

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



Cambodia Road Connectivity
Improvement Project (CRCIP)

STAKEHOLDER ENGAGEMENT PLAN

April 2020

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 will apply to all investments under the CRCIP 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 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) will support the improvement of climate resilient road accessibility in targeted provinces. Targeted provinces under the proposed investment include Kampong Cham, Kratie, and Tboung Khmum. Road works will help to improve climate resilience and safety of road infrastructure. The scope of works will include paving/sealing of existing roads with climate adaptation and resilience measures and improving bridges and other road structure to climate-resilient standards. The project will be financed by The World Bank.

Component 1 will fund the rehabilitation of 130km of roads in Kratie and Tboung Khmum province and will be implemented by MPWT. Component 2 will finance the rehabilitation of 250km of rural roads, which have not been defined at this stage of project preparation, in Kratie, Tboung Khmum and Kampong Cham provinces and will be implemented by MRD.

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 directly 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, when consultations activities will take place, how stakeholders views will be taken into account and the process for grievance redress.

TABLE OF CONTENTS

1	PROJECT DESCRIPTION.....	5
1.1	Overview.....	5
1.2	Detailed Description of Components	5
1.3	Stakeholder Engagement.....	7
2	PROJECT STAKEHOLDERS	9
2.1	Stakeholders in the MPWT Component.....	9
2.2	Stakeholders in the MRD Component.....	10
2.3	Stakeholder Analysis.....	11
3	STAKEHOLDER ENGAGEMENT PLAN	16
3.1	Disclosure of Information	16
3.2	Stakeholder Consultations.....	19
3.3	Timelines.....	22
3.4	Reporting Back to Stakeholders	24
4	GRIEVANCE MECHANISM	25
4.1	Grievance Process.....	25
4.2	Recording Grievances	26
5	IMPLEMENTATION, MONITORING AND REPORTING	28
5.1	Implementation Responsibilities	28
5.2	Internal Monitoring	29
5.3	Monitoring by ISWSC/DDIS.....	30
6	ANNEX 1.....	31
	Template for Documentation of Consultations.....	31
7	ANNEX 2.....	33
	Methods for Stakeholder Engagement	33
8	ANNEX 3.....	34
	Minutes of the MRD National Consultations on Disclosure of Documents	34
9	ANNEX 4.....	38
	Minutes of Local-Level Consultations on MPWT Component.....	38

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) will support the improvement of climate resilient road accessibility in targeted provinces. The project is 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 will 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 will help 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 is expected to reduce the transport costs and road disruption risks.

Roads will be improved along the existing alignment of the carriageway and shoulders. Engineering designs will aim to avoid, and if not possible minimize, land acquisition. In cases where there would be no land acquisition, wider alignment could be considered to improve road safety and reduce congestion. Road safety will be 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, including rationale for the project, can be found in the World Bank's Project Appraisal Document (PAD).

1.2 Detailed Description of Components

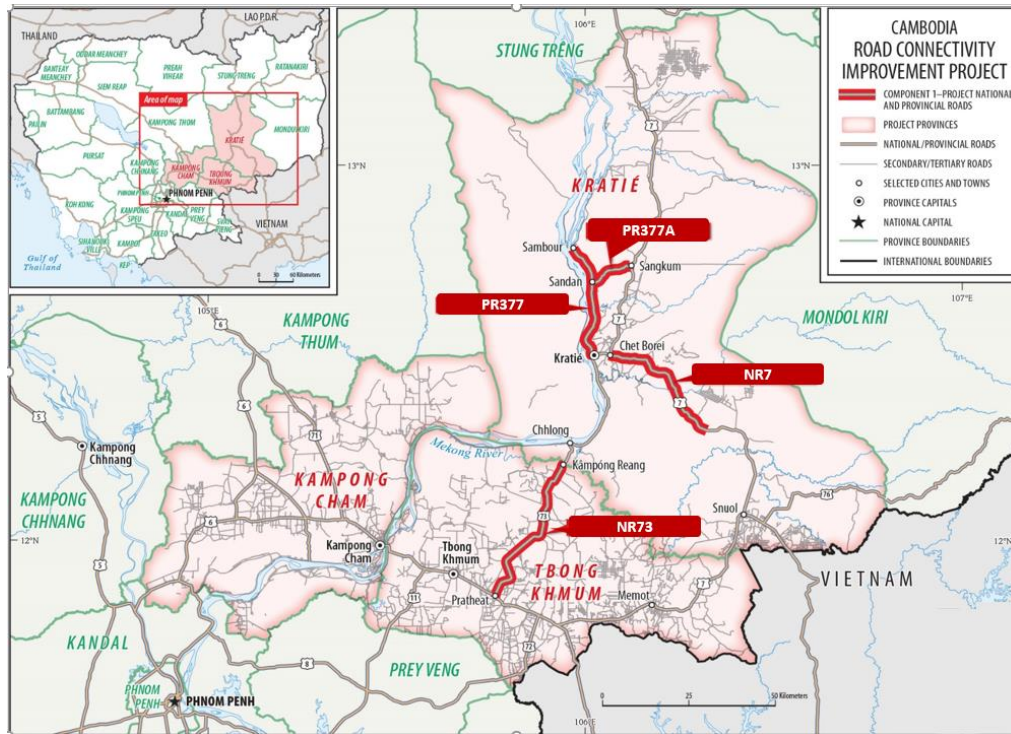
The CRCIP consists of four project components: two of which are institutional components and two of which are project investments; only the last two are relevant for this Stakeholder Engagement Plan and will be described.

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

This component will finance 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 RAMPII. The road runs mostly through open space.
- (b) **NR73 (50km)**: This road provides an important link between Kampong Cham and Kratie provinces. The road is mainly located in interurban open space.
- (c) **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	11
	PR:377a :Sandan Commune to Sangkum Commune to NR7	13.60	-
Tboung Khmum	NR73: (Preatheart) to Kampong Reang	50.00	-
Total Length		130.85	11

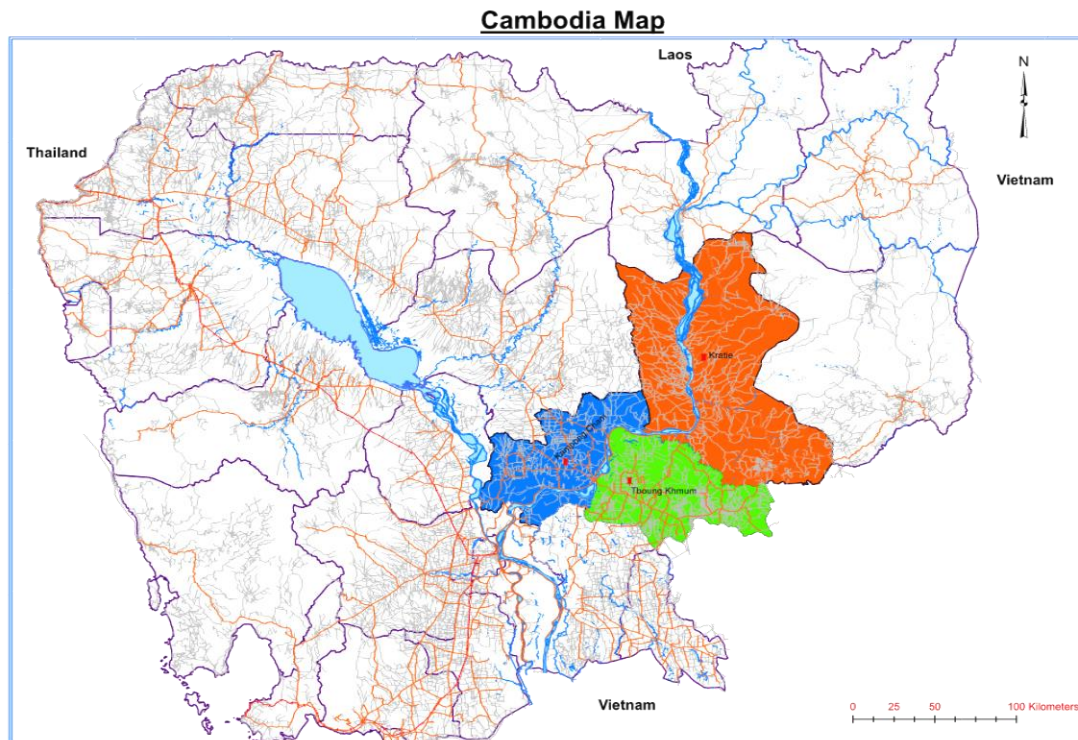
1.2.2 Component 2: Rural Roads Improvement (MRD)

This Component will be implemented by the MRD and will support improvement of prioritized rural roads in the targeted provinces and design and supervision services. It is estimated that the component will finance about 250km priority rural roads in the project area. Road improvement works will 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.

