

KINGDOM OF CAMBODIA  
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Ministry of Public Works and Transport  
Ministry of Rural Development



Cambodia Road Connectivity  
Improvement Project (CRCIP) and  
Additional Financing

**STAKEHOLDER ENGAGEMENT PLAN**

November 2023

# EXECUTIVE SUMMARY

This document is called the Stakeholder Engagement Plan (SEP) and it has been prepared by the Ministry of Public Works and Transport (MPWT) and the Ministry of Rural Development (MRD) for the Cambodia Road Connectivity Improvement Project (CRCIP) by their respective Environment and Social Offices (ESO), with support from international and national consultants. The SEP applies to all investments under the CRCIP and Additional Financing (AF) financed by the World Bank (WB). The SEP has been prepared in line with the World Bank's Environment and Social Framework. This document is considered a living document and shall be modified and updated in line with the changing situation or scope of the activities. The most recent update has been made for the purposes of the AF. The Executive Summary should not be relied for full information; the full SEP should be read for this purpose.

## **Project Description Summary**

The Cambodia Road Connectivity Improvement Project (CRCIP) and AF supports the improvement of climate resilient road accessibility in targeted provinces. Targeted provinces under the parent project and AF include Kampong Cham, Kratie, and Tboung Khmum. Road works help to improve climate resilience and safety of road infrastructure. The scope of works includes paving/sealing of existing roads with climate adaptation and resilience measures and improving bridges and other road structure to climate-resilient standards. The project is financed by the World Bank.

Component 1 funds the rehabilitation of 130km of roads in Kratie and Tboung Khmum province and will be implemented by MPWT. Component 2 finances the rehabilitation of 270km of rural roads in Kratie, Tboung Khmum and Kampong Cham provinces and will be implemented by MRD. The AF does not imply any change in the parent project's activities and locations and is only to cover the financial gap. Thus, the parent project SEP remain valid for the proposed AF.

## **Stakeholder Engagement Plan**

The Stakeholder Engagement Plan (SEP) seeks to ensure that Project communities, as well as other Project stakeholders, are informed and involved in all the stages of Project preparation and implementation. The Project recognizes the need to seek representative and inclusive feedback and the SEP looks to establish the role of women and vulnerable groups firmly within the consultation process. The Project also recognizes the importance of ensuring affected people are involved in mitigation measures, road safety programs, as well as continuing monitoring of project activities.

The SEP outlines affected stakeholders: those directed impacted by road rehabilitation and interested stakeholders: those with an interest or concern in the project. The SEP describes these different stakeholders and outlines specific methods and timelines to engage them at different stages of the project. The SEP also describes the type of information that will be disclosed, the timing of consultations, how stakeholders' views will be considered and the process for grievance redress.

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## LIST OF ACRONYMS

CRCIP	Cambodia Road Connectivity Improvement Project
DDIS	Detailed Design and Supervision (Consultant)
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESO	Environment and Social Office/Officers
ESS	Environmental and Social Standards
FPIC	Free Prior and Informed Consent
GBV	Gender Based Violence
GDR	General Department of Resettlement
IDA	International Development Association
IP	Indigenous Peoples
IPP	Indigenous People's Plan
IPPF	Indigenous People Planning Framework
ISWSC	Implementation Support and Works Supervision Consultant
MPWT	Ministry of Public Works and Transport
MRD	Ministry of Rural Development
NGO	Non-Government Organization
RGC	Royal Government of Cambodia
RP	Resettlement Plan
RF	Resettlement Framework
ROW	Right of Way
SA	Social Assessment
SEP	Stakeholder Engagement Plan
VAC	Violence Against Children
WB	World Bank

# 1 PROJECT DESCRIPTION

## 1.1 Overview

The Cambodia Road Connectivity Improvement Project's (CRCIP) and AF support the improvement of climate resilient road accessibility in targeted provinces. The project and AF are being jointly implemented by the Ministry of Public Works and Transport (MPWT) and the Ministry of Rural Development (MRD). Targeted provinces under the proposed investment include Kampong Cham, Kratie, and Tboung Khmum with a total population of over 2.3 million people.

The Project and AF support economic and social development in the project area by stimulating development of agriculture and tourism, and improving access to markets, schools, and hospitals in the project area. Agriculture is the primary economic sector for all three targeted provinces. The Project helps improve all-season accessibility to schools and hospitals in rural areas to support improved human development outcomes in the medium to long terms. By improving road connectivity to markets with additional resilient measures, the Project and AF is expected to reduce the transport costs and road disruption risks.

Roads are improved along the existing alignment of the carriageway and shoulders. Engineering designs aims to avoid, and if not possible, minimize, land acquisition. In cases where there is no land acquisition, wider alignment could be considered to improve road safety and reduce congestion. Road safety is improved by sealing shoulders, through better marking and signage, specific traffic calming measures at critical locations, and close consultations with communities living close to the road as is described in the Stakeholder Engagement Plan (SEP).

Full description of the CRCIP and AF, including rationale for the project and the purpose of AF, can be found in the World Bank's Project Appraisal Document (PAD) and AF Project Paper.

## 1.2 Detailed Description of Components

The CRCIP and AF consists of four project components: two of which are institutional components and two of which are project investments; only the last two are relevant for this Stakeholder Engagement Plan and will be described.

### 1.2.1 Component 1: National and Provincial Roads Improvement (MPWT)

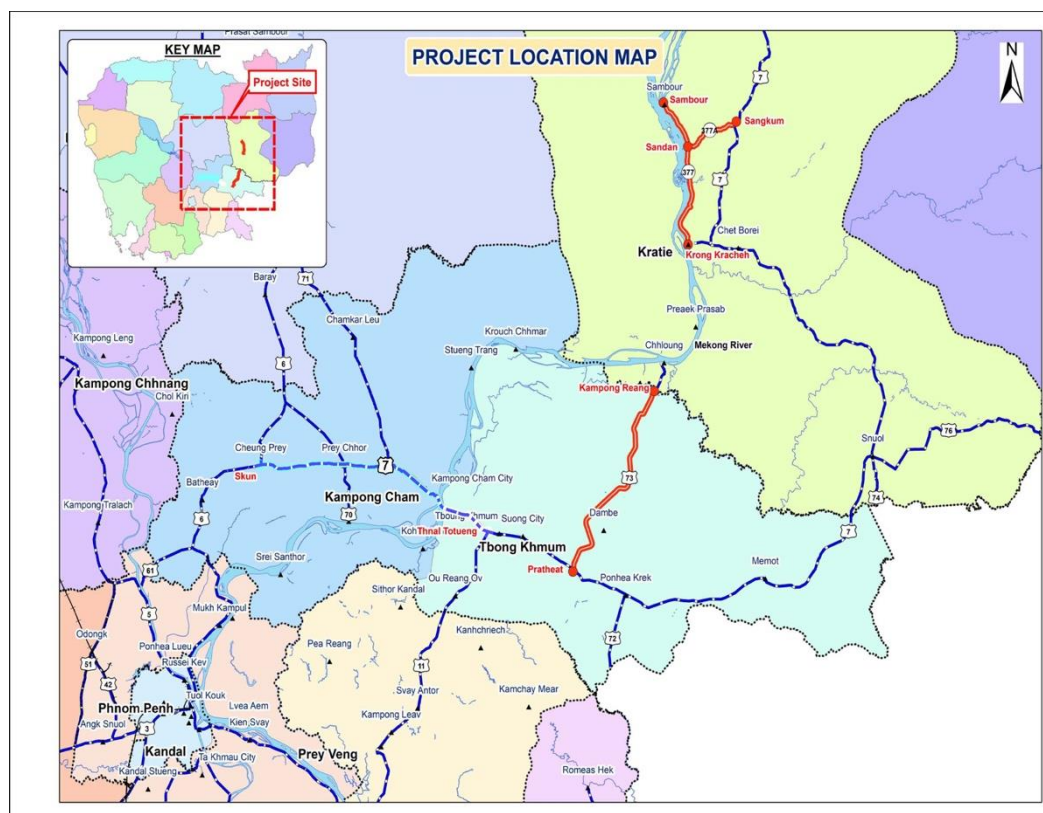
This component finances improvement of road condition, safety and climate resilience of selected national and provincial road sections, and design and supervision services. The component includes the following road sections:

- (a) **NR7 (31.25km)**: This section is the last section of NR7 before entering Kratie province. Several other sections of NR7 (158 km) are being improved under the ongoing World Bank financed RAMP II. The road runs mostly through open space.

**NR73 (50km)**: This road provides an important link between Kampong Cham and Kratie provinces. The road is mainly located in interurban open space.

- (b) **PR377 and PR377A (35.5km and 13.60km)**: This provincial road provides an important connectivity between Kratie town and Sambor district center (PR377) and serves important touristic destination (Kampi) in Kratie province, and further connects to NR7 (PR377A). There are 13 old bridges which will need to be replaced.

Figure 1: MPWT Project Roads



Source: MPWT

Table 1: Summary of Component 1 Location of Project Roads and Length

Province	Project Location	Length (km)	No. of Bridges
Kratie	NR7: PK 300+000 - PK331+250	31.25	-
	PR 377 :After first bridge to Sambo District	35.50	9
	PR:377a :Sandan Commune to Sangkum Commune to NR7	13.60	-
Tboung Khmum	NR73: (Preatheart) to Kampong Reang	50.00	-
<b>Total Length</b>		<b>130.85</b>	<b>11</b>

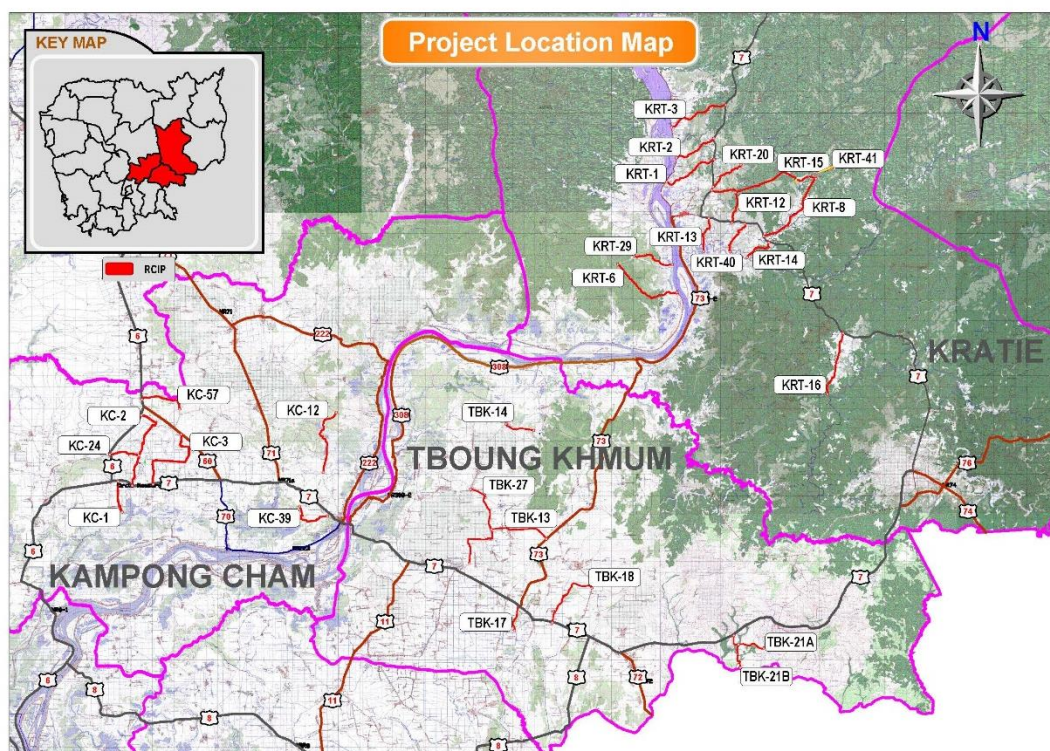
### 1.2.2 Component 2: Rural Roads Improvement (MRD)

This Component is be implemented by the MRD and supports improvement of prioritized rural roads in the targeted provinces and design and supervision services. The component finances about 270km<sup>1</sup> priority rural roads in the project area. Road improvement works include upgrading existing earth and laterite roads to Double Bituminous Surface Treatment (DBST) along the existing alignment, improving the capacity of drainage systems, concrete pavement on flood prone areas, widening shoulders for motorbikes in areas where land is available as well as site specific flood protection solutions and road safety measures to be identified during design works.

<sup>1</sup> At original project appraisal (2020) the selection of rural roads was not confirmed. It was tentatively estimated to be about 250km within the available financing. The actual length of selected rural roads totals 270km based on selection criteria and prioritization. All environmental and social impact assessments, conceptual and detailed design, and bidding documents and works contracts including C-ESMPs were prepared for these confirmed rural roads in total length of 270km.

