

KINGDOM OF CAMBODIA

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MINISTRY OF RURAL DEVELOPMENT



Cambodia Southeast Asia Disaster Risk Management 2 Project (KH-SEADRM2)

STAKEHOLDER ENGAGEMENT PLAN

Version 3

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Prepared by the Ministry of Rural Development with the assistance of consultants

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ABBREVIATIONS AND ACRONYMS

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
ESS	Environmental and Social Standards
FPIC	Free Prior and Informed Consent
GDR	General Department of Resettlement
IP	Indigenous Peoples
IPP	Indigenous Peoples' Plan
IPPF	Indigenous Peoples 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
RPF	Resettlement Policy Framework
ROW	Right of Way
SA	Social Assessment
SEP	Stakeholder Engagement Plan
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
VAC	Violence Against Children
WB	The World Bank

EXECUTIVE SUMMARY

This document is called the Stakeholder Engagement Plan (SEP) and it has been prepared by the Ministry of Rural Development (MRD) for the Cambodia Southeast Asia Disaster Risk Management Project 2 (KH-SADRM2) by their respective Social and Environment Offices (SEO), with support from international and national consultants. The SEP will apply to all investments under the KH-SADRM2 financed by the World Bank (WB) and RGC. The SEP has been prepared in line with the World Bank's Environmental 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 purpose of the KH-SEADRM2 is to support the reconstruction of the rural transport infrastructure that were affected by the flash floods in 2020 and the government's effort in mainstreaming disaster risk management dimensions into national disaster resilience strategy for transport infrastructure system. The KH-SEADRM 2 will finance reconstruction of approximately 300–350km of rural roads and bridges, focusing in seven select affected provinces, including Banteay Meanchey, Battambang, Kampong Speu, Kampong Chhnang, Pursat, and Siem Reap and Tboung Khmum.

STAKEHOLDER ENGAGEMENT PLAN

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

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

STAKEHOLDER ENGAGEMENT PROGRAM

The main purpose of the stakeholder engagement program is to ensure that relevant project stakeholders are engaged by the project and participate fully in consultations during project design and implementation, particularly during stages stakeholders' feedbacks on project's proposed potential risks and impacts, including mitigation measures, are critical to informing project's intervention strategy. The project will consult various project stakeholders at different stages of project cycles, particularly during initial design of road and bridge, before and during construction.

RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

The PMU will be in charge of implementation of stakeholder engagement activities. The contact information of key environmental and social PMU members that can be reached to provide comments, feedback, or raise questions about the project. In case there is change to the following personnel, this SEP will be updated to reflect new staff arrangements and will be disclosed through the same channel to keep project stakeholders informed. Changes will also be updated accordingly in material distributed for consultation.

GRIEVANCE REDRESS MECHANISM

The objective of the GRM is to provide affected persons with redress procedures that can be conveniently used to raise a project related concern or grievance. The GRM guides how a complaint can be lodged, including forms and channels through which a complaint can be submitted. To facilitate the grievance resolution process, grievances received will be acknowledged in writing and solved within a specified timeframe. During the resolution process, where necessary, dialogue will be held with aggrieved person for mutual understanding and effective resolution.

MONITORING AND REPORTING

The objective of internal monitoring of SEP implementation is to ensure activities set out in SEP is carried out timely and appropriately. Under the overall guidance of the Project Director and Manager, the ESOs of MRD is responsible for monitoring activities described in this SEP. During project implementation, the SEOs will prepare monthly internal monitoring reports for SEP activities, including activities to be carried out under IPP. Activities undertaken under RPs will be monitored by the GDR as described in project's RPF.

COSTS AND BUDGET

Indicative costs for SEP implementation are estimated during project preparation for the purpose of budget planning. The actual costs of SEP implementation depend on scope and activities to be carried out, during project preparation and implementation. The estimated cost below may be updated once the list of subprojects is finalized. Costs incurred as disclosure materials and public consultations are covered by counterpart funding and are estimated in the project' SEP.

1 PROJECT DESCRIPTION

1.1 Overview

From September to November 2020, Cambodia had experienced heavy rainfall across the country. The heavy rains caused extensive flooding in 20 out of the 25 provinces, leaving an estimated 800,000 people directly affected, of which 49% had pre-existing vulnerabilities. The floods also damaged key transport infrastructure, causing disruption to transport connectivity, income generation activities, and loss of properties and access to essential public services. It was noted that these floods came amidst a drought which has exacerbated the vulnerability of numerous households who are previously disadvantaged. According to the rapid damage assessment by the World Bank, economic loss due to flooding was estimated to be US\$ 448-490 million. Transport, irrigation, and agriculture are the three sectors that were most affected. The total costs for reconstruction of the damaged transport infrastructure were approximately US\$ 508 million.

The purpose of the second Cambodia Southeast Asia Disaster Risk Management Project 2 (KH-SADRM2) is to support the Royal Government of Cambodia (RGC)'s efforts in reconstruction of approximately 200–300km of rural roads and three bridges in select affected provinces (out of 20 affected provinces). These provinces include Banteay Meanchey, Battambang, Kampong Chhnang, Kampong Speu, Pursat and Siem Reap. The rehabilitation of the rural transport infrastructure is expected to not only assist timely and effective recovery of transport connectivity, thereby enabling restoration of local livelihood, but also improve the existing transport system to enhance national resilience to future floods and long-term impacts of climate change. In addition to physical construction, the project will also strengthen institutional capacity in DRM for national and rural development sector, particularly in planning and policy making process.

KH-SEADRM2 is built on the ongoing Cambodia SEADRM Project (KH-SEADRM1, P160929). It is planned that the achievements under KH-SEADRM1 (such as development of the Disaster Risk Financing Strategy) and the activities being implemented under other development projects, including criticality analysis under World Bank's Cambodia Road Connectivity Improvement Project and the new climate-resilient road guidelines under the Asian Development Bank's Rural Road Improvement Project III, will inform the core activities of KH-SEADRM2.

1.2 Project Development Objective and Project Components

Project Development Objective.

The project development objective is to support resilient reconstruction of vulnerable rural transport infrastructure affected by the 2020 floods and recurring flood events, mainstream Disaster Risk Management in government processes, and provide immediate and effective response in case of an Eligible Crisis or Emergency. This objective will be achieved by through implementation of various activities that are organized into four project components.

Project Components.

This objective will be achieved by through implementation of various activities that are organized into four project components:

- **Component 1: Institutional strengthening for disaster resilience at the national level** (US\$1 million, comprising counterpart financing of US\$100,000 and Recipient-Executed Trust Fund [RETF] of US\$900,000 - TBC). This component will focus on capacity building for disaster risk management, in line with government priorities.

Built on KH-SEADRM 1 (Subcomponent 1.2), KH-SEADRM 2 (Component 1) will further strengthen DRM mainstreaming at the national level, improving both longer-term risk-informed investment planning and inter- and intra-agency coordination of emergency response and preparedness and post-disaster recovery investment.

- **Component 2: Resilient rural transport infrastructure reconstruction and maintenance (US\$70 - TBC).** This component will focus on civil works for the strengthening, climate resilient rehabilitation, safety, and maintenance of selected existing rural transport infrastructure that are vulnerable to disasters. Building on KH-SEADRM 1 Subcomponent 1.1. KH-SEADRM 2 continues to emphasize on the need to build back better, introducing activities to better align routine maintenance and rural road asset management system with post-disaster response-related project management needs.
- **Component 3: Project Management (US\$ 2 m).** This component will support the initial day to day coordination, management, and implementation of KH-SADRM II, while building institutional capacity to sustain investments beyond the project's closure. Proposed activities include: (i) the recruitment of consultants to support the implementation of all project activities; (ii) procurement management, contract supervision, and financial management, including financial and technical audits (which encompass agreed procedures for emergency situations); (iii) environmental and social risk management, including citizen engagement and grievance mechanisms; (iv) monitoring, review, and evaluation of the project; (v) coordination activities, knowledge sharing, and project outreach and dissemination activities; and (vi) operating costs, including sub-project offices in participating cities equipped with videoconferencing and remote working facilities.
- **Component 4: Contingency Emergency Response Component (CERC) (US\$ 0m).** This component is designed to provide swift response in an event of an Eligible Crisis or Emergency, through reallocating project funds to support emergency response and reconstruction, as needed.

1.3 Purpose of Stakeholder Engagement Plan

The purpose of the Stakeholder Engagement Plan (SEP) is to set forth plan to ensure project stakeholders, particularly those who are affected, are identified and engaged reiteratively throughout project cycle. Implementation of this SEP, project stakeholders, particularly the affected parties will be engaged in consultation meetings to understand about the project purpose, its potential environmental and social risks and impacts, proposed mitigation measures, grievance redress mechanism, and provide feedback based on such information to help the project avoid, minimize and mitigate potential risks and impacts during project design and implementation.

The SEP also sets out institutional arrangements to ensure effective engagement of project's stakeholder during project implementation. The project recognizes that the voice of the disadvantaged/ vulnerable groups, such as women, indigenous peoples, people with disabilities, are important to ensure these groups are not adversely affected disproportionately during project implementation. The SEP sets out plans to ensure meaningful feedback of disadvantaged people are sought for consideration and incorporation into project design and implementation. It also ensures project stakeholders, especially the affected ones, can participate in monitoring the project's risks and impacts management process and through such participatory monitoring activities provide timely feedback to enable the project to effectively manage risks and potential environmental and social impacts.

To achieve the above purpose, this SEP will:

- Identify all potential project stakeholders, including affected parties and interested parties;
- Consult with project stakeholders to understand their concerns, development needs, priorities, particularly those of potential adversely affected group and those who are disadvantaged/vulnerable;
- Understand the power dynamics among identified project stakeholders, particularly their interests in project activities, their influences on project design/implementation, and the impacts the project may have on them;
- Set out concrete mechanism to ensure stakeholders' feedback are timely solicited (by project phase), considered and incorporated into project design and implementation;
- Identify strategies to notify and disclose project information to identified stakeholders, particularly those who are negatively affected groups to collect their meaningful feedback;
- Specify methods for consulting with project stakeholders, collect opinions, and incorporate feedback into project design;
- Ensure grievance redress mechanisms are in place – for potential grievances. GRM will be designed to be accessible, responsive and culturally appropriate to potentially affected people, particularly to indigenous peoples present in the project area;
- Ensure appropriate human and financial resources are arranged to ensure timely and effective implementation of SEP; and
- Ensure project stakeholders, both affected and interested parties, have chance to monitor project's environmental and social risks and impacts during project implementation.

The SEP is a living document and may be updated, as needed, during project implementation.

1.4 Regulations and Requirements

This Stakeholder Engagement Plan establishes implementation mechanisms that foster full and meaningful participation of project stakeholders during project cycle. This mechanism is consistent with requirements of the Sub-Decree No. 72 of the Royal Government of Cambodia on the Environmental Impact Assessment Process (1999), the Parkas on General Guidelines for Developing Initial and Full Environmental Impact Assessment Reports (2009), the Standard Operating Procedures (SOP) on Land Acquisition and Involuntary Resettlement (LAR, 2018), and the World Bank's Environment and Social Standard 10 on Stakeholder Engagement and Information Disclosure.