At this stage project roads for the MRD component have not been defined. Robust prioritization

approach will be applied for selection of rural roads for investment. The prioritization process will consider socio economic impacts, climate resilience needs and flood vulnerability and road accessibility including access to markets, schools and hospitals.

Figure 2: Map of MRD Network in the Project Area



Source: MRD

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 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 objectives of this stakeholder engagement plan are:

- To identify all project stakeholders including their priorities and concerns, and ensure the project has ways to incorporate these;
- Identify strategies for information sharing and communication to stakeholders, including project information on social risks and impacts, as well as consultation of stakeholders in ways that are meaningful and accessible 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 pre-civil works to civil works and 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 goes through communities, is used by many people and connects 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 in particular may be vulnerable to labour influx during construction works, 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; 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, 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

While the MRD road sections funded under this project are not defined at this stage of project preparation, a general type of stakeholder can be defined at this stage. This will have to be refined once project components are identified.

2.2.1 Affected Stakeholders

- People living or running businesses along the road;
- People or businesses impacted by 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. Given the great number of 'Interested Stakeholders', some may be grouped 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)
Affected Stakeholders			
People living or running businesses along the road, <i>special provisions for women, children and those with a disability</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 living with a disability and children.	<p>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.</p> <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>Consulted during field work at the concept stage to understand their views, expectations and concerns.</p> <p>Will be consulted in village-level consultations to introduce the project as well as to discuss and disclose the draft Environment and Social Management Plan (ESMP) including a special focus on gender issues, jobs and the Grievance Redress Mechanism (GRM).</p> <p>Will be closely informed before and during civil works so they know the timeline. May also included in trainings, such as gender and road safety.</p> <p>Women may need to be consulted individually, in particular regarding Gender Based Violence (GBV) risks.</p> <p>Project billboards.</p>

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<i>Affected Stakeholders</i>			
	To Be Determined (TBD) for MRD component	TBD but likely to be similar to what is described above.	TBD but likely to be similar to what is described above.
People or businesses impacted by involuntary land acquisition (<i>special provisions made as per RPs if vulnerable person</i>)	For MPTW components, an estimated 147 Affected Households (AHs) (to be confirmed during Detailed Design) who will have assets minimally impacted by land acquisition, in particular concrete driveways and overhanging roofs. During project preparation these AHs 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.	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 to be developed with specific information regarding land acquisition at different stages (detailed measurement, calculation of entitlements, etc.)
	If land acquisition is expected for MRD components, it will be confirmed during project detailed design.	TBC	TBC
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.	Will be consulted early on when project roads have been defined. Full information about rights and the project, including right to compensation and to refuse donation, will be 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.

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
Affected Stakeholders			
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.	To be determined during detailed design, 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.
Interested Stakeholders			
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 will be interested in case there are road closures during civil works or impacts due to noise, dust or traffic congestion. Schools will 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 unaccompanied. Women and children may be concerned about risks from workers.	Provision of updates to keep updated on project timelines and potential impacts and mitigation measures including GRM. Disclosure of the ESMP in accessible locations, such as commune offices and the MPWT website. Project billboards. Conduct road safety trainings in particularly targeted at school children and young men (since statistically they form the largest group of road accident victims).
	TBD for MRD component during project design.	TBD but likely to be similar to what is described above.	TBD but likely to be similar to what is described 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.	Business will likely be 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 as part of document disclosure. Will be closely informed before and during civil works so they know 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. Posters on aspects Code of Conduct.
Government authorities working on road rehabilitation. Special attention to include Commune	Specific government ministries and departments at the national, provincial, district and commune level responsible for road rehabilitation,	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.	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. Project billboards.

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
Affected Stakeholders			
Women's Group and MPWT and MRD Gender Group.	community consultation, land acquisition.		For MRD component also consulted as part of National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
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.	Ongoing communication, meetings and field work as needed to ensure relevant government groups are updated on timelines, objectives, mitigation measures, etc. Disclosure of ESMP and other project documents. Local consultations disclosing RP and ESMP.
			Project billboards. 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.
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.
			For MRD component also consulted as part of National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
Supply Chain	Suppliers of materials for road	Potentially low interest in the project but reasonable interest by project authorities,	Due diligence conducted by contractors to make sure goods

Group	Characteristics	Interest or Concern	Proposed Strategies (further information also in Tables 4 & 5)
<i>Affected Stakeholders</i>			
	construction, such as cement, food, safety gear, etc.	in particular MPWT and MRD, as well as donors (World Bank), to ensure good labor standards and no indentured labor and/or child labor	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 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 will 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 a number of ways to engage with stakeholders and the Project will 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 a Draft document which will be updated once consultations have taken place, incorporating minutes of meetings and relevant comments from project stakeholders. During the course of the project the SEP will be considered a living document and updated as needed.

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

- 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

- Detailed impacts, mitigation measures and project schedule: ESMP and Detailed RPs (and IPPs if relevant);
- Job opportunities;
- Trainings on gender, labor rights and health, as appropriate;
- 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	MPWT: 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)
	MRD: 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 options for voluntary donations	Local consultations. Consultations with Affected People (APs) One-on-one meetings with APs Project website	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)

	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 Trainings (on project process, GRM,	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

		gender and/or other issues as relevant)			
		Other as may be desirable by IPs			

3.2 Stakeholder Consultations

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

Some helpful criteria that should 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, it will be assessed if circumstances requiring Free, Prior and Informed Consent (FPIC) apply and/or are desirable. However, this would be determined with more 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 placed in 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 stakeholder, the most appropriate method of consultations will be chosen by the Project. 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 a good way to get insights into particular issues, such as how the project may be impacting women. Meanwhile, small group trainings – divided by gender if appropriate – are good opportunities to discuss project impacts and mitigation measures, for instance 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 on March 5, 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, may be organized during detailed design and/or 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 will 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 will 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.

On 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 draft RPs, including options for grievance redress. Additional local consultations were carried out online and over the phone, March 20-April 3, 2020 to disclose this SEP, the BRP and the draft ESMPs. Consultations were not conducted at the provinces due to the COVID-19 Pandemic. Minutes of these meetings are included in Annex 4. Local-level consultations should continue during project preparation and implementation for both MPWT and MRD components, as detailed in this SEP.

3.2.2.3 Trainings

One important way to engage stakeholders will be 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, particular 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

The project will strive to ensure that unskilled workers come from the community as much as possible, so as to minimize the influx of labor. A proposed target of 15% of female unskilled workers, assuming that women in the area show an interest in being hired, is also recommended.

Furthermore, contractors and their staff will 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 well 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
Prior to World Bank Appraisal	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 MPWT: First quarter 2020 MRD: 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 MPWT: First quarter 2020 MRD: 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	MPWT: Project provinces, first quarter 2020 onwards MRD: 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
Project Implemen- tation	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 announcement s, billboard on road safety, trainings on gender	MPWT: Ongoing fourth quarter of 2020 onwards MRD: Expected fourth quarter of 2020 onwards	Focus group discussions with women and vulnerable, including IPs if relevant. Priority in unskilled jobs.	MPWT/MRD PD/PM and ESOs, ISWSC/DDIS
	People affected by involuntary land acquisition	Detailed RPs, land acquisition impacts of the	Local consultations, house-to-	In field during detailed-design	FGD with women and vulnerable, through project baseline and	MPWT/MRD PD/PM and ESOs, GDR, ISWSC/DDIS

Project Phase	Stakeholder	Topic	Method	Location/ Frequency	Views of Women and/or Vulnerable	Responsible
		project, procedures, timing, entitlements, GRM	house consultations	MPWT: first quarter 2020 onwards MRD: Expected fourth quarter of 2020 onwards	entitlements for vulnerable group including IPs if relevant	
	People voluntarily donating land	Project benefits, rights, options to refuse, timeline	Local consultations, house-to-house consultations	MPWT: first quarter 2020 onwards MRD: 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	Conceptual Design, Prior to World Bank Appraisal	Field visits and initial discussions during the second-fourth quarter 2019. Formal local consultations took	MPWT, ESOs, consultants and GDR (for land acquisition)	Project provinces

for ESMP and RP, local consultations and disclosure and discussion on Draft RPs, SEP and ESMP (MPWT component)		place on January 16-17 2020 and online/phone March 20-April 3, 2020 (due to COVID-19).		
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 (i.e delivery of entitlements), hiring of local workers, trainings on gender, trainings for contractors and staff, etc. Delivery of IPP if applicable.	Civil Works	TBD	Contractor, ESOs, Design and Supervision Consultants, GDR (if land acquisition)	Project Provinces

3.4 Reporting Back to Stakeholders

Consultations with stakeholders will be the main mechanism to inform them of the project and to get their feedback. MPWT and MRD ESOs will be responsible for ensuring there are notes of project meetings and consultations, and incorporation of comments 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. There will be particular attention to consider and incorporate gender aspects in 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 will depend on the stakeholder itself. 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 MECHANISM

The grievance mechanism seeks to resolve concerns promptly, using an understandable process that is culturally appropriate and readily accessible at no cost. Grievances can be submitted if someone believes the Project is having a detrimental impact on the community, the environment, or on their quality of life. Stakeholders may also submit comments and suggestions.