The prioritization of the rural roads under Component 2 was done based on a robust climate vulnerability assessment of the targeted provinces. The assessment selected rural road sections for RCIP intervention based on (i) the probability for connectivity loss in the event of flooding, and (ii) the severity of negative impact from such connectivity loss for rural communes to reach hospitals and schools, and for agriculture products to reach markets. During rural road prioritization for investment decisions, the road sections were also screened to ensure that the proposed investment do not cause major negative environmental and social impacts (e.g., exclude roads which provide access to protected areas, may cause deforestation, etc.).

**Figure 2: Map of MRD Network in the Project Area**



Source: MRD

**Table 1. Package Composition of the Selected Roads (Total: 27 Roads - 277.3 km)**

Package		Nos of Road	Road ID	Length (km)
CW1 134.7Km	Lot 1	8	KRT-8, 12, 13, 14, 15, 16, 40 & 41	72.9
	Lot 2	6	KRT-1, 2, 3, 6, 20 & 29	61.5
CW2 75.3Km		7	KC-1, 2, 3, 12, 24, 39 & 57	75.3
CW3 67.6Km		6	TBK-13, 14, 17, 18, 21 & 27	67.6
<b>Total</b>		<b>27</b>		<b>277.3</b>

### 1.3 Stakeholder Engagement

The Stakeholder Engagement Plan (SEP) seeks to ensure that Project communities, as well as other Project stakeholders, are informed and involved in all the stages of the Project. The Project recognizes the need to seek representative and inclusive feedback, and the SEP aims to firmly establish the role of women and vulnerable groups within the consultation process. The Project also recognizes the importance of ensuring that affected people are involved in mitigation measures, road safety programs, and the continuous monitoring of project activities.

The objectives of this stakeholder engagement plan are:

- To identify all project stakeholders, including their priorities and concerns, and ensure the project has mechanisms to incorporate these;
- Identify strategies for effective information sharing and communication to stakeholders, including project information on social risks and impacts, as well as meaningful and accessible stakeholder consultation throughout the project cycle;
- To specify procedures and methodologies for stakeholder consultations, documentation of the proceedings and strategies for feedback;
- To establish an accessible, culturally appropriate, and responsive grievance mechanism, and
- To develop a strategy for stakeholder participation in the monitoring of project impacts.

This SEP is applicable to the whole CRCIP project. The SEP is a living document and will continue to be updated as the project progresses from the pre-civil works to the civil works phase and into operation.

#### 1.3.1 Regulations and Requirements

This Stakeholder Engagement Plan establishes a mechanism that encourages and provides avenues for public participation during the project cycle. This is consistent with requirements under the Royal Government of Cambodia's Sub-Decree No. 72 on the Environmental Impact Assessment Process (1999); the Prakas on General Guidelines for Developing Initial and Full Environmental Impact Assessment Reports (2009); and the Standard Operating Procedures on Land Acquisition and Involuntary Resettlement (2018); as well as requirements under the World Bank's new Environment and Social Framework's (ESF) Environment and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure.



## 2 PROJECT STAKEHOLDERS

Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Given that a road pass through communities, serves diverse people and connects essential services such as hospitals and schools, among others, there are numerous stakeholders who may be interested in road rehabilitation.

In general, there are two kinds of stakeholders:

- (i) **Affected Stakeholders:** Those who will be likely impacted by the project positively or negatively. These stakeholders are mainly project communities or local businesses living or operating along the project roads. Impacts will vary depending on the stage of the project (design, civil works, post-civil works). For instance, civil works impacts may relate to dust/noise, labour influx and any land acquisition, while post-civil works impacts may relate to increased traffic or speeding cars. A guiding principle is that engagement with these stakeholders will be commensurate with the level of impacts they suffer.
- (ii) **Interested Stakeholders:** Those who are not impacted by the project but who may be interested in the Project outcomes and who may have an influence in the project. These stakeholders may include local people who are not directly impacted, government authorities working in relevant areas, NGOs, environmental groups working on dolphin conservation (since some of the project's sections are close to those areas), road users and the media.

### 2.1 Stakeholders in the MPWT Component

#### 2.1.1 *Affected stakeholders*

- People living or running businesses (shops, tourism-related, restaurants, etc.) along the project road sections in NR 7, NR 73, PR 377 and PR 377a, and
- People or businesses impacted by land acquisition in the above road sections.

Women and other vulnerable groups such as the elderly or those living with a disability may be vulnerable to labour influx during construction works, temporary business disruption such as a small number of roadside vendors who might have to be partially economically displaced, and to land acquisition impacts as discussed in the project's Draft Basic Resettlement Plan (BRP) and Environment and Social Management Plan (ESMP).

#### 2.1.2 *Interested stakeholders*

- Regular road users, such as people living in/close to the area or using the roads to go to markets, hospitals, schools;
- Contractors in charge of civil works, and their staff;
- Tourists visiting the Irrawady Dolphin site on PR 377;
- Tourism operators, such as those running buses or dolphin-related tours;
- Relevant government departments at the national and provincial level involved in road rehabilitation including Ministry of Public Works and Transport (MPWT); Provincial Departments of Public Works and Transport (DPWT) for Kratie and Tboung Khmum; Provincial, District, Commune and Village Authorities in selected road sections in Kratie and Tboung Khmum;
- MEF's General Department of Resettlement (GDR), Inter-Ministerial Resettlement Committee (IRC), Provincial Resettlement Sub-Committee (PRSC) and Working Groups;

- Representatives of Provincial, District and relevant Commune Women and Children's Committees and Women's Affairs, Gender Management Action Group (GMAG) in MPWT;
- Relevant government departments at the provincial level that may be interested in, or may need to be consulted on, road rehabilitation including: District Police along road corridors; Electricite du Cambodge; Provincial Department of Health; Provincial Department of Environment; Provincial Department of Tourism; Provincial Department of Agriculture, Forestry and Fisheries (FiA has already been involved in providing technical advice and monitoring of behaviour of dolphin); Provincial Department of Education Youth and Sport; Provincial Department of Rural Development; Provincial Department of Labour and Vocational Training; Provincial Department of Water Resources and Meteorology; Provincial Department of Women's Affairs; Provincial Department of Cult and Religion; Provincial Department of Industry and Handicraft; Provincial Department of Planning; Provincial Department of Land Management Urban Planning and Construction; Cambodia National Mekong Committee;
- NGOs and civil society groups with an interest in environment and dolphin conservation such as WWF (which has already engaged with PIT of Component-1), IUCN Cambodia, Cambodia Rural Development Team (CDRT), NGO Forum, Fauna and Flora International (FFI), Cooperation Committee for Cambodia (CCC);
- NGOs and civil society groups with an interest in gender, including gender based violence, such as Bantey Srey NGO, NGO Forum;
- Road Safety Network;
- Supply chain providers of road materials for construction.

## 2.2 Stakeholders in the MRD Component

A general type of stakeholders was defined at the preparation stage and further detailed during the implementation.

### 2.2.1 Affected Stakeholders

- People living or running businesses along the road;
- People or businesses impacted by construction and land acquisition, if any;
- People voluntarily donating assets to the project; and
- Indigenous Peoples with collective attachment to the project area, if any (and their leaders or representatives).

Indigenous Peoples, women, and other vulnerable groups such as the elderly or those living with a disability may be vulnerable to labour influx during construction works, and any potential land acquisition as discussed in the project's Resettlement Framework (RF), Indigenous Peoples Planning Framework (IPPF) and Environment and Social Management Framework (ESMF).

### 2.2.2 Interested Stakeholders

Before road sections are defined:

- National-level government departments: Ministry of Rural Development; Ministry of Public Works and Transport; Ministry of Health; Ministry of Education, Youth and Sport; General Department of Resettlement; Ministry of Planning; Land Management Urban Planning and Construction;
- Provincial Departments in Kratie, Tboung Khmum and Kampong Cham;
- NGO Forum (representing a broad range of NGOs)

Once road sections are defined:

- Regular road users, such as people living in/close to the area or using the roads to go to markets, hospitals, schools;
- Contractors in charge of civil works and their staff;
- Relevant government departments at the national and provincial level involved in road rehabilitation including Ministry of Rural Development (MRD); Provincial Departments of Rural Development (DRD) and Provincial Departments of Public Works and Transport (DPWT) for Kratie, Kampong Cham and Tboung Khmum; Provincial, District, Commune and Village Authorities in selected road sections in Kratie, Kampong Cham and Tboung Khmum;
- General Department of Resettlement (GDR), Inter-Ministerial Resettlement Committee (IRC), Provincial Resettlement Sub-Committee (PRSC) and Working Groups;
- Representatives of Provincial, District and relevant Commune Women and Children's Committees and Women's Affairs, Gender Management Action Group (GMAG) in MRD;
- Relevant government departments at the provincial level that may be interested in, or may need to be consulted on, road rehabilitation including: District Police along road corridors; Electricite du Cambodge; Provincial Department of Health; Provincial Department of Agriculture, Forestry and Fisheries; Provincial Department of Education Youth and Sport; Provincial Department of Labour and Vocational Training; Provincial Department of Women's Affairs; Provincial Department of Cult and Religion; Provincial Department of Planning; Provincial Department of Land Management Urban Planning and Construction;
- NGOs and civil society groups with an interest in gender, including gender-based violence, such as Bantey Srey NGO, NGO Forum;
- Road Safety Network;
- Supply chain providers of road materials for construction.
- NGOs and civil society groups with an interest in Indigenous People's issues (if relevant);
- Road Safety Network;
- Supply chain providers of road materials for construction.

### 2.3 Stakeholder Analysis

The list of stakeholders identified above is further described in the following table. Due to the great number of 'Interested Stakeholders', some may be grouped together if interests, influence, etc. align (such as line ministries).

Table 2: Stakeholder Analysis for MPWT and MRD Components

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<b>Affected Stakeholders</b>			
People living or running businesses along the road, <i>special provisions for women, children and</i>	People living along project sections of NR 7, NR 73, PR 377 and PR 377a, including residents and vendors (including those running restaurants, shops, tourism businesses, etc.). Special attention to women, including vendors, those	They will be positively interested in the project as they have a need for a better road. They will be interested in the timing of construction and how it will affect them. Women may be particularly interested as they run a lot of the small shops.	Consulted during field work at the concept stage to understand their views, expectations, and concerns.  Village-level consultations were held several rounds before and during the civil construction activities to introduce the project as well as to discuss and disclose the draft Environment and Social

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<b>Affected Stakeholders</b>			
<i>those with disability</i>	living with a disability and children.	<p>They will be interested in construction jobs and whether or not they are impacted by land acquisition. May also be concerned if there is a large influx of workers. Businesses may be concerned about having works disrupt them and their income.</p> <p>Those living with a disability may be concerned about access.</p> <p>Women may be concerned about worker's camp and the influx of workers, as well as potential road accidents. Women may also be interested in jobs. Children may be concerned about workers and potential dangers from road construction.</p>	<p>Management Plan (ESMP) including a special focus on gender issues, jobs, and the Grievance Redress Mechanism (GRM).</p> <p>The likelihood of economic displacement or livelihood losses due to the project is low and impact is minimal. Efforts will be made to avoid business disruption.</p> <p>Have been continuously consulted during civil works so they know the civil work timeline. Training/awareness raising were provided to target gender/vulnerable groups, such as gender and road safety.</p> <p>Women may need to be consulted individually, regarding Gender Based Violence (GBV) risks.</p> <p>Project billboards.</p>
	People living along project rural roads managed by MRD including residents and vendors, including those running restaurant, shops, tourism, businesses, etc.) Special attention to women, including vendors, those living with a disability and children.	The same as above	The same as above
People or businesses impacted by involuntary land acquisition ( <i>special provisions made as per RPs if vulnerable person</i> )	For Component 1 under MPTW components, an estimated 182 Affected Households (AHs) were confirmed during detailed designs with assets minimally impacted by land acquisition, in particular concrete driveways and overhanging roofs. All AHs were consulted and have expressed willingness to voluntarily donate (see below).	As above but would also be specifically concerned about land acquisition impacts and interested on procedures and entitlements and specific grievance redress mechanism for land acquisition and/or the criteria, procedures and benefits of voluntary donations.	<p>As above. Would also be closely consulted before the socioeconomic baseline and Census as part of the Draft Basic Resettlement Plan, consulted once draft RPs have been written, and during the process of preparing Detailed Resettlement Plans, including defining entitlements and compensation rates and/or the process of confirming any voluntary donations. Project Information Booklets were developed with specific information regarding land acquisition at different stages (detailed measurement, calculation of entitlements, etc.).</p> <p>Where voluntary donations were agreed, the process on volunteer donations was implemented and documented by MPWT in line with process defined in RPs and ESMPs.</p>

