



Lao People's Democratic Republic
Peace Independence Democracy Unity Prosperity

Ministry of Public Works and Transport

Stakeholder Engagement Plan combining Ethnic Group Engagement Plan

for the Lao PDR Climate Resilient Road Connectivity Improvement Project
(CRRCIP)

Prepared by:

Department of Road (DOR), and
Public Works and Transport Institute (PTI)

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LIST OF ACRONYMS

AHs	Affected Households
CRRICIP	Climate Resilient Road Connectivity Improvement Project
DOR	Department of Road
DONRE	District Natural Resources and Environment Office
DPWT	Department of Public Works and Transport
ECC	Environmental Compliance Certificate
EDPD	Environmental Research and Disaster Prevention Division
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
FGD	Focus Group Discussion
GBV	Gender Based Violence
GM	Grievance Mechanism
GOL	Government of Lao PDR
GRM	Grievance Redress Mechanism
IEE	Initial Environmental Examination
IP	Indigenous People
ISWS	Implementation Support and Work Supervision Consultant
Lao PDR	Lao People's Democratic Republic
LGBT	Lesbian, Gay, Bisexual and Transgender
LMP	Labor Management Procedures
MPWT	Ministry of Public Works and Transport
NGOs	None Government Organisations
OHS	Occupational Health and Safety
PAFO	Provincial Agricultural and Forest Tree Office
PAPs	Project Affected People
PAVs	Project Affected Villages
PD	Project Director
PDO	Project Development Objective
PIU	Project Implementing Unit
PLSW	Provincial Labor and Social Welfare
PM	Project Manager
PMU	Project Management Unit
PONRE	Provincial Natural Resources and Environment
PTI	Public Works and Transport Institute
PWD	People with Disability
RC	Resettlement Committee
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stake Holder Engagement Plan
VAC	Violence Against Children
WB	World Bank

1. Introduction

1. The Project aims to improve climate resilient road access in targeted provinces, enhance capacity to manage road network, and in case of an Eligible Crisis or Emergency, respond promptly and effectively to it. The Project comprises the following four components:
 - **Component 1: Climate Resilient Road Access:** The project will support (i) improvement of about 300 km of District Roads and Rural Roads in the provinces of Khammouan, Savannakhet, and Saravan to the standards of Class V/VI roads as per the Ministry of Public Work's (MPWT's) Road Design Manual and addressing climate and disaster resilience aspects, (ii) construction supervision of the project road improvement works, and (iii) maintenance of the project roads post improvement during the project period.
 - **Component 2 - Project Management:** This component will support (i) financial audit, (ii) technical audit of the project road improvement works during construction, (iii) environmental and social monitoring, (iv) road safety audit of the project road designs, (v) road user satisfaction surveys carried out at the start of implementation, at mid-term, and at the close of the project, (vi) incremental operating costs, (vii) technical and operational assistance for the day-to-day management, monitoring and evaluation of the Project, and (viii) land acquisition, resettlement, and rehabilitation.
 - **Component 3: Institutional Development:** This component will support MPWT in (i) capacity building of local contractors in the areas of Output and Performance-based Road Contracts, climate resilience, road safety, and environmental and social risk management, (ii) a study on climate resilient road network planning and prioritization and capacity building of MPWT and DPWTs, (iii) preparation of a road sector financing strategy, (iv) training of MPWT and DPWT staff on cross-cutting issues including road maintenance, road safety, gender, citizen engagement, and climate disaster risk, (v) a female internship program, and (vi) preparation of environmental, social, technical, and economic documents for any future road projects in Lao PDR. .
 - **Component 4: Contingent Emergency Response Component:** Contingent Emergency Response Component: This component will support MPWT in case of an Eligible Crisis or Emergency in responding promptly and effectively to it as per the Contingent Emergency Response Manual..
2. The Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.
3. This SEP should be read together with other plans prepared for the project, including the Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF) and the Environmental and Social Commitment Plan (ESCP).

2 Objectives

4. The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

5. Key national laws, degrees, regulation and guidelines of Lao PDR such as the EIA Decree, 2022, Public Involvement Guideline, 2011, Decree on Ethnic Groups, 2020 and Ethnic Group Consultation Guideline have been considered during the preparation of ESF instruments and they will also be applied during implementation of the project.