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Under this project, project stakeholders identified include a) people who are affected by the project – either positively or negatively (hereinafter “affected stakeholders”), and b) individuals/entities who have interests in project, and/or have influence on project's activities, including outcomes (hereinafter “interested groups”).

2.1 Affected Stakeholders

Affected stakeholders include individuals, communities, businesses, and so forth, who live or operate business along or near the road and bridge subprojects. During project

implementation, these people may be adversely affected as a result of construction operations, such as increased level of dust, noise, vibration, loss of assets such as lands, houses, crops, and income due to acquisition of land to allow reconstruction of damaged roads and bridges. Other potential negative risks may include risks related to traffic and road safety, risks of child labor, sexual exploitation and abuse (SEA), sexual harassment (SH), violence against children (VAC) due to the influx of labor mobilized to serve project construction. During project operation stage, positively affected people include people who live along the subproject road and thus can improve their business activities thanks to improved road condition, better access to customers and flood resilient roads and bridge for evacuation during emergencies.

Positively affected groups (beneficiary groups)

- **Direct beneficiaries**
- **Indirect beneficiaries**

Adversely affected groups

- **Individuals/ households who are physically and economically displaced due to**
 - Impacts on lands and houses, including physical relocation;
 - Impacts on crops and trees attached to land – temporarily and/or permanently as a result of land acquisition;
 - Impacts on active business activities (particularly those located along rehabilitated roads, e.g., shops, stores, restaurants, services, etc.);
 - Impacts on disadvantaged/ vulnerable households who suffer the above impacts (disproportionately affected);
 - Impacted by land acquisition, if any; and
 - Impacted by voluntarily donating assets to the project.
- **Companies whose business activities are affected because of**
 - Limited and disruption of customer access;
 - Complete loss or reduction of income due to environmental pollution during construction operations.
- **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 Policy Framework (RPF), Indigenous Peoples Planning Framework (IPPF) and Environmental and Social Management Framework (ESMF).
- **Vulnerable workers whose are risks or affected due to**
 - Inadequate provisions for insurances against damage to people, equipment and property are included in the contract and sub-contract for work safety in civil work sites; and
 - Prevention not to be assessed on a continuous basis, child labour, sexual exploitation and abuse (SEA), sexual harassment (SH), violence against children (VAC) may face due to the influx of labour mobilized to serve project construction.

2.2 Interested Stakeholders

Interested Stakeholders include those who are interested in project activities and outcomes, and/or may have certain level of influence on project design and implementation process. These stakeholders include local residents (who are not directly adversely affected by the project), concerned authorities, companies, enterprises (public and private sectors), non-governmental organizations (NGOs), service providers, public utilities, road users and mass media. They are:

- National government departments, such as Ministry of Rural Development; Ministry of Public Works and Transport; Ministry of Environment; Ministry of Health; Ministry of Education, Youth and Sport; General Department of Resettlement, Ministry of Economy and Finance; Ministry of Planning; Land Management Urban Planning and Construction; Ministry of Agriculture Forestry and Fisheries;
- Relevant local departments, including Provincial Departments of Rural Development (DRD), Provincial Departments of Public Works and Transport (DPWT); Provincial Hall, District Hall, Commune and Village Authorities in Banteay Meanchey, Battambang, Kampong Chhnang, Kampong Speu, Pusat, and Siem Reap;
- General Department of Resettlement (GDR), Ministry of Economy and Finance (MEF), 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; Provincial Department of Environment; 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; Provincial Department of Culture and Fine Arts; Provincial Department of Post and Telecommunications;
- NGOs and civil society groups with an interest in gender, including sexual exploitation and abuse (SEA), sexual harassment (SH) such as Banteay Srey NGO;
- NGOs and civil society groups with an interest in Indigenous Peoples' issues;
- NGO Forum (representing a broad range of NGOs);
- Regular road users, such as local people frequently going to markets, schools, hospitals, and non-local people who occasionally pass by;
- Road Safety Network;
- Suppliers of road materials for construction;
- Local SEA/SH service providers;
- Popular mass media such as Fresh News, TVK, BTV; and

- Local residents.

2.3 Disadvantaged/ Vulnerable Individuals and Groups

Disadvantaged or vulnerable individuals and groups refers to those who may be more likely to be adversely affected by the project's impacts and/or more limited than others in their ability to take advantage of project's benefits. Such individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to participate fully during project consultation process. The project will take into account potential differences in project access and communication needs of various groups and individuals, especially those who are indigenous groups, including their challenges in accessing to means of communication, and limited mobility among elderly and people with disabilities. To incorporate the opinions of vulnerable groups into project design, meanwhile addressing inherent obstacles that may affect their full participation, strategy has been prepared to promote the participation of disadvantaged/ vulnerable group (See Table 1).

Table 1: Strategy to incorporate the view of disadvantage or vulnerable groups

No.	Vulnerable Groups	Proposed Consultation Strategy
1	Indigenous Peoples Groups (if found with collective attachment to project area)	<ul style="list-style-type: none"> • Engaging community members; • Engaging communities' representative bodies and organizations and other community members where appropriate; • Use of audio-visual to consult with IPs and translation into local language; • Provision of sufficient time for internal decision-making process; and; • Promote their effective participation during project design, particularly their feedback for proposed mitigation measures.
2	Physically challenged persons	<ul style="list-style-type: none"> • Use of sign language and other assistive tools, as required; • Translation into local language; • Providing transportation to the meeting venues; • Provision of sufficient time for internal decision-making process; • Meeting timing and duration based are suitable to participants
3	Mentally challenged	<ul style="list-style-type: none"> • Short meetings with comfortable environment for asking questions or raising concerns; • Providing transportation to the meeting venues; • Provision of sufficient time for internal decision-making process; • Separate meetings for males and females.
4	Women	<ul style="list-style-type: none"> • Having small, focused and short meetings where women will be comfortable asking questions or raising concerns; • Meeting schedules that do not to interfere with domestic activities; • Venues should be located close to their homes; • Translation into local language; • Meetings with female participants are facilitated by female facilitators.
5	Elderly	<ul style="list-style-type: none"> • Providing transportation to the meeting venue; • Time and duration of meetings based on the input of potential participants; • Translation into local language; • Separate meetings for males and females; • Option of one-on-one interviews
6	Children	<ul style="list-style-type: none"> • Getting verbal consent of their parents/ guardians;

		<ul style="list-style-type: none"> • Ask about issues that are important to children—that are part of their day-to-day experiences; • Choose a child-friendly or familiar venue; • Use language that is clear, appropriate to their age, and jargon free; • Separate meetings for boys and girls.
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2.4 Stakeholder Analysis

Different stakeholders have different levels of interest in, and influence on project design and implementation. Poor people and better-off people are also affected differently by the same type and same level of impact. Thus, it is important to understand a) the level of interest of each stakeholder as to project’s investments, b) the magnitude of impact that the project may have on them, particularly those affected adversely, and c) range of influence that each stakeholder may have on project design, implementation process as well as eventual outcome. Under this project, stakeholders that are highly relevant to the project preparation and implementation include governmental agencies, potentially affected groups, and beneficiary communities at large. These stakeholders are affected by the project and at the same time influence project design and implementation – to various extents. Their interest in the project investments also vary at different stages of project cycle, and as such, exerting different levels of influence on project design and implementation process.

Based on the roles, responsibilities, and the potential interest of the key stakeholders obtained from initial consultations with them, Table 1 below summarizes estimated static levels of Interest, Impact, and influence of each stakeholder that were identified during project preparation. It is noted that these levels of interest, impact, and influence may change over the course of project life. However, the current dynamics of stakeholders’ interest, impact, and influence, as described in Table 1 (Stakeholder Engagement Matrix) is useful to informing the design of stakeholder engagement strategy to promote full participation and meaning full feedback from project stakeholders.

Table 1 – Stakeholder Engagement Matrix

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
COMMUNITY LEVEL					
Affected parties (Communities)	<i>Positively affected (Beneficiaries)</i>				
	Travelers and passengers (including farmers, ethnic minorities, women, youth, children...)	<ul style="list-style-type: none"> Participate in project planning and implementation Sample interviews of travelers, combined with public meetings 	H	M	M
	Traders and roadside vendors	<ul style="list-style-type: none"> Participate in project planning and implementation Consider focus group meetings, sample interviews 	H	H	H
	Local Land and Property owners	<ul style="list-style-type: none"> Participate in project planning and implementation Individual meetings with a sample of property owners, and data collected during survey 	H	M	M
	Local construction workers	<ul style="list-style-type: none"> Participate in project planning and implementation Consider focus group meetings in addition to interviews during data collection for socio-economic survey 	H	M	M
	<i>Adversely affected</i>				
	Rural land owners with title whose property will be acquired (including agricultural land)	<ul style="list-style-type: none"> Attend consultation, provide feedback on mitigation measures and compensation 	H	H	H
	Owners of businesses or houses who will lose their assets	<ul style="list-style-type: none"> Attend consultation, provide feedback on mitigation measures and compensation or/and voluntary donation 	H	H	H
	Vulnerable/ Disadvantaged Groups, including Indigenous Peoples, women, the elderly, and other people with a disability	<ul style="list-style-type: none"> Attend consultation, provide feedback on mitigation measures and compensation or/and voluntary donation; and Raising concern on their accessibility to their house and surrounding environment during construction an operations of those roads 	H	H	H
	Companies and organizations	<ul style="list-style-type: none"> Attend consultation, provide feedback on mitigation measures and compensation or/and voluntary donation 	H	H	H
PUBLIC SECTOR					

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
<i>Central-level authorities</i>					
	Ministry of Rural Development (MRD) <ul style="list-style-type: none"> • Department of Rural Road • Department of Rural Economy Development • Department of Indigenous People Development • Department of Community Development 	<ul style="list-style-type: none"> • Provide comments on project proposals, design, planning and implementation in Influence areas of rural road; Indigenous People development; community development; and rural economic development. 	H	L	H
	Ministry of Interior (Moi) National Committee for Sub-National Democratic Development Secretariat (NCDDS)	<ul style="list-style-type: none"> • Provide comments on project proposals and design in influence areas of Environmental and Social Safeguards for the Sub-National Democratic Development 	H	L	M
	Inter-Ministerial Resettlement Committee (IRC) Ministry of Economy and Finance (MoEF) General Department of Resettlement for Development Projects	<ul style="list-style-type: none"> • Carry out project planning and implementing in influence areas of Land Acquisition and Involuntary Resettlement 	H	L	H
	Ministry of Education, Youth and Sport (MoEYS) School Health Department	<ul style="list-style-type: none"> • Provide comments on project proposals and design in influence areas of Health education, hygiene and sanitation, and learning environment during project implementation and mitigation measures 	H	L	M
	Ministry of Environment (MoE) <ul style="list-style-type: none"> • General Department of Environmental Protection • Administration General Department of Nature Conservation and Protection 	<ul style="list-style-type: none"> • Provide comments on project proposals and design in influence areas of Environmental Protection and natural conservation. 	H	L	M