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<b>Affected Stakeholders</b>			
	Component 2 under MRD is expected to have a limited impact, affecting about 79 households (exact number will be confirmed once detailed designs for all roads are completed). The impacts include an estimated 193 fruit and non-fruit trees and branches, either whole or some branches, as well as temporary structures such as house fences, roof extensions, and shops. Impacted households have willingly donated them and signed voluntary donation forms.	Voluntary donations were agreed, and documents were signed and made available for review.	Affected HHS were consulted, informed, and agreement has been made on voluntary manner. Such activity has been completed before starting the civil work.  Where voluntary donations were agreed, the process on volunteer donations was implemented and documented by MRD in line with process defined in RPF and ESMF.
People voluntarily donating land to the project, with special provisions made for women and the vulnerable	People who live along the road and who have small assets/ parts of assets in the road's Corridor of Impact (COI) and choose to donate it to the project following guidance in the Resettlement Framework (RF) for MRD Component, or the Basic Resettlement Plan, for the MPWT component.	Interested about donation process, information about their rights, grievance redress, project schedule.	Have been continuously consulted early on when project roads have been defined as well as during detailed design and construction. Full information about rights and the project, including right to compensation and to refuse donation, were provided as per guidance in the RF and/or BRP. Special measures taken if necessary to ensure women and vulnerable are appropriately consulted and have a chance to voice their views.
Indigenous Peoples Groups (if found with collective attachment to project area) – MRD Component only	To be determined during detailed design	To be determined during detailed design. Could include concerns about labor influx, land acquisition, encroachment on traditional lands.	No IP were found to be living/settling near/along the rehabilitation roads. However, PMU and ISWS continue to identify them during detailed design, where needed, guided by this SEP and the IPPF, and further refined based on the Social Assessment part of the Indigenous People's Plan. Based on the guidance in the IPPF it will also need to be assessed whether Free Prior and Informed Consent (FPIC), based on WB ESS7, is required and/or desirable.
<b>Interested Stakeholders</b>			
Frequent road users, <i>special provisions as necessary for women and children</i>	People living close to the road as well as those travelling to markets, schools, health centers, temples in NR 7, NR 73, PR 377 and PR 377a. Special attention to women and children.	Users were interested in case there are road closures during civil works or impacts due to noise, dust or traffic congestion. Schools were also be interested in any potential negative impacts to children as they make their way to school, in particular due to traffic and speeding (road safety), but also if there is a large labor influx of workers which could impact the safety of children walking	Provided information on project timelines and potential impacts and mitigation measures including GRM. Disclosed the ESMP in accessible locations, such as commune offices and the MPWT website. Project billboards. Conducted road safety trainings in particularly targeted at school children and young men (since statistically they form the largest group of road accident victims).

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<b>Affected Stakeholders</b>			
		unaccompanied. Women and children may be concerned about risks from workers.	
	People living close to the project roads under MRD	The same as above	The same as above.
Tourism operators (in particular for PR 377 and PR 377a)	Companies or individuals running buses or other dolphin tourism-related ventures not located on the road.	Businesses were supportive of the overall project as having an improved climate-resilient road will improve their business prospects in the long-term. In the short-term they may be concerned about disruptions to their business due to traffic delays caused by construction, dust, noise, visual disruptions, etc.	Consulted during project preparation and implementation as part of document disclosure. Were informed before and during civil works about the timeline and expected disruptions. Project billboards.
Contractors in charge of civil works, and their staff	Contractors will be encouraged to hire local people for unskilled labor, in particular interested women (likely 15% target)	They will want good labor standards, fair pay and good living conditions in worker's camps.	Introductory training and due diligence on staff Code of Conduct (gender, violence, children), training on gender, labor contracts, and posters on aspects Code of Conduct had been carried out before starting civil work and will continue to do so for newly awarded contractors.
Government authorities working on road rehabilitation. Special attention to include Commune Women's Group and MPWT and MRD Gender Group.	Specific government ministries and departments at the national, provincial, district and commune level responsible for road rehabilitation, community consultation, land acquisition.	Responsible for overseeing and/or delivery of certain project components. Will want to do it on time and in line with project agreements. Will be interested if specific (negative) impacts to women.	<p>Consultations/meetings before project implementation to inform them of the project. Ongoing communication, meetings, and field work between project authorities to ensure everyone is updated on timelines, objectives, mitigation measures, etc.</p> <p>Project billboards.</p> <p>For MRD component also consulted as part of National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.</p>
Government authorities needing to be consulted on road rehabilitation, or those that may be interested	Specific government ministries and departments at the national, provincial, district and commune level that may need to be consulted due to their area of responsibility (for instance health centers or schools).	Given the fact that roads link various sectors and services there will be many government stakeholders interested in rehabilitation or that may need to be consulted. This will be specific to each road section and will need to be defined with local authorities.	<p>Ongoing communication, meetings and field work as needed to ensure relevant government groups are updated on timelines, objectives, mitigation measures, etc.</p> <p>Disclosure of ESMP and other project documents. Local consultations disclosing RP and ESMP.</p> <p>Project billboards.</p>

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<b>Affected Stakeholders</b>			
			For MRD component also consulted as part of National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
NGOs interested in environment and/or dolphins – MPWT Component only	Wildlife and environment NGOs that have projects in the Kratie area (PR 377)	Will want to ensure that road rehabilitation does not exacerbate pressures on critical wildlife (dolphins), that waste is managed appropriately, that noise does not disturb dolphins, etc.	Meetings and ongoing communication as needed to ensure groups are updated on timelines, objectives, mitigation measures. Disclosure of ESMP. Local consultations. Project billboards.  MPWT involved World Wildlife Fund (WWF) experienced NGO for join monitoring of Mekong River dolphin population along one section of the road which passes to Mekong River.
NGOs interested in gender	NGOs interested in ensuring benefits to women as well as dealing with issues relating to gender-based violence	Will want to ensure project does not create negative impacts for women or children	Meetings and ongoing communications, including on GAP and ESMP relevant parts. Disclosure of ESMP and RP. Local consultations. Posters on gender issues.  For MRD component also consulted as part of National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
NGOs working on IP issues – MRD Component	If IP groups are identified, NGOs interested in ensuring benefits to IPs as well as protection of these groups, in particular issues relating to land and culture of IPs	Will want to ensure project does not create negative impacts for IP groups, including their culture and access to land and livelihood sources	Consulted as part of National Stakeholder Consultations to disclose IPPF. Further consultations if IPs are identified during project implementation.
Road Safety Network	Ensuring traffic standards are followed and the road safety is a priority and road accidents and deaths are reduced	As a result of road rehabilitation speeding and traffic may increase, potentially leading to an increase in road accidents and/or deaths if road safety is not well managed	Meetings and ongoing consultation on road safety measures. Disclosure of ESMP. Independent Road Safety Auditor has been involved by MPWT to conduct safety assessment of detailed designs. Road safety information campaigns will be organized by MPWT along project roads.  For MRD component also consulted as part of National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF. Independent Road Safety Auditor has been involved by MPWT to conduct safety assessment of detailed designs. Road safety information campaigns will be organized by MPWT along project roads.

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<b><i>Affected Stakeholders</i></b>			
Supply Chain	Suppliers of materials for road construction, such as cement, food, safety gear, etc.	Potentially low interest in the project but reasonable interest by project authorities, in particular MPWT and MRD, as well as donors (World Bank), to ensure good labor standards and no indentured labor and/or child labor	Due diligence conducted by contractors to make sure goods acquired for road construction come from sources with labor standards and no child or indentured labor



### 3 STAKEHOLDER ENGAGEMENT PLAN

The objectives of the Stakeholder Engagement Plan are to:

- Offer opportunities for stakeholders to raise their concerns and submit their opinions, to incorporate this into the project when possible, and to provide this feedback to stakeholders;
- Create avenues for complaints handling and grievance management;
- Create opportunities for information sharing and disclosure;
- Foster strong project community relationships;
- Ensure meaningful consultation and the consideration of stakeholder's expectations and concerns into the implementation arrangements for the programme, including feedback on environmental and social mitigation measures and their implementation.

In order to achieve this, the Project and AF will:

- Provide meaningful information in a format and language that is readily understandable;
- Provide information in advance of consultation activities when possible;
- Disseminate information in a manner and location easy for stakeholders to access it;
- Establish a two-way dialogue that gives the Project and stakeholders the opportunity to exchange views and information, and have issues heard and addressed;
- Ensure inclusiveness in representation of views, including those of women, the elderly, people living with a disability and other vulnerable people as necessary;
- Ensure any obstacles to participation that are identified are removed so that views of different stakeholders can be captured;
- Ensure there are clear mechanisms for responding to people's concerns, suggestions, and/or grievances;
- Incorporate feedback into project or program design, and report back to stakeholders;
- Monitor stakeholder engagement activities and include project stakeholders in monitoring to the extent possible;
- Incorporate stakeholder engagement as part of the CRCIP-team management responsibilities in both MPWT and MRD, and ensure staff, in particular the Environment and Social Officers (ESOs) in both ministries, are equipped with specific responsibilities and budget.

The Project and AF engaged and will continue to engage at different stages: during the initial design of road rehabilitation, detailed design, prior to civil works commencing and during, and post-civil works. Engagement will vary during the life of the project and this SEP will be dynamic and flexible to these changes. The SEP should be read together with other project documents (i.e. ESMP, RP, RF, ESMF, IPPF and ESCP).

There will be several ways to engage with stakeholders and the Project and AF choose the most appropriate method depending on the type of stakeholder and the goal of engagement (see Annex 2 for a description on types of methods).

This SEP is has been updated following consultations that took place during the project preparation phase, incorporating minutes of meetings and relevant comments from project stakeholders. Throughout the project, the SEP is considered a living document and updated as needed. The most recent update was made to accommodate the AF).

#### 3.1 Disclosure of Information

Disclosure refers to making information accessible, and in a manner that is appropriate and understandable to interested and affected parties. Disclosure of information will be an ongoing process in CRCIP with defined stages: before World Bank project appraisal, and during project implementation.

During all stages, project information will be disclosed in a way that is appropriate to the different range of stakeholders and in both English and Khmer as appropriate.

The guiding principles will be to:

- Be transparent
- Present information in a straight-forward manner
- Disclose documents as early as feasible
- Use disclosure to support consultation activities
- Provide meaningful and useful information, and
- Ensure information is accessible.

### 3.1.1 Before World Bank Project-Appraisal

- (i) Purpose, nature and scale of the Project and its components, including potential risks and impacts to local communities from an environment and social perspective plus ways to enhance project benefits, and documents discussing these for MPTW and MRD's components: ESMP, ESMF, Draft RP, RF, IPPF, ESCP and this SEP.

### 3.1.2 During Project Implementation

- (i) Detailed impacts, mitigation measures, and project schedule: ESMP and Detailed RPs (and IPPs if relevant);
- (ii) Job opportunities;
- (iii) Trainings on gender, labour rights and health, as appropriate;
- (iv) Monitoring reports.

Main methods for disclosure are summarized in Table 3.

**Table 3. Disclosure of Documents**

Project Stage	List of Documents	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
Prior to World Bank Appraisal	<b>MPWT:</b> ESCP, SEP, ESMP and Draft RPs	Local consultations in locations in NR 7, NR 73 and PR 377/377a.  Project website	First quarter 2020	Affected people and other interested parties as appropriate.	MPWT PD/PM, ESOs, GDR (for land acquisition)
	<b>MRD:</b> ESCP, SEP, ESMF, RF and IPPF	National Consultations in Phnom Penh.  Project website	First quarter 2020.	Relevant Ministries working in, or with an interest in road rehabilitation. NGOs and CSOs may also be included	MRD PD/PM and ESOs
Project Implementation	Public Information Booklets. Detailed RPs Including info on eligibility, entitlement matrix, timelines, GRM and/or	Local consultations.  Consultations with Affected People (APs)	March 2020 onwards (post World Bank appraisal)	People impacted by land acquisition, including those voluntarily donating	MPWT PD/PM, ESOs, GDR and Implementation Support and Works Supervision Consultant (ISWSC)

	options for voluntary donations	One-on-one meetings with APs  Project website			
	Process for voluntary donations, including information about rights and option to refuse	Village level consultations, house-to-house consultations	During project preparation (for MPWT) in first quarter 2020. Additional consultations following Detailed Design in first quarter 2021. When project roads are defined (for MRD)	People with assets on road's COI	MPWT and MRD PD/PM, ESOs, ISWSC/DDIS
	ESMPs, in particular expected impacts and mitigation measures in particular those impacting community members's health and safety, jobs, civil works timeline, staff code of conduct, road safety information.	Local consultations  Trainings to Contractors  Training to workers  Public Boards  Radio  Newspaper  Posters  Code of Conduct  Project website	Local consultations and disclosure of document in February 2020. Other activities from March 2020 onwards	Affected and interested stakeholders	MPWT and MRD PD/PM, ESOs and ISWSC/DDIS
	Monitoring reports	Local consultations and project website	Likely July 2020 onwards	MPWR, MRD, GDR, affected stakeholders and World Bank	MPWT and MRD PD/PM, ESOs and ISWSC/DDIS
	Key elements in IPP (such as Social Assessment, procedures for FPIC if applicable, GRM, etc.) if applicable (MRD Component only)	Local consultations, include consultations separated by gender and/or age group  Pictorial posters and/or in local language  Village announcement	Locally in affected villages, if any	IPs impacted by the project, with special consideration for women and/or the vulnerable.  Also include IP NGOs active in the area (TBD)	MRD PD/PM, ESOs, DDIS

		<p>Trainings (on project process, GRM, gender and/or other issues as relevant)</p> <p>Other as may be desirable by IPs</p>			
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### 3.2 Stakeholder Consultations

Consultation is a two-way process of dialogue between the CRCIP project and its stakeholders. CRCIP and AF consultations provide opportunities to share information about the project, and gather feedback, including on issues such as working conditions for contractors, engagement of women, and ways to mitigate potential project risks, particularly to vulnerable groups.