3. Stakeholder Identification and Analysis

3.1. Methodology

6. In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:
 - *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
 - *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
 - *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
 - *Flexibility:* If social distancing (required in the event of COVID-19 resurge or other communicable disease emerges), cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.2. Affected parties and other interested parties

7. Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:
8. **Affected parties.** Affected parties or project beneficiaries, include project target groups, community members, and other parties that may receive project benefit (either directly or indirectly). Project's target groups are people both male and female of all different ages and socio-economic status (poor and better-off) including people with disability, LGBT, elder people, children/school students, and ethnic groups (IPs) along the proposed road sections in the three provinces.
9. **Other Interested Parties.** These may include government officials, community leaders, and civil society organizations, and those who work in, or with the same communities under their own project/program. These may include different administrative levels including village, district, provincial and central levels, including provincial public works and transport departments, Lao Women's Union in charge of promoting and protecting women and child rights and interest, Lao Front for National Development mandated to promote and advocate ethnic groups, ethnic group leaders, village authority and NGOs.

3.3. Ethnic Groups as project's potential beneficiaries

3.3.1 Overview of ethnic groups in the country

10. Laos is home to 50 different ethnic groups which are classified into four ethno-linguistic families. These are (i) Lao Tai, which is predominant making up 65% of total population (7,2 million), (ii) Mon-Khmer, (iii) Hmong lewmien, and (iv) Chino-Tibet. The ethnic groups under the last three ethno-linguistic families are considered to be indigenous people (IP) possessing four characteristics under the ESS7. The ethnic (IP) groups present in Project Area include Mon-Khmer (Khmu, Yrou, Bru, Souay, Ta-Oy, and Katang). See table 1 below for more details of EG in the subprojects.

3.3.2 Ethnic groups in project provinces

11. There are various ethnic groups present in the project provinces (as in table 1 below). However, key ethnic groups that are included as current project beneficiaries and affected parties include two main groups: Lao (Lao Tai), and Mon-Khmer (Makong, Khmu, Yrou, Bru, Ta-Oy, Katang) (See table 1).

Table 1: Ethnic Groups in villages in the Project Area

Province/Road #	Total Length (Km)	# of villages	# of total HHs ¹	Ethnic Groups in that village
Khammuane (KM)	86.56	21	1,592	
1. Road #5682 in Xebangfai District	17.56	7	518	Makong (IP).
2. Road# 5683 in Xebangfai District	49	8	620	Khmu (IP)
3. Road# 5669 in Bualapha District	20	6	454	Khmu, and Yrou (IP)
Savannakhet (SVN)	123.9	44	7,680	
1. Road# DR 6576 in Champhone District	8.6	7	940	Lao Tai (none IP)
2. Road# 6586 in Champhone District	8.3	12	2,386	Lao Tai (none IP)
3. Road# DR 6323 in Champhone District	14	4	1,026	Lao Tai (none IP)
4. Road# DR 6507 in Champhone District	43	7	1,295	Brou (IP) and Lao Tai (none IP)
5. Road# RR 6594 in Songkhone District	20	8	1,521	Lao (none IP)
6. Road# 6861 in in Sepon District	30	6	512	Brou (IP)
Saravan (SLV)	83.5	43	5,272	
1. Road# 6933 in Salavan District	21.88	12	1,461	Lao Tai (none IP) and Souay (IP)
2. Road# 6909 in Laongam District	32.41	14	1,484	Lao Tai (none IP), Souay, and Ta-oy (IP)
3. Road# 6913 in Laongam District	16.51	10	1,729	Lao Tai (none IP), Souay, Ta-oy, and Yrou (IP)
4. Road# 7271 in Toumlan District	12.70	7	598	Katang (IP)
Grand Total	293.96	108	14,544	

¹ Note this is total number of HHs in a village. Details on numbers of ethnic groups HHs in each village is not available at this stage.

12. Of two main ethnic groups who are currently beneficiaries, Lao (Lao Tai), and Mon-Khmer (Makong, Khmu, Yrou, Bru, Ta-Oy, Katang). General characteristics of these groups are described below:

Lao (Lao-Tai)

13. The ethnic Lao-Tai, comprising around 65% of the population, dominate the country economically and culturally. There are, however, some provinces and districts where the number of ethnic (Indigenous) people exceeds that of the Lao and where their culture is prominent. The Lao-Tai are the dominant ethnicity, mostly made up of Lao people, and they tend to live in the lowlands where the wetlands lend themselves to rice farming².

