  
• Reminders of potential impacts (e.g. for potential land slides, road clearance activities) |
| Project leaflet | • Brief project information to provide regular update  
• Site specific project information.  
• Information on disruption of power and water supply etc. |

4.5 Strategy and differentiated measures for Vulnerable Groups

31. The project will be implementing differentiated measures to include the feedback of vulnerable and disadvantaged groups during the stakeholder engagement process under project implementation.
These disadvantaged and vulnerable people are: landless and marginal farmers, scheduled castes households, scheduled tribes, PVTGs, women headed households, people with disability, as well as households designated below the poverty line. Project will employ community coordinators at the investment level. One Community coordinator (CC) will cover 6 villages. The CC will be responsible for mobilization of marginalized community including tribal families. The site specific interventions will be discussed with the community in a village level meeting ensuring participation of all sections of the society. It will be the responsibility of Agriculture Extension Officer at block level to ensure that community feedback is incorporated in the design of the project to the extent possible.

32. These main measures are presented below.

- identification of these disadvantaged and vulnerable households, as part of the participatory assessment exercise that will be undertaken in the planning process;
- Dedicated consultations with vulnerable households during planning, as well as during periodic review with the CRCs;
- inclusion amongst beneficiaries of individual benefits as well as common assets and demonstrations;
- Participatory planning and Implementation of animal husbandry focused interventions, especially targeting the tribal as per their cultural norms;
- Differential, and lower, cost sharing requirements for vulnerable households in accessing individual benefits related to agriculture, horticulture, animal husbandry;
- Screening and mitigation planning to ensure vulnerable and disadvantaged groups are not adversely and disproportionately by project interventions.

4.6 Roles, Responsibilities and Resources for Stakeholder Engagement

33. Though the Project Management Unit (PMU) under the Department of Agriculture, Government of Chhattisgarh at state level will be overall responsible for implementation of SEP, the community coordinator (one for every six villages) at the village level are primarily responsible for implementation of SEP. The community coordinator under the supervision of Agriculture Extension Officer of Block level PIU will engage with community through community consultations. The Block level Agriculture Extension Officer will be responsible for in-depth interview / consultation with concerned line department at the block level and similarly District level, Social Specialist of DPCU will be responsible for engaging with the district level officials. The Social Development Specialist in PMU will be responsible for guiding district and block level specialists for the implementation of SEP. The table below summarises the role and responsibilities:

Table 6: Summary of Role of Officials responsible for implementation of SEP

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Level</th>
<th>Official Responsible</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Village</td>
<td>Community Coordinator</td>
<td>• Community to be mobilized and consulted during various stages of the sub project preparation through community consultations.</td>
</tr>
<tr>
<td>No</td>
<td>Level</td>
<td>Position</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>----</td>
<td>-------</td>
<td>----------</td>
<td>-----------------</td>
</tr>
</tbody>
</table>
| 2  | Block | Agriculture Extension Officer | • Engage with implementing agency to incorporate as appropriate community feedback in the designs.  
• Present the draft plans will and explain to the community on the content and process of the implementation of the plans.  
• Engage with the block level officials of concerned line department for information dissemination and collaboration measures.  
• As first level of contact for any grievances, report grievances to district project officer (DPO) |
| 3  | District | Social Specialist of PCU | • Engage with the district level officials of concerned line department for information dissemination and collaboration measures  
• Assist DPO in resolution of grievances. |
| 4  | State | Social Specialist of PMU | • Engage with the state level officials of concerned line department for information dissemination and collaboration measures  
• Assist Project Grievance Officer (Executive Director) in resolution of grievances. |
5.0 The Institutional Structure of Grievance Redress Mechanism

34. The Project will establish a Grievance Redress Mechanism (GRM) with the aim to respond to queries or clarifications or complaints about the project and address complaints/concerns and grievances of the stakeholders. The GRM will focus on corrective actions that can be implemented quickly and at a relatively low cost to resolve identified implementation concerns, GRM will also serve as a channel for early warning, helping to target supervision to where it is most needed and identify systemic issues. The institutional arrangement for the GRM will be established as following:

- **Block level Grievance Officer**: The Agriculture Extension Officer (AEO) of PIU will be first level of contact for grievances. The AEO with the help of community coordinator and head of the concerned village, within 15 days of receiving the grievance shall communicate the resolution to the aggrieved person. If the aggrieved person is not satisfied, he or she can escalate the issue to district level.