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
	Ministry of Culture and Fine Arts (MCFA) General Department of Heritage	• Provide comments on project proposals and design in influence area of Heritage Conservation	H	L	M
	Ministry of Cult and Religion (MoCR)	• Provide comments on project proposals and design in influence area of pagoda, church and mosque conservation	H	L	M
	Ministry of Water Resource Management and Meteorology (MoWRAM) General Department of Technical Affairs	• Provide comments on project proposals and design in influence areas of water resource conservation and irrigation	M	L	L
	Ministry of Labour and Vocational Training (MoLVT) General Department of Labour	• Provide comments on project planning and implementation in influence areas of child labor and labor health	M	L	L
	Ministry of Health (MoH)	• Provide comments on project proposals and design in influence areas of Health Protection and Hospital Service (Commune Health Centre)	H	L	M
	Ministry of Agriculture, Forestry and Fisheries (MAFF)	• Provide comments on project proposals and design in influence areas of cultivation, livestock production, forest and fishery preservation	H	L	M
	Ministry of Women's Affairs (MoWA)	• Provide comments on project proposals and design in influence areas of gender and health, Women and Child Violence Prevention	M	L	L
	Ministry of Land Management Urban Planning and Construction (MLMUPC) General Department of Land Management and Urban Planning	• Provide comments on project proposals and design in influence areas of land management and urban planning	M	L	M
	Ministry of Planning (MoP) General Secretariat for Population and Development	• Provide comments on project proposals and design in influence areas of demography and development	M	L	L

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences	
			High/ Medium / Low			
	Ministry of Social Affairs Veterans and Youth Rehabilitation (MoSVY) General Department of Technical Affairs	<ul style="list-style-type: none"> Provide comments on project proposals and design in influence areas of social welfare 	M	L	L	
	Ministry of Tourism (MoT)	<ul style="list-style-type: none"> Provide comments on project proposals and design in influence areas of manage and maintain natural resorts, man-made resorts, tourist centers, and tourist developmental regions nationwide 	H	L	M	
	Electricite Du Cambodge (EDC)	<ul style="list-style-type: none"> Provide comments on project proposals and design in influence area of electrical grid 	L	L	L	
	Ministry of Posts and Telecommunications (MPTC)	<ul style="list-style-type: none"> Provide comments on project proposals and design in influence areas of post and optic fiber cable 	H	L	L	
	<i>Local authorities (provincial, district, commune)</i>					
	Provincial Resettlement Sub-Committee (PRSC) and Working Groups of Banteay Meanchey, Battambang, Kampong Chhnang, Kampong Speu, Pusat, and Siem Reap	<ul style="list-style-type: none"> Provide comments on project planning and implementing in influence areas of Land Acquisition and Involuntary Resettlement 	H	L	H	
	Provincial Halls of Banteay Meanchey Battambang, Kampong Chhnang, Kampong Speu, Pusat, and Siem Reap Women's and Children's Affairs Committee	<ul style="list-style-type: none"> Provide comments on project planning and implementing in influence areas of gender equity, and women's and children's issues. 	H	L	M	
	Provincial Halls of Banteay Meanchey Battambang, Kampong Chhnang, Kampong Speu, Pusat, and Siem Reap Provincial Unit of Inter-sector	<ul style="list-style-type: none"> Provide comments on project proposals and design in influence areas of collaboration in principles identification of provincial transport infrastructure development, maintenance, rehabilitation and resettlement. 	H	L	M	

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
	<ul style="list-style-type: none"> Provincial Office of Construction Management and Development; and Provincial Office of Legislation and Public Safeguard. 				
	<p>Provincial Departments (PDs) in Banteay Meanchey, Battambang, Kampong Chhnang, Kampong Speu, Pursat, and Siem Reap</p> <p>PDRD; PDPWT; PDEF; PDH; PDEYS; PDE; PDCFA; PDCR; PDWRAM; PDLVT; PDH; PDAFF; PDWA; PDLMUPC; PDP; PDSVY; PDT; EDC; and PDPTC.</p>	<ul style="list-style-type: none"> Provide comments on project proposals, design, planning and implementing in related influence areas by sector of each PD. 	H	L	M
	<p>District Administration (along the target roads)</p> <ul style="list-style-type: none"> District office of Land Management, Urban Planning, Construction & Land; District office of Legislation and Local Conflict Mediation; and Ombudsman Office 	<ul style="list-style-type: none"> Provide comments on project planning and implementing in related influence areas of local land management, urban planning, rural road development; agriculture, national resource and environment; and local conflict mediation and GRM. 	H	L	H
	<p>Commune/Sangkat Administration (along the target roads)</p> <p>Commune/Sangkat (C/S) Committee for Women and Children (CCWC)</p>	<ul style="list-style-type: none"> Provide comments on project planning and implementing in related influence areas of its roles of serving local affairs, and performant duties of Manage necessary public services that these services work well, protect and preserve the environment and natural resources, and role of conciliating disputes between citizens. CCWC's role and responsibilities in SEA/SH prevention, mitigation and intervention collaboration. 	H	M	H
PRIVATE SECTOR					

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences	
			High/ Medium / Low			
	Civil construction companies	<ul style="list-style-type: none"> Participate in project planning and implementing Inclusion of environmental and social requirements 	H	L	H	
	Tourism operators	<ul style="list-style-type: none"> Participate in project planning and implementing Consider focus group meetings in addition to interviews during data collection for socio-economic survey 	H	L	L	
	Cambodia Chamber of Commerce, and targeted provincial Chambers of Commerce	<ul style="list-style-type: none"> Participate in project planning and implementing in area of local community investment. 	H	L	L	
	The Association Banks in Cambodia	<ul style="list-style-type: none"> Participate in the planning and implementing of local community development projects through banking and micro-finance. 	M	L	L	
	CIVIL SOCIETY / NON—GOVERNMENTAL					
	Royal University of Phnom Penh (RUPP) Faculty of Development Studies	<ul style="list-style-type: none"> Provide comments on project proposals, design, planning and implementing in areas of environmental and social safeguards; natural resource management; climate change resilience, and urban planning. 	M	L	L	
	NGO Forum	<ul style="list-style-type: none"> Provide comments on project proposals, design, planning and implementing in areas of Environment, Development, Human Right, Indigenous People and Land Tenure 	M	L	M	
	ADHOC provincial offices SEA/SH service providers	<ul style="list-style-type: none"> Provide comments on project planning and implementing in influence areas of human rights violation, human trafficking abuse, land disputes and SEA/SH. 	M	L	M	
	Cooperation Committee for Cambodia (CCC)	<ul style="list-style-type: none"> Provide comments on project proposals, design, planning and implementing in areas of development planning and advocacy 	M	L	L	
	Media: Fresh News, TVK, BTV	<ul style="list-style-type: none"> Understand new road improvement and make investment 	M	L	M	

The list of stakeholders identified above is further described in Table 2 (below). Given the large number of 'Interested Stakeholders', stakeholders of similar interest (such as line ministries) are grouped.

Table 2 – Stakeholder Analysis for Project Component 2

Group	Characteristics	Interest or Concern	Proposed Strategies
Affected Stakeholders			
<p>People living or running businesses along the road, <i>special provisions for women, children and those with a disability</i></p>	<p>People living along project sections (To Be Determine - TBD) 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>	<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 and/or business disruption. 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 infrastructure design and access to their properties during constructions as well as consultation meetings</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 information boards.</p>
<p>People or businesses impacted by involuntary land acquisition (<i>special provisions made as</i></p>	<p>(to be confirmed during Detailed Design) who will have assets minimally impacted by land acquisition, in particular concrete</p>	<p>As above, but would also be specifically concerned about land acquisition impacts and interested on procedures and entitlements and specific grievance redress mechanism for land acquisition and/or the criteria, procedures and benefits of voluntary donations.</p>	<p>As above. Would also be closely consulted before the socioeconomic baseline and Census as part of the Draft Basic Resettlement Plan, consulted once draft RPs have been written, and during the process of preparing</p>

Group	Characteristics	Interest or Concern	Proposed Strategies
<i>Affected Stakeholders</i>			
<i>per RPs if vulnerable person)</i>	driveways and overhanging roofs. During project preparation these AHs have expressed willingness to voluntarily donate (see below).		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, 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)	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.
Indigenous Peoples Groups (if found with collective attachment to project area)	To be determined during detailed design	To be determined during detailed design. Could include concerns about labor influx, land acquisition, encroachment on traditional lands, and cultural appropriateness	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 WB ESS7, is required and/or desirable.
<i>Interested Stakeholders</i>			

Group	Characteristics	Interest or Concern	Proposed Strategies
<i>Affected Stakeholders</i>			
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 select roads (TBD). 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 halls and the MRD's 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).
Tourism operators (in particular for select roads (TBD))	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)	The site management must look out for problems with the workers and take appropriate steps to deal with such issues at an early stage. Giving and receiving instructions is a major part of the responsibilities of the site supervisor.	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 Women's Group and MRD Gender Group.	Specific government ministries and departments at the national, provincial, district and commune level responsible for road rehabilitation, community consultation, land acquisition.	Responsible for overseeing and/or delivery of certain project components. Will want to do it on time and in line with project agreements. Will be interested if specific (negative) impacts to women.	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
Affected Stakeholders			
			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.
			National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
NGOs interested in gender	NGOs interested in ensuring benefits to women as well as dealing with issues relating to SEA/SH	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.
			National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
NGOs working on IP issues	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	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.
			National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.

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

2.5 Summary of Project Stakeholder Needs

Different groups of stakeholders prefer different ways of communication to notify them of project's consultation sessions and enhance consultation effectiveness and outcome. For instance, electronic mails, telephone, web-site, Facebook, face-to-face meeting etc. could be used when consulting with representatives of local governments because these channels are official and are daily used for them. However, for community people, communication with them is typically through courier at village level, public loudspeaker, direct home visit, and phone calls. For vulnerable individual and households who may not have phone access and may not be at home all the time, home visit and direct letter is more feasible. In the current situation of emerging COVID-19, social gatherings for usual face-to-face consultation may be not possible at certain time during project cycle. Identification of other methods to maintain communication and consultation with stakeholders, particularly vulnerable group, is essential. The table below summarizes preferred methods of communication that can be applied to ensure communication and consultation with project stakeholder are maintained during project implementation.