The Mon-Khmer

14. Mon-Khmer has many ethnic groups and subgroups, and their languages are not mutually understood, even they are in the same main group/cluster. Their primary livelihood and income sources rely heavily on agricultural activities, cultivation and animal husbandry. Occasionally, they may also harvest non-timber forest products for sale, produce and sell black charcoal, and craft wooden furniture.
15. Many women and elder people of these ethnic groups have difficulty to speak and understand Lao language. Women may not be allowed to participate in meetings, or even if allowed and encouraged, they can be shy and not speak up due to patriarchal norms. They may also not be available to participate in meetings because they have to work in farm land and collect forest products. Thus, their needs and methods to enhance their engagement are provided in the Table 2.

3.4. Disadvantaged/vulnerable individuals or groups

16. Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following: 1) households below the poverty line of \$3.20 per day, 2) households headed by elderly with no means of support; (3) female headed households, especially those below the poverty level; (4) People with disability; (5) Children and student (pre-school, primary and secondary school) using the road sections covered by the project, (5) Ethnic people and (6) LGBT people who may face social stigma and prejudice, leading to exclusion, isolation, or bullying. These people/groups are disadvantaged/vulnerable due to their potentially significantly lower ability and cultural barrier to access and/or understand information about the project and its impacts compared to other groups due to physical, social or cultural constraints.
17. Vulnerable groups within the communities affected by the project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

18. During preparation of this SEP, ESMF, RPF, and ESCP, various public consultation meetings at the local/provincial levels had been conducted from 3rd to 27th October 2023 with the participation of 669 people (423 male and 246 female) who represented project stakeholders, project affected people (PAPs) and potential project beneficiaries. These consultations collected feedback to inform the Environmental and Social Management Framework (ESMF) and this SEP.

² https://www.ifad.org/documents/38714170/40224860/laos_ctn.pdf/24089e12-d0e8-43db-9fb8-978b48526499

19. The consultations were conducted in three project target provinces including Khammoan, Savannakhet and Saravan provinces. These 669 participants represent various ethnic groups such as Lao Tai, Khmu, Makong, Kaleung, Chaler, Phutai, Tri, Katang, Ta-oy and Pako. The brief summary description with the stakeholders and PAPs is summarized below and refer to Annex 1, Table 1 for more details.

4.1.1 Consultation with the GoL stakeholders

20. Consultations with GoL stakeholders at the provincial levels, including Department of Public Works and Transport (DPWT), Provincial Administrative Office, Provincial Natural Resources and Environment (PONRE), Provincial Agricultural and Forest Tree Office (PAFO), Provincial Labor and Social Welfare (PLSW), Lao Front for National Development, Lao Women's Union and Youth Union were conducted with three provinces from 03 to 23 October 2023, the key issues and recommendation raised by GoL stakeholders as below:

- The contractor should regularly sprinkle water on the road, this is to prevent the dust generation and to avoid affecting community members during the construction phase;
- The damaged access roads during the construction shall be repaired by the contractors once the construction is completed;
- Speed limited and warning signs should be in place;
- The relevant government stakeholders should be involved from the beginning of the project to consistently monitor the construction works and to ensure that the contractors are complying with measures to mitigate environmental and social issues;
- The UXO survey and clearance is needed for risky areas (Savannakhet province) before the construction begins;
- Considering to hire local unskilled laborers to work for the project equally both men and women, so they can generate income for their families;
- When constructing a road and/or drainage, the excavated soil must not block the waterways causing the flood to villagers' rice field/farm land (lesson learned from another road project);
- The originally proposed route through the national protected areas will be replaced by another route; the DPWT will issue the letter to MPWT for such change;
- Before starting the actual construction, a consultation with affected villagers along the road is needed to raise awareness about the project activities, E&S mitigation measures and GRM.

4.1.2 Consultation with the Project Affected Persons (PAPs)

21. Public consultation was made with PAPs in three provinces during 03 – 27 October 2023, there were 615 people (387 male and 228 female) in 22 villages representing different ethnic groups such as Lao Tai, Khmu, Makong, Kaleung, Chaler, Phoutai, Tri, Katang, Ta-oy, and Pako were participated in the meetings. Focus Group Discussion (FGD) was used to collect feedback, perspectives, and recommendations of men and women separately. In general, all PAPs are supporting the project and looking to see it happen very soon, while some PAPs have some recommendations as follows:

- If possible, they want the project to support providing of necessary facilities such as health centers, schools, and community markets for villages that still lack;
- Improve access roads to villages or places such as schools, and agricultural areas that are not in the project area;

- Before the construction, a detailed measurement should be carried out. If there is an impact on the villager's assets, the compensation should be applied;
 - During the road construction, it is necessary to sprinkle water on the road 1-3 times a day to cover the dust;
 - Before the construction, the project should organize meetings with PAPs on the road and safety matters;
 - There should be a regulation to manage workers' influx while working on sites;
 - If any alignment of the road will go through or impact the villagers' rice fields or crops, the harvesting should be taken before the construction begins;
 - The project should consider to hire local people as unskilled laborers to support their local income;
 - Concerning the traffic accident to the children and the elderly during the construction.
22. Feedback received during consultations has been accounted for in the Project ESMF. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex 1 (Summary of Consultation).