Some helpful criteria that guide consultations with local-level stakeholders, in particular affected people, include:

- (i) Face-to-face consultations should be inclusive of all stakeholder groups for different sections of the roads, such as women, elderly, people living with a disability and other vulnerable persons, including breaking it down by gender and age when appropriate;
- (ii) One-on-one household interviews and focus groups will be conducted in a locally/culturally sensitive manner and without external interference or pressure so that interviewees can speak freely;
- (iii) Notices of meetings and surveys should be sufficiently notified in advance at prominent locations and information should be disclosed ahead of time when applicable;
- (iv) Comments and suggestions received from participants should be collected and incorporated into this SEP, other project documents, and in ongoing project implementation as much as possible, and stakeholders should be made aware how this was done in follow-up meetings/consultations.

#### 3.2.1 Consultations with Indigenous Peoples (if relevant)

This SEP should be coordinated with the IPPF and, if relevant, with IP Plans. If IP groups are found in the MRD project component, an assessment will be conducted to determine whether circumstances requiring Free, Prior and Informed Consent (FPIC) apply and/or are desirable. However, this determination will be made with greater certainty when MRD components are defined and if IP groups are found, based on the project's IPPF. Determination on whether FPIC applies should be agreed with the World Bank considering the requirements of the Environmental and Social Framework (ESF). Regardless of FPIC, special attention should be given to the need for consultations with IPs, aligned with IPPs and guidance in the IPPF, if IP groups are identified in the MRD road components.

#### 3.2.2 Methods of Consultations

Depending on the stakeholders, the most appropriate method of consultations is selected by the Project and AF. In some cases, national consultations may be the best method to disclose project information, such as when targeting national government ministries (see 3.2.2.1). Meanwhile, local consultations are essential to inform local people and authorities about the project (see 3.2.2.2). There are also other forms of consultations that need to be considered and used as relevant. For example, Focus-Group Discussions are an effective method for gaining insights into specific issues, such as the project's impact on women. On the other hand, small group trainings – divided by gender when appropriate – provide good opportunities to discuss project impacts and mitigation measures, such as a training on sexually transmitted diseases. This is further explained below and in Annex 2.

### 3.2.2.1 National Consultations

National Consultations are particularly useful to target government representatives, NGOs and other interested groups who have an interest in the project and may also have an ability to influence it.

National Consultations were held by MRD during the parent project preparation in 2020, in order to disclose and discuss the draft versions of the RF, IPPF and SEP with interested stakeholders as defined by this SEP. The minutes of the consultation carried out by MRD during project preparation can be found in Annex 3.

Further consultations, on MRD and/or MPWT project components, have been organized during detailed design will be maintained during monitoring of civil works. Consultation minutes will be recorded, and recommendations will feed into project design as appropriate (see Annex 1). Stakeholders will also be informed, via email or letter communication, about how suggestions were taken into account and/or incorporated. Further stakeholders workshops could take place at other stages of the project.

### 3.2.2.2 Local-Level Consultations

Local consultations involve mainly face to face group meetings. In some cases, one-on-one consultations or focus group discussions (FGD) may also be carried out, especially to reach and capture the views of vulnerable or disadvantaged groups. Particular emphasis should be placed in seeking out the voice of women and vulnerable groups, such as through female-only FGDs. In the case of women, the Project and AF need to ensure consultation activities are conducted at a time that is convenient to them, that activities such as FGDs are run by women (particularly for sensitive topics like health or sexual issues), and that women and/or vulnerable groups are representative.

During project preparation (January 16-17, 2020) MPWT carried out four local consultations at different locations with affected and interested stakeholders as defined by this SEP, to disclose and discuss the project and SEP, ESMPs and RPs, including options for grievance redress. Additional local consultations were carried out by MPWT before the construction activities (May-October 2023).

Similarly, Selected minutes of these meetings are included in Annex 4. MRD carried out local consultations in December 2020 during project preparation, at different locations with affected and interested stakeholders as defined by this SEP, to disclose and discuss the project documents including SEP, ESMPs and RPF, including options for grievance redress. Public consultation by MRD continued during project implementation – below table presents the summary of the sex-disaggregated number of participants during the public consultations conducted during the period March to July 2022.

**Participants During Consultations Presented by Sex, Date and Venue**

No.	Road section	Place/Venue	Date	Time	Participation		
					M	F	Total
1	KC-1	Preycha Khnong Pagoda	19 April 2022	9:00- 11:15 a.m.	46	16	62
2	KC-2	Sar Arng Pagoda	19 April 2022	2:00- 4:20 p.m.	130	65	195
3	KC-3	Trapeang Pon Village	20 April 2022	2:00- 4:45 p.m.	28	17	45
4	KC-12	Thmey Padoda in Trach village	29 April 2022	9:00- 11:30 a.m.	41	32	73

5	KC-24	Arak Village in Trapeang Kor	31 May 2022	9:00- 11:25 a.m.	52	25	77
6	KC-39	Thlea Pagoda	29 April 2022	2:00- 4:15 p.m.	46	81	127
7	KC-57	Chhoeu Bak	20 April 2022	9:00-11:30 a.m.	82	35	117
<b>Total</b>					<b>425</b>	<b>271</b>	<b>966</b>

In addition to public consultations, the baseline socioeconomic survey team conducted a baseline households survey participated by 546 (273 or 50% females) respondents in the project areas for the period April to May 2022. Apart from the household interviews, separate FGDs and key informant interviews were conducted with some Village/ Commune Leaders, teachers, students, IPs, and women in selected project areas in the 3 provinces covered by the proposed project. These were participated by a total of 48 participants (17 females or 35.4%).

Overall, the total number of people consulted in the project areas from various methodologies (public consultations, FGDs, key informant interview, meetings, social survey using survey questionnaire) is over 966 people.

Local-level consultation will continue by MRD and MPWT throughout project implementation as detailed in this SEP. Selected minute of consultations are included in Annex 3 and 4.

### 3.2.2.3 Trainings

One important way to engage stakeholders is through trainings on important topics related to the project such as road safety, gender, labor rights (for both men and women), child labor, HIV/AIDS and STDs and gender-based violence. Since some of these topics are quite sensitive, measures may need to be in place, such as ensuring some trainings are done in female-only or male-only groups, or that they are facilitated by men or women, as appropriate. Community trainings should also include topics such as the grievance redress mechanism and road safety. Road safety training should also be targeted at key stakeholders such as schools, as well as young men, as they are disproportionately the biggest victims of road accidents in the country. Trainings may be delivered by the ESOs, DDIS/ISWSC or NGOs or CSOs with experience in a particular topic.

### 3.2.2.4 Consultations with workers and staff

To minimize the influx of labor, the project strives to maximize the recruitment of unskilled workers from within the local community. If women in the area express interest in employment opportunities, it is also recommended to set a target of 15% female unskilled worker participation.

Furthermore, contractors and their staff need to be well consulted and trained on sensitive issues, including being good neighbors (for staff from outside the project area), Staff Code of Conduct, gender-based violence, gender, labor rights, child labor and HIV/AIDS and STDs. Workers also need to be aware of construction milestones and to have knowledge and access to a worker's grievance redress mechanism (as per their contract) as well as the project's GRM detailed in this SEP. Contractors and their staff will be mainly consulted through trainings, on-site interviews, and through regular feedback with supervisors and the DDIS/ISWSC consultants. Table 4 summarizes consultations activities.

Table 4: Stakeholder Consultation for MPWT and MRD Components

Project Phase	Stakeholder	Topic	Method	Location/ Frequency	Views of Women and/or Vulnerable	Responsible
<b>Prior to World Bank Appraisal</b>	Provincial, District and commune level authorities	The project, location of roads, potential impacts and mitigation measures	Field visits and discussions	Project provinces, 2019 - 2020	Asking questions on women and vulnerable and incorporate commune women's groups in discussions	MPWT/MRD and WB team
	Local communities and local authorities	Introduce the project and environmental and social impacts, GRM, etc.	Informal interviews during field visits, village-level meetings, local consultations.	Project provinces  <b>MPWT:</b> First quarter 2020  <b>MRD:</b> Estimated fourth quarter 2020	Interviews with women and vulnerable as applicable	MPWT/MRD PD/PM, ESOs with support from Consultants
	People affected by land acquisition	Land acquisition impacts, entitlement, process, GRM, process for voluntary donations, etc.	Local consultations, house-to-house.	Project provinces  <b>MPWT:</b> First quarter 2020  <b>MRD:</b> Estimated fourth quarter 2020	Interviews with women and vulnerable as applicable	MPWT/MRD PD and GDR
	Relevant government agencies, NGOs and CSOs (see Section 2.22 for full list of potential interested stakeholders)	The project, location of roads, potential impacts and mitigation measures	Local consultations  National-level consultations with selected stakeholders	<b>MPWT:</b> Project provinces, first quarter 2020 onwards  <b>MRD:</b> Phnom Penh, first quarter 2020	Involve groups such as Ministry of Women's Affairs and/or NGO working on gender issues	MPWT/MRD PD/PM, ESOs with support from Consultants
	<b>Project Implementation</b>	People those living in the proximity of project roads, including schools and hospitals as relevant, and those running businesses	Detailed ESMPs. Exact extent of works, including potential impacts, timing, project GRM, jobs, community health and safety	Local consultations, FGD, job announcements, billboard on road safety, trainings on gender	<b>MPWT:</b> Ongoing fourth quarter of 2020 onwards  <b>MRD:</b> Expected fourth quarter of 2020 onwards	Focus group discussions with women and vulnerable, including IPs if relevant. Priority in unskilled jobs.
People affected by involuntary land acquisition		Detailed RPs, land acquisition impacts of the project, procedures, timing, entitlements,	Local consultations, house-to-house consultations	In field during detailed-design  <b>MPWT:</b> first quarter 2020 onwards	FGD with women and vulnerable, through project baseline and entitlements for vulnerable group including IPs if relevant	MPWT/MRD PD/PM and ESOs, GDR, ISWSC/DDIS

Project Phase	Stakeholder	Topic	Method	Location/ Frequency	Views of Women and/or Vulnerable	Responsible
		GRM		<b>MRD:</b> Expected fourth quarter of 2020 onwards		
	People voluntarily donating land	Project benefits, rights, options to refuse, timeline	Local consultations, house-to-house consultations	<b>MPWT:</b> first quarter 2020 onwards  <b>MRD:</b> Expected fourth quarter of 2020 onwards	FGD with women and vulnerable, including IPs if relevant	MRD PD/PM and ESOs, ISWSC/DDIS
	IP groups, if relevant (MRD Component only)	TBC - Project impacts and benefits, IPPF, GRM, info gathering for SA and IPP	TBC - Local consultations, Social Assessment	TBC - Expected fourth quarter of 2020 onwards	TBC - FGD with women and vulnerable	MRD PD/PM and ESOs, DDIS, IP Consultant (TBD)
	Road Users	Safety, timing of works	Signs, posters, trainings on road safety	Before and during civil works	Focus on training mothers to raise awareness of road safety at home	Contractor and/or road safety consultant, supervised by ESO and DDIS/ISWSC
	Project workers	Code of Conduct, community health and safety, labor standards, GRM	Trainings and posters of code of conduct at worker's camp, trainings on gender and community health.	Before and during civil works	Specific gender trainings, more TBD depending on staff	Contractor, supervised by ESO and DDIS/ISWSC
	Supply Chain	Labor standards, in particular indentured and child labor	Due diligence checks and meetings	Before contracting with supply chain	N/A	Contractor, supervised by ESO and DDIS/ISWSC

### 3.3 Timelines

The following tables provide a summary of key activities.