Table 3 – Communication Needs of Key Stakeholder Groups

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred notification means	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
1. AFFECTED GROUPS				
1.1 BENEFICIARY GROUP				
<ul style="list-style-type: none"> ▪ Individuals/households who use the roads/ bridges ▪ Individuals/households who can improve business activities through improved road/ bridge access 		<ul style="list-style-type: none"> ▪ Local indigenous language for IP peoples ▪ Khmer for mainstream group 	<ul style="list-style-type: none"> ▪ Letter Under restriction: ▪ Public loudspeaker ▪ Project webpage, social media (facebook and Telegram) ▪ TV/radio <p style="text-align: right;">COVID</p>	<ul style="list-style-type: none"> ▪ Public meetings organized at places conveniently accessible (e.g. office of village/ commune, village-level meeting hall..). ▪ Meeting time convenient and avoid work time. For instance, meetings with farmers should be during low season (not during harvest time).
<ul style="list-style-type: none"> ▪ Private and public sector (e.g., companies and enterprises who enjoy improved access to transport system) 		<ul style="list-style-type: none"> ▪ Local indigenous language for IP peoples ▪ Khmer for mainstream group 	<ul style="list-style-type: none"> ▪ Letter, email Under restriction: ▪ Project webpage, social media <p style="text-align: right;">COVID</p>	<ul style="list-style-type: none"> ▪ Meetings organized at places conveniently accessible. ▪ Meeting with workers/officials could be over weekends.
1.2 ADVERSELY AFFECTED GROUP				
DISADVANTAGED/ GROUPS	VULNERABLE	Elderlies/ Disabilities		
	<ul style="list-style-type: none"> ▪ Elderly people in especially difficult circumstance (e.g. living on their own or having limited or no daily care) ▪ Elderly people who are covered under government’s support program 	<ul style="list-style-type: none"> ▪ Local indigenous language for IP peoples ▪ Khmer for mainstream group 	<ul style="list-style-type: none"> ▪ Invitation letter delivered to home ▪ Home visit for people who have difficulties traveling (e.g. elderlies, disabilities) <p>Under restriction</p> <ul style="list-style-type: none"> ▪ Public loudspeaker <p style="text-align: right;">COVID</p>	<ul style="list-style-type: none"> ▪ Meeting to be held at their house. ▪ Where needed, further assistance should be sought (such as from caregiver, use of visual aids...) for affected people to understand and provide meaningful feedback

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred notification means	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
	<ul style="list-style-type: none"> ▪ People with disabilities (such as amputee, those who have long-term or short-term physical, mental, intellectual or sensory impairments) 		<ul style="list-style-type: none"> ▪ Drop letter at their home ▪ TV/Radio 	
	<p>Poor/ Indigenous Peoples</p> <ul style="list-style-type: none"> ▪ IP households ▪ Poor individuals and households ▪ Elderly people in especially difficult circumstance (e.g. living on their own or having limited or no daily care) ▪ Squatters may be reluctant and less confident in making their voice heard ▪ Poor female-headed households, and ▪ Single mothers with dependent who may be busy with home chore (e.g. childcare, cooking, income generation activities for daily subsistence; lack of confidence expressing ideas in public meetings; Income source is seasonal, precarious...) 	<ul style="list-style-type: none"> ▪ Local indigenous language for IP peoples ▪ Khmer for mainstream group 	<p>Under restriction COVID</p> <ul style="list-style-type: none"> ▪ Letter ▪ Public loudspeaker ▪ Letter to their home ▪ Media campaign to introduce project's website/ social media ▪ TV/radio 	<ul style="list-style-type: none"> ▪ Meetings organized in small groups at places conveniently accessible and comfortable for them (e.g. community house, village-level meeting houses, or at their own house). ▪ Meeting time convenient to them (not affecting their daily subsistence activities) ▪ Individual meeting may be required with female facilitator (for women-headed households and single mothers) ▪ Transport allowance provided if travel to meeting place affect their income generation opportunities
NON-VULNERABLE GROUPS	<p>Ordinary people</p> <ul style="list-style-type: none"> ▪ This group is diversified in terms of means of livelihoods, including farming (rice/orchard/vegetable, 	<ul style="list-style-type: none"> ▪ Local indigenous language for IP peoples 	<p>Under restriction COVID</p> <ul style="list-style-type: none"> ▪ Letter ▪ Public loudspeaker 	<ul style="list-style-type: none"> ▪ Meeting at local meeting house; village meeting hall, office of village/ commune, or other local places conveniently and safely accessible

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred notification means	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
	fishing, aquaculture, etc.), non-farm business, hired labor; wage workers, shift workers, etc.	<ul style="list-style-type: none"> ▪ Khmer for mainstream group 	<ul style="list-style-type: none"> ▪ Letter to their home ▪ Media campaign to introduce project's website/ social media ▪ TV/radio 	<ul style="list-style-type: none"> ▪ Consulting at convenient time (e.g. evening) for those who are busy during daytime, or work far away from home
COMMUNITY AT LARGE	Communities located near civil works <ul style="list-style-type: none"> ▪ Living near the construction site ▪ There is need for occasional job such as unskilled workers under project's civil works ▪ Possibly affected by environmental pollution during construction ▪ Prone to risks related to labor influx (e.g., public health, SEA/SH...) 	<ul style="list-style-type: none"> ▪ Local indigenous language for IP peoples ▪ Khmer for mainstream group 	<ul style="list-style-type: none"> ▪ Public loudspeakers ▪ Project websites ▪ Letter Under COVID restriction <ul style="list-style-type: none"> ▪ Media campaign to introduce project's website/ social media ▪ TV/radio 	<ul style="list-style-type: none"> ▪ Meeting at local meeting house; village meeting hall, office of village/ commune, or other local places conveniently and safely accessible ▪ Consulting at their home (for those having difficulties moving (people with disabilities, the elderlies...), and those who are busy all daytime)
2. INTERESTED GROUPS				
<ul style="list-style-type: none"> ▪ Government at central levels 	<ul style="list-style-type: none"> ▪ Have well established communication and correspondence system in place 	<ul style="list-style-type: none"> ▪ Khmer language 	<ul style="list-style-type: none"> ▪ Postal mail, emails, telephone 	<ul style="list-style-type: none"> ▪ Provision of relevant technical information, documents on proposed project investments/ plans/ proposals
<ul style="list-style-type: none"> ▪ Government at provincial level ▪ Services providers ▪ SEA/SH service providers ▪ NGOs 		<ul style="list-style-type: none"> ▪ Khmer language 	<ul style="list-style-type: none"> ▪ Postal mail, emails, telephone Under COVID restriction <ul style="list-style-type: none"> ▪ Introduce project's website/ social media ▪ TV/radio 	

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred notification means	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
COMMUNITY AT LARGE		<ul style="list-style-type: none"> ▪ Local indigenous language for IP peoples ▪ Khmer for mainstream group 	<ul style="list-style-type: none"> ▪ Public notice boards at commune office ▪ Village loudspeaker ▪ Website/social media ▪ TV/radio 	

3 STAKEHOLDER ENGAGEMENT PROGRAM

3.1 Purpose and Timing of Stakeholder Engagement Program

The main purpose of the stakeholder engagement program is to ensure that relevant project stakeholders are engaged by the project and participate fully in consultations during project design and implementation, particularly during stages stakeholders' feedbacks on project's proposed potential risks and impacts, including mitigation measures, are critical to informing project's intervention strategy. The project will consult various project stakeholders at different stages of project cycles, particularly during initial design of road and bridge, before and during construction. While both affected and interested stakeholders are invited to consultations, emphasis would be on people who are potentially adversely affected as a result of project activities, particularly vulnerable groups (including IPs). The SEP should be read in conjunction with project's ESMF, site-specific ESMP, RPF, site-specific RPs, IPPF, IPPs).

3.2 Proposed Strategy for Information Disclosure

Disclosure of project information refers to the activities that aim to make project's key information accessible timely to identified project stakeholders in a form that is understandable to them, such as appropriate language, format, and presentation. Under KH-SEADRM2, project's information will be disclosed during project preparation and project implementation [on MRD's website](#).

3.2.1 During Project Preparation

The purpose of disclosing project information during project preparation, particularly prior to Bank's project appraisal, is to inform the project stakeholders of key information such as project purpose, activities, potential risks and impacts, proposed mitigation measures, and redress mechanism. Based on the information disclosed, the project consults people who are potentially affected, and those who are interested, to solicit their feedback on the disclosed draft environmental and social documents. Draft documents disclosed for consultation during this stage include Environmental and Social Management Framework (ESMF), which includes Resettlement Policy Framework (RPF), Indigenous Peoples Planning Framework (IPPF), Labor Management Procedures (LMP); Stakeholder Engagement Plan (SEP), and Environmental and Social Commitment Plan (ESCP) on 30 November 2021 on MRD's facebook and website (www.mrd.gov.kh). Based on feedback of the consulted people, these draft documents have been updated and re-disclosed in its final version (through the same channels) to keep project stakeholder updated.

3.2.2 During Project Implementation

Additional documents will be prepared to address site-specific environmental and social risks and impacts, where required. These documents include Resettlement Plans (RPs), Indigenous Peoples Plan (IPPs), and Environmental and Social Management Plan (ESMPs) that will be prepared for specific locations where construction will take place, and contractors will prepare a C-ESMPs as well. These site-specific documents will be prepared in accordance with the ESMF, RPF, and IPPF, and are disclosed for consultation before finalization for use. As these documents are prepared for each civil work subproject, characteristics of local people and surrounding environment at each construction site (subproject) will be considered, including:

- (i) Anticipated environmental and social risks and impacts, and proposed mitigation measures, subproject implementation schedule for that subproject;

- (ii) Compensation and support policies, including livelihoods restoration plan for individuals/households, including vulnerable groups, who are affected by the subproject;
- (iii) Grievance redress procedures;
- (iv) Job opportunities that may be offered by project contractors (e.g. unskilled works)
- (v) Monitoring arrangements for subproject's environmental and social risks and impacts, including possible involvement of affected and interested people around the subproject site in monitoring the subproject's risks and impacts.

Please see Table 4 (below) for a summary of what and how project information will be disclosed during project cycles.

3.3 Proposed Strategy for Consultation

Consultation is a two-way communication process between the project's implementing agency and project stakeholders. To facilitate the consultation process, the project will disclose project information (mentioned in Section 3.2 above) before consulting with them to solicit stakeholders' meaningful feedback. During project preparation, consultations were organized on a representative basis for select subproject located in project provinces. Consulted people are those who are potentially affected by project's civil works, particularly vulnerable groups, due to project's potential environmental and social impacts. During project implementation, consultation will be conducted with all people potentially affected at all subprojects.