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

23. Stakeholder engagement is crucial for the success and sustainability of project across various sectors. The importance of stakeholder engagement lies in its ability to foster collaboration, build trust, and ensure that diverse perspectives are considered in decision-making processes. The project team will use various methods to communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project. The different engagement methods will be used to cover different stakeholder needs are stated below:
- (i) Structured agendas,
 - (ii) Focus group meetings/discussions,
 - (iii) Community consultations,
 - (iv) Formal meetings,
 - (v) One-on-one interviews, and
 - (vi) Site visits

4.3. Stakeholder engagement plan

24. A Stakeholder Engagement Plan is a structured document that outlines how a project intends to engage with its stakeholders. It serves as a roadmap for identifying, analyzing, and communicating with stakeholders throughout the project lifecycle. Below is a summary of the specific needs and methods for stakeholder engagement is provided by Table 2.

Table 2: Summary of needs and methods for stakeholder engagement

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Conceptual Design, Prior to World Bank Appraisal	Oct-Dec 2023	initial consultations, local-level meetings to introduce about the project, information gathering for pre-IEE and draft ESF	<ul style="list-style-type: none"> ▪ Field visits and conducting public consultation with Responsible Government Staff, interested stakeholders and PAPs; ▪ Use of village facilitator/local ethnic 	Project affected people and project beneficiaries including ethnic communities Responsible Government Staff	MPWT, EDPD/PTI

		documents	<p>interpreter when consulting with Ethnic Groups;</p> <ul style="list-style-type: none"> ▪ Conduct FGD with vulnerable people (PWD, LGBT and Ethnic group) separately for men and women; ▪ HH visit/interview and consultation at schools (if necessary) ▪ Village's loud speakers and radio channel. 	and interested stakeholders	
Prior to World Bank Appraisal	Feb 2024	Consultation on the draft ESF documents and its instruments, including translated Lao version of the Executive Summary of ESMF.	<ul style="list-style-type: none"> ▪ Face-to-face consultation at national level with relevant GoL and interested stakeholders, virtual channel is also available for provincial/local stakeholders to participate online. 	Responsible Government Staff and interested stakeholders	MPWT, EDPD/PTI
IEE	TBD	Specific extent of E&S impacts, based on location of road segments/sub-projects to be financed	<ul style="list-style-type: none"> ▪ Drafting Initial Environmental Examination) (IEE) documents as required by the national Decree on EIA (revised in 2022).with the same information collected during E&S risk screening, inventory and consultation and submitting to MONRE/PONRE for approval; ▪ Obtaining ECCs from PONRE ▪ Face-to-face consultation at national level with relevant GoL agencies 	PONRE, DONRE	MPWT, E&S Consulting Firm
Implementation Detailed Design	TBD	Detailed measurement of land acquisition impacts.	<ul style="list-style-type: none"> ▪ Conducting Detailed measurement of land acquisition and impacted structure (if any); ▪ Face-to-face consultations with affected people on resettlement plan (if any) 	Relevant GOL stakeholders and PAPs	E&S Consulting Firm, MPWT, Provincial, District and Village Resettlement Committee (RCs)
		Identified impacts and mitigation measures in the ESMP	<ul style="list-style-type: none"> ▪ Field visits ▪ Village level consultations ▪ Ensure consultations with EG representatives and representatives of vulnerable groups 	Project affected people and project beneficiaries including ethnic communities and other vulnerable groups; village authorities and	E&S Consulting Firm, MPWT Central and, Provincial

				other relevant government staff	
Implementation: Civil Works	TBD	Job availability during construction. Trainings on gender, OHS, SEA/SH, road and safety, etc.	<ul style="list-style-type: none"> ▪ General construction and job information in village meetings ▪ Ensure meetings include vulnerable groups ▪ Group trainings to workers ▪ Group trainings to women living in communities ▪ Group trainings at schools 	Project workers, including unskilled staff; women; children; ethnic groups and other vulnerable groups	Contractor, MPWT, EDPD/PTI