Table 5: Indicative Timeline for MPWT Component

Activity	Project Phase	Timeline	Responsibility	Location
Field visits, initial consultations, local-level meetings to introduce project, information gathering for ESMP and RP, local consultations and disclosure and discussion on Draft RPs, SEP and ESMP (MPWT component)	Conceptual Design, Prior to World Bank Appraisal	Field visits and initial discussions during the second-fourth quarter 2019. Formal local consultations took place on January 16-17 2020.	MPWT, ESOs, consultants and GDR (for land acquisition)	Project provinces



Detailed measurement of land acquisition impacts. Preparation of Detailed Resettlement Plans and/or confirmation and documentation of voluntary donations, consultations with affected people, etc.	Implementation: Detailed Design	First-second quarter 2021	Contractor (for design), GDR, ESOs and ISWSC	Project Provinces
Works commence, implementation of Detailed RP ahead of civil works (i.e delivery of entitlements), hiring of local workers, trainings on gender, trainings for contractors and staff, road safety, etc.	Implementation: Civil Works	Second quarter 2021 onwards	GDR (for land acquisition), ESOs, Contractor, ISWSC	Project Provinces

**Table 6: Indicative Timeline for MRD Component**

Activity	Project Phase	Timeline	Responsibility	Location
National consultations to disclose and discuss documents for MRD components (RF, IPPF and ESMF)	Conceptual Design, Prior to World Bank Appraisal	March 5, 2020	MRD and consultants	Phnom Penh
Local consultations, to introduce project, screening on IPs, extent of land acquisition, voluntary donations, detailed design, project impacts, etc.	Implementation: Detailed Design	Expected fourth quarter of 2020 onwards	MRD and consultants	Project Provinces
If land acquisition impacts, detailed measurement and preparation of Detailed RPs.	Implementation: Detailed Design	TBD	GDR, MRD and consultants	Project Provinces
Disclosure of ESMP, voluntary donations, RPs if applicable	Implementation: Detailed Design	TBD	MRD and consultants (and GDR if land acquisition)	Project Provinces
If applicable, preparation of Indigenous Peoples' Plan and Social Assessment	If IPs are found, in line with WB ESS7, in MRD project roads	TBD	ESOs with support from DDIS (additional IPP consultant may also be needed)	Project Provinces
Works commence, implementation of Detailed RP ahead of	Civil Works	TBD	Contractor, ESOs, Design and Supervision	Project Provinces

civil works (i.e delivery of entitlements), hiring of local workers, trainings on gender, trainings for contractors and staff, etc. Delivery of IPP if applicable.			Consultants, GDR (if land acquisition)	
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### 3.4 Reporting Back to Stakeholders

Consultations with stakeholders serve as the main mechanism for informing them about the project and gathering their feedback. MPWT and MRD ESOs will be responsible for ensuring that notes of project meetings and consultations are taken, and that comments are incorporated into project documents when applicable. Stakeholders who provide specific suggestions will be followed up with after consultations with feedback on how their comments were taken into account. Particular attention will be paid to considering and incorporating gender aspects into the project. If applicable, comments and views of Indigenous Peoples will be incorporated in line with the project's IPPF and WB ESF 7, under the umbrella of Free, Prior and Informed Consent.

The method of reporting back to stakeholders depends on the stakeholders themselves. There are essentially two main methods:

- For National-level stakeholders, an email and/or official letter will be sent after workshops on how comments/suggestions were taken into account;
- For local stakeholders, follow-up meetings/consultations will be conducted to let stakeholders know on how comments/suggestions were taken into account;
- For Indigenous Peoples, if relevant, ongoing consultations in line with this SEP and the IPPF will ensure that IP views are incorporated and that they are informed of this.

## 4 GRIEVANCE REDRESS MECHANISM

The grievance mechanism seeks to resolve concerns through a culturally appropriate, easily accessible, understandable, and cost-free process. Grievances can be filed if individuals believe the Project is adversely affecting the community, the environment, or on their quality of life. Stakeholders are also welcome to submit comments and suggestions.

The ESO's of MPWT and MRD are responsible for receiving and resolving in a fair, objective, and constructive manner, all concerns or complaints raised by project affected persons (PAPs). Their broad responsibilities of the grievance management include:

- Developing and publicizing the grievance management procedures;
- Receiving, reviewing, investigating and keeping track of grievances;
- Adjudicating grievances;
- Monitoring and evaluating fulfilment of agreements achieved through the grievance mechanism.

In the interest of all parties concerned, the grievance mechanism is designed to resolve disputes as expeditiously as possible. A recommended timeframe for the resolution of a complaint should be targeted within two weeks.

In the CRCIP it is envisaged there could be four types of grievances:

- Grievances relating to land acquisition, that follow the Resettlement Plan's GRM (detailed in the project's RF/Draft RPs);
- Grievances directly related to program implementation (including relating to environmental and social impacts, health, worker's camp, road safety, etc.);
- Grievances related to Indigenous Peoples (if applicable), and
- Job-related disputes.

MPWT and MRD have developed GRM system in line with the project requirements, Stakeholder Engagement Plan and Labor Management Procedures. GRM is currently functioning and accessible to all stakeholders. As works have entered active phase, MPWT and MRD are conducting additional refresher outreach and information disseminations about GRM.

### 4.1 Grievance Process

Stakeholders are consulted about this grievance mechanism during the stakeholder engagement process to ensure its accessibility and adequacy.

Grievances related to land acquisition shall follow the procedures outlined in the RF/Draft RPs.

All information about grievance procedures, grievance forms and responses will be available in English and Khmer. In order to facilitate women and vulnerable people's access to the mechanism, they will be specifically consulted to ensure they are able to access the grievance mechanism.

#### 4.1.1 Steps in Submitting Grievances

Wherever possible, the project team will seek to resolve the complaint as soon as possible, and thus avoid escalation of issues. However, where a complaint cannot be readily resolved, then it must be escalated.

- The first level of complaint resolution, following traditional methods in Cambodia, should be the Village and/or Commune level as described above<sup>2</sup> who may be able to resolve issues on the spot. The Village/Commune level, specifically the Village Chief and/or Commune Chief, should record the grievance and how it was resolved and communicate it to MPWT/MRD's

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<sup>2</sup> In the case of IPs, this may need to be adapted to an IP community leader.





## 5 IMPLEMENTATION, MONITORING AND REPORTING

### 5.1 Implementation Responsibilities

Institutional arrangements for implementation follow the Government’s institutional structure, in this case with the Ministry of Public Works and Transport (MPWT) and the Ministry of Rural Development (MRD) as the Implementing Agencies (IA) for the project. MPWT and MRD have project teams in charge, each with a Project Director in the lead, a Project Manager and Environment and Social officers (ESOs).

The Stakeholder Engagement Plan is the responsibility of MPWT and MRD Project Directors (PDs), Project Managers (PMs) and Environment and Social Officers (ESOs). They will guide the process of stakeholder engagement throughout the preparation and implementation of the CRCIP and AF. Both ministries have an ESO office with staff and budget, and it will be the responsibility of this office to oversee the delivery of this SEP. Certain parts of the SEP, as detailed above, are also the responsibility of contractors or consultants, and the ESO oversees this work as appropriate. MPWT and MRD ESOs report to their respective Project Managers and Directors.

The ESOs, under the guidance of the PDs/PMs, are responsible for:

- Leading, or supervising, consultations, as per the SEP;
- Leading, or supervising, the disclosure of information, as per the SEP;
- Reporting on grievance resolution, as per the SEP;
- Review monthly monitoring reports provided by contractors and/or consultants;
- Regularly reporting to the Project Directors.

Stakeholder engagement should be periodically evaluated by the Project in line with overall monitoring and the ESMP, RPs and other relevant project documents. The Project strives to include project stakeholders in monitoring activities.

The ESO has been supported by international consultants during the project preparation phase, and trainings to the ESO on the WB ESF and stakeholder engagement have been conducted. Additional capacity building of the ESO is provided under the project and AF by the DDIS/ISWSC consultant as mentioned in Table 8 below.

Table 8: Staff and Responsibilities for SEP Activities

Staff		Responsibility
MPWT/ MRD	Project Director	<ul style="list-style-type: none"> <li>• Reviews and approves monthly reports on grievance redress and stakeholder engagement</li> <li>• Keeps World Bank informed on the implementation of the SEP</li> </ul>
	Project Manager	<ul style="list-style-type: none"> <li>• Oversees ESO and the process of grievance redress and stakeholder engagement</li> <li>• Submits monthly reports to the Project Director</li> </ul>
	ESO	<ul style="list-style-type: none"> <li>• Implements stakeholder engagement activities as described in the SEP, including consultations, disclosure, trainings on gender-based violence, road safety, etc.</li> <li>• Coordinates with village and commune authorities and contractor on the grievance redress mechanism, following up that grievances are recorded and promptly resolved</li> <li>• Oversees stakeholder engagement activities being conducted by the contractor and/or DDIS/ISWSC consultants</li> <li>• Coordinates with other agencies involved such as GDR</li> <li>• Leads the process of consultation on voluntary donations (for MRD component)</li> <li>• Leads the process of identification of Indigenous Peoples (for MRD component)</li> </ul>

MEF	GDR	<ul style="list-style-type: none"> <li>Leads consultations on land acquisition, including on the detailed measurement survey, calculation of entitlements, compensation rates, project schedule, etc.</li> <li>Responsible for its own GRM relating to land acquisition</li> </ul>
Contractor	Chief Engineer	<ul style="list-style-type: none"> <li>Carries out consultations with stakeholders on project timeline, mitigation of civil work activities (such as dust, traffic), informs stakeholders about jobs</li> <li>Ensures careful consideration of women and vulnerable groups, including them in consultations and that they don't miss out on job opportunities</li> <li>Conducts training on Code of Conduct for workers, including on appropriate behavior and relations with community and gender-based violence</li> <li>Conducts trainings and awareness activities on road safety</li> <li>Conducts due diligence on supply chain to screen for child labor and indentured labor</li> </ul>
DDIS (for MRD)/ ISWSC (for MPWT)	Environment and Social Expert	<ul style="list-style-type: none"> <li>Conducts site visits and interviews on to assess progress of voluntary donations and/or land acquisition to review progress and identify any issues</li> <li>Assesses the progress, accessibility and efficiency of the GRM</li> <li>Conducts trainings on gender-based violence, HIV/AIDS, road safety and others as described in this SEP and/or as required by MPWT/MRD</li> <li>Assists in the identification of Indigenous Peoples, working with the ESO</li> <li>May be tasked with preparing the Social Assessment and IPP if relevant, or this may be the task of a separate consultant</li> <li>Builds capacity of ESO staff to deliver SEP</li> </ul>

Contact details for both Implementing Agencies is through the MRD contact listed below:

Ministry of Rural Development (MRD)

Name: Mrs. Thou Chantha

Phone: 012 563 161

Address: ESO in DRR, MRD. Chanthathou678@gmail.com

## 5.2 Internal Monitoring

The objective of Internal Monitoring relating to the SEP, is to oversee its implementation to ensure targeted consultations and disclosure activities are taking place. Internal Monitoring will be led by the ESO of MPWT and MRD, under the overall guidance of the Project Directors and Managers. The involvement of local communities in monitoring activities should be encouraged. Internal Monitoring will consist of monthly reports during the implementation of the project, part of overall monitoring as per the ESMP. Monitoring on RPs is led by GDR and this arrangement is detailed in the RPs/RF. As mentioned, Indigenous Peoples should be particularly involved in monitoring impacts that affect them, and this would be detailed in an IPP.

Monitoring should focus on:

- Level of understanding of the project and project objectives, including in relation to labor and community health and safety;
- Levels of impacts within expected parameters (more/less);
- Community feedback incorporated into project design and planning;
- Adequacy and success of implementation of mitigation measures;
- Main grievances and efficacy of GRM;
- Overall community satisfaction;
- The process for voluntary land donations (MRD Component);

- Ease of approaching contractors and/or the ESOs, including timely acknowledgement and resolution of questions and/or complaints;
- Type of information disclosed;
- Methods used for stakeholder engagement;
- Minutes of consultation meetings;
- Number of staff working on Stakeholder Engagement, and
- Plans for the next month and long-term plans.

Monitoring specific to land acquisition and/or IPs will be done in line with RPs and IPPs (if relevant).

### **5.3 Monitoring by ISWSC/DDIS**

As part of the ESMP, ISWSC (for MPWT component) and DDIS consultants (for MRD component) monitor SEP activities. Monitoring topics include:

- Adequacy of stakeholder engagement, including activities, staffing and budget;
- Review of grievances submitted, time to respond, resolution of grievances and complainant's satisfaction with the process;
- Interview of sample households to assess satisfaction with stakeholder engagement and knowledge of the project and related programs.

Additional monitoring on land acquisition and/or IPs may also be relevant in line with project RP and IPP (if applicable).