- **District level Grievance Officer**: The District Project Officer (DPO) will be the nodal Grievance Officer at the District Level responsible for receiving, tracking and resolving grievances from the stakeholders. The DPO will be assisted by Social Specialist of district level PCU and a representative each from district administration and tribal department. If grievance remains unresolved for not to the satisfaction of aggrieved person within 15 days of receiving the grievance, the grievance will be escalated to State level.

- **Project Grievance Officer**: The Executive Director of the CHIRAAG will be the ex-officio, senior most official to act as the Grievance Officer for the whole project. The ED will hold quarterly reviews of the functioning of the GRM. The Social Specialist will assist the Executive Director in resolution of grievances. The grievance should be resolved to the satisfaction of the aggrieved person within 15 days of receiving the grievance.

- The aggrieved person can register grievance either in writing or verbally. Community Coordinator (CC) will be responsible for assisting the aggrieved person in registering the grievances and escalating if necessary. The CC will be responsible for providing the feedback to the aggrieved person.

- Status of Grievances received and resolved will be track through the project MIS as well as monthly progress reports from the Districts and Blocks.

- Chhattisgarh Department of Agriculture will be issuing an office order and necessary notifications to establish and operationalize the GRM for the project.

35. **Grievance Channels**: Project beneficiaries and stakeholders will be able to submit their grievances, feedback and inquiries to the Project through multiple channels that are summarized below.

- **State Government Portal**: The existing mechanism of State Government portal for citizen’s grievances and enquiries will also cover the Project. HPFD receives regular inputs from this portal on grievances that are to be addressed by the HPFD.

- **Project specific Portal**: Project will maintain a portal with dedicated mechanisms for receiving stakeholder grievances. All grievances, feedback and queries received through the project portal will be collated and compiled by the State Social Expert and included in the progress report. The portal will also provide relevant information on the multiple channels that can be used for submitting grievances to the project.
- **Grievance Registers.** Grievance Registers will be maintained at District/Block levels to record, track and report on the inflow of stakeholder grievances, enquiries and feedback. The Grievance Registers will help with monitoring and evaluation of the functioning of GRMS.

36. **Grievance Process.** All grievances, enquiries and feedback received through the multiple channels will be tracked through a grievance log that would be maintained through the MIS. Grievances will be directed to the competent nodal grievance officer at the state, district, and block levels for resolution, with recommended timelines. The concerned Grievance Officer will be responding to the grievance/query through phone calls, meetings and letters, in order to resolve the issues. If needed site visits will be undertaken to appraise the exact nature of the stakeholder concerns. The Complainant will be made part of the grievance resolution process and kept updated of the resolution process through phone calls and formal letters. Information material on GRM will also inform the stakeholders about grievance escalation hierarchy that would help the complainant to escalate any unresolved issues to higher level officers, as well as the existing state level GRM channels of government portal and grievance committee chaired by the district collectors. The grievance redress process will be a continuous, transparent and participatory process that would be an integral part of the project’s accountability and governance agenda.

37. **GRM Monitoring and Reporting.** The functioning of the GRM will be monitored by the Social Expert in the SPMU and the PD. Status and function of the GRM will be documented and shared by the Social Expert in the SPMU through periodic reports and review meetings. GRMs will also be tracked through the project MIS. Regular GRM Review Meetings will be held chaired by the PD and convened by the Social Expert of the SPMU. The Social Expert will be responsible for presenting status of all matters/ grievances received during the last quarter/month, and the action taken to resolve them. The GRM mechanism will be notified to the public and stakeholders within the 1st 6 months of project effectiveness. The project website will be posting the status of the GRM status periodically on the website of the project.