The ESO's of MPTW and MRD will be 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.

For the interest of all parties concerned, the grievance mechanism is designed with the objective of solving disputes at the earliest possible time. A recommended timeframe for the resolution of a complaint should be sought 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.

4.1 Grievance Process

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

Grievances related to land acquisition will 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 above¹ 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 Environment and Social Officers (ESO). In cases where grievance is related to a labor dispute, the grievance may be first submitted to the contractor and/or human resource staff of the contractor directly.

¹ In the case of IPs, this may need to be adapted to an IP community leader.

- In cases where grievances cannot be resolved on the spot, the second level of complaint people will be able to file grievances directly with the ESO. People will have been informed of the ESO's contact information during consultations. The ESO will be able to record the grievance and offer a solution within 15 days, consulting with the MRD Project Manager and Director, as needed. This may include a visit to the project site by the ESO if necessary. There are no fees or charges levied for the lodgment and processing of grievances for level one or two.

In cases where grievance still cannot be resolved, or not resolved to the satisfaction of the person making the complaint, the person has the right to submit a complaint to the District or Province authorities, as desired by the complainant. The Complainant could also decide to submit to complaint directly to the Courts. The complainant will bear the cost for these steps, but will be reimbursed for their expenses by the IA if their complaint is successful.

4.2 Recording Grievances

Established and managed by the MPTW and MRD's SOE, a complaints register will be established as part of the project to record any concerns raised by any stakeholder during the implementation of this project. Any serious complaint will be advised to the World Bank within 24 hours of receiving the complaint.

A summary list of complaints received, and their disposition, along with key statistics on the number of complaints and duration taken to close out, must be reported yearly. Each record is allocated a unique number reflecting year and sequence of received complaint (for example 2019-01, 2019-02 etc.). Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy under the responsibility of the MPWT and MRD's ESO.

Grievances will be recorded in a Grievance Logs (Table 7). This information will include:

- Stakeholder name and contact details (if not anonymous);
- Details of the nature of the grievance;
- Date received, manner in which it was responded to, and
- How it was submitted, acknowledged, responded to and closed out.

Grievances can be submitted anonymously or the aggrieved person can also request their name be kept confidential. Responsibility for the Grievance Log will be with the ESO office and Project Directors/Managers in MPWT and MRD.

Table 7: Sample Grievance Log for MPWT and MRD Components

Grievance Log								
Name of Complainant (or anonymous)	Sex (M/F)	Contact info	Date Received	Details of the nature of the grievance (environmental impacts, social impacts, labor, health, etc.)	To whom was grievance submitted	Actions to resolve grievance	Date grievance was settled (and what stage)	How was the response provided?

[illegible]

5 IMPLEMENTATION, MONITORING AND REPORTING

5.1 Implementation Responsibilities

Institutional arrangements for implementation will 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 has a project team in charge, each with a Project Director in the lead, a Project Manager and Environment and Social officers (ESOs).

The Stakeholder Engagement Plan will be 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. 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, will also be the responsibility of contractors or consultants, and the ESO will oversee 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, will be 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 will strive 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 will be needed during project implementation, and this should be done 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"> • Reviews and approves monthly reports on grievance redress and stakeholder engagement • Keeps World Bank informed on the implementation of the SEP
	Project Manager	<ul style="list-style-type: none"> • Oversees ESO and the process of grievance redress and stakeholder engagement • Submits monthly reports to the Project Director
	ESO	<ul style="list-style-type: none"> • Implements stakeholder engagement activities as described in the SEP, including consultations, disclosure, trainings on gender-based violence, road safety, etc. • Coordinates with village and commune authorities and contractor on the grievance redress mechanism, following up that grievances are recorded and promptly resolved • Oversees stakeholder engagement activities being conducted by the contractor and/or DDIS/ISWSC consultants • Coordinates with other agencies involved such as GDR • Leads the process of consultation on voluntary donations (for MRD component) • Leads the process of identification of Indigenous Peoples (for MRD component)
MEF	GDR	<ul style="list-style-type: none"> • Leads consultations on land acquisition, including on the detailed measurement survey, calculation of entitlements, compensation rates, project schedule, etc.

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

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) should monitor SEP activities. Monitoring topics should 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

Template for Documentation of Consultations

Title of Consultations:	
Location and Date: [name of the village/place and date]	
Objective and agenda: [explain the objectives and agenda of the consultation]	
Participants: [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]	
Summary of the Consultation: [describe the format/style of the consultation, who facilitated it, the language used, brief summary of information presented]	

Title of Consultations:	
Questions/ Comments made and responses: [summarize the main questions asked and the responses given]	
Photos	

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

8 ANNEX 3

Minutes of the MRD National Consultations on Disclosure of Documents

« Stakeholders Consultation »

Date and Time : 05 March 2020, 9:00 to 12:00 AM
Organizer : Ministry of Rural Development
Venue : First Floor Meeting Room

TOPIC

The Meeting aimed to discuss on the Drafted environmental and Social Documents:

1. Stakeholders Engagement Plan (SEP)
2. Indigenous People Planning Framework (IPPF)
3. Resettlement Framework (RF)
4. Environmental and Social Management Framework (ESMF)

1. Opening Remarks

The Stakeholders Consultative Meeting was held presided over by Excellency Dr. Chan Darong, Secretary of State and the Project Director of CRCIP. Excellency Chair addressed the keynotes of meeting objectives as well as project overview of CRCIP included the summary of key aspects of Environmental and Social documents as such SEP, IPPF, RF and ESMF for audiences to have more ideas and inputs to share during the meeting. The meeting's objective was sharpened to collect the inclusive inputs and feedback from all relevant stakeholders that would contribute to improve the drafted ES documents to be more holistic and concrete. Subsequently, Excellency Chair invited participants for a self-introduction for getting to know each other, and then he invited Mr. Pheng Sambo, Project Manager to do the presentation on all the drafted ES documents following the previously-shared agenda. Following the presentations, the floor was opened for questions, comments, inputs and constructive feedbacks on the drafted documents.

2. Feedback from the Consultations

Who	Description / Feedbacks/Inputs
MPWT	<ul style="list-style-type: none">• Project should explain the nature and concept on how MPWT and MRD are interconnected on CRCIP• Need for Indication of MRD & MPWT are implementing in the same 03 target provinces, project duration from 2020-2027 including the improvement and maintenance applying the OPBRC approach• Indication of project outline and status of loan agreement• Education/awareness on HIV/AIDS was experienced in the long past, however this issue was treated and rather concentrate on a critical issue of traffic accident for triggering on road safety awareness
MOEYS	<ul style="list-style-type: none">• CRCIP shall consider about risk and hazard at somewhere around the school zone, urban areas and particular the In & Out of pupils and students• CRCIP shall equip any necessary traffic signs along school zone and urban areas for instance; slow down, speed bump etc.• CRCIP should considering on providing the road safety to community, school children and so on in order to mitigate such risks that may happened• Considering about noise cancellation and dust management around/along school zones during construction period is very helpful• Considering on some sensitive issues such as land ownership if people are not voluntary to donate

	<ul style="list-style-type: none"> • Considering on some public structures (box and pipe culverts) to enable connection with waste management system from schools when civil work started or existing needs to be renovated • While legal document on ROW of provincial and rural road is yet, we experienced that the projects are implemented with the spirit of mutual understanding including voluntary and involuntary donation. Some cases, school fences have been voluntarily donated to the projects as we have learned that project will extremely benefit to communities and school as we use comparative advantage approach to consider.
MOE	<ul style="list-style-type: none"> • As MRD already considered/applied bio-engineering concept, it is a part of climate resilience and it is very much essential • Considering about inclusive experienced climate consultants for a joint study to have more holistic approach and maximize risk mitigation
NGO Forum	<ul style="list-style-type: none"> • Indication/explanation of MPWT and MRD are implementing at the same time or in parallel • When roads are found, detail and specific ES plan shall be prepared to mitigate such risks • There should be an incentive such as; motivation/appreciation certificates for whom are voluntarily donated. To do so, an indication of mobilizing others considering the voluntary donation
MRD Director of Ethnic Minority Department	<ul style="list-style-type: none"> • RGC has promulgated the national policy on «Development of Indigenous People» since 2009 • Infrastructure sector: Relevant ministries, institution and local authorities at all levels and communities shall pay attention to the restoration and development of physical infrastructure in the living areas of indigenous people with aiming at responding to requirement in the interests of economy, social affair and culture and to facilitate the traffic within the areas and to various other areas • MRD experienced many projects that provided extreme benefit to rural and indigenous people
GDR	<ul style="list-style-type: none"> • GDR has closely worked with MRD to prepare the RF document in the sense of ensuring affected people will not be suffered by the project, in other word rural people will extremely benefit from the project • Ensuring that any harmful attempts will not be considered and mitigate such risks and hazard that may happen • Grievance Redress Mechanism will be established particular for involuntary donation for any required resettlement