## 6 ANNEX 1

### Documentation of Consultations

<b>Title of Consultations:</b>	
<b>Location and Date:</b> [name of the village/place and date]	
<b>Objective and agenda:</b> [explain the objectives and agenda of the consultation]	
<b>Participants:</b> [which stakeholders targeted, how stakeholders were invited, number of participants who attended and their gender and if they are ethnic groups. Note information on vulnerable groups]	
<b>Summary of the Consultation:</b> [describe the format/style of the consultation, who facilitated it, the language used, brief summary of information presented]	
<b>Questions/ Comments made and responses:</b>  [summarize the main questions asked and the responses given]	
<b>Photos</b>	

## 7 ANNEX 2

### Methods for Stakeholder Engagement

Method	What it Used For
Information Boards in Commune Offices, worker's camp and other relevant locations	<ul style="list-style-type: none"> <li>To disseminate information, announce meetings, advertise jobs</li> </ul>
Project Information Booklets	<ul style="list-style-type: none"> <li>To provide clear and summarized information about the project and particular impacts and mitigation measures (such as land acquisition and environment)</li> </ul>
Summaries of Environmental and Social Impact Reports	<ul style="list-style-type: none"> <li>To provide summaries of main environmental and social documents (ESMP and RPs) and how project impacts are being mitigated</li> </ul>
Correspondence by phone/ email/SMS	<ul style="list-style-type: none"> <li>Distribute project information to government officials, CSOs and NGOs</li> <li>Invite stakeholders to meetings</li> </ul>
Print media and radio announcements	<ul style="list-style-type: none"> <li>Disseminate project information to large audiences, announce meetings, advertise jobs</li> </ul>
One-on-one interviews and/or Focus Group Discussions (FGDs)	<ul style="list-style-type: none"> <li>Solicit views and opinions</li> <li>Enable stakeholders to speak freely and confidentially about ideas or concerns</li> <li>Get information regarding sensitive issues such as Gender Based Violence (GBV), labor influx, women workers, child labor, etc.</li> <li>Information gathering on, and consultation with, IP groups (if relevant)</li> <li>Social due diligence (on supply chain, IP issues, voluntary land donations, involuntary land acquisition, other)</li> <li>Project monitoring</li> </ul>
Formal meetings and consultations (national/provincial)	<ul style="list-style-type: none"> <li>Present project information</li> <li>Allow stakeholders to provide their views and opinions</li> <li>Build relations with high level stakeholders and ensure initiatives of different ministries, donors and/or NGOs are well aligned</li> <li>Distribute/disclose technical or other project documents</li> </ul>
Village-level meetings	<ul style="list-style-type: none"> <li>Present/disclose project information to communities and other stakeholders in the project area</li> <li>Allow stakeholders to provide their views and opinions on the project, including proposed Grievance Mechanism</li> <li>Announce project initiatives/jobs (such as hiring local people, including women)</li> <li>Conduct trainings on relevant topics (such as road safety, gender)</li> <li>Discuss IP issues (if relevant), involuntary land acquisition and/or voluntary land donations</li> <li>Build relationships</li> <li>Project monitoring</li> </ul>
Small group trainings	<ul style="list-style-type: none"> <li>Target specific groups of people in trainings or meetings (for instance, targeting contractors to train on GBV, conducting community trainings on road safety, etc.)</li> </ul>
Surveys (i.e. socioeconomic, inventory of losses, other)	<ul style="list-style-type: none"> <li>Gather information from individual stakeholders that may be specifically impacted by the project, such as by loss of assets or relocation, or who are voluntarily donating land</li> <li>Gather information on a specific topic (such as IPs)</li> </ul>
Website and social media	<ul style="list-style-type: none"> <li>Disclose project information, project reports, timelines, project updates</li> </ul>

## 8 ANNEX 3

### Minutes of the MRD public consultations

#### [1] Public Consultation in Thmei Commune, Kratie Province Held on 15 March 2022 at 8:30 AM to 10:30AM

**A. Date and Time:** 15 March 2022 at 8:30 to 10:30 AM

**B. Venue:** Thmei Commune Office, Kratie

**C. RCIP Team to Join the Consultation Meeting:**

1. Mr. KAO Vibol, Chief of Office, PDRD
2. Mr. MOON Ho Yeun (Team Leader), KCI
3. Mr. KIM Hyun Jun (Road Design Engineer), KCI
4. Mr. KEO Chandara, Assistant Resident Engineer, KCI
5. Ms. FELIX, Ester (Social Safeguard Specialist, Int'l), KCI
6. Ms. STO. DOMINGO, Andrelita (Environmental Specialist, Int'l), KCI
7. Ms. NAM, Chivy (National Gender Specialist), KCI
8. Mr. BORA, Seang (National Social Safeguard Specialist), KCI
9. Mr. NIN, Vantha (National Environmental Specialist), KCI

**C. Purpose of the Meeting:**

1. To inform the commune and village leaders/members about the proposed project (RCIP), and selected road sections in Kratie province (including scope of works).
2. To discuss the potential environmental and social safeguard, and gender impacts/issues that may arise during the road construction stage.
3. To gather information about the Indigenous Peoples (IPs) in the selected roads (number of IPs, Number of IP families, exact location and distance of their residence/houses from the existing roads, livelihoods, etc.).
4. To know the perception of the commune/village leaders and local people about the proposed project, benefits the improved roads will provide to them; and what are their worries/concerns, and recommendations.

**D. Agenda for Discussion**

No.	Agenda	Person Responsible
1	Welcome Remarks by Commune Chiefs (Thmei & another commune)	Commune Chiefs
2	Introduction of the PDRD and RCIP Team	PDRD Rep. & RCIP team
3	Project Overview (RCIP), selected roads in Kratie	<i>Mr. Moon/Mr.Kim</i>
4	Potential environmental, social and gender impacts and benefits from improved roads, and mitigation measures to avoid/mitigate impacts	Ester, Annie and national consultants
5	Question and Answer (Open Forum) to ask perception of the participants on then proposed project; worries and concerns during construction stage, information about IPs in selected roads, and other data needed).	Ms. Chivy and Mr. Vantha
Site Visit in selected roads will follow (with the commune/village leaders, PDRD and RCIP Team)		

**Consultation Minutes of Meeting:**

**Welcome Remarks**

- *Opening Remarks by the Commune Chief in Thmei, Kratie Province*

The Commune Chief of Themei during the Public Consultation at Angtung Veau Pagoda on 15 March 2022 at 9:00 to 10:30 AM mentioned that -

- The people who attended the meeting expressed their appreciation to the Ministry of Rural Development for including their commune to have improved roads under the RCIP. Their commune has never been a recipient of good roads.
- The project is acceptable to the people and will fully support the project. They will voluntarily clear any obstruction within their property such as trees, fences, billboards and others.

● *Opening Remarks by the Commune Chief in Kantourt, Kratie Province*

The Kantuo Commune Chief during the Public Consultation at Angtung Veau Pagoda on 15 March 2022 mentioned the following:

- People are really grateful to know that their road will be improved for the welfare of the people.
- With the good access, travel will be easier.
- The project is acceptable to the people and will fully support the project. They will voluntarily clear any obstruction within their property such as trees, fences, billboards and others.

**1. Introduction of the Participants** by Mr. KAO Vibol, Chief of Office of the PDRD gave a brief welcome remarks for the participants, and introduction of the project team members.

**2. Project Overview** by Mr. MOON Ho Yeun, Team Leader (KCI) provided a brief overview about the project roads selected in Kratie district; the total length, proposed design features for the road improvement project, and requirements needed to complete the detailed design related documents for submission by the Project Team to MRD/WB. Mr. KEO Chandara, Assistant Resident Engineer (KCI) acted as the translator to Mr. MOON's message.

**3. Potential environmental, social and gender impacts and benefits from improved roads, and mitigation measures to avoid/mitigate impacts**

The Environmental safeguard specialists (Ms. Andrelita Sto. Domingo, International Environmental Specialist and Mr. Nim NIN Vantha, National Environmental Specialist) discussed the environmental safeguard policy of WB, principles and requirements, reports to be prepared, potential environmental impacts and mitigation measures during the construction stage, and other relevant information.

The Social safeguard specialists (Ms. Ester Felix, international social safeguard specialist and Mr. Seang Bora explained the WB policy, principle, requirements and documents that need to be prepared during the detailed design stage. Ms. Felix asked the participants who are in favor of the road improvement project. As shown in the pictures below, all of the participants raised their hands as proof that they need what are the benefits and long-term impacts of the proposed project to the people including women and children, and other vulnerable groups.

The National social safeguard specialist (Mr. Seang Bora) explained the proposed road width and length, and the COI. He also explained in Khmer the relevant laws of WB and the Government of Cambodia relating to Involuntary Resettlement.

The Social and gender specialist (Ms. NAM Chivy) who acted as the translator for the international social safeguard specialist (Ester Felix) explained in Khmer benefits that the proposed RCIP will provide to local people including women, children, IPs, elderly, and other vulnerable population.

After the discussion on safeguard and gender related topics, open forum (question and answer followed). The following were raised by the people.

- All the participants (106) including 48 (45%) women from 2 communes (Themei and Kantourt) are in favor of the proposed project. They would like the road improvement project to commence as soon as possible. They have expressed strong support to MRD and WB, and government of Cambodia, and are hoping that their commune roads will be considered this time for the rural road improvement. The commune chiefs and seconded by the village leaders, and local people mentioned that they had been waiting for an improved (DBST) road.
- Although the proposed project will not trigger adverse impacts such as land acquisition and displacement of people), as the improvement will be contained within the existing road alignment (COI), the participants whose houses are located along the road alignment (but outside the COI) mentioned that they will sign voluntary donation forms. They would like to have improved roads as it will provide long-term benefits to the local people and the commune/district as a whole.
- The participants did not perceive any negative impact of the project during the construction stage. They said, they understand that dust, noise, and temporary disturbance will happen only in some road sections with ongoing civil works. Those are expected, and there are mitigation measures. The consultants explained that ESMP will be prepared, IPP, RP, and other related documents for submission/approval by MRD/WB. These plans serve as guide for project implementation team before and during the construction. Likewise, a stakeholder engagement plan will be prepared to serve as a guide for information disclosure, consultation and participation guided by WB and MRD policies in communications/conducting consultation with key stakeholders.
- During the public consultation, the team mentioned that the improved road will benefit the residents as this will provide good access to market, schools, hospitals and other facilities.
- Women have expressed willingness to work and earn income during civil works. The consultants explained that the contractors will be encouraged to hire local people including women. The contractors will also be provided training on safeguards (policies, contents of the ESMP, RF/RP, IPP, GAP, and other related plans; core lab or standards, health and safety including HIV/AIDS/STD, COVID-19, GBV and CV prevention and awareness, road safety, etc. Community awareness on similar topics will also be conducted for the community members in villages located along the road alignment (RCIP).

● **Some Photos During the Consultation Conducted in Themei Commune (15 March 2022)**

	
<p>Chief of Office, Mr. Kao Vibol in PDRD Kratie province welcomed the participants and introduced the project team.</p>	<p>Project team leader, Mr. Moon Ho Yeun provided overview about RCIP, proposed designs, location and other technical information.</p>



Commune chiefs in Kantourt and Themei commune gave opening message. Both appreciated the proposed project and had expressed gratitude in advance to MRD/WB.



Commune chief of Themei provided information about the commune, and the population of IPs in the commune.



Environment Specialists explained the environment safeguard policy, and other information.



Social safeguard specialists explained the policy of WB on IR, and other related information.



Participants during the public consultation



Social safeguard and gender specialists discussed about social and gender benefits of the proposed project, and other related info.



100% of the participants raised hands to affirm and express that they are all interested and highly in favor of the proposed project.

**[2] Public Consultation with Commune Leaders of Ampil commune were conducted in KC-12 and KC-39 on 21 and 29 April 2022 in Kampong Cham Province.**

## Minutes of Consultations Conducted KC-12 and KC-39 in Kampong Siem, Kampong Cham on 21 and 29 April 2022

### ● Date and Areas Visited

Public consultations were conducted on 21 and 29 April 2022 in the villages/communes covered by KC-12 and KC-39 road alignment, these were actively participated by the representatives from the PDRD, District Governor's Office of Kampong Siem District, Kampong Cham province, commune and village leaders, and community residents, teachers, monks, women and other stakeholders. Consultation with the commune leader Consultation with the commune leaders of Ampil commune in KC-39 was conducted on 21 April 2022 and with the monks of Wat Angkor temple on 29 April 2022. MRD PMU, SEO and the DSS project team had regular meeting to provide information, updates on the project, key issues and concerns and progress of the studies and documents being prepared for bidding purposes.

## Minutes of Consultations Conducted KC-12 and KC-39 in Kampong Siem, Kampong Cham on 21 and 29 April 2022

### 1. Date and Venue of the Consultations:

Consultations were conducted for the period March to April 2022 in the project areas, and on 21 and 29 April 2022 in Kampong Siem district, Kampong Cham province (for KC-12 and KC-39).

### 2. Agenda

The Agenda for the Public Consultations conducted in KC-12 and KC-39 on 21 and 29 April 2022 are shown below.

, Kampong Cham province (for KC-12 and KC-39).