Key criteria that will be used to guide the consultations with stakeholders, particularly affected people at subproject level, include:

- (i) Consultations will include both affected and interested stakeholder at subproject locations. People invited to consultation should include also vulnerable group, such as women, the elderly, people with disability.
- (ii) Household interviews and focus group discussions will be conducted in a manner that is locally and culturally appropriate without interference or pressure so that consultation participants can speak freely.
- (iii) Target participants will be notified of the planned consultation well in advance, and should be provided with key project information beforehand, e.g., in the form of project information booklet, to familiarize them with the project context such as project activities, related environmental and social risks and impacts, etc.
- (iv) Questions, comments, and suggestions provided by participants shall be collected and considered for incorporation into project design and implementation. Consulted stakeholders should be made aware of how questions/feedback not yet answered at consultation sessions would be addressed and responded in follow-up consultations, or summarized and disclosed on the MRD's facebook and website (www.mrd.gov.kh).

Table 4 – Disclosure of Project Documents

Project Stage	List of Documents to be disclosed	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
PROJECT PREPARATION (Prior to WB's Appraisal of Project)	ESMF, ESCP and SEP	National Consultations in Phnom Penh. Project's facebook	Sep-Oct 2022	<ul style="list-style-type: none"> • Relevant Ministries, line departments at provincial and district level, NGOs, CSOs, service providers, • Representatives of people in potential first-year subprojects 	MRD PD/PM and SEOs
PROJECT IMPLEMENTATION	ESMP, RP	<ul style="list-style-type: none"> • Village level consultations, • House-to-house consultations 	Additional consultations following Detailed Design in first quarter 2022. When project roads are defined	<ul style="list-style-type: none"> • People with assets located road's COI • Local beneficiaries 	MRD PD/ PM, ESOs, ISWSC/DDIS
	ESMPs, focusing on particular risks and impacts, mitigation measures, community health and safety, job opportunity, construction schedule, etc.	<ul style="list-style-type: none"> • Local consultations • Trainings to Contractors • Training to workers • Public Boards, Radio, Newspaper • Posters • Project website 	Local consultations and disclosure of document in February 2020. Other activities from March 2020 onwards	<ul style="list-style-type: none"> • Affected and interested stakeholders 	MRD PD/ PM, ESOs, ISWSC/DDIS
	Key elements in IPP (such as Social Assessment, procedures for FPIC if applicable, GRM, etc.) if applicable	<ul style="list-style-type: none"> • Local consultations, include consultations separately with female and other vulnerable group • Posters and/or document in local language • Village announcement (using local loudspeakers) • IEC activities for public awareness raising • Other as determined necessary during implementation 	Locally in affected villages if any	<ul style="list-style-type: none"> • 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
	Monitoring reports	<ul style="list-style-type: none"> • Local consultations • Project website 	July 2022 onwards	MRD, GDR, affected stakeholders and WB	MRD PD/PM, ESOs and ISWSC/DDIS

3.3.1 Methods of Consultation

Appropriate consultation methods will be used depending on stakeholders (e.g. government vs local people), consultation purpose taking into account the COVID-19 situation. Face-to-face consultation methods include a) public meeting, b) focus group discussion, c) key informant interview, and d) household interview. When social gathering is restricted due to local COVID-19, virtual consultation will be adopted – through use of popular application such as Whatsapp, Facebook, Zoom, and telephone. At community level, where people do not have access to these applications of phone, local loud speaker, where available, will be used to reach out to community feedback are collected through village leaders. Since there are various IP groups potentially present in the project areas, consultation with indigenous peoples (IP) will be in their local language. Where written language is available, project information booklet will be translated into local language and distributed before and during consultation with IPs (Please see methods/procedures used during consultation process with IP in project's IPPF).

- **Consultations at National Level**

During project preparation, consultation at national level, such as with representatives of governmental agencies, non-governmental organization (NGOs), service providers, and other interested groups, typically conducted during project preparation. These consultations take the forms of a) public meetings b) focus group discussion, and c) key informant interview. During detailed design and before subproject implementation, further consultations at national level will be conducted to incorporate the elements of disaster risks management into road and bridge design (See summary of consultation sessions and result at national levels in Annex 4).

- **Consultations at Local Level**

Consultation at local level is organized for both project preparation and project implementation. Consultations at local level typically target people who are potentially affected by the subprojects and local parties who may be interested in project activities. Consultation at local level typically use public meeting, focus group discussion, consultation with key informants, and individual consultation in household interview. During the preparation of the KH-SEADRM2 project, due to COVID-19, face-to face consultation could not be adopted because of restriction of social gathering. MRD, therefore, has conducted consultation virtually via Zoom meetings in December 2021, and telephone to reach out to representative of potentially affected and interested parties at provincial, district and community levels (See summary of consultation at local levels in Annex 4. Consultation at local level will be further done targeting the community which the road or bridge subproject serves.

Table 5 – Methods for Stakeholder Consultation

Project Phase	Stakeholder	Topic	Method	Location/ Frequency	Views of Women and/or Vulnerable	Responsible
AFFECTED PARTIES						
	People affected by land acquisition	<ul style="list-style-type: none"> ▪ Project goal, activities, intended benefits... ▪ Key anticipated environmental and social risks and impacts ▪ Proposed environmental and social mitigation measures ▪ Ways to enhance project development effectiveness ▪ Approach taken to ensure vulnerable groups are included in meaningful consultation during project implementation ▪ Resettlement & compensation policies ▪ Options for voluntary donations ▪ Livelihood restoration program for people significantly affected ▪ Occasional job opportunities available ▪ Grievance redress mechanisms ▪ Key project implementing agency 	<p><i>Under no COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Face-to-face (meetings, focus group discussions, consultation with key informants, household survey) <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Scheduled online meetings using Zoom, Whatapp ... ▪ Social media (project’s Facebook, website) ▪ Telephone ▪ Local loudspeakers 	Subproject locations (commune/district level)	Interviews with women and vulnerable as applicable	MRD PD and GDR
	People voluntarily donating land	<ul style="list-style-type: none"> ▪ Project benefits, option for voluntary donation procedures, rights (e.g. options to refuse donation), implementation plan 	<p><i>Under no COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Face-to-face (meetings, focus group discussions, consultation with key informants, household survey) <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Scheduled online meetings using Zoom, Whatapp ... 	Subproject locations (commune/district level)	FGD with women and vulnerable, including IPs, if relevant	MRD PD/PM and SEOs, ISWSC/DDIS

Project Phase	Stakeholder	Topic	Method	Location/Frequency	Views of Women and/or Vulnerable	Responsible
			<ul style="list-style-type: none"> ▪ Social media (project's Facebook, website) ▪ Telephone ▪ Local loudspeakers 			
	People living in the proximity of project roads (including schools, hospitals, business owners)	<ul style="list-style-type: none"> ▪ Detailed ESMPs. ▪ Exact extent of works, including potential impacts ▪ Timing ▪ Project GRM ▪ Potential job opportunities ▪ Community health and safety 	<i>Under no COVID-19 restrictions</i> <ul style="list-style-type: none"> ▪ Face-to-face (meetings, focus group discussions, consultation with key informants). <i>Under COVID-19 restrictions</i> <ul style="list-style-type: none"> ▪ Scheduled online meetings using Zoom, Whatapp... ▪ Social media (project's Facebook, website) ▪ Telephone ▪ Local loudspeakers 	Subproject locations (commune/district level)	Focus group discussions with women and vulnerable, including IPs if relevant. Priority given to unskilled job opportunity	MRD PD/PM and SEOs, ISWSC/DDIS
INTERESTED PARTIES						
PROJECT PREPARATION (before WB project appraisal)	Authorities at Provincial, District and Commune level	<ul style="list-style-type: none"> ▪ The project, location of roads, potential impacts and mitigation measures 	<i>Under no COVID-19 restrictions</i> <ul style="list-style-type: none"> ▪ Face-to-face (meetings, focus group discussions, consultation with key informants). <i>Under COVID-19 restrictions</i> <ul style="list-style-type: none"> ▪ Scheduled online meetings using Zoom, Whatapp ... ▪ Social media (project's Facebook, website) ▪ Telephone ▪ Local loudspeakers 	Project provinces	Asking questions on women and vulnerable and incorporate commune women's groups in discussions	MRD and WB team

Project Phase	Stakeholder	Topic	Method	Location/Frequency	Views of Women and/or Vulnerable	Responsible
	Local communities	<ul style="list-style-type: none"> ▪ Project goal, activities, intended benefits... ▪ Key anticipated environmental and social risks and impacts ▪ Proposed environmental and social mitigation measures ▪ Ways to enhance project development effectiveness ▪ Approach taken to ensure vulnerable groups are included in meaningful consultation during project implementation ▪ Resettlement & compensation policies ▪ Livelihood restoration program for people significantly affected ▪ Occasional job opportunities available ▪ Grievance redress mechanisms ▪ Key project implementing agency 	<p><i>Under no COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Face-to-face (meetings, focus group discussions, consultation with key informants). <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Scheduled online meetings using Zoom, Whatapp ... ▪ Social media (project's Facebook, website) ▪ Telephone ▪ Local loudspeakers 	Subproject locations (commune/district level)	Interviews with women and vulnerable as applicable	MRD PD/PM, SEOs with support from Consultants
	Relevant government agencies, NGOs and CSOs, SEA/SH service providers	<ul style="list-style-type: none"> ▪ The project, location of roads, potential impacts and mitigation measures 	<p><i>Under no COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Face-to-face (meetings, focus group discussions, consultation with key informants). <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> ▪ Scheduled online meetings using Zoom, Whatapp ... ▪ Social media (project's Facebook, website) ▪ Telephone ▪ Local loudspeakers 	Phnom Penh	Representatives from Ministry of Women's Affairs and/or NGO working on gender issues	MRD PD/PM, SEOs with support from Consultants

Project Phase	Stakeholder	Topic	Method	Location/Frequency	Views of Women and/or Vulnerable	Responsible
	Indigenous Peoples	TBC - Project impacts and benefits, IPPF, GRM, info gathering for SA and IPP	TBC - Local consultations, Social Assessment	Subproject locations (commune/district levels)	FGD with women and vulnerable	MRD PD/PM and SEOs, DDIS, IP Consultant (TBD)
	Road Users	Safety, timing of works	Signs, posters, trainings on road safety	Subproject locations (commune/district level)	FGD with women and vulnerable	Contractor and/or road safety consultant, supervised by SEO 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.	Subproject locations (commune/district level)	Training of female work on risks of SEA/SH and relevant GRMs for SEA/SH and labor and working conditions	Contractor, supervised by SEO and DDIS/ISWSC
	Primary Suppliers	Labor standards, in particular indentured and child labor	Due diligence checks and meetings	Subproject locations (commune/district level)		Contractor, supervised by SEO and DDIS/ISWSC

3.4 Brief Summary of Stakeholder Engagement Activities during Project Preparation

A summary of key consultation sessions and timing (conducted during project preparation) will be inserted here once consultation with representatives at some first-year subproject are completed.

