



**LAO PEOPLE'S DEMOCRATIC REPUBLIC**

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**Ministry of Public Works and Transport**

**Lao South East Asia Disaster Risk Management Project II**

# **STAKEHOLDER ENGAGEMENT PLAN**

(April 28, 2026)

Prepared by

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## Abbreviations

ARAP	Abbreviated Resettlement Action Plan
CCR	Completion Compensation Report
DOE	Department of Environment-MONRE
DAEO	Department of Agriculture and Environment Office
DOF	Department of Forestry (MAE)
DOL	Department of Land (MAE)
DOW	Department of Waterway
DPWT	Department of Public Works and Transport (DPWTs)
DRC	District Resettlement Committee
DRM	Disaster Risk Management
DWR	Department of Water Resources
EDPD	Environmental Research and Disaster Prevention Division
EGEP	Ethnic Group Engagement Plan
ESCP	Environmental and Social Commitment Plan
ESF	Environment and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environment and Social Standards
GBV	Gender Based Violence
GOL	Government of Lao PDR
IDA	International Development Association
IP	Indigenous Peoples
LFND	Lao Front for National Development
LSB	Lao Statistic Bureau
LWU	Lao Women’s Union
MAE	Ministry of Agriculture and Environment
MICT	Ministry of Information Culture and Tourism

MOF	Ministry of Finance
MPWT	Ministry of Public Works and Transport
NGO	Non-Government Organization
NUOL	National University of Laos
PAEO	Provincial Agriculture and Environment Office
PRC	Provincial Resettlement Committee
PTI	Public Works and Transport Institute (PTI)
RC	Resettlement Committee
RP	Resettlement Plan
RPF	Resettlement Policy Framework
SA	Social Assessment
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEO	Social and Environment Officer
SEP	Stakeholder Engagement Plan
WB	World Bank

## Executive Summary

This Stakeholder Engagement Plan (SEP) includes the process of engaging stakeholders for a clear purpose to achieve agreed outcomes. It is now also recognized as a fundamental accountability mechanism since it obliges an organization to involve stakeholders in identifying and understanding of the specific program/project and responding to issues and concerns raised by the stakeholders for decisions, actions, and hence improving program/project performance.

The Proposed SEADRM project 2 will support the Government of Lao PDR (GoL) to Strengthen Flood Protection in Oudomxay (ODX), Luang Prabang (LPB), Borikhamxay(BRX), Luangnamtha (LNT) provinces and Vientiane Capital and to enhance the capacity of the Government of Lao PDR (GoL) to provide hydro-meteorological services and disaster response.

It has five components:

- Component 1: Integrated Urban Flood Risk Management;
- Component 2: Hydromet Modernization and Early Warning Systems;
- Component 3: Financing Planning for Disaster Resilience;
- Component 4: Knowledge and Coordination; and
- Component 5: Contingency Emergency Response.

This SEP will be managed and implemented by the Project Management Unit (PMU) of MPWT and Component Management Units (CMUs) of other ministries with the technical support from Environmental Research and Disaster Prevention Division of the Public Works and Transport Institute (EDPD/PTI). The overall objective of this SEP is to define the SEADRM Phase II project stakeholders' engagement process, public information disclosure and consultation.

Furthermore, this SEP outlines the ways in which MPWT, DPWTs, other project implementing agencies, consultants and contractors will communicate with stakeholders, mechanism by which people can raise their concerns, how the raised concerns will be acted and responded upon. These stakeholders identified are those either affected and/or interested parties. The identification of stakeholders under the SEADRM Phase II project will be based on (i) their roles and responsibilities; and possible influence/interest on the program. Particular attention will be given individuals at risk of being excluded from the subproject activities. Stakeholders to be involved in the project include Positively affected - group of persons or organizations affected by an activity such as project affected person or community. Negatively affected - include individuals and institutions with various interests in the land that is within the Corridor-of – Impact (CoI) and construction area. Majority of these are the land owners with established structures or farms who will be affected by the loss of the land, structures and economic earnings. Other interested parties - group of persons or organizations interested in an activity and may include local or national government authorities, civil society organizations including NGOs. Vulnerable individuals or Disadvantaged groups identified include, children, women, ethnic groups, people with disabilities, the elderly and youth. The

information disclosure and consultations with stakeholders will be conducted through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, key informants, and e-mails. A verbal translation will be provided into ethnic language in communities where ethnic people are affected.