**Assistance for aggrieved persons belonging to vulnerable groups for accessing legal recourse**

38. If an aggrieved person is not satisfied with the results of grievance redress by the project grievance redress mechanism, such a person can approach the Courts, under the laws of the Country, and the verdicts of the Courts will be final, as per the judicial processes established in India. In general, the legal system is accessible to all such aggrieved persons. However, there might be cases where vulnerable sections face hurdles in accessing the legal recourse system. These hurdles usually include the cost of litigation, knowledge about the legal system, or the lack of awareness about formal legal procedures. To help citizens to access the legal recourse system, each State has an operational mechanism called the Legal Aid Centre, which provides free services including services of lawyers without any cost to the litigants. The social specialist of SPMU will engage with State legal Aid Centre to provide such services to the aggrieved persons. As part of the partnership, the project will reimburse all additional costs that accrue to the State Legal Aid Centres. This facilitation will be available to the aggrieved person(s) if they fulfil the following two conditions: (1) that such aggrieved person(s) belong to any of the following vulnerable sections of the society - below poverty line families, scheduled castes,
scheduled tribes; or is disabled, handicapped, orphaned or destitute person; women headed households; and (2) such a person or persons those who have exhausted the provisions of GRM.

39. **Grievance Redress Service of The World Bank.** In addition to seeking to resolve their grievances through the GRM established at the government level, “communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project such as this operation may also submit complaints to the Grievance Redress Service (GRS) established by the World Bank. 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 complaint to the WB’s independent Inspection Panel, after having brought the complaint to the World Bank’s attention through its GRS. Information on how to submit complaints to the World Bank’s Grievance Redress Service is available at **http://www.worldbank.org/GRS**. Information on how to submit complaints to the World Bank Inspection Panel is available at **www.inspectionpanel.org**.

6.0 **Monitoring and Reporting**

40. The District Project Officer will be providing regular updates on implementation of the SEP based on information received from block level PIU and endorsed by district level PCU. The SEP will be periodically revised and updated as necessary in the course of capacity building program implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified stakeholders and methods of engagement remain appropriate and effective in relation to the project context and specific stages of the implementation. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

41. **Reporting.** The main instrument for reporting on SEP implementation will be the Bi-annual ESF implementation progress report, which would cover implementation of the ESMF, ESCP as well as the SEP. The biannual report will be based on regular monthly and quarterly updates from the block and district units, and these will include public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative. These periodic updates will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner. The project will be using newsletters and communication campaigns/products on the GRM and the SEP status.

42. The SEP update will cover key indicators related to stakeholder meetings, GP meetings, grievances received and resolved, enquiries received, participation of vulnerable people in project activities, stakeholder facing events and publications.

7.0 **Budget**
An estimated amount of INR 90 lacs has been earmarked to cover the costs related with publications, communication material, engagement of resource persons/consultants and organization of stakeholder engagement and meetings. The breakdown is as under:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Tentative Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public meetings</td>
<td>500,000</td>
</tr>
<tr>
<td>Focus group meetings/community consultations</td>
<td>10,00,000</td>
</tr>
<tr>
<td>Project website and disclosure in news papers etc.</td>
<td>15,00,000</td>
</tr>
<tr>
<td>Direct communication with people</td>
<td>500,000</td>
</tr>
<tr>
<td>Road signs and wall writings</td>
<td>15,00,000</td>
</tr>
<tr>
<td>Setting up of GRM</td>
<td>500,000</td>
</tr>
<tr>
<td>Maintaining Grievance Redress Mechanism</td>
<td>500,000</td>
</tr>
<tr>
<td>Publications in local language:</td>
<td>20,00,000</td>
</tr>
<tr>
<td>Pamphlets, booklets, short films etc.</td>
<td></td>
</tr>
<tr>
<td>Workshops</td>
<td>10,00,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>90,00,000</strong></td>
</tr>
</tbody>
</table>

Additional resources from the communication, consultancy and training budget will be used for implementing the SEP.