Table 6 – Consultation on Information Disclosure and Timing During Project Preparation

Information to be disclosed	Methods Proposed	Timetable: Locations, Dates	Target Stakeholders	Responsibilities
Overall KH-SEADRM2 project: activities, Timeline, Targeting	<p>Official Meetings and workshops at national and sub-national levels: Participative workshops where participants will be informed about the project ESMF to support the conduct of the project components and communication to relevant beneficiaries</p> <p>Official Letter: Correspondence to request support and access to location sites</p>	Within 3 months of effectiveness	Relevant Line Ministries, Sub-national level officials and local authority	MRD
	<p>Community Meetings: In person and over the phone involving local actors, influencers and beneficiaries representing different communities</p>		Beneficiaries, individuals and groups (including vulnerable groups) community leaders, NGOs and CSOs	PDRD, MRD
	<p>Community influencers and leaders: Collaboration with community leaders in targeted roads to inform about project components and gain support of community members</p>		Community leaders, and Community members, including households and vulnerable groups.	PDRD, MRD

	<p>Social Media (Facebook, Telegram): Visual/written and audio-visual content sent to a network of local actors, female only networks, and all stakeholders.</p>		<p>Different social media platforms can be leveraged to access various stakeholder groups. Facebook may be more appropriate for communities whereas Telegram groups are effective in communicating with governorate, province, district, and facility / site-level staff and community groups (such as community volunteer networks).</p>	
	<p>Print outs including banners, cards, posters, leaflets</p>		<p>Local authorities</p>	<p>PDRD, MRD</p>
	<p>Monthly Progress updates at PDRD-PIU</p>		<p>Community members including households and vulnerable populations</p>	<p>PDRD</p>

3.5 Proposed Strategy to Incorporate the View of Vulnerable Groups

Feedback of affected people, particularly of vulnerable individuals and groups are key to designing mitigation measures and avoiding or minimizing the disproportionate project impact on them. Under this project, individuals and households from vulnerable group are generally poor. They include also indigenous peoples who may be very small in population. Some may still practice swidden agriculture and are distinctive in their customs and habits. Some may lead precarious life and do not have or have very limited connection with the mainstream groups

through small-scale agricultural trading. Because of these reasons, vulnerable individuals and households may have limited access to day-to-day support outside their family, or social network, support their living. Notifying vulnerable groups, particularly the IP group, of project consultation events may face certain difficulties because they are not always home and have phone access. Special effort will be made by MRD to reach out and ensure they can participate in project consultation – whether they are adversely affected or not.

To ensure the opinion of vulnerable groups could be incorporated into project design and implementation, it is important that the process of consultation with them (including appropriate use of consultation methods) be considered and prepared thoroughly. This process include a) notification, b) organization of consultation, and c) incorporation of feedback into project design and implementation.

- **NOTIFICATION**

Identified vulnerable individuals and households should be visited at their home to deliver invitation to attend consultation sessions. Home visits help consultation organizing unit understand the living conditions and means of livelihoods of the affected vulnerable and as such can assess the likelihood of their participation in planned consultation meeting. In cases household members are not at home at the time of home visit, effort should be made to visit them again at another time, or visit in the evening.

Where face-to-face contact to notify the vulnerable people of consultation meeting is not feasible due to COVID-19 restriction, invitation for consultation may be dropped in front of their house, or at place that is easily found. In village where community radio is available, radio can be used to broadcast invitation message at time when the target group may listen to. Radio announcement should be repeated for a number of times to reach as much people as possible. An alternative way could be use of a communication vehicle (a car or a motorbike) to approach the vulnerable people and play the recorded consultation invitation. It is important that the notification be made well in advance of planned consultation meeting to provide people sufficient time to prepare, particularly for those who are busy during cropping season, and/or fulltime caregivers.

- **ORGANIZATION OF CONSULTATION**

For general feedback on a subproject, public hearings or community meetings can be used. However, for issues that are specific to certain groups of stakeholders, such as those are vulnerable or disadvantaged, focus group discussion should be used. When focus group discussion is planned, individuals with homogenous characteristics should be invited to one group. For example, people of the same IP group should be invited together. People affected by the same type of impact, such as physical relocation, or temporary business disruption, should be invited to one group to be able to collect their in-depth feedback. Similarly, female people who are expected to share gender-sensitive opinion such as family's labor division, domestic violence, should be invited to separate group. Female facilitators should be arranged to moderate discussions for female groups. Where possible, consultation should be organized for people of same socioeconomic status.

Health safety measures must be in place and taken by consultation organizing unit to avoid/reduce the risks of COVID-19 transmission, especially when face-to-face consultation is carried out, regardless of number of participants. Free sanitizers and medical masks should be arranged beforehand at consultation venue in case participants need. Spacing should also be exercised as recommended by local government at the time of consultation. Instructions by local government on COVID-19 prevention measures should be strictly followed when face-to-face consultations are carried out.

- **INCORPORATION OF FEEDBACKS**

The feedback of vulnerable peoples on project’s risks and impacts, mitigation measures, and grievance redress, etc. are important during project design. While the quality of feedback is affected mostly by the first two steps (notification and organization of consultation), diligent consideration of collected feedback and consistent incorporation of these feedbacks into project design and implementation is of utmost importance to ensure identified risks and impacts could be avoided, or reduced. Feedback should be incorporated carefully and consistently across relevant documents, such as site-specific ESMP, IPP, and RP (if relevant) – in a manner that draws the attention of implementing stakeholder who are in charge, and dedicated implementation.

3.6 Timelines

The following tables provide a summary of key activities.

Table 7 – Indicative Timeline

Activities	Project Phases	Timelines	Responsibilities	Locations
National consultations to disclose and discuss documents (RPF, IPPF and ESMF)	Conceptual Design, Prior to World Bank Appraisal	Nov 2021	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	Dec 2021	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	Prior to subproject bidding with RP’s implemented prior to construction works starting	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, SEOs, Design and Supervision Consultants, GDR (if land acquisition)	Project Provinces

3.7 Review of Comments

This section describes how comments from project stakeholders will be gathered, reviewed, and reported back to stakeholders on the final decision, including a summary of how such comments were taken into account.

- **GATHERING FEEDBACK**

MRD will establish multiple channels to receive feedbacks from project stakeholders (See Section 3.2 and 3.3 above). At commune level, feedback from local people (both verbal and written) will be gathered through commune/village offices. Commune office serves as the first level where local people can conveniently provide feedback, such as concerns, grievances, or ask for clarification. In addition to commune-level channel, feedback/grievance can be lodged through PMU using PMU’s dedicated phone number, email, and postal address. Feedback through PMU will be managed by PMU’s Social and Environmental Officers who will register all feedback received in the project GRM database, acknowledge and inform feedback providers how comments/grievances will be processed. In addition, PMU will set up virtual channels, such as Facebook, website, to collect feedback through online consultation when face-to-face meeting is not feasible due to COVID-19. Stakeholders, including affected groups and interested groups, will be informed of all channels available to attend consultation, asking for clarification, and provide feedback, including complaints.

- **REVIEWING FEEDBACK**

Feedback/grievances submitted by stakeholders through project’s dedicated channels will be registered and processed by the agencies in charge at different levels, including commune, district, provincial and national levels. Contractors will also be responsible for review/resolving complaints of their workers and staff concerning labor and working conditions, or SEA/SH. Important feedback, such as grievances, will be acknowledged in writing by the respective grievance receiving units at different levels, such as commune, district, provincial levels, or local leaders in the case of IPs. Grievances will be resolved within a timeframe specified for each step (See Section 5.4 for a summary of all three GRMs prepared for the project). It is noted that if a grievance is submitted through PMU, GRM focal point within PMU will acknowledge the receipt of grievance and notify the aggrieved person that their grievance will be transferred to the unit in charge (outside PMU) for resolution. GRM focal point will also inform the aggrieved person

how their grievance will be addressed, including next steps in the GRM process. MRD's SEOs will oversee the entire GRM process, including receiving, registering, transferring, following up with agencies in charge with regards to resolution process and results, and record each of these steps in the GRM database. MRD's SEOs will work closely with GRM designated unit at all levels, including relevant governmental agencies and contractors who are responsible for grievance resolution. MRD' SEOs will update the Project Grievance Logbook and follow up on grievance resolution process with units in charge. MRD's SEOs will be responsible for these tasks and report regularly to MRD management

- **REPORTING BACK**

Communicating back to stakeholders to provide tangible responses to the concerns raised is essential to maintaining continued and full participation of project stakeholder throughout project cycle. As mentioned above, feedback and grievances raised by affected parties will be processed/resolved in due time and reported back to the affected people. The agencies directly responsible for grievance resolution will resolve grievance and will report back to aggrieved persons. For example, a grievance related to compensation rate, submitted through a commune office will be resolved and reported back by the units who directly solve the case. Similarly, a complaint by contracted worker related to working condition submitted to his/her employer (contractor) will be resolved and reported back by the concerned contractor, or by PMU's GRM focal point if it is escalated to the PMU.

Responses to general questions/ comments/ suggestion will be made as soon as possible. For example, questions raised at consultation meetings will be answered during the consultation. Answers to questions/ comments that require time for consideration will be reported back to the affected groups in a subsequent consultation meeting. Meanwhile, a summary of these responses (with no personal information) will be shared to the general public through MRD's dedicated website on a quarterly basis, or sooner when available. For confidentiality such as Violation of the Code of conduct, Gender Based (Violence) GBV related issues and SH, create an environment in which people are more likely to raise concerns, complain or stand in witness. Confidentiality assures that any information given is restricted to a limited number of people and that it is not disseminated wider, therefore offering an element of protection and security to the complainant.

3.8 Future Phases of Project

During project preparation, all project stakeholders were kept informed of project purpose, proposed activities, environmental and social assessment of risks and impacts, E&S management plan, and grievance redress procedure. During project implementation, affected parties will be informed and consulted if project's ES documents are updated, or when site-specific ESMPs and/or site-specific RPs are prepared. The documents, if updated, will be disclosed through the same channels where the previous versions were disclosed. Performance of environmental and social instruments, stakeholder engagement plan, and grievance redress mechanism will also be reported to relevant affected parties. With regards to grievance redress mechanism, complainants will be informed of steps and progress made in complaint resolution during the grievance resolution process. The project will report at least bi-annually to stakeholders, but will

report more frequently during periods when project activities are actively carried out such as during consultation, compensation payment, construction, and resettlement process.

4 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

4.1 Resources

The PMU will be in charge of implementation of stakeholder engagement activities. The table below provides contact information of key environmental and social PMU members that can be reached to provide comments, feedback, or raise questions about the project. In case there is change to the following personnel, this SEP will be updated to reflect new staff arrangements and will be disclosed through the same channel to keep project stakeholders informed. Changes will also be updated accordingly in material distributed for consultation.

Table 8 – PMU’s Environmental and Social Members and Contact Information

Contact information	PMU Director	PMU Social Officer	PMU Environmental Officer	GRM Focal Point
Name				
Postal address				
Email				
Phone number				

Adequate budget for stakeholder engagement activities will be allocated from the overall project cost, which will include cost for organizing meetings, workshops, trainings, hiring of staff, field visits to subproject locations, translation and printing of relevant materials, billboards and operating project GRM. The cost for implementation and monitoring of environmental and social mitigation measures at construction sites will be integrated into the construction overhead and will be borne by the contractors.