During the consultation, the questions and comments were clearly and precisely responded/clarified/explained to audiences. The spirit of meeting was agreed with mean of shared executive summary and presentation, and MRD has shared the link <https://www.mrd.gov.kh/crcip/> to download the detailed of Drafted SEP, IPPF, RF, ESMF and ESCP as bilingual documents for their further comments or inputs if they may have, and then they can promptly send back by 5.00 PM Wednesday March 11, 2020. MRD has created a Telegram Group called «CRCIP-Stakeholders Consultative Meeting» by the given address from all participants for a mechanism of receiving and sending feedback. MRD recorded all inclusive feedback and finalized the minute of meeting and send back to all joined stakeholders in aforesaid Telegram Group in order to inform them that their comments and inputs were taken into account for CRCIP.

3. Action Point

- Participants will download the detailed ES documents from MRD website


- Participants will share their further feedback by Wednesday 11 March 2020
- MRD will conclude and finalize the minute of meeting on Thursday 12 March 2020
- MRD send back the minute of meeting to all joined stakeholders by Telegram Group on Friday 13 March 2020

4. Closing Remarks

Excellency Chair appreciated the remarkable and fruitful inputs from the joined stakeholders for a betterment of CRCIP. Excellency expressed the sincere thanks for excellent collaboration of line ministries (stakeholders) for participating in the consultative meeting that organized by MRD in the framework of CRCIP project. The participation of stakeholders for today is the indication of strong tie of sectoral organization among government agencies and NGO which committing together for a better rural Cambodia.

The Meeting was closed at 12.00 AM with fruitful and responsive results and the spirit of high optimistic to have «Cambodia Road Connectivity Improvement Project».

PARTICIPANT'S LIST












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NATION RELIGION KING



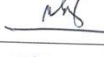





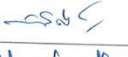






MINISTRY OF RURAL DEVELOPMENT
Road Connectivity Improvement Project

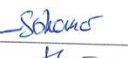




ATTENDANCE SHEET

Stakeholder Consultation Meeting

Meeting Date : 5 March 2020
Place : MRD 1st floor
Time: 9 : 00 am

No.	Name	Organization	Position	Signature	Phone Number
1	H.E Chan Darong	MRD	Secretary of State		
2	Pheng Sambo	MRD	deputy Director of DRR		092 878287
3	Ving Lydeth	MOP	deputy Director		012 508338
4	So Chanleakhena	MRD	VICE-CHIEF DRR		012766896
5	TUNNI Chandana	RRD / MRD	Deputy - RRD / MRD		012298687
6	Thou chanthha	RRD / MRD	Dep - RRD / SEO		012563161
7	Vensonmary	MRD			085242658
8	VORNG PHIRUN	MOEYS	Director of Construction Department		012900779
9	LIM Sovanna	MOEYS	Deputy Director of Construction Department		098478847

No.	Name	Organization	Position	Signature	Phone Number
10	කේ. එස්. ඩයානා	MEF/GDR	ප්‍රජාතන්ත්‍රවාදී RD1		
11	මින. හේමන්ත	MEF/GDR	ප්‍රධාන		
12	බී. ඩී. ඩයානා	MPWT/GDP	බී. ඩී. ඩයානා		012 819 006
13	සී. ඩී. ඩයානා	MPWT/GDP	සී. ඩී. ඩයානා		012 26 6326
14	ලේන් ඩයානා	NGO FORUM	ලේන් ඩයානා (ප්‍රජාතන්ත්‍රවාදී) NDF-C		081 928 606
15	මී. ඩී. ඩයානා	NGOF	මී. ඩී. ඩයානා		012 7934 89
16	මා. ඩී. ඩයානා	RRD/MRD	මා. ඩී. ඩයානා		077 997880
17	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		095 325 295
18	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		017 884 858
19	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		012 888 603
20	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		095 568 568
21	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		057 760 678
22	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		010 968 369
23	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		077 53 6363
24	මා. ඩී. ඩයානා	MRD	මා. ඩී. ඩයානා		086 20 2046

No.	Name	Organization	Position	Signature	Phone Number
25	Vutthy Sokandana	MRD	ප්‍රධාන		085 899 507
26	Tep Makatay	WRB	Env. Spec. Asst		012 94 099
27	Ouk Ekemil	MRD	ප්‍රධාන		011 88 63 43
28	No Hana	MRD	ප්‍රධාන		017 876001
29	Succs Borinsale	MRD	GIS officer		012 949 121
30					
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9 ANNEX 4

Minutes of Local-Level Consultations on MPWT Component

MINUTES ON CONSULTATIONS ON LAND ACQUISITION JANUARY 16-17, 2020

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

	Total	Location
Proposed road	4	NR73, NR7, PR377 and PR377A
Consultations	5	<ul style="list-style-type: none"> - 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	<p>Value of the proposed project and public consultation meeting. Addressed 3 main concerned points as below:</p> <ol style="list-style-type: none"> 1. The road around the central Dambe district roundabout (PK27+00) at Dambe market needs to be wider extended; 2. Suggest continue to build a drainage outlet connection to the streams due to the existing

			<p>300m U drain in the North and South of roundabout constructed by MPWT ended without drainage outlet;</p> <p>3. Suggest to fill asphalt pavement from the existing space of asphalt road to existing U drain; and</p> <p>4. Suggest to improve central roundabout of Dambe district.</p>
2:10-2:15	Introduction of the CRCIP	Mr. Uy Sambath, Head of ESO-MPWT	<ul style="list-style-type: none"> - Presentation of the CRCIP, focus on ROW and COI - The purpose of the meeting: project informing, local consultation as well as seeking feedback from the local.
2:15-2:25	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> - Inform on NR73 road design: total length, width (COI by sections) and types of pavement - Concerned about drainage outlet system - 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.
2:25-2:40	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> - WB and RGC land acquisition and compensation policies - Grievance Redress Mechanism - Special policy for affected person such as disability, poor or vulnerable individuals
2:40-3:50	Questions and Answers	Mr. So Sovan, village chief of Veal Touch, Seda commune.	<ul style="list-style-type: none"> - What is the meaning of Corridor of Impact? - Suggest to build U drain due to flooding during the rainy season
		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> <p>Do you think it will make any potential impacts for this proposed COI in your village?</p>
		Crowded Participants	<p>Question responding:</p> <p>Maybe have very few cases, they all are movable things</p>

		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 she is 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"> - Share his experience to local authority as well as local people: First of all, need to be cleared on COI demarcation by PK. - 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. - In case no affected, do we need local authorities establish a non-affected list with fingerprint certifying?
		Mr. Khuon Davith, Deputy Director, GDR-MEF	<p>Question responding:</p> <ul style="list-style-type: none"> - Public Information Booklet is providing useful related info that needs to be informed - The potential AHs/APs will be assessed by measurement survey team. - Only AHs/APs are needed to do verification by fingerprint.
		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.
		Mr. Khuon Davith, Deputy Director, GDR-MEF	<p>Suggestion responding:</p> <p>The MPWT will has directly worked with local authorities and AHs/APs.</p> <p>We will be practical conducting Detailed Measurement Survey if we found that there are any AHs/APs in place.</p>

		by Mr. Sok Sarith, governor of Dambe district	<p>Raise three concerned questions:</p> <ul style="list-style-type: none"> - 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? <p>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>
		Mr. Seang Bora, Social safeguard consultant	<p>Question responding:</p> <p>The detailed measurement will be conducted after SES</p>
		Mr. Hoc Synat, Road designer, KCI	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.
		Mr. Khuon Davith, Deputy Director, GDR- MEF	<ul style="list-style-type: none"> - Extend wider road around roundabout may be more affected to the existing households that need to be resettled, it will take much more time. - If found that there are more AHs/APs, the proposed project would be interrupted. - Please protect COI/ROW and no any involuntary resettlement will be considered after today's cutoff date. - Need to avoid any of intimidating actions from anyone or the authorities due to this is a misbehavior could make project interruption. - Close with asking participants' feedback and confirming to understand the PIB
		All participants	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.
3:50-4:00	Close	by Mr. Sok Sarith, governor of Dambe district	<p>Encourage all target local authorities and people for cooperation in order to move faster proceeding of a project implementing.</p> <p>Thanks and wishes,</p>

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



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	<ul style="list-style-type: none"> - Welcome and team introducing - The purpose of the meeting - ROW and COI
4:25-4:30	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> - 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"> - WB and RGC land acquisition and compensation policies - Informing and explaining the cutoff date

4:40-4:42	Questions	Mr. Sles Elyes, 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	Cutoff date reminding and explaining 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.
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



Pre-meeting: COI and potential affected shops observation by local authority and team.