25. The following information will be publicly disclosed:

- Stakeholder Engagement Plan (SEP), including Grievance Mechanism (GM) procedures;
- Environmental and Social Management Framework (ESMF) and its annexes
- Resettlement Planning Framework (RPF)
- Environment and Social Commitment Plan (ESCP)

26. Project information will be distributed through the following channels:

- Website of MPWT
- Information leaflets
- Verbal explanation through:
 - i. Community consultation meetings at village level (to enhance participation and promote understanding of beneficiaries from ethnic groups who are not familiar with written information;
 - ii. Separate focus group meetings with vulnerable groups;
 - iii. One-on-one meeting (e.g. with people with disability, special health condition that prevent them from joining group meeting)
- Language to be used in written format includes Lao language. For ethnic groups of beneficiaries who are not familiar with verbal, consultation will be facilitated by a local person who can speak their languages (e.g. village facilitators).

4.4. Reporting back to stakeholders

27. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. Resources and Responsibilities

5.1. Resources

28. EDPD/PTI will be in charge of organizing stakeholder engagement activities and provide the required technical support and assistance to undertake stakeholder engagement. A provisional budget of US\$44,500 is estimated for implementation of SEP and stakeholders' engagement activities excluding the cost of consultations which are embedded in various project activities

29. The table below provides contact information of key environmental and social, EDPD/ PTI 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 3 : Contact information of key environmental and social in charged persons

Contact information	Project Director of Overall safeguard supervision	Safeguards Coordinator of CRRCIP	GRM Focal Point
Name	Mr. Siriphone Inthirath	Mr. Thongdom Chanthala	to be nominated for CRRCIP
Email	siriphone.inthirath@gmail.com	chnthl@yahoo.com	
Phone number	020 55561593	020 22033 971	

30. The budget for the SEP is estimated to be **USD43,000** and is included in Component 2 of the project.

Table 4: Budget for SEP implementation

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs
1. Estimated staff salaries* and related expenses				
1a. ES consultant salaries	1	Included in ESMF budget, item 8		
1b. Travel costs for staff to collect information and conduct consultation meeting with GoL stakeholder and project beneficiaries	3 provinces	6,500	1 time	6,500
2. Events				
2a. National public consultation to disclose and discuss ESF documents (ESMF, ESCP, SEP)	1 time at national level	5,000	1 time	5,000
2.b. Implementation of SEP- Local consultations to introduce about the project, its activities, positive and negative impacts with mitigation measures and GRM process in all villages located in the subprojects to be covered by contractor cost.	3 provinces (All villages)	Contractor cost		
3. Communication campaigns				
3a. Project Information Booklet, poster, leaflets, project billboards and Executive Summary of ESMF (summary of risks/impacts and mitigation measures) in both English and Lao version	3 provinces	5,000	1 time	5,000
3.b. Printing of awareness raising materials / grievance redress materials	3 provinces	5,000	1	5,000
4. Trainings				
4a. Training on social/environmental issues for PIU and contractor staff	3 provinces	6,500	1 time	6,500
4b. Training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff	3 provinces	6,500	1 time	6,500
5. Grievance Mechanism				
Training of GM committees and install suggestion boxes in villages	3 provinces	8,500	1 time	8,500

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				43,000

5.2. Management functions and responsibilities

31. Implementation of the Stakeholder Engagement Plan will be the responsibility of PMU of MPWT which will consist of Project Director (PD), Project Manager (PM), and Environmental Research and Disaster Prevention Division of the Public Works and Transport Institute (EDPD/PTI). They will guide the process of stakeholder engagement throughout the preparation and implementation of the CRRCIP. The PMU of the MPWT with the technical support from EDPD/PTI shall have office with staff and budget, and it will be the responsibility of this office to oversee the delivery of this SEP.