Consultation may take the form of face-to-face meetings. Issuance of official letters (submitted at least two weeks ahead of the consultations) to inform affected and interested stakeholders of the purpose of the consultation event. Recognizing that face-to-face meetings are preferred, but when/where not feasible due to covid19, virtual meetings, using a variety of platforms, will be organized.

Further, project-specific information (e.g., ESMF, RPF, etc.), will be disclosed in MPWT website as well as World Bank's external website, and will also be available at the provincial and district levels. Key information will be disclosed in both English and Lao language or even local dialects of ethnic groups which can be easily understandable format either by audio and photo or drawing /print (e.g. booklet or flyers) formats.

Comments from stakeholders will be received by the project in written and oral forms (using suggestion boxes, local leaders, public meetings, interviews, on-line, email, Facebook, etc.). The PMU with the support from EDPD/PTI will review stakeholders' comments and send back the final decision and a summary of how comments were taken into account. There will be establishment of GRM Committees at Village, District and Provincial levels as well as at the Project Management Unit of DPWT and Component Management Units of other ministries. For workers hired by contractors, the contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements. This SEP document offers a strategy and implementation plan for engaging stakeholders from the beginning of the project up to completion. Nonetheless SEP is the backbone of the project for effective and efficient success. It is a living document that will be revisited and updated, if necessary or as required to reflect the changes in stakeholders and their involvement due to project developments and new stakeholders if any.

# 1. INTRODUCTION

## 1.1 Project Rationale

The South East Asia Disaster Risk Management Project for Lao PDR (Lao SEADRMP) is being implemented with financing from the World Bank (WB). The Project has been carried out from 2017 till 2025 with the aim of reducing the risk of flooding and enhancing the disaster risk financing capacity of Lao PDR. The Project Development Objective (PDO) is to reduce the impacts of flooding in Muang Xay of Oudomxay (ODX) Province and enhance the capacity of the Government of Lao PDR (GoL) and to provide hydro-meteorological services and disaster response.

In 2018, Lao PDR experienced widespread floods, which significantly impacted its people and economy. To help reduce the financing gap and augment the response efforts, the World Bank approved Additional Financing (LDRM-AF, or AF) of about \$25 million. This includes funding for Structural Investments to Strengthen Flood Protection to support additional investments in Muang Xay and to implement similar activities in two additional provinces i.e. Luang Prabang (LPB) and Borikhamxay (BKX). The key activities that have been implemented are included: (i) Field visits, initial consultations, local-level meetings to introduce project, information gathering for ESIA and draft ESMF documents; (ii) Central and local consultations on Draft ESMF Documents; (iii) National consultations on Draft ESF documents; (iv) Specific extent of E&S impacts, based on location of road segments/sub-projects to be financed; (v) Detailed measurement of land acquisition impacts. Preparation of Resettlement Plans and consultations with affected people, etc; (vi) Implementation of Detailed RAP ahead of civil works (i.e., delivery of entitlements), hiring of local workers, trainings on gender, trainings for contractors and staff, OHS and road safety, etc; (vii) conducted consultation meeting offer opportunities for stakeholder to raise their concerns and submit their opinions, to incorporate this into the project when possible, and to provide this feedback to stakeholder; (viii) Ensure meaningful consultation and the consideration of stakeholders' expectations and concerns into the implementation arrangements for the programme, including feedback on environmental and social mitigation measures and their implementation; (ix) Provide information in advance of consultation activities when possible ;(x) Provide information in advance of consultation activities when possible and Disseminate information in a manner and location easy for communities to access it; (xi) Establish a two-way dialogue that gives the Project and communities the opportunity to exchange views and information, and have issues heard and addressed; (xii) Ensure inclusiveness in representation of views, including those of women, the elderly, people living with a disability, ethnic peoples, and other vulnerable people, as necessary; and (xiii) Ensure any obstacles to participation that are identified are removed so that views of different stakeholders can be obtained; and (xiiii) Hiring of local workers, trainings on gender, trainings for contractors and staff, etc.