Welcome and team introducing



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

	<p>Khmer Islamic women participants, discussion on the potential AHs/APs in COI and voluntary donation possibility.</p>
	<p>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.</p>
	<p>Closed meeting with thanks and wishes.</p>

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	<ul style="list-style-type: none"> - Welcome and team introducing - The purpose of the meeting
8:35-8:40	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> - Total proposed road length and width (COI) included bridges - Construction designing
8:40-8:45	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> - Source of financing - WB and RGC land acquisition and compensation policies and process - Noted that land in ROW is not an asset for compensation policy. - Asset donation based on voluntary not by intimidating or urging - Detail Measurement Survey will identify the potential AHs/APs, - PIB is a useful information document need to understand. It will be reserved at the commune and district hall.
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"> - 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. - Be aware and inform to the public no more construction activities located in the proposed COI.

8:48-9:00	Questions and Answers	Ms. Peang Khirit, Chatnoul villager	Totally agree with PIB, but please suggest to control dust pollution during construction.
		Mr. May Thearith, seller at Sandan market	Suggestion: 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.
		Mr. Khuon Davith, Deputy Director, GDR-MEF	Question responding: We will have Detail Measurement Survey. So, we can find out the households will be affected due to their encroachment.
		Ms. Heng Sochea, Sandan villager	Suggestion: 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.
		Mr. Hoc Synat, Road designer, KCI	Suggestion responding: 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.
		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

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



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	- Welcome and appreciate the participation of the meeting - Value the proposed project
9:37-9:38	Introduction of the	Mr. Uy Sambath, Head of ESO-MPWT	- Welcome and team introducing - The purpose of the meeting

	meeting agenda		
9:38-9:40	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> - Total proposed road length and width (COI) included bridges - Construction designing and technical monitoring
9:40-9:45	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> - WB and RGC land acquisition and compensation policies and procedure - ROW/COI and potential of AHs/APs - Noted that the project could be starting early based on the faster of participatory documentation proceeding. - Cutoff date informing and explaining - Ask participants express their willingness for their participation and cooperation.
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"> - Voluntary donation without intimidating or urging - Long compensation proceeding
9:47-10:15	Questions and Answer	Ms. Sok Leang, Kbal Chour villager	<ul style="list-style-type: none"> - Villagers as well as local authorities are concerned on the river bank collapsed sections - Most of the villagers are not clear about COI
		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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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

	<p>Open speech by Mr. Eav Narong, deputy governor of Chet Borey district</p>
	<p>Welcome and team introducing by Mr. Uy Sambath, Head of ESO-MPWT</p>



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.

	<p>A village chief took some more PIB for public informing.</p>
	<p>Deputy district governor and team visited few of potential affected assets in road PR733's COI.</p>

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
1:30-1:32	Open speech	Mr. Top Hon, commune chief of Kon Tuot commune	<ul style="list-style-type: none"> - Welcome and appreciate the participation of the meeting - Useful proposed project information needs for local authorities as well as communities
1:32-1:37	Introduction of the meeting agenda	Mr. Uy Sambath, Head of ESO-MPWT	<ul style="list-style-type: none"> - Welcome and team introducing - The purpose of the meeting
1:37-1:45	Introduction of Road construction Designing	Mr. Hoc Synat, Road designer, KCI	<ul style="list-style-type: none"> - Total proposed road length and width (COI) - Construction designing
1:45-1:47	Principle of land acquisition and compensation	Mr. Khuon Davith, Deputy Director, GDR-MEF	<ul style="list-style-type: none"> - Financing source of the proposed project - WB and RGC land acquisition and compensation policies and procedure - Noted that the project could be starting early based on the faster of participatory documentation proceeding. - Cutoff date informing and explaining, the satellite images were recorded for comparing the ground true.
1:47-2:25	Questions and Answer	Mr. Nay Sony, Angkrong 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"> - Noted on value opportunity to obtain new road improvement project. Suggest local people to support and cooperate the project. - Thanks for participations and willingness of cooperation <p>Key message:</p> <ul style="list-style-type: none"> - Inform the others - No anymore structure in proposed COI from today cutoff date.

Photograph of consultation meeting activities

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

	<p>Pre meeting preparation at Kon Tuot commune hall</p>
	<p>Open speech by Mr. Top Hon, commune chief of Kon Tuot commune</p>

	<p>Welcome and team introducing by Mr. Uy Sambath, Head of ESO-MPWT</p>
	<p>Acquisition and compensation policy by Mr. Khuon Davith, Deputy Director, GDR-MEF</p>
	<p>Introduction of Road construction Designing by Mr. Hoc Synat, Road designer, KCI</p>



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.

MINUTES ON DISCLOSURE ESMP, SEP AND BRP, MARCH 20-APRIL 3, 2020

Stakeholders Consultation Cambodia Road Connectivity Improvement Project MPWT Component March 20 – April 3, 2020

BACKGROUND

Consultations to share, discuss and get feedback from stakeholders on the environment and social instruments prepared for the CRCIP MPWT Component, were planned to take place during the second week of March 2020. However, due to the COVID-19 Pandemic, public authorities in Kratie and Tboubg Khmum province understandably did not allow any consultations to take place, even in small groups. In the future, once travel and other restrictions are lifted, consultations with stakeholders will continue as detailed in the project's Stakeholder Engagement Plan. In the meantime, a revised consultations approach was developed by MPWT to be able to disclose the project and E&S documents.

REVISED CONSULTATION APPROACH

Due to the COVID-19 Pandemic, MPWT moved to conduct consultations online, via Facebook and phone calls, posting and sharing all documents, summarizing the main points to stakeholders on the phone (200 people total), sending links of the translated documents, and gathering feedback via Facebook, email or phone. Consultations were led by the MPWT Environment and Social Officers (ESO). During the consultations, MPWT disclosed:

- Stakeholder Engagement Plan (SEP), including Executive Summary in Khmer;
- Basic Resettlement Plan (BRP), including Executive Summary in Khmer;
- Environment and Social Commitment Plan (ESCP), including summary in Khmer;
- Environment and Social Management Plans (ESMP), one each for NR 7, NR 73 and PR 377/377a, including Executive Summaries of each in Khmer;
- Grievance Redress Mechanism (GRM) translated in Khmer, and
- Table 10 of each ESMP, which details the expected environment and social impact and mitigation measures, translated in Khmer.

All these documents were posted online² in the MPWT website at <http://rcip.mpwt.gov.kh/safeguards/> as well as on the MPWT Facebook page³ <https://www.facebook.com/mpwt.gov.kh/> which is followed by over one million people. Stakeholders who were called were sent links of these documents. Following the end of the consultation period on 3rd April, these Minutes were posted online in website mentioned above, and this was announced on Facebook.

² Additionally, documents were going to be available at the Commune office but this was not possible to do the COVID-19 Pandemic. However, once travel and other restrictions are lifted, translated documents will be available at relevant commune offices in Kratie and Tboubg Khmum provinces.

³ See Annex 1 for a summary of comments received via Facebook



MPWT Facebook site is followed by 1,234,420 people

- Home
- Project Document
- Good Governance
- Procurement and Opportunities
- Safeguards
- Project Implementation Organization
- Project Scope and Financing Plan
- Project Progress Report
- Project Contacts

Safeguards

- 1/- BASIC RESETTLEMENT PLAN (BRP) –March, 2020:
[Download in English Version](#) [Download in Khmer Version](#)
- 2/- STAKEHOLDER ENGAGEMENT PLAN –March, 2020:
[Download in English Version](#) [Download in Khmer Version](#)
- 3/- ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN (ESCP) –March, 2020:
[Download in English Version](#) [Download in Khmer Version](#)
- 4/- ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESMP) –March, 2020: NR 7 PK300+00-331+25
[Download in English Version](#) [Download in Khmer Version](#)
- 5/- ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN(ESMP) –March, 2020: NR 73 PK 0+000 – 49+850
[Download in English Version](#) [Download in Khmer Version](#)
- 6/- ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN(ESMP) –March, 2020: PR 377 PK 00+500 – 36+000 & PR 377a PK 0+000 – 13+670
[Download in English Version](#) [Download in Khmer Version](#)
- 7/- យន្តការដោះស្រាយបណ្តឹង (GRM) [Download](#)
- 8/- តារាង ផែនការគ្រប់គ្រងបរិស្ថាន និងសង្គមសម្រាប់ផ្លូវជាតិលេខ៧ [Download](#)
- 9/- តារាង ផែនការគ្រប់គ្រងបរិស្ថាន និងសង្គមសម្រាប់ផ្លូវជាតិលេខ៧៣ [Download](#)
- 10/- តារាង ផែនការគ្រប់គ្រងបរិស្ថាន និងសង្គមសម្រាប់ផ្លូវលេខ ៣៧៧ និង ៣៧៧A [Download](#)
- 11/- វិធានការប្រតិបត្តិការដោយប្រជាជនតាមប្រព័ន្ធខ្នែងស្បែក [Download](#)

ប្រសិនបើលោកអ្នក ចង់បញ្ចេញមតិយោបល់អំពីគម្រោង សូមមេត្តាទំនាក់ទំនងមកកាន់ក្រុមការងាររបស់យើង ដូចមានបង្ហាញក្នុងតារាងខាងក្រោម ឲ្យបានមុនថ្ងៃទី ០៣ ខែមេសា ឆ្នាំ ២០២០

If you want to share your opinions/ feedback, Please kindly contact to our team before 03 April 2020.