#### Agenda Discussed During the Public Consultations

No.	Agenda	Person Responsible
1	Welcome Remarks by the District Representative and PDRD Officer	MRD/ PDRD
2	Welcome Remarks by the Commune Chief	Commune Chief
3	Introduction of the Participants (RCIP Team/ Participants)	PMU/ PDRD & RCIP Team
4	Project Overview (RCIP), and project selected roads	PMU/ RCIP Team (PDRD & DSS)
5	Environmental Safeguard (policy, requirements/ procedures, potential impacts and mitigation measures), and reports required by WB, and other information.	Environmental Safeguard Specialists, DSS
6	Social Safeguard (policy, requirements/ procedures, potential impacts and mitigation measures), voluntary donation, reports required by WB, and other information.	Social Safeguard Specialists, DSS
7	Social and gender related impacts, and benefits from improved roads, and mitigation measures to avoid potential risks	Social and Gender Specialists, DSS
8	Open Forum (Question and Answer)	RCIP team (SEO/ DSS)

### 3. Participants

Public consultation for KC-39 was participated by the representatives from the MRD SEO, PDRD, DSS Consultants, District Governor's Office of Kampong Siem District, Kampong Cham province, commune and village leaders, and the villagers along the road alignment (project areas). The total number of people who have participated in consultations on 21 and 29 April 2022 in KC-12 and KC-39 is 224 (122 or 54% females) are shown in the table below.

**Summary of the Total Number of People who Participated in Consultations in  
(KC-12 and KC-39), Kampong Siem District, Kampong Cham on 21 and 29 April 2022**

No.	Road section	Date and Place/ Venue	Time	Participation		
				Male	Female	Total
1	KC-12	29 April 2022 Thmey Pagoda in Trach Village	9:00- 11:30 am	41	32	73
2		29 April 2022, Klea Pagoda	2:00- 4:15 pm	46	81	127
3	KC-39	29 April 2022, Wat Angkor Temple	1:00-2:00 pm	8	3	11
4		21 April 2022, Ampil Commune Council Office	2:00 - 3:00 pm	7	6	13
			<b>Total</b>	<b>103</b>	<b>122</b>	<b>224</b>

Photos shown below are taken during the public consultations held in KC-12 and KC-39.

**Public consultation meeting at KC- 12 held on 29 April 2022 (Morning)**



MRD PDRD, SEO, DSS safeguards and gender team, District Deputy Governor and other local government officials in Kampong Siem District, Commune and Village leaders, and community residents participated in the consultation in KC-12 on 29 April 2022 (pagoda).



MRD, PDRD, SEO, DSS safeguards and gender team, District Deputy Governor, Commune and Village leaders, and community residents participated in the consultation in KC-12 on 29 April 2022 (pagoda).



**Public consultation meeting at KC-39 held on 29 April 2022 (afternoon)**



MRD SEO, PDRD, DSS safeguards and gender team, District Deputy Governor, Commune and Village leaders, and community residents participated in the consultation in KC-39 on 29 April 2022 (pagoda)

**Consultation meeting at Ampil Commune (KC-39) on 21 April 2022.**



MRD SEO and DSS safeguards and gender team, Commune and Village leaders, gender focal person participated in the consultation.



MRD SEO, PDRD, DSS safeguards and gender team, District Deputy Governor, Commune and Village leaders, and community residents participated in the consultation in KC-39 on 29 April 2022 (pagoda).

**Consultation meeting in (KC-12) on 21 April 2022.**



MRD SEO, PDRD, DSS safeguards and gender team, District Deputy Governor, Commune and Village leaders, and community residents participated in the consultation.

## 9 ANNEX 4

### Minutes of Local-Level Consultations on MPWT Component

**MINUTES ON CONSULTATIONS ON LAND ACQUISITION JANUARY 16-17, 2020 (Several rounds of meeting were also held before and during construction to refresh what has been consulted and reformed PAHS/PAPs and agreed on the voluntary donations. All documents were recorded and made available).**

(Sign-in sheets included in Annex 2 of BRP)

	Total	Location
Proposed road	4	NR73, NR7, PR377 and PR377A
Consultations	5	- Dambe commune, Dambe district (PK26+500), NR73; - Seda commune, Dambe district (PK39+800), NR73; - Sambok commune, Chet Borey district, PR377; - Sandan commune, Sambour district, PR377A; - Kontout commune, Chet Borey district, NR7.

**Tbong Khmom province**

Date: 16 January 2020

**National Road 73**

Time: 2:00pm. to 4:00pm.

Facilitator: ESO-MPWT

Venue: Dambe District Hall (PK26+500)

Boeung Thmei Village, Dambe commune, Dambe district,  
Tbong Khmom province

**In attendance list: 45 people**

Male: 39 people

Female: 6 people

### Meeting agenda and participant expression

Time	Contents	Speaker	Key expression note
2:00-2:10	Open speech	Mr. Sok Sarith, governor of Dambe district	Value of the proposed project and public consultation meeting. Addressed 3 main concerned points as below:

			<ol style="list-style-type: none"> <li>1. The road around the central Dambe district roundabout (PK27+00) at Dambe market needs to be extended wider;</li> <li>2. Suggest continuing to build a drainage outlet connection to the streams due to the existing 300m U drain in the North and South of roundabout constructed by MPWT ended without drainage outlet;</li> <li>3. Suggest filling asphalt pavement from the existing space of asphalt road to existing U drain; and</li> <li>4. Suggest improving central roundabout of Dambe district.</li> </ol>
2:10-2:15	Introduction of the CRCIP	Mr. Uy Sambath, Head of ESO-MPWT	<ul style="list-style-type: none"> <li>- Presentation of the CRCIP, focus on ROW and COI</li> <li>- The purpose of the meeting: project informing, local consultation as well as seeking feedback from the local.</li> </ul>
2:15-2:25	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> <li>- Inform on NR73 road design: total length, width (COI by sections) and types of pavement</li> <li>- Concerned about drainage outlet system</li> <li>- Most concerned at the potential impact at the road section between PK 39 – 40 due to need extend and U drain build inside existing part of the shops.</li> </ul>
2:25-2:40	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> <li>- WB and RGC land acquisition and compensation policies</li> <li>- Grievance Redress Mechanism</li> <li>- Special policy for affected person such as disability, poor or vulnerable individuals</li> </ul>
2:40-3:50	Questions and Answers	Mr. So Sovan, village chief of Veal Touch, Seda commune.	<ul style="list-style-type: none"> <li>- What is the meaning of Corridor of Impact?</li> <li>- Suggest building U drain due to flooding during the rainy season</li> </ul>
		Mr. Seang Bora, Social safeguard consultant	<p>Question responding:</p> <p>COI is a total width space of the existing road will be improved, exactly, this road section was designed up to 11m total width of COI.</p>

			Do you think it will make any potential impacts for this proposed COI in your village?
		Crowded Participants	Question responding: Maybe have very few cases, they all are movable things
		Ms. En Hen, deputy village chief of Kork Char	On a road section connected from the NR73 to my village has a house maybe impacted due to build on the COI. The house owner should have special compensation due to her surviving in a divorced wife condition.
		Crowded Participants	No, that road located outside of the proposed project.
		Ms. Khoch Nhong, villager from Sanchhey Sen village	In reality, most of the proposed road sections are very clear COI, and only temporary movable assets are located in existing COI.
		Mr. Choeu An, deputy governor of Tbong Khmom district	<ul style="list-style-type: none"> <li>- Share his experience to local authority as well as local people: First of all, need to be cleared on COI demarcation by PK.</li> <li>- Now right for placing out of the COI but it is improper for the law of road on ROW. What my concern is you will be wrong for located in the COI for the other new extending road project.</li> <li>- In case no affected, do we need local authorities establish a non-affected list with fingerprint certifying?</li> </ul>
		Mr. Khuon Davith, Deputy Director, GDR-MEF	<p>Question responding:</p> <ul style="list-style-type: none"> <li>- Public Information Booklet is providing useful related info that needs to be informed</li> <li>- The potential AHs/APs will be assessed by measurement survey team.</li> <li>- Only AHs/APs are needed to do verification by fingerprint.</li> </ul>
		Mr. Seang Bora, Social safeguard consultant	<p>Adding:</p> <p>We will take a form if there are cases of voluntary asset donation or compensation needs.</p>
		Mr. So Sovan, village chief of Veal Touch, Seda commune.	Suggest directly identification of potential affected asset by the ministry.

		<p>Mr. Khuon Davith, Deputy Director, GDR-MEF</p>	<p>Suggestion responding: The MPWT will has directly worked with local authorities and AHs/APs. We will be practical conducting Detailed Measurement Survey if we found that there are any AHs/APs in place.</p>
		<p>by Mr. Sok Sarith, governor of Dambe district</p>	<p>Raise three concerned questions: - If there are any potential AHs/APs, when will we do measurement? - How long for construction period? - Is a road improvement project for whatever pieces of road sections or completed road of NR73? Currently, there are several existing potential affected shops located by Dambe roundabout, they all known the ROW law, but they asked for temporary used.</p>
		<p>Mr. Seang Bora, Social safeguard consultant</p>	<p>Question responding: The detailed measurement will be conducted after SES</p>
		<p>Mr. Hoc Synat, Road designer, KCI</p>	<p>The proposed project will improve completed proposed NR73 section from Brotheat to Kampong Reang with estimation from 18 months to 24 months of construction work.</p>
		<p>Mr. Khuon Davith, Deputy Director, GDR-MEF</p>	<ul style="list-style-type: none"> <li>- Extend wider road around roundabout may be more affected to the existing households that need to be resettled, it will take much more time.</li> <li>- If found that there are more AHs/APs, the proposed project would be interrupted.</li> <li>- Please protect COI/ROW and no involuntary resettlement will be considered after today's cutoff date.</li> <li>- Need to avoid any of intimidating actions from anyone or the authorities due to this is a misbehavior could make project interruption.</li> <li>- Close with asking participants' feedback and confirming to understand the PIB</li> </ul>
		<p>All participants</p>	<p>Raised up their hands to confirm their understanding the proposed project and express their willingness to cooperate with voluntary donate assets located in the COI.</p>

3:50-4:00	Close	by Mr. Sok Sarith, governor of Dambe district	Encourage all target local authorities and people for cooperation in order to move faster proceeding of a project implementing.  Thanks and wishes,
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**Photograph of consultation meeting activities**

Dambe District Hall (PK39+400), Boeung Thmei Village, Dambe district, Tbong Khmom province

	<p>Pre-meeting discussion with local authorities (target villages, communes and districts) at Dambe district hall</p>
	<p>Introduction of the CRCIP and Purpose of the consultation meeting by Mr. Uy Sambath, Head of ESO-MPWT</p>



Land acquisition and resettlement policy by Mr. Khuon Davith, Deputy Director, GDR-MEF



Participants discussion on potential AHs/APs in COI and voluntary donation possibility.



Ground true information by Ms. Khoch Nhong, villager from Sanchhey Sen village



All participants appreciate raised up their hands with PIB holding to confirm their understanding and confirming their willingness to cooperate with voluntary donate assets located in COI.



Closed meeting with thanks and wishes by Mr. Sok Sarith, governor of Dambe district

**Tbong Khmom province**  
**National Road 73**

Date: 16 January 2020

Time: 4:20pm. to 5:15pm.

Facilitator: Mr. Seang Bora, Social safeguard consultant

Venue: Beng Thmei Market (PK39+800)

Beng Thmei village, Seda commune, Dambe district, Tbong Khmom province

**In attendance list: 23 people**

Male: 16 people

Female: 7 people

**Meeting agenda and participant expression**

Time	Contents	Speaker	Key expression note
4:20-4:25	Open speech	Mr. Seang Bora, Social safeguard consultant	- Welcome and team introducing



			<ul style="list-style-type: none"> <li>- The purpose of the meeting</li> <li>- ROW and COI</li> </ul>
4:25-4:30	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	- Inform on NR73 road design: total length, the total width 14m (7m from each center line) included U drain.
4:30-4:40	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> <li>- WB and RGC land acquisition and compensation policies</li> <li>- Informing and explaining the cutoff date</li> </ul>
4:40-4:42	Questions	Mr. Sles Eyles, villager at Beng Thmei village	When will construction start and finish? In case of structure cutting need, who will pay for the cutting fee?
	Respondent	Mr. Hoc Synat, Road designer, KCI	Estimation from 18 months to 24 months of construction work.
4:42-4:47	Concerned remark	Mr. Ret Boran, deputy governor of Dambe district	<p>Cutoff date reminding and explaining</p> <p>All most of potential affected are shop's roof, the owner should be cut by themselves in order to move faster of the road construction process.</p>
4:47-5:00	Respondent	Most participants	Completely agree to take into account for cutting without own in-charge responsibility
	Questions	Ms. Mot Esas, Beng Thmei villager	In case of existing driving way will be cut, do project re-building?
	Respondent	Mr. Khuon Davith, Deputy Director, GDR-MEF	Yes, of course it is. Project contractor will in charge on that case.
	Close	Mr. Uy Sambath, Head of ESO-MPWT	Close with asking participants' feedback and confirming to understand the PIB
		Mr. Ret Boran, deputy governor of Dambe district	Encourage affected people at the market for cooperation of clearing off COI in order to move faster proceeding of a project implementing.
	All participants	Put up their hands to confirm their understanding the proposed project and express their willingness to cooperate with voluntary donate assets located in the COI.	