4.2 Management Functions and Responsibilities

Institutional arrangements for implementation will follow the Government’s institutional structure. Under this project, as the Implementing Agencies (IA), the Ministry of Rural Development (MRD) will establish a Project Management Unit with a Project Director, a Project Manager, and Social and Environment Officers (SEOs).

MRD’s Project Director, Project Manager, and Environment and Social Officers will be directly responsible for implementing the SEP during project implementation. MRD will oversee the SEP implementation of the PMU under MRD. The project’s contractors or consultants will be responsible for implementing certain part of the SEP under the supervision of PMU’s SEOs.

Under the guidance of the PD/PM, the SEOs will be responsible for:

- Leading, or supervising organization of consultations as described in SEP;

- Leading, or supervising the disclosure of information as per SEP;
- Establishing, maintaining, regularly updating the Project Grievance Logbook;
- Reviewing monthly monitoring reports provided by project contractors and consultants;
- Reporting regularly to the Project Director.

Stakeholder engagement activities set out in this SEP will be evaluated periodically by PMU in line with specific stakeholder engagement activities described in respective ESMP, RPs, IPP, and other relevant project documents. Project stakeholders such as affected and interested people will be encouraged to take part in monitoring project activities at subproject level.

The SEO has been supported and trained by the national consultants during the project preparation phase. During project preparation, the SEOs will be further trained to be able to perform their assigned tasks appropriately.

Table 9 – Responsibilities for SEP Implementation

Responsibilities		
MRD	Project Director	<ul style="list-style-type: none"> • Review 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"> • Oversee SEO and the process of grievance redress and stakeholder engagement • Submits monthly reports to the Project Director
	SEO	<ul style="list-style-type: none"> • Implement stakeholder engagement activities as described in the SEP, including consultations, disclosure, trainings on gender-based violence, road safety, etc. • Coordinate with village and commune authorities and contractor on the grievance redress mechanism, following up those grievances are recorded and promptly resolved • Oversee stakeholder engagement activities being conducted by the contractor and/or DDIS/ISWSC consultants • Coordinate with other agencies involved such as GDR • Leads the process of consultation on voluntary donations • Leads the process of identification of Indigenous Peoples
MEF	GDR	<ul style="list-style-type: none"> • Lead consultations on land acquisition, including on the detailed measurement survey, calculation of entitlements, compensation rates, project schedule, etc. • Responsible for its own GRM relating to land acquisition
Contractor	Chief Engineer	<ul style="list-style-type: none"> • Carry out consultations with stakeholders on project timeline, mitigation of civil work activities (such as dust, traffic), informs stakeholders about jobs • Ensure careful consideration of women and vulnerable groups, including them in consultations and that they don't miss out on job opportunities • Conduct training on Code of Conduct for workers, including on appropriate behavior and relations with community and gender-based violence

		<ul style="list-style-type: none"> • Conduct trainings and awareness activities on road safety • Conduct due diligence on supply chain to screen for child labor and indentured labor
DDIS	Environment and Social Experts	<ul style="list-style-type: none"> • Conduct 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 • Conduct trainings on gender-based violence, HIV/AIDS, road safety and others as described in this SEP and/or as required by MRD • Assist in the identification of Indigenous Peoples, working with the SEO • Prepare the targeted Social Assessment and IPP if relevant, or this may be the task of a separate consultant • Build capacity of SEO staff to deliver SEP

5 GRIEVANCE REDRESS MECHANISM

5.1 Objective of the project GRM

The objective of the GRM is to provide affected persons with redress procedures that can be conveniently used to raise a project related concern or grievance. The GRM guides how a complaint can be lodged, including forms and channels through which a complaint can be submitted. To facilitate the grievance resolution process, grievances received will be acknowledged in writing and solved within a specified timeframe. During the resolution process, where necessary, dialogue will be hold with aggrieved person for mutual understanding and effective resolution. Once a complaint is resolved, aggrieved person will be notified of the resolution results. The GRM has sequential steps that aggrieved person can use. If the aggrieved person is not satisfactory with the grievance resolution result, or if their complaint is not resolved within the timeframe specified for a particular step, aggrieved person can move on to the next step which is higher in resolution hierarchy. The project has an appeal process that complainant can resort if they are not satisfied with a resolution decision at a particular step, or their complaints are not resolved within a specified timeframe.

5.2 Summary of national legislation related to grievance and complaint

The RGC has various laws and sub-decrees that have been in place to guide the implementation of complaint resolution process. These documents specify the right of the complainants as well as the responsibilities of concerned governmental agencies as to complaint resolution. Relevant legal documents include:

- Law on Expropriation (dated 26 February 2010);
- Labor Law (dated 13 March 1997, amended on 20 July 2007 and 26 June 2018);
- Law on Prevention of Domestic Violence and Protection of Victims (dated 24 October 2005);

- Sub-decree No. 22 ANK/BK (2018) on Standard Operating Procedures for Land Acquisition and Involuntary Resettlement for Externally Financed Projects in Cambodia. Guidelines for Grievance Redress Mechanism (Appendix 8);
- Law on Administrative Management of Capital, Provinces, Municipalities, Districts and Khans (dated 22 May 2008) – Section 6 on Solution of Local Conflicts;
- Sub-decree No. 22 (25 March 2002) on Decentralization of Roles, Functions, and Power to Commune Councils (Article 61: duty to promote the role of conciliating disputes between citizens);
- Sub-decree No 47 ANK.BK (31 May 2002) on Organization and Functioning of the Cadastral Commission (Chapter 4 – District/Khan Level Conciliation).

5.3 Principles of Project GRM

- **Complainants bear no costs associated with the entire complaint resolution process.** Costs incurred as a result of grievance resolution will be borne by the project. However, if the complaints bring their case to the court of law as they wish, they will bear the costs associated with their lawsuit.
- **Project's complaint handling procedures will be disclosed in public domain.** All project's complaint handling procedures, such as that for project workers and people affected by land acquisition, will be disclosed on PMU's website, Facebook, to people who attend consultation meetings. Project GRM will also be disclosed through Project Information Booklet that will be distributed at consultation meetings and posted on MRD's website.
- **Complaint can be lodged in verbal or written form using different channels.** Affected person can submit their grievance through direct submission (handing), courier, mail, email, and telephone, or through authorized representative. Verbal complaint can be submitted by people with difficulties writing complaint letter (e.g. the elderly, people with disabilities...). Governmental staff at commune office will assist the person who has difficulty writing a complaint.
- **Complainant can delegate a representative who act on their behalf.** Person lodging a grievance can ask assistance from their family or from individual that they trust to transcribe their complaint, and act as their representative to submit their complaint.
- **Complaints will be registered in project GRM logbook and will be monitored until completion.** All complaint will be monitored by the parties in charge of complaint resolution, and by PMU of MDR. A grievance database will be established and maintained by PMU.
- **Complaint will be acknowledged within 15 days from the date of complaint receipt.** The unit in charge of complaint resolution will notify complainant upon complaint receipt and will initiate the complaint resolution process.
- **Time-limit for grievance resolution is specified for each step.**

5.4 Description of Project's Redress Procedures

The project has in place complaint handling procedures for three types of potential grievances, including grievances related to 1) land acquisition, 2) labor and working conditions, and 3) sexual exploitation and abuse and sexual harassment (SEA/SH). These procedures are established based on the above GRM principles and are in accordance with pertinent national legislation. The GRM for complaints related to land acquisition is provided in the project's Resettlement and Policy Framework (RPF). The GRM for project workers, which follows a different procedure is described in the Labor Management Procedures. GRM related to SEA/SH is established in accordance with pertinent national laws and the World Bank's guidance on SEA/SH, and is described in project's LMP (see LMP for details). A summary for these three procedures is provided below:

5.4.1 Redress Procedure for Complaints related to Land Acquisition

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.

- ◇ **Step 1 – Commune level.** Traditionally, the AP can bring their complaint to the Village Chief or Commune Chief who may be able to resolve issues on the spot. The Village Chief or Commune Chief will record the grievance and document how the complaint was resolved and report to resolved cases the MRD's Environment and Social Officers (ESO).

In case the AP is Indigenous People (IP), the aggrieved people may bring their case to the local IP community leader at village/commune level will refer the case to the Village Chief or Commune who proceed as described above. If the AP is not satisfied with the resolution, s/he can proceed to Step 2 (District level) or Step 4 (Provincial level) as they wish.

- ◇ **Step 2 – District level.** The AP can skip Step 1 as they wish by lodging a written complaint to the Head of the District Office where the subproject is located. The AP can bring a community elderly or representative to mediate the matter at the District level. The Inter-Ministerial Resettlement Committee Working Group (IRC-WG) will approach the Head of the District Office about the matter. The conciliation meeting shall be held and decision be taken within 15 working days from the date of complaint registration at the District Office. If the complaint is resolved at the District Level to the satisfaction of the AH, the IRC-WG will inform GDR's Department of Internal Monitoring and Data Management (DIMDM) which will review and seek the approval of the Director General of GDR for appropriate remedial action. The AP will be informed in writing by the GDR of the decision and the remedial action within 15 working days from the receipt of the letter from the District Office. If the complaint is rejected at this stage, the District Office will inform the AP in writing. If the AP is not satisfied with the result, s/he can proceed to the step 3.
- ◇ **Step 3 – Project level (General Department of Resettlement).** The GDR will review the complaint and submit a finding report to the Director General of GDR for a

decision. The final report will be completed within 30 working days from the date of complaint receipt and will be submitted to the Director General of GDR for final decision within 5 working days from the date of receipt of the final report. In case the subject matter requires intervention at policy level, the case will be transferred to the Inter-Ministerial Resettlement Committee (Project-Level) for review and decision. When this is the case, additional 10 working days after the day the normal time limit would have expired may be required for the IRC to make final decision.

- ◇ **Step 4 – Provincial level (Provincial Governor's Office).** The AP can submit a written complaint to the Provincial Grievance Redress Committee (PGRC) through the Provincial Governor's Office. The AP or their representative will have opportunity to present their case during a meeting. The PGRC may consider any compelling and special circumstances of the AP to make decision. The GDR will send a representative, as a non-voting member, to provide explanation for the rejection of the complaint at the second step by the GDR. The decision of the PGRC must be reached on consensus basis and will be final and binding except for case where the complaint is related to Government's policy. Decisions on government's policy related to land acquisition and resettlement are made by the IRC. The PGRC will have 40 working days from the date of receipt of the complaint to make a final decision. The decision of the PGRC will be sent to the IRC through the GDR for endorsement before taking remedial action.

If the AP is not satisfactory with a resolution decision made at any of the above steps, they can bring their case to the Provincial/Municipal Court at their own cost as per the Law on Expropriation. If they win the case, their tribunal fee will be reimbursed by the project.