Documents were posted on the MPWT website since March 10, 2020 <http://rcip.mpwt.gov.kh/safeguards/>

If you want to share your opinions/ feedback, Please kindly contact to our team before 03 April 2020.

បញ្ជីឈ្មោះមន្ត្រីសម្រាប់ទំនាក់ទំនងជាមួយមហាជន និងសាមីន្ទៀង

NAME LIST OF OUR PROJECT TEAM

No/ចំនួន	Name/ ឈ្មោះ	Position/ តំណែង	Phone/ លេខទូរស័ព្ទ	Email
1	H.E. Pheng Sovcheano ជ.ន ផែង សុវិជ្ជាធន	Secretary of State/ Project director រដ្ឋមន្ត្រីក្រសួងសាធារណការ	012 900 760	psovcheano@online.com.kh
2	Mr.Kang Phirith លោក កង ភិរិថ	ប្រធានប្រតិបត្តិគម្រោង Project Manager	012 850 197	kangphirith@yahoo.com
3	Mr. Sok Sam An លោក សុខ សំអុន	ប្រធានប្រតិបត្តិគម្រោង Project Manager	012 777 470	samanratanak@gmail.com
4	Mr. Nong Sombathvathna លោក នង សម្បត្តិវណ្ណ	Admin Office ប្រធានរដ្ឋបាលគម្រោង	092 991 923	nsambathvathna@yahoo.com
5	Mr. Prok Novida លោក ប្រុក ណូវីដា	SDO/DOP Director ប្រធាននាយកដ្ឋានផែនការ និងមធ្យោបាយស្ថានភាព និងសង្គម	012 546 618	mpwtproknovida@yahoo.com
6	Mr. Uy Sombath លោក ឌុយ សម្បត្តិ	ប្រធានការិយាល័យ បរិស្ថាន និងសង្គម Chief SEO	015 276 271	uysombath@yahoo.com
7	Mr. Hoy Sereivathanak Reasey លោក ហ៊ុយ សេរីវត្តនាគ	Social Safeguard Consultant ជំរឿករ ផ្នែកសង្គម	012 338 044	reaseyhoy@gmail.com
8	Mr. Kong Sopheak លោក កង សុភក្តិ	Social Safeguard Consultant ជំរឿករ ផ្នែកបរិស្ថាន	017 477 930	kongsopheak54@gmail.com
9	Ms. Dorn Dalin កញ្ញា ដន ដាលីន	Environmental Staff មន្ត្រីផ្នែកបរិស្ថាន គម្រោង	017 505 063	doundalin1200@gmail.com
10	Ms. Vorn Sokmech កញ្ញា វន សុខម៉េច	Social Safeguard Staff មន្ត្រី ផ្នែកសង្គម គម្រោង	085 666 791	vornmekmech@gmail.com
11	Ms. Kong Sophanmy កញ្ញា កង សុផាន់មី	Admin Assistants ជំនួយការរដ្ឋបាល	095 692 695	kungsophanmy@gmail.com

MPWT provided contact information of 11 staff who could be called or emailed with questions, as well as through Facebook.



ក្រសួងសាធារណការ និងដឹកជញ្ជូន Ministry of Public Works and Transport - MPWT

March 27 at 12:08 PM · 🌐

ផ្លូវជាតិលេខ៧ លេខ៧៣ លេខ៧៧ និង៧៧A ស្ថិតក្នុងខេត្តត្បូងឃ្មុំ និងខេត្តក្រចេះ នឹងត្រូវបានកែលម្អលើកគុណភាពឱ្យប្រសើរឡើងវិញ

ក្រសួងសាធារណការ និងដឹកជញ្ជូន នឹងធ្វើការកែលម្អឡើងវិញនូវផ្លូវជាតិលេខ ៧ (គ.ម ៣០០ ដល់ ៣៣១+២៥០) ផ្លូវជាតិលេខ ៧៣(គ.ម ០០ ដល់ ៥០+០០០) ផ្លូវជាតិលេខ ៧៧(គ.មលេខ ០០+៥០០ ដល់ ៣៦+០០០) និង ៧៧A(គ.មលេខ ០០+០០០ ដល់ ១៣+៦០០) ស្ថិតក្នុងខេត្តត្បូងឃ្មុំ និងខេត្តក្រចេះ ដើម្បីកែលម្អលើកគុណភាពឱ្យប្រសើរឡើងវិញ។... See More



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Project background and documents were posted on MPWT Facebook page on March 27, 2020

CONSULTATIONS ON NR 7 COMPONENT

A total of fifty (50) people, 29 males and 21 females, were called by the MPWT ESO the week of March 23. During the phone call, the ESO officer introduced the project – which is already reasonably well known by communities, given consultations on the BRP in January 2020, as well as regular field visits by the MPWT since early 2019 – and the purpose of the call: to provide information as to the E&S documents prepared for the NR7 component (BRP, SEP, ESCP, ESMP), including discussing the expected E&S impacts and mitigation measures and grievance redress mechanism, and seek stakeholder's feedback. Call participants were also sent links to where they could find information online, including in Khmer language. Their feedback was sought over the phone, or they were informed they could call back MPWT and/or submit comments via email or via Facebook.

Participants of the NR 7 Component were particularly familiar with the project, since other sections of NR 7 were rehabilitated through the WB-financed Road Asset Management Project II (RAMP II). Participants were supportive of the project as they would like to see their road section rehabilitated, which is the final portion of NR 7. Participants had comments/questions relating to dust management, traffic management, asked for traffic signals and for lighting at night to be installed during construction, and asked the project to start construction as soon as possible. This recommendation has been included in the ESMP.

Name of Participant NR7	Sex	Age
ដួន ចាន់ឡើង	Female	34
ឡាក់ សុយាក់	Male	35
គុប ហន	Male	62
ស៊ីម ចាន់ឌីម	Female	32
ឈួន វ៉ាត	Female	36
អ៊ិន សុផាន	Female	33
អ៊ុង គឹមឡេង	Female	42
នៃ សុវណ្ណធី	Female	38
ផ្លក ជាង	Female	50
ម៉ាវីចាន់ធី	Female	47
ទិន សុខទីម	Male	28
គុប ហួត	Male	56
ទេស ឆុន	Male	62
ឆេន ឡឹក	Male	50
ឈាន ឈុន	Male	63
នៃ សូធី	Female	24

សន រិន	Male	33
ចែម ប៊ុនរិន	Male	70
លី លីម	Male	67
ម៉ាន់ សុខឃី	Female	44
ណា ស៊ីលួន	Male	40
សយ ស្រីផា	Female	46
សយ ស្រីទួច	Female	30
កាក់ សាមុត	Male	28
ណាំ ស្រីដែន	Female	22
ហួត គុយហេង	Male	77
ហ៊ាន ប្រុស	Male	37
ជិន យុង	Female	40
កាន អិន	Female	60
គុប ស៊ីថាន	Female	39
ណាម ណែ	Male	48
ស្លះ អាស់	Female	45
ឡា ហ្សូ	Male	55
កឹម បុរាម	Male	47
អៀម អួន	Female	35
សៀង សុភាព	Female	31
ឆិន ចន	Male	43
ផាង រ៉ា	Male	51
ដេក សុខន	Female	50
ប៉ែន ឌី	Male	42
សឹង សេង	Male	44
អិន អន	Male	29
សេង ចិន្តា	Male	56
គឿន គាន	Male	60

ថៃ ថាវៈ	Male	40
សុំ សារី	Female	42
កុប ម៉ាន	Male	42
ចាប សំជាន	Male	35
ទីម ទីណា	Male	37
យ៉ែម ឃឿន	Male	48

CONSULTATIONS ON NR 73 COMPONENT

A total of thirty-three (33) people, 18 males and 15 females, were called by the MPWT ESO the week of March 23. During the phone call, the ESO officer introduced the project – which is already reasonably well known by communities, given consultations on the BRP in January 2020, as well as regular field visits by the MPWT since mid 2019 – and the purpose of the call: to provide information as to the E&S documents prepared for the NR73 component (BRP, SEP, ESCP, ESMP), including discussing the expected E&S impacts and mitigation measures and grievance redress mechanism, and seek stakeholder's feedback. Call participants were also sent links to where they could find information online, including in Khmer language. Their feedback was sought over the phone, or they were informed they could call back MPWT and/or submit comments via email or via Facebook.