		Mr. Seang Bora, Social safeguard consultant	Thanks for participations and willingness of cooperation.
5:00-5:15	COI ground true measurement clarification for few of affected households at the market		

**Photograph of consultation meeting activities**

Beng Thmei Market (PK39+800) Beng Thmei village, Seda commune, Dambe district, Tbong Khmom province

	<p>Pre-meeting: COI and potential affected shops observation by local authority and team.</p>
	<p>Welcome and team introducing</p>



Land acquisition and resettlement policy by Mr. Khuon Davith, Deputy Director, GDR-MEF



Khmer Islamic women participants, discussion on the potential AHs/APs in COI and voluntary donation possibility.



All participants appreciate raised up their hands with PIB holding to confirm their understanding and confirming their willingness to cooperate with voluntary donate assets located in COI.



Closed meeting with thanks and wishes.

**Kratie province**

**Provincial Road 377A**

Date: 17 January 2020

Time: 8:30am. to 9:10am.

Facilitator: ESO-MPWT

Venue: Sandan Market (T-road PR377 and PR377A)

Sandan village, Sandan commune, Sambour district, Kratie province

**In attendance list: 35 people**

Male: 22 people

Female: 13 people

**Meeting agenda and participant expression**

Time	Contents	Speaker	Key expression note
8:30-8:35	Open speech	Mr. Uy Sambath, Head of ESO-MPWT	- Welcome and team introducing - The purpose of the meeting
8:35-8:40	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	- Total proposed road length and width (COI) included bridges - Construction designing
8:40-8:45	Principle of land acquisition	Mr. Khuon Davith, Deputy Director, GDR-MEF	- Source of financing - WB and RGC land acquisition and compensation policies and process

	and compensation		<ul style="list-style-type: none"> <li>- Noted that land in ROW is not an asset for compensation policy.</li> <li>- Asset donation based on voluntary not by intimidating or urging</li> <li>- Detail Measurement Survey will identify the potential AHs/APs,</li> <li>- PIB is a useful information document need to understand. It will be reserved at the commune and district hall.</li> </ul>
8:45-8:46		Mr. Uy Sambath, Head of ESO-MPWT	The procedure of AHs/APs identification and compensation
8:46-8:48		Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> <li>- Explaining Cutoff date and inform today (17 Jan 2020) is a cutoff date. The satellite images were taken and recorded before today's cutoff date.</li> <li>- Be aware and inform to the public no more construction activities located in the proposed COI.</li> </ul>
8:48-9:00	Questions and Answers	Ms. Peang Khirit, Chatnoul villager	Totally agree with PIB, but please suggest controlling dust pollution during construction.
		Mr. May Thearith, seller at Sandan market	<p>Suggestion:</p> <p>Sandan market desired to have U drain system, potential affected small parts may cause by the project to the existing structure is not a matter of asking compensation. We would like to accept fair voluntary donation in among the community.</p>
		Mr. Khuon Davith, Deputy Director, GDR-MEF	<p>Question responding:</p> <p>We will have Detail Measurement Survey. So, we can find out the households will be affected due to their encroachment.</p>
		Ms. Heng Sochea, Sandan villager	<p>Suggestion:</p> <p>The nature of encroachment started from the competition among vendors for their front space. Currently, my shop's roof has to cut off once time in previous years, hope this new proposed COI is not affect more to my shop.</p>
		Mr. Hoc Synat, Road designer, KCI	<p>Suggestion responding:</p> <p>Due to currently total market road width is very narrow space to build up drain. Respond to the community's desired for U drain, project would like to encourage your voluntary donation small part of driving way.</p>

		Ms. Sak Sam Oen, Chatnoul villager	Question: Do I able to obtain any compensation for the affected of my mango and coconut tree?
		Mr. Khuon Davith, Deputy Director, GDR-MEF	Question responding: Yes, the project will do Social Economics Survey as soon as possible, and will identify the potential affected case by each household.
9:00-9:10	Close	Mr. Uy Sambath, Head of ESO-MPWT	Sum up, and noted that each AHs/APs has right to request their compensation. Local authority could not expel someone from their home.
		Mr. Mut Chan Thoeun, Sambour DOPWT officer.	The existing total road width of Sandan market is 10m. So, for proposed COI is not challenge for voluntary donation.
		Mr. Seang Bora, Social safeguard consultant	Close with asking participants' feedback for cooperation and confirming understanding of PIB
		All participants	Put up their hands to confirm their understanding the proposed project and express their willingness to cooperate with voluntary donate assets located in the COI.
		Mr. Uy Sambath, Head of ESO-MPWT	Thanks for participations and willingness of cooperation.

### Photograph of consultation meeting activities

Sandan Market, Sandan village, Sandan commune, Sambour district, Kratie province

	Meeting location at T-road of Sandan market (PR377 and PR377A road junction)
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Welcome and team introducing



Acquisition and compensation policy by Mr. Khuon Davith, Deputy Director, GDR-MEF



Information on road designing by Mr. Hoc Synat, Road designer, KCI



A woman participant close discussion about her concern on the potential AHs/APs in COI and voluntary donation possibility.



All participants appreciate raised up their hands with PIB holding to confirm their understanding and confirming their willingness to cooperate with voluntary donate assets located in COI.

**Kratie province**  
**Provincial Road 377**

Date: 17 January 2020  
Time: 9:35am. to 11:30am.  
Facilitator: ESO-MPWT  
Venue: Kbal Chour Loe pagoda  
Kbal Chour Loe village, Sambok commune, Chet Borey district, Kratie province

**In attendance list: 48 people**



Male: 32 people

Female: 16 people

### Meeting agenda and participant expression

Time	Contents	Speaker	Key expression note
9:35-9:37	Open speech	Mr. Eav Narong, deputy governor of Chet Borey district	<ul style="list-style-type: none"> <li>- Welcome and appreciate the participation of the meeting</li> <li>- Value the proposed project</li> </ul>
9:37-9:38	Introduction of the meeting agenda	Mr. Uy Sambath, Head of ESO-MPWT	<ul style="list-style-type: none"> <li>- Welcome and team introducing</li> <li>- The purpose of the meeting</li> </ul>
9:38-9:40	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> <li>- Total proposed road length and width (COI) included bridges</li> <li>- Construction designing and technical monitoring</li> </ul>
9:40-9:45	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> <li>- WB and RGC land acquisition and compensation policies and procedure</li> <li>- ROW/COI and potential of AHs/APs</li> <li>- Noted that the project could be starting early based on the faster of participatory documentation proceeding.</li> <li>- Cutoff date informing and explaining</li> <li>- Ask participants express their willingness for their participation and cooperation.</li> </ul>
9:45-9:47		Mr. Uy Sambath, Head of ESO-MPWT	<p>There are two types of procedure:</p> <ul style="list-style-type: none"> <li>- Voluntary donation without intimidating or urging</li> <li>- Long compensation proceeding</li> </ul>
9:47-10:15	Questions and Answer	Ms. Sok Leang, Kbal Chour villager	<ul style="list-style-type: none"> <li>- Villagers as well as local authorities are concerned on the river bank collapsed sections</li> <li>- Most of the villagers are not clear about COI</li> </ul>
		Mr. Seang Bora, Social safeguard consultant	<p>Question responding:</p> <p>PIB contents all COI information of all proposed roads. Please disseminate the information to the other villagers.</p>

		Mr. Sam Thul, Kbal Chour villager	Suggest WB approve sooner in order to avoid currently dust pollution.
		Ms. Thang Haka, Kbal Chour villager	Agreed with the above suggestion, and should be learned from the previous Thmor Kre road improvement experience that less of any impacts.
		Mr. Uy Sambath, Head of ESO-MPWT	- The SES will be conducted soonest in order to measure the potential impacts - Please provide your ideas for the proposed project.
		All participants	Discussion and raise their appreciate and willingness to cooperate with voluntary donate assets located in the COI in order to carry on the proposed project faster in this year of 2020.
10:15-10:20	Close	Mr. Eav Narong, deputy governor of Chet Borey district	- Note the urgent need of the road for development - Thanks for participations and willingness of cooperation
10:20-10:30	Ground true	Mr. Eav Narong, deputy governor of Chet Borey district and team	Visit few cases of potential affected assets point in road PR733's COI.

### Photograph of consultation meeting activities

Kbal Chour Loe village, Sambok commune, Chet Borey district, Kratie province





Welcome and team introducing by Mr. Uy Sambath, Head of ESO-MPWT



Acquisition and compensation policy by Mr. Khuon Davith, Deputy Director, GDR-MEF



A woman participant addresses her concern on COI and voluntary donation.



Participants discussion on proposed road's COI.



All participants appreciate raised up their hands with PIB holding to confirm their understanding and confirming their willingness to cooperate with voluntary donate assets located in proposed COI.



A village chief took some more PIB for public informing.



Deputy district governor and team visited few of potential affected assets in road PR733's COI.

**Kratie province**  
**Provincial Road 7**

Date: 17 January 2020  
 Time: 1:30pm. to 2:30pm.  
 Facilitator: ESO-MPWT  
 Venue: Kon Tuot commune hall  
 Kon Tuot village, Kon Tuot commune, Chet Borey district, Kratie province

**In attendance list: 31 people**

Male: 14 people  
 Female: 17 people

**Meeting agenda and participant expression**

Time	Contents	Speaker	Key expression note
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1:30-1:32	Open speech	Mr. Top Hon, commune chief of Kon Tuot commune	<ul style="list-style-type: none"> <li>- Welcome and appreciate the participation of the meeting</li> <li>- Useful proposed project information needs for local authorities as well as communities</li> </ul>
1:32-1:37	Introduction of the meeting agenda	Mr. Uy Sambath, Head of ESO-MPWT	<ul style="list-style-type: none"> <li>- Welcome and team introducing</li> <li>- The purpose of the meeting</li> </ul>
1:37-1:45	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> <li>- Total proposed road length and width (COI)</li> <li>- Construction designing</li> </ul>
1:45-1:47	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> <li>- Financing source of the proposed project</li> <li>- WB and RGC land acquisition and compensation policies and procedure</li> <li>- Noted that the project could be starting early based on the faster of participatory documentation proceeding.</li> <li>- Cutoff date informing and explaining, the satellite images were recorded for comparing the ground true.</li> </ul>
1:47-2:25	Questions and Answer	Mr. Nay Sony, Angkrorng villager	- Do we obtain any redress for the living trees in the existing COI?
		Mr. Khuon Davith, Deputy Director, GDR-MEF	Question responding: PIB was clarified the case, except land in the ROW is not the object to compensation policy. Please inform others.
		Ms. Moan Sokhi, teacher of Kontuot primary school	What is the meaning of affect? The previous my assets at Kontuot market were assessed as an affected asset, current proposed COI is not. Will do project claims in the future?
		Mr. Uy Sambath, Head of ESO-MPWT	SES will be conducted soonest in order to measure the potential impacts
		Crowd participants	Discussion and raise their concern on COI. COI demarcation is needed for clarification and preparation. Most believe that their assets in not in the proposed COI.
		Mr. Hout Koy Heng, Kon Tuot commune council	Based on our community needs for road improvement in development, our communities appreciate and support the project. Please raise

			your idea to accept our government policy to get faster proposed project.
		All participants	Raise up hand with PIB to accept condition and appreciate to voluntary donate.
2:25-2:30	Close	Mr. Top Hon, commune chief of Kon Tuot commune	<ul style="list-style-type: none"> <li>- Noted on value opportunity to obtain new road improvement project. Suggest local people to support and cooperate the project.</li> <li>- Thanks for participations and willingness of cooperation</li> </ul> <p>Key message:</p> <ul style="list-style-type: none"> <li>- Inform the others</li> <li>- No anymore structure in proposed COI from today cutoff date.</li> </ul>

**Photograph of consultation meeting activities**

**Kon Tuot village, Kon Tuot commune, Chet Borey district, Kratie province**





Open speech by Mr. Top Hon, commune chief of Kon Tuot commune



Welcome and team introducing by Mr. Uy Sambath, Head of ESO-MPWT



Acquisition and compensation policy by Mr. Khuon Davith, Deputy Director, GDR-MEF





Introduction of Road construction Designing by Mr. Hoc Synat, Road designer, KCI



Participants discussion on proposed road's COI.



All participants appreciate raised up hand with PIB holding to confirm their understanding and confirming their willingness to cooperate with voluntary donate assets if affected.



Closing remark with supporting and willingness cooperation by Mr. Top Hon, commune chief of Kon Tuot commune.