Table 5: Staff and Responsibilities for SEP Activities

	Staff	Responsibility
MPWT/PMU	Project Director	<ul style="list-style-type: none"> Reviews and approves monthly reports on grievance redress and stakeholder engagement; and Keeps World Bank informed on the implementation of the SEP.
	Project Manager of PMU	<ul style="list-style-type: none"> Oversees EDPD/PTI and the process of grievance redress and stakeholder engagement; and Submits monthly reports to the Project Director.
	EDPD/PTI (with the support of Environment and Social Consultant Firm, DPWT and Supervision Firm)	<ul style="list-style-type: none"> Supervise; monitor and report the SEP implementation including other safeguard instruments Provide technical support on capacity building for staff of government agencies involved in the implementation of SEP to address environmental and social safeguards issues Assesses the progress, accessibility, and efficiency of the Grievance Redress Mechanism (GRM) and the overall project GRM database is maintained and reported on at this level. Conducts trainings on gender-based violence, HIV/AIDS, road safety and others as described in this SEP. Assists in the identification of Ethnic Groups, working with the EDPD/PTI. Conduct biannual and annual Environmental and Social Standard (ESS) compliance monitoring and reporting. The biannual and annual monitoring reports and key findings from the implementation of SEP activities and be shared with DOR-MPWT, PMU/PTI, PIU, ISWS, and WB.
Contractor	Chief Engineer and ESS Team	<ul style="list-style-type: none"> Carries out consultations with stakeholders on project timeline, mitigation of civil work activities (such as dust, traffic), informs stakeholders about jobs. Ensures careful consideration of women and vulnerable groups, including them in consultations and that they do not miss out on job opportunities. Conducts training on Code of Conduct for workers, including on appropriate behavior and relations with community and gender-based violence (GBV), Sexual Exploitation and Abuse/Sexual Harassment and Violence Against Children (VAC) and OHS. Conducts trainings and awareness activities on road safety to be

Staff	Responsibility
	implemented together with the traffic police and target audience.

6. Grievance Mechanism

6.1. Description of GM

32. The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

Table 6: GRM Steps

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>Different channels are established to enable affected person to submit their grievances, including submission to village committee, as well as district and provincial levels. Grievance can also be submitted to:</p> <ul style="list-style-type: none"> i. PMU's email (response within 5 business days); ii. PMU offices at district level; iii. Project staff (including Project District Staff, Village Facilitators) during meetings or during site visit; iv. GRM focal points at district and provincial level; v. Contractors vi. Village Mediation Committee with focal persons with experienced on road and public works added for project purpose). Within 5 business days following the receipt of the grievance, the VMC will inform the complainant if her/his grievance could be addressed at the village level or will be escalated to the next level. Complaints are typically resolved within 10 business days at VMC level. Once the VMC receives a grievance from the complainant, they will report to the GRM focal point/PMU to keep them informed and track on how the grievance is handled. 	response within 5 business days	PMU at all levels, project staff and village mediation committees
Grievance uptake	Grievances can be submitted in writing and verbally, and either directly by the affected households, or by a person delegated by the complainant. Anonymous complaints are accepted and confidentiality is kept.	Upon receipt of complaint	Local grievance focal points
Sorting, processing	Any complaint received, except complaints submitted to contractors, is forwarded to Local grievance focal points and logged in a grievance logbook and categorized according to the	Upon receipt of complaint and should be sought within	Local grievance focal points / Contractor's

Step	Description of Process	Time Frame	Responsibility
	<p>following complaint types:</p> <ul style="list-style-type: none"> ○ Grievances relating to land acquisition, (that follow the GRM in the project's RPF/Draft RAPs). ○ Grievances related to ethnic groups with regards to Gender Based Violence (GBV), Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) and Violence Against Women (VAC) ○ Grievances related to project implementation (including relating to environmental and social impacts, health, worker's camp, road safety, pollution and waste, etc.). Some of these may be specific to ethnic groups. <p>Grievances submitted directly to contractors (such as relating to environmental and social impacts) should be logged by the contractor's GRM Focal Point or forwarded to the Grievance FPs at the provincial public work and transport or PMU focal point if the matter is outside the responsibility of the contractor. The Contractors will also deal with job-related disputes (detailed in the project's LMP).</p>	two weeks.	GRM FP
Acknowledgment and follow-up	Complaint will be acknowledged within 5 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.	Within 5 days of receipt	Local grievance focal points/ Contractor's GRM FP
Verification, investigation, action	Investigation of the complaint is led by Local grievance focal points or Contractor's GRM FP. A proposed resolution is formulated and communicated to the complainant by letter or phone calls. If the grievance could not be resolved satisfactorily by the District PMU committee, the affected person may resort directly to the National-level PMU.	Within 10 working days	Complaint Committee composed of District PMU or Contractor's GRM FP
Monitoring and evaluation	Data on complaints are collected in grievance logbook and reported to PMU at the national level every 3 months. All grievances will be monitored by PMU GRM focal point.	Every 3 months	Local grievance focal points
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by Local grievance focal points or Contractor's GRM FP. All grievances received are recorded by Local grievance focal points or Contractor's GRM FP and is processed/resolved in a given timeframe.	Every 6 months	Local grievance focal points, Contractor's GRM FP

Step	Description of Process	Time Frame	Responsibility
Training	Training needs for staff/consultants of the PMU, Contractors, and Supervision Consultants are as in table 3 above	Before the project begin	PMU at national level
If relevant, payment of reparations following complaint resolution	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.		