Participants were supportive of the project as they would like to see their road section rehabilitated, and asked for construction to begin as soon as possible. Participants had comments/questions mainly relating to dust management and traffic management, and asked for traffic signals and for lighting at night to be installed during construction. This recommendation has been included in the ESMP.

Name of Participant NR73	Sex	Age
សេត រស្មី	Male	40
ញ៉ូ អំម៉ុ	Female	35
អ៊ុក ចង្វិ	Male	58
សា អ៊ុ	Female	51
ម៉ាត កែ	Female	23
លី ព្រហ្មីម	Male	36
ស្តេង មាត	Male	55
សាន់ មាត់	Male	34
សុះ ម៉ាតសារី	Male	30
សឹម ម៉ាលី	Female	48
ណុះ សាណាស់	Female	54

គ្រី អាម៉ុន	Male	33
ស៊ីម វណ្ណដា	Male	40
ទ្រី ហែយ	Male	45
ទ្រី ប៉ុនខេង	Male	46
យ៉ា សភាស	Female	45
ប្រឹក អែស៊ី	Female	44
ម៉ៅ តហៀក	Male	35
ចុង ចាន់នី	Female	38
ស៊ាគី កវិអៈ	Female	37
ស្លែ អិលយ៉េស	Male	38
អាន វិន	Female	59
សែ សាន់ឌីន	Female	30
មាស មី	Female	48
ជុំ ឆាងវី	Male	47
ខែ ខេម៉ា	Male	60
ស្រី សុភ័ន់	Female	53
ហេង សម្បត្តិ	Male	61
យឹម ចាន់	Female	42
ឆឿន ស្រណន	Male	45
ឆែម ឆវី	Male	44
អម រ៉ា	Female	44
ចឹង ចារិន	Male	46

CONSULTATIONS ON PR 377/377a COMPONENT

A total of one hundred and seventeen (117) people, were called by the MPWT ESO the week of March 23 to consult on the PR 377 and PR 377a components. Eighty-two (82) of these were from the 377 component, 47 males and 35 females, and thirty-five (35) were from PR 377a, 24 males and 11 females. During the phone call, the ESO officer introduced the project – which is already reasonably well known by communities, given consultations on the BRP in January 2020, as well as regular field visits by the MPWT since early 2019 – and the purpose of the call: to provide information as to the E&S documents prepared for the PR 377/377a components (BRP, SEP, ESCP, ESMP), including discussing the expected E&S impacts and mitigation measures and grievance redress mechanism, and seek stakeholder's

feedback. Call participants were also sent links to where they could find information online, including in Khmer language. Their feedback was sought over the phone, or they were informed they could call back MPWT and/or submit comments via email or via Facebook.

Participants were supportive and happy with the project and said they would like to see their road section rehabilitated and for construction to begin as soon as possible. Nearly all participants had comments/questions mainly relating to dust management, which they believed was an important issue, in particular since in these road sections people live so close to the road (especially PR 377). They also had questions and comments relating to traffic management, and asked for traffic signals and for lighting at night to be installed during construction. This recommendation has been included in the ESMP.

Name of Participant PR377	Sex	Age
អ៊ុំ ណារ៉ុង	Male	50
នូ សុវណ្ណា	Male	43
ទុយ សុវណ្ណា	Male	56
ឈាន ជាន់ណា	Female	32
សែម សុខនី	Female	20
ស្រី ល្វា	Female	42
យួន សេរី	Male	58
ញឹក ធាវិន	Male	48
ទឹក យ៉ក	Male	32
នុត សុខអូន	Female	52
អ៊ុន មឿន	Male	29
សេង កុសល	Male	39
មែន វាសនា	Male	40
ណឹក សុខឿន	Male	52
យុត គឹមហ្លឹង	Male	38
ឡោ អ៊ុនតាក់	Male	29
អ៊ូ វ៉ាន់	Male	44
ហម វ៉ា	Male	48
សាំ ធុល	Male	30
ឈ្មោង មណ្ឌិកា	Female	46

ហឹង សុខណាង	Female	53
ស្រី រាប	Female	48
ស្រី ប៉ាង	Female	50
ឡាក់ លី	Female	40
ស៊ឹម ទាង	Male	60
សុំ កុសល	Male	52
ព្រាប វី	Male	35
សំ ឆេងឡាង	Male	29
ថាង ហាកា	Female	56
កាក់ សុខអឿន	Female	45
គប ល្អា	Female	43
សូ ពៅ	Male	43
ជា សំបួរ	Female	50
ហម ខៀន	Male	36
បន ខុន	Male	38
ជា ចេន	Male	41
ឈន សង់	Female	40
សួន សាវុទ្ធី	Female	37
កែម យ៉ាន	Male	38
ណាត សុខុម	Male	42
អឹង វ៉ានជាលី	Male	47
ឡោ សុខស្រស់	Female	40
ខឹម សុផា	Male	48
សៅ បាន់ណា	Male	30
សន រឹម	Female	60
ណាក គឹមស្រីន	Female	55
ភួន វ៉ាន	Female	54
ភូ វ៉ន	Female	52



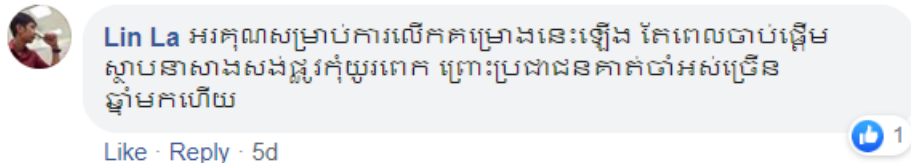

សុក សុខឃ្លីន	Female	49
លី ឆាយ	Female	50
សំ សាម៉ាឌី	Male	40
ខៀវ សារីន	Male	59
ឆឹង ឆាង	Female	47
ស្ពាន់ វី	Female	30
ខៀវ វិទ្យា	Female	29
អ៊ឹម ចាន់ណា	Male	40
ទាង លីវនី	Male	42
ខឹម សុផិ	Female	50
ហាម សាលី	Male	30
ឆេង ពិសិដ្ឋ	Male	49
សុំ សុវណ្ណវិទ្យា	Female	58
ជី ទីតា	Female	40
សែន សំបូរ	Female	45
អែម ផល្លា	Male	59
លឹម ជាន់នី	Male	60
ជឿន នីមល	Female	30
ហៃ មករា	Male	38
ខៀប ស្រីលក្ខណ៍	Female	32
ខាន់ សិលា	Male	40
សែម សុផល	Male	48
ឡឹក សុភ័ក្ត្រ	Male	44
ដូត ចំរ៉ាក់	Male	49
ខែម ខាន់	Male	47
សាន់ សាន	Male	39
ហួយ ហួរ	Female	30
ឆាយ វីនៃ	Female	30





អ៊ុំ ស៊ីយ៉ាន	Male	62
ស៊ីង ស៊ីម៉ឺន	Female	65
ទាន់ ស្រីឡាង	Female	43
គួច សុខុន	Male	52
ម៉ាន លាន	Male	51
ស្វាយ ឡាន	Male	50

Name of Participant PR377a	Sex	Age
ក្នុង យ៉ែន	Male	41
ទួន ស៊ា	Male	62
យុត ថ័ន្ធរឿន	Male	41
នៅ ប្លង់ជិន	Male	68
សោម បានរស្មី	Male	30
វេង សារូ	Male	39
ស៊ឹម អឿន	Male	34
ផាន ម៉ារ៉ា	Male	44
ភឿន ភា	Male	50
ឃ្លឹម សៅ	Male	46
ពៅ វ៉ែន	Female	57
ម៉ត់ ម៉ុន	Female	28
ច្រឹង យ៉ាក់	Female	35
សេក ជា	Male	40
នួន សារឿន	Male	40
ជន ឆឿន	Male	55
មិន គឹមហ៊ាង	Male	48
រស់ សាស់	Female	37
ទុន ហុកនា	Female	38






ជា សុមាធិ	Male	37
ព្រំ ធឿន	Female	41
អឿន នីម	Male	51
សែម សាល	Female	40
ថោង ថន	Female	50
វ៉ាន់ មុន្នី	Female	30
សាន់ ម៉ាលី	Male	48
ញីល ញីប	Male	44
នួន នី	Female	42
ដួង កុសល	Female	42
មែន មឿន	Male	48
ហង្ស វិចិត្រ	Male	49
សាន គឹមហេង	Male	47
ហុង ដានូ	Male	39
គឹម តារា	Male	38
ឃើង ឆាយ	Male	40


Annex – Comments received via Facebook

No.	Comments	Response	Screenshot
1	When start working?	The MPWT will start the improvement works from June 2021	 
2	Thank for proposing this project. However, please do not delay the starting of construction work because people are waiting this project long time ago	Thank for your opinions.	 