5.4.2 Redress Procedure for Complaints related to Labor and Working Condition

Project workers can lodge their grievance/complaint as follows:

- ◇ **Step 1 – Employer Level.** aggrieved person (AP) can submit their grievance to their Employer who serves as the first focal point for receiving and resolving grievance. Grievance can be lodged verbally or in writing, in person or by phone, text message, mail or email (anonymous complaint is accepted). The Employer involved will resolve the case no later than 15 days. Once resolved and the AP is satisfactory, the Employer will report the case, including resolution process and results, to the SEO of the MRD for information and record. If the AP is not satisfied with the resolution of their Employer, the Employer will refer the AP to the SEO of the MRD, and the MRD Management if needed, and inform the AP of this referral. It is noted that if a complaint is concerned of the safety and health of one or several individuals, such complaint shall be resolved as soon as possible – depending on the nature and urgency of the grievance.
- ◇ **Step 2 – PMU level.** MRD SEO will resolve the complaint referred by the Employer and acknowledge the receipt of the AP's complaints within two weeks from the date of complaint receipt. If the SEO of MRD cannot resolve the complaint, the SEO Safeguard Team will consult with the Project Manager/Director for resolution. The SEO of the MRD will inform the AP of the PMU's resolution result in writing within 30 days from

the date of complaint receipt. If the AP is not satisfied with the resolution outcome proposed by PMU, PMU will refer the case to the Project Steering Committee of the project for resolving and inform the AP of this referral in writing.

- ◇ **Step 3 – Project Steering Committee level.** At this level, the case will be resolved no later than 21 days. The AP will be informed of the resolution decision in writing.

In case the grievance has not been solved within the specified timeframe, or the AP does not agree with the proposed resolution, the AP can approach the Labor Inspector of his/her province or municipality.

- ◇ **Step 4 – Court of Law.** If the AP is not satisfied with the resolution proposed above, the AP can initiate a lawsuit to the court of law at any step. The cost associated to the lawsuit shall be borne by the AP. The decision of the Court will be final.

5.4.3 Redress Procedure for Complaints related to SEA/SH

For complaints concerning SEA/SH and are related to project workers, the following channels can be used to submit a grievance:

Channel 1 – AP can follow steps outlined in Section 5.4.2 (above) to lodge a SEA/SH complaint.

Channel 2 – Alternatively, AP can lodge their complaint, verbally or in writing, to the GRM Focal Point within the SEO of MRD for advice and resolution.

Channel 3 – If AP wants to bring the case of the Court of Law, AP can follow steps below for prosecution. Prosecution related to SEA/SH is administered under the Criminal Code and the Code of Criminal Procedure, and is as follows:

- ◇ **Step 1 – Judicial Police.** SEA/SH victim or a representative can submit their grievance to a local Judicial Police (JP) Officer. JPs include a) Commune/ Sangkat Chief, b) Commune/ Sangkat/ District/ Provincial/ National Police, and c) District/ Provincial/ National Military Police. The JP is responsible for receiving, recording complaints, and may conduct preliminary investigations to identify and may arrest the perpetrator. The JP will also collect evidence to support the prosecutors. If the SEA/SH happens at home and/or falls under the domain of domestic violence (as per Law on the Prevention of Domestic Violence and Protection of Victims), the SEA/SH survivor may seek support from a local qualified Judiciary Police Officer (appointed by the Ministry of Women’s Affairs) who can act as a complaining party on behalf of the SEA/SH survivor¹.

¹ In 2007, Inter-Ministerial Prakas No. 64 was issued by the Ministry of Women's Affairs (MoWA) and the Ministry of Justice (MoJ) appointing MoWA officials who have legal qualifications to be officials of the MoWA Judicial Police. The roles and authority of the JPO under MoWA is defined in the MoWA's Prakas No. 072 KKN/BS (2007) and is as follows: (1) act as a plaintiff representing the victim (2) prepare reports and records (3) monitor and follow up on relevant investigations (4) follow up on Court's procedures (decisions and convictions). In addition, Prakas of the Ministry of the Interior (No. 3840, 2020) on Establishment and Functioning of the Commune/ Sangkat Committee for Women and Children, has defined the roles and responsibilities of these Committees in prevention, mitigation and collaboration with juridical agencies to prevent, resolve cases related to domestic violence, sexual abuses, sexual

- ◇ **Step 2 – Prosecutor.** Upon receiving the completed written record from the JP, the prosecutor can make a decision on if the prosecutor will hold a file without processing it further, or conduct proceedings against the perpetrator. The prosecutor may bring the case to the Court of Law and present the evidence in Court hearings.
- ◇ **Step 4 – Investigation by Judge.** During this step, the investigating Judge will conduct interrogation of the charged person and perform other required investigation procedure.
- ◇ **Step 5 – Hearing.** After issuing an order of indictment, the investigating Judge will submit the case to the trial court president who shall arrange a date for the trial. The decision of the Court on SEA/SH resolution is final.

5.5 Registration of Project Grievance

The SEO, Project Directors/Managers within the MRD is responsible to establishing and maintaining the project grievance logbook (PGL). The PGL will be established by the SEO to record all concerns/grievance that are submitted by project stakeholders during project implementation. In case there is serious complaint, the World Bank should be notified of these complaints within 24 hours of of complaint receipt (See Annex 3 for Guidance for establishing and maintaining Project Grievance Logbook).

6 MONITORING AND REPORTING

6.1 Monitoring

The objective of internal monitoring of SEP implementation is to ensure activities set out in SEP is carried out timely and appropriately. Under the overall guidance of the Project Director and Manager, the ESOs of MRD is responsible for monitoring activities described in this SEP. During project implementation, the SEOs will prepare monthly internal monitoring reports for SEP activities, including activities to be carried out under IPP. Activities undertaken under RPs will be monitored by the GDR as described in project’s RPF.

Internal monitoring by MRD will 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;

harassment, human trafficking (such as exportations of women and children in commune/ sangkat for sexual exploitation).

- Overall community satisfaction;
- The process for voluntary land donations;
- Ease of approaching contractors and/or the SEOs, 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.

6.2 Monitoring of Project Stakeholders

During project implementation, communities who will benefit from project and people who are potentially affected adversely by the project will be encouraged join in participatory monitoring of activities which potentially affect them. These activities may include construction/rehabilitation of civil works at subproject level that may cause temporary environmental risks and impact, as well as impacts related to land acquisition, potential risks related to the influx of labor, road safety, community health and safety (as described in the project's LMP).

6.3 Reporting Back to Stakeholders

MRD's SEOs will ensure feedback from affected and interested parties, including grievances submitted by affected persons will be processed/resolved adequately and reported timely to affected parties. 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, , ongoing consultations will be conducted in line with this SEP and IPPF will ensure that IP's view/concerns/suggestions are incorporated into project implementation, and are informed of how project responds to their feedback.

7 COSTS AND BUDGET

7.1 8.1 Costs

Indicative costs for SEP implementation are estimated during project preparation (see table 10 below) for the purpose of budget planning. The actual costs of SEP implementation depend on scope and activities to be carried out, during project preparation and implementation. The estimated cost below may be updated once the list of subprojects is finalized. Costs incurred as disclosure materials and public consultations are covered by counterpart funding and are estimated in the project' SEP.

7.2 Budget

The budget for implementing SEP will be allocated from source of counterpart funding. Budget sources are indicated for each anticipated activity – as indicated in table 10 below.

Table 10 - Key activities and costs for supporting SEP implementation (in US Dollars)

No.	Key activities	Stakeholders involved	Estimated costs	Sub-Total
Consultation During Project Preparation: Conceptual Design, Prior to World Bank Appraisal				
1	Disclosure materials: Project Information Booklet, poster, leaflets, project billboards and Executive Summary of ESMF (summary of risks/impacts and mitigation measures) in both English and Khmer version	<ul style="list-style-type: none"> • MRD (oversight) • SEO and Consultant (implement) 	5,000x6provinces	30,000
2	National consultations to disclose and discuss documents (RPF, IPPF and ESMF)	<ul style="list-style-type: none"> • MRD (lead) • SEO (coordinate) • Consultant (implement) 	500	500
3	Public consultation at provincial and district levels using 3-way approach including online, phone calls / emails and commune office	<ul style="list-style-type: none"> • MRD (oversight) • SEO (lead) • Consultant (implement) 	3,000x6provinces	1,8000
Consultation During Project Implementation: Detailed Design				
4	Local consultations, to introduce project, screening on IPs, extent of land acquisition, voluntary donations, detailed design, project impacts, etc.	<ul style="list-style-type: none"> • MRD (lead) • Consultant (implement) 	3,000x6provinces	1,8000
5	If land acquisition impacts, detailed measurement and preparation of Detailed RPs.	<ul style="list-style-type: none"> • GDR (lead), • MRD and consultants (implement) 	10,000x6provinces	60,000
6	Disclosure of ESMP, voluntary donations, RPs if applicable	<ul style="list-style-type: none"> • MRD (lead) • SEO and consultants (implement) 	500x6 provinces	3,000
7	If applicable, preparation of Indigenous Peoples' Plan and Social Assessment	<ul style="list-style-type: none"> • MRD (lead) • SEO and consultants (implement) 	5,000x6 provinces	30,000
Civil Works				

	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.	<ul style="list-style-type: none"> • MRD (lead) • SEO and consultants (implement) 	5,000x6 provinces	30,000
8	Staff allowance	<ul style="list-style-type: none"> • MRD (oversight) • SEO (implement) 	\$35 x 6 staffs x 10 days x 6 provinces	12,600
9	Transport		500 x 6 provinces	3,000
10	Data collection		1,000x6 provinces	6,000
11	Others		500x6 provinces	3,000
TOTAL				214,100

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]	
Questions/ Comments made and responses: [summarize the main questions asked and the responses given]	

Title of Consultations:	
Photos	

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

ANNEX 3 – GUIDANCE FOR ESTABLISHING PROJECT GRIEVANCE LOGBOOK

A Project Grievance Logbook (PGL) should be established by the MRD' SEO as soon as the project become effective. The PGL summarizes concerns/complaints received as a list, along with key statistics on the number of complaints, time spent for each complaint from receipt to final resolution. Each case should be assigned with a unique number. A good practice is to assign

the case by the date of receipt, such 2022-01, 2022-02 etc.). Supporting documents associated to each case should be documented electronically or in hard copy for convenient retrieval when needed. These supporting documents may include letter, email, record of conversation, etc.

The sample table below can be used. The table should include:

- Name and contact details of aggrieved persons;
- Details of the nature of the grievance;
- Date received,
- How it was submitted, acknowledged, resolved, and closed down.

Grievances can be submitted anonymously or the aggrieved person can also request their name be kept confidential.

Project Grievance Logbook (PGL)								
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?

ANNEX 4 – SUMMARY OF CONSULTATION