33. The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.
34. This GRM is also applicable to Gender Based Violence (GBV), Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) and Violence Against Women (VAC) related grievances, although complainants can also choose to submit their complaints directly to GBV Service Providers such as Lao Women's Union (LWU) who is in charge promulgating and reinforcing the Law on preventing a combating violence against women and children (2014). This mass organization is supported and trained by UNFPA, UNICEF and other DPs on survivor-centered approach to dealing with SEA/SH incidents.
35. In cases where a 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 Provincial Assembly for consideration and decision prior to submitting to the court of law (Law on Grievance Redress No. 106/NA, 2022). The complainant will bear the cost for these steps but will be reimbursed for their expenses by the MPWT if their complaint is successful.
36. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

37. Monitoring will be conducted as a routine exercise to avoid occurrence of environmental and social risks in the construction phase. Monitoring of Environmental and Social issues will focus on impacts identified in SS-ESMPs, SS-BMPs, IEE and ARAPs, if applicable, and its proposed mitigation. The PMU of MPWT with the technical support from EDPD/PTI will monitor overall implementation. The PIU of DPWT with TA from Supervision Firm will be responsible for day-to-day monitoring of CESMPs as implemented by the contractor and addressing grievances occurred. Furthermore, the PIU of DPWT together with EDPD/PTI will continue to monitor effectiveness of the SS-ESMPs and SEP after construction phase and identify any risks which may emerge during and after construction phase. Contractor will prepare quarterly, semi-annual and annual progress reports that will summarize the SS-ESMPs, SS-BMPs and SEP compliance, these reports will be consolidated by the Supervision Firm and submitted to PIU of DPWT and later on shared with the EDPD/PTI and the WB.

These reports will also be disclosed to the public. The PIU of DPWT and contractor through Supervision Firm will prepare brief monthly reports on stakeholder engagement activities for the Operations which include:

- Activities conducted during each month;
- Public outreach activities (meetings with stakeholders). This will include Minutes of Meeting and List of Participants.
- Entries to the grievance register;
- Plans for the next month and longer-term plans.

7.2. Reporting back to stakeholder groups

38. The SEP will be revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways a) reporting and b) summary on the website of MPWT.

Annex 1 – Records of Meetings and Consultations

Table 1-1. Summary of Consultation with GoL stakeholders and PAPs at local/provincial levels

No.	Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
1	Khammouan province Provincial Public Works and Transport (DPWT), PTI	03 Oct 2023	<ul style="list-style-type: none"> Proposed road run through National Protected area (NPA) Stakeholder and community engagement 	The originally proposed route through NPA shall be replaced by another route.	DPWT will issue letter to MPWT for proposing of new road to replace the road through the NPA	Nov 2023
2	Savannakhet province DPWT, Provincial Administrative office, PLSW, Lao Front for National Development, PONRE, Lao Women and Youth Unions, PAF and PTI	19 Oct 2023	<ul style="list-style-type: none"> The contractor should regularly sprinkle water on the road, this is to prevent the dust generation and to avoid affecting community members during the construction phase; The damaged access roads during the construction shall be repaired by the contractors once the construction is completed; Speed limited and warning signs should be in place; The relevant government stakeholders should be involved from the beginning of the project to consistently monitor the construction works and to ensure that the contractors are complying with measures to mitigate environmental and social issues; The UXO survey and clearance is needed for risky areas before the construction begins; Considering to hire local unskilled laborers to work for the project equally both men and women, so they can generate income for 	All concerns and recommendations will be taken into account during the preparation of ESF documents and its instruments for the CRRCIP.	A Consultation on the draft ESF will be held at the central level, the provincial/local stakeholders also be able to attend online	Dec 2023