3	"Love" Sticker	Thanks	<div data-bbox="1016 213 1330 277">  Chan Saroun ... </div> <div data-bbox="1093 287 1254 414">  </div> <div data-bbox="1106 437 1290 462"> Like · Reply · 5d </div> <div data-bbox="1115 491 1926 644"> <div data-bbox="1115 491 1164 542">  </div> <div data-bbox="1182 491 1926 644"> <div data-bbox="1182 491 1290 517">Author</div> <div data-bbox="1182 529 1877 593"> ក្រសួងសាធារណការ និងដឹកជញ្ជូន Ministry of Public Works and Transport - MPWT  Chan Saroun សូមអរគុណ </div> <div data-bbox="1182 612 1366 644"> Like · Reply · 5d </div> </div> </div>
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5	The road condition from Stueng Treng to Trapeang Kreal International Border is extremely bad	Thank you. For this improvement project we focus on specific sections of NR 7 (PK300-331), NR 73 (PK0-50), PR 377 (PK0.5-36) and PR 377a (PK 0-13.6). For more information see http://rcip.mpwt.gov.kh/safeguards/	<div data-bbox="1014 228 1081 292"></div> <div data-bbox="1115 244 1865 308">Thorn Veasna ស្ទឹងត្រែងទៅត្រពាំងគ្រៀលច្រកអន្តរជាតិ ផ្លូវដូចរន្ទះបាញ់ 🙌🙌</div> <div data-bbox="1115 331 1294 355">Like · Reply · 5d</div> <div data-bbox="1854 316 1921 347"> 2</div>
6	If possible, the construction work should prioritize the project road from Preap Sar Roundabout to Sambour District (PR377) because this road condition is very bad and has lots of old bridges. Thanks	Thanks. The first bridge starting from Preap Sar Roundabout is under construction, funded by Vietnam. For this project, the MPWT is proposing funding support from the World Bank and will continue the bridge construction from bridge #1.	<div data-bbox="1014 459 1081 523"></div> <div data-bbox="1115 475 1865 571">Ly Vutha បើសិនជាអាច គួរបាច់ឆ្អើមសាងសង់ផ្លូវពីរង្វង់មូលព្រាបសទៅកាន់ទីរួមស្រុកសំបួរ(ផ្លូវខេត្តលេខ៣៧៧) មុនគេ ព្រោះផ្លូវមានកាល់បាក់ជាងគេ និងមានស្ពានចាស់ទ្រុឌទ្រោមច្រើនកន្លែង អរគុណ!</div> <div data-bbox="1115 595 1294 619">Like · Reply · 5d</div> <div data-bbox="1854 579 1921 611"> 1</div> <div data-bbox="1115 651 1160 699"></div> <div data-bbox="1182 651 1921 938"> <p>Author</p> <p>ក្រសួងសាធារណការ និងដឹកជញ្ជូន Ministry of Public Works and Transport - MPWT Ly Vutha អរគុណសម្រាប់សំណួរ ។ ស្ពានទី 1 ចាប់ពីរង្វង់មូលព្រាបស ដែលទ្រុឌទ្រោមឆ្នាំងនេះ គឺប្រើប្រាស់ថវិកាជំនួយសហប្រតិបត្តិការ របស់ខេត្ត បីញ្ញឃើង នៃសាធារណរដ្ឋសង្គមនិយមវៀតណាម ហើយកំពុងដំណើរការសាងសង់។ ចំពោះគម្រោងដែលក្រសួងសាធារណការ និងដឹកជញ្ជូន ធ្វើសុំឱ្យហិរញ្ញប្បទានពីធនាគារពិភពលោក គឺធ្វើបន្តពីគម្រោងស្ពានទី 1 ខាងលើនេះ ។</p> </div> <div data-bbox="1182 962 1462 986">Like · Reply · 5d · Edited</div> <div data-bbox="1854 946 1921 978"> 1</div>

7	I would like to request to the MPWT to study the improvement road from Sambour District to Stueng Treng Province or connected to NR7. This will attract more tourism since they will not spend lots of time in tour.	Thanks for your opinion.	 <p>Vida Pura ខ្ញុំចង់ឱ្យក្រសួងសិក្សាផ្លូវចេញពីស្រុកសម្បូរឆ្ពោះទៅស្ទឹងត្រែង ឬកាត់ចូលផ្លូវជាតិលេខ7បណ្តោយ កុំឱ្យពិបាកក្រឡប់ក្រោយបន្ទាប់ពីទៅលេងវត្តសសរមួយរយ។ ធ្វើបែបនេះធ្វើឱ្យភៀវទៅលេង ហើយមិនបាច់បកក្រោយមកវិញ។ ពេលខ្លះដោយសារអត់មានផ្លូវឆ្ពោះត្រង់ចិត្តចង់ទៅលេងក៏គេខ្ចីលទៅដែរ ព្រោះគេចង់ទៅតែមួយភ្លែត កុំឱ្យខាតពេលមិនបាច់ទៅបណ្តោយ។</p> <p>Like · Reply · 5d 1</p> <p> Author ក្រសួងសាធារណការ និងដឹកជញ្ជូន Ministry of Public Works and Transport - MPWT ✓ Vida Pura អរគុណចំពោះមតិយោបល់</p> <p>Like · Reply · 5d 1</p>
8	How about the road in Krouch Chmar District? When will MPWT start the improvement work? The road width is only 4.5	Thank you! For this improvement project we focus on specific sections of NR 7 (PK300-331), NR 73 (PK0-50), PR 377 (PK0.5-36) and PR 377a (PK 0-13.6) only.	 <p>Siit Sád ចុះផ្លូវនៅស្រុកក្រូចឆ្មារកែលំអរអត់ផ្លូវនៅភូមិខ្ព័រទទឹងតែ4.5ម៉ែតទេ</p> <p>Like · Reply · 5d</p>
9	Why not do the improvement work from Chhloung District to Kratie town because this road section are always flooded, which cause difficulty in traveling and water born-disease to children	Thank you. For this improvement project we focus on specific sections of NR 7 (PK300-331), NR 73 (PK0-50), PR 377 (PK0.5-36) and PR 377a (PK 0-13.6). For more information see http://rcip.mpwt.gov.kh/safeguards/	 <p>Chhat Chamnan ហេតុអ្វីមិនកែលំអររហូតដល់ទីរួមខេត្តក្រចេះទៅដោយពីឆ្លង ទៅក្រចេះនៅរដូវទឹកឡើងម្តងៗលិចផ្លូវកន្លែងខ្លះត្រូវបិទចរាចរណ៍មិនអាចអោយធ្វើដំណើរបានមានការលំបាកយ៉ាងខ្លាំងជាពិសេសពេលភ្លៀងឈ្នះ</p> <p>Like · Reply · 5d</p>
10	So when the MPWT start the improvement work from Chhloung District to Kratie town	Thank you. For this improvement project we focus on specific sections of NR 7 (PK300-331), NR 73 (PK0-50), PR 377 (PK0.5-36) and PR 377a (PK 0-	 <p>Sari Aly ចុះនៅពីឆ្លងទៅក្រចេះឆ្នាំណាបានជួសជុលពិបាកដំណាស់</p> <p>Like · Reply · 5d</p>

		13.6). For more information see http://rcip.mpwt.gov.kh/safeguards/	
11	I would suggest the MPWT to change all roads in Cambodia to AC	Thank you. For this improvement project we focus on specific sections of NR 7 (PK300-331), NR 73 (PK0-50), PR 377 (PK0.5-36) and PR 377a (PK 0-13.6). For more information see http://rcip.mpwt.gov.kh/safeguards/	 <p>សំណាង សាបុន ខ្ញុំចង់អោយក្រសួងប្តូរពីផ្លូវគ្រួសក្រហមទៅជាផ្លូវកៅស៊ូទាំងអស់ទូទាំងប្រទេសកម្ពុជាតើអាចទេ?</p> <p>Like · Reply · 4d</p>