The proposed second Southeast Asia Disaster Risk Management Project (SEADRM II) builds on the achievements of the original SEADRM project (described briefly above), and continues to support implementation and scale-up of the activities initiated under it. SEADRM II. Will take takes an integrated approach to disaster risk management, supporting activities across the

thematic areas of flood risk management (including nature-based solutions), early warning systems and disaster risk finance.

## 1.2 Project Development Objective and Project Components

The Project Development Objective (PDO) aims to enhance flood resilience in target areas and strengthen the Government's capacity for hydro-meteorological services and financing post-disaster response.

**Key results:** Achievement towards the PDO will be monitored by the following indicators:

- People with enhanced resilience to climate risks (number, disaggregated by gender)
- People with reduced exposure to floods due to project investments (number, disaggregated by gender)
- People covered by disaster risk finance and insurance (number, disaggregated by gender, youth)
- Private capital mobilized or enabled to reduce protection gap (number), and
- Improved data and forecast products for effective early warning systems.

The project will be carried out through coordinated implementation of five project components:

### **Component 1: Integrated Urban Flood Risk Management (US\$ 45 million)**

Component 1 will strengthen flood protection and resilient urban planning in several locations across Lao PDR. The component activities will be coordinated with Department of Housing and Urban Planning (DHUP) of the MPWT. Component 1 has two subcomponents::

- **Sub-component 1.1 – Riverbank Protection and Flood Risk Management:** (i) flood protection infrastructure such as riverbank protection embankments, canal improvements, water gates with pumping stations, river-side parks and tree-planting across Oudomxay, Luang Prabang, and other priority provinces to be agreed during project appraisal, (ii) feasibility studies and detailed technical designs, (iii) construction supervision and contract management and (iv) resettlement activities through assistance in financing for compensation and assistance to displaced person(s).
- **Sub-component 1.2 – Analytical Studies and Urban Resilience Pilot investments:** technical and analytical studies to support integrated urban flood risk management in other priority areas such as Luang Namtha and Vientiane Capital City. It will also explore options to pilot priority drainage investments and wetland restoration activities in selected locations.
- **Subcomponent 1.3: Project Management:** provision of assistance to strengthen the institutional, organizational, and technical capacity of MPWT to support implementation of Component 1 of the project, including coordination, technical matters, procurement, financial management (FM), social and environmental safeguards, monitoring and evaluation (M&E), and reporting.

### **Component 2: Strengthening Hazard Monitoring and Early Warning Systems (US\$ 3 million)**

Implemented by the Department of Meteorology and Hydrology (DMH) under Ministry of Agriculture and Environment), this component will improve the delivery of weather, climate, and hydrological services and end-to-end early warning systems throughout the country. To build upon previous investments under the SEADRM project, potential activities under this component include:

- **Sub-component 2.1 – Upgrading Select Monitoring Systems and Communication Equipment:** select monitoring stations and equipment that are deemed critical to the national network will undergo minor instrumentation upgrades (data loggers and sensors) to ensure functionality and integration of station data into the new hydromet data system being implemented by DMH.
- **Sub-component 2.2 – Early Warning Dissemination and Communication:** (i) build capacity to deliver inclusive impact-based forecast and warning services and products tailored to the needs of diverse demographic groups, especially women and vulnerable communities; and (ii) training to communities to participate, understand and be active agents in preparing for and responding to early warning messages.
- **Sub-component 2.3 – Capacity Building and Project Management:** The hardware investments and product development will be complemented with institutional and human capacity building, including but not limited to (i) technical, environmental and social management, and socio-economic assessments; (ii) consultation activities with communities and key stakeholders; and (iii) development of strategic, operational and workforce plans to improve sustainability of the monitoring system and standard operating procedures (SOPs) to support operation and maintenance of stations. Project management support for Component 2, including coordination, technical matters, procurement, financial management, social and environmental safeguards, monitoring and evaluation, and reporting.