No.	Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
			<p>their families;</p> <ul style="list-style-type: none"> When constructing a road and/or drainage, the excavated soil must not block the waterways causing the flood to villagers' rice field/farm land (lesson learned from another road project). 			
3	<p>Saravan province DPWT, Provincial Administrative office, PLSW, Lao Front for National Development, PONRE, Lao Women and Youth Unions, PAF and PTI</p>	23 Oct 2023	<ul style="list-style-type: none"> If any road goes through NPA (Road # 6919), the new road shall be an option for replacement; Considering to hire local unskilled laborers to work for the project equally both men and women, so they can generate income for their families; Before starting the actual construction, the consultation with GoL stakeholders and PAPs along the road is needed to raise awareness about the project activities, E&S mitigation measures and GRM. The GM committee at provincial and district is needed to be established. The relevant government stakeholders should be involved from the beginning of the project to consistently monitor the construction works and to ensure that the contractors are complying with measures to mitigate environmental and social issues; After the road construction completed, the awareness raising on road maintenance should be provided to relevant stakeholders 	<p>All concerns and recommendations will be taken into account during the preparation of ESF documents and its instruments for the CRRCIP.</p>	<ul style="list-style-type: none"> DPWT will double check road #6919 whether it is passing NPA or not? then, the letter will be issued to MPWT for proposing of new route; A Consultation on the draft ESF will be held at the central level, the provincial/local stakeholders also be able to attend online 	Dec 2023

No.	Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
			and Project affected villages.			
4	<p>PAPs of 3 provinces representing different sort of ethnic groups such as Lao Tai, Khmu, Makong, Kaleung, Chaler, Putai, Tri, Katang, Ta-oy, and Pako</p> <p>Total 35 villages participation with 1,043 people (687 Male, 356 female)</p>	04 - 27 Oct 2023	<ul style="list-style-type: none"> Strongly supported the project; If possible, they want the project to support providing of necessary facilities such as health centers, schools, and community markets for villages that still lack; Improve access roads to villages or places such as schools, and agricultural areas that are not in the project area; Before the construction, a detailed measurement should be carried out. If there is an impact on the villager's assets, the compensation should be applied; During the road construction, it is necessary to sprinkle water on the road 1-3 times a day to cover the dust; Before the construction, the project should organize meetings with PAPs on the road and safety matters; There should be a regulation to manage workers' influx while working on sites; If any alignment of the road will go through or impact the villagers' rice fields or crops, the harvesting should be taken before the construction begins; The project should consider to hire local people as unskilled laborers to support their local income; Concerning the traffic accident to the 	All concerns and recommendations of the PAPs will be taken into account during the preparation of ESF documents and its instruments for the CRRCI project to mitigate their concerns;	<ul style="list-style-type: none"> Will be closely informed before and during civil works so they know the timeline. May also include in trainings, such as gender and road safety. Women may need to be consulted individually, in particular regarding Gender Based Violence (GBV) risks. A written IEC materials, to make sure can reach women in the best way possible, particularly if they are directly impacted by the project Project billboards. 	Before and during the road construction/ improvement

No.	Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
			<p>children and the elderly during the construction;</p> <ul style="list-style-type: none"> • It is proposed to install a water drainage where the land of houses is low or near the road; • Required excavated soil from the road construction to dump the land of health center, because the area is low and risk to inundated; • Required the project to support the installation of boreholes, because during the dry season, the water is insufficient for consumption; • Assisting in agriculture and technical varieties for farming and animal husbandry; • The road should be upgraded at least 1 meter above the ground level to prevent flooding; • Some villagers required the project to contribute the fund in supporting the construction of village office, for those villages that do not have a village office yet. • Some villages require the project to provide the training on vocational skills. 			

Annex 2 – Grievance Submission Form

Grievance Form ID Number: _____

Date Received: _____

Complaints Received by (please check (√) the appropriate box):

MPWT DPWT Provincial District Village

Complaint made via (please check (√) the appropriate box):

In person Phone E-mail SMS Website
 Complaint Box / Other advice Community/Village Meeting
 Others _____

FULL NAME AND LAST NAME of Complainant (or Anonymous):

GENDER: Male Female

AGE: _____

CONTACT DETAILS (by post, by telephone, by e-mail):

STATEMENT OF GRIEVANCE (Reason for complaint and activity leading to complaint. Please include as much details as possible to answer the following questions: (i) what happened, (ii) when did it happen, (iii) who did it happen to, (iv) what was the impact of what happened. Include additional information as needed/desired.

REMEDY REQUESTED BY COMPLAINT:

SIGNATURE: _____ DATE: _____

FOR ADMIN USE ONLY:

Grievance Received by:

Action taken or required: _____

Annex 3 – Some Consultation Photos

Public Consultation with PAPs and FGD



Consultation with GOL stakeholders



I. Khammuan province

II. Savannakhet province

III. Salavan province