### **Component 3: Financial Planning for Disaster Resilience (US\$ 9 million)**

Under the SEADRM II project, Lao PDR was able to access its first ever sovereign risk insurance policy. In February 2021, Lao PDR entered into a 3-year insurance policy with SEADRIF to provide financial protection of up to US\$ 28 million against floods and other disasters. This insurance has been renewed twice, first in September 2024 using the SEADRIF Insurance Company's underwriting profits earned from the first policy and for a second time in May 2025 through a standalone RETF which extended the coverage until April 2027.

Implemented by the General of Department of State-Owned Enterprises and Insurance Supervision (SOEI) (under Ministry of Finance), this component will enable Lao PDR to access and utilize pre-arranged, market-based insurance and strengthen the Government's capacity to meet post-disaster funding needs thereby enhancing the country's financial resilience to natural disasters.

- **Sub-component 3.1 – Payment of Disaster Risk Insurance Premium:** facilitate continued access to pre-arranged, market-based financing through funding the cost of instruments up to project closure in the year 2031.
- **Sub-component 3.2 – Strengthening National Financial Resilience:** (i) technical assistance and investments to support development and strengthening of pre-

arranged operational systems linked to adaptive social protection, business continuity, agriculture and critical public infrastructures and services as well as capacity BUILDING ON Environment & Social and Financial Management that allows efficient and timely disbursement of disaster risk finance to the impacted population and businesses, (ii) facilitate the recipient's engagement in regional disaster risk financing mechanisms, and (iii) day-to-day management and implementation of Component 3.

#### **Component 4: Knowledge and Coordination (US\$ 3 million)**

Implemented by the Department of Planning (DOP) of Ministry of Finance (formerly within the Ministry of Planning and Investment), activities under this component will support (i) overall project management and coordination including monitoring and evaluation and financial audits, (ii) development of tools and resources to strengthen the mainstreaming of disaster risk management in planning and investment, and (iii) day to day implementation of Component 4.

#### **Component 5: Contingency Emergency Response Component (US\$0 million)**

This component is a 'zero-assignment' Contingent Emergency Response Component (CERC) that will provide funding for immediate response in the event of an eligible crisis or emergency, defined as an event that has caused or is likely to imminently cause a major adverse economic and/or social impact associated with natural or man-made crises or disasters.

### **1.3 Purpose of the SEP**

The SEP aims to set out implementation arrangements to ensure project stakeholders, particularly those who are vulnerable or disadvantaged, are reiteratively engaged throughout project implementation. As project activities will cause certain environmental and social risks and impacts to people in project site, effective engagement of them allows the project to collect timely and meaningful feedback from them, particularly from those who are vulnerable or disadvantaged, and as such are affected disproportionately.

During project implementation, project stakeholders, particularly those who are affected adversely, will be engaged in consultation meetings to understand about the project purpose, its environmental and social risks and impacts, proposed mitigation measures, and grievance redress mechanism. Consulted stakeholders will be engaged to provide feedback based on such information to enable project to avoid, minimize, and mitigate environmental and social risks and impacts during project activity design, and during project implementation. The SEP is prepared to meet the requirements of the World Bank, particularly the ESS 10 (Stakeholder Engagement and Information Disclosure), and relevant national laws, regulations, and guidance on consultation.

## **2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

The stakeholder consultation meeting was conducted during 19-28 May 2025 at the conference room of the Public Works and Transport Department in five provinces such as Luangprabang, Oudomxay, Luang Namtha, Vientiane Capital, and Bolikhamxay provinces with

the participation of 177 people. The consultation meeting brought together key stakeholders, including the Public Works and Transport Institute (PTI), the Department of Waterways (PMU), representatives from the Heritage Department of the Ministry of Information and Culture, the Environment Department of MONRE, the Project Implementation Unit (PIU) of the Department of Public Works and Transport of Oudomxay, Luang Prabang, Luang Namtha, Vientiane Capital and Bolikhamxay provinces, the Provincial Mediation Committee, local village authorities and project consultants. The consultation focuses on sharing with the relevance stakeholders of the project at the provincial, district and village levels. The purpose of the meeting was to:

1. Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02
2. Discuss the strategy for disseminating project information;
3. Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.

The results from the consultation events are 1) the meeting participants expressed strong support, commitment, and readiness to actively cooperate in the implementation of Phase II of the project; 2) It was emphasized that the project should incorporate lessons learned from the implementation of Phase I to improve efficiency and address challenges in Phase II; 3) It is critical to conduct a detailed and accurate inventory of affected assets at the early stage to avoid delay. Furthermore, the project should clearly communicate to the public whether compensation will be provided and under what conditions, to ensure transparency and manage expectations; 4) The Vientiane Capital Public Works and Transport Department propose the construction of new drainage channels at four key flood-prone locations: Hong Ke, Hong Xeng, Hong Pasak, and Hong Wattay. These improvements aim to enhance urban flood management and reduce waterlogging; and 5) Luang Namtha Province, which experienced severe flooding in 2024, expressed strong support for the proposed project during a consultation meeting focused on infrastructure development and disaster risk reduction. The provinces highlighted urgent needs for specific interventions, including canal improvement, the construction of landslide protection, reservoirs, water gates, and flood protection embankments. In addition, the development of public parks, especially ethnic parks, at strategic locations such as the Nam Phae and Nam Hoi areas, was recommended to enhance both environmental resilience and community well-being. Relevant feedback have been considered and addressed in respective E&S documents. For more detail about key stakeholder feedback and how the feedback are considered and addresses in **Annex 1**).

### 3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

The project is expected to involve diverse groups of stakeholders from national to village levels. These includes local communities, particularly those located along project construction sites, government agencies (including those at central, provincial and district levels), mass organizations, non-governmental organisations, and private sector. According to the WB's ESS

10, the project needs to identify stakeholders who are affected by the project (affected parties) and those who are interested in project activities (planning and implementation).

### 3.1 Affected Parties

Under this Project, affected parties refer to two key groups who are impacted by the project: 1) positively affected parties who are project's intended beneficiaries and, 2) adversely affected parties who are individuals or groups that are affected by land acquisition (e.g. loss of agricultural land, crops, structures on land, and/or affected temporarily (due to air pollution, noise, traffic disturbance and road safety issues due to transport of construction materials...) during the rehabilitation of riverbank or construction of flood protection structures.

- **Positively affected parties:**

Parties affected positively by the project area project beneficiaries. These include those who receive direct project benefit and those who benefit indirectly from the project.

***Direct beneficiaries:***

- **Village level:** direct beneficiaries include households, individuals, businesses who live near the target infrastructure and are a) protected against inundation, b) enjoy improved landscape thanks to project's infrastructure investment (e.g. riverbank protection structures and flood prevention embankment), c) can establish/improve new income generation activities (retailed services, entertainment) near the improved riverbank structure.
- **Central, provincial and district levels:** direct beneficiaries include
  - Ministry of Public Works and Transport (and line departments at provincial and district levels) that benefit from activities under Component 1, 4, and 5.
  - Ministry of Agriculture and Environment (and line departments at provincial and district levels) that benefit from activities under Component 2, 4 and 5.
  - Ministry of Finance (and line departments at provincial and district levels, and relevant beneficiary department) under Component 3 (sovereign risk insurance policy ) and Component 4.

***Indirect beneficiaries:***

- Indirect beneficiaries include visitors, tourists, private sectors who can establish new businesses along the river bank thanks to improved riverbank protection. Local service providers

- **Adversely affected parties:**

People or parties adversely affected by the project may include:

- Households, Individuals, businesses whose assets and/or income generation activities are remarkably affected due to project construction (e.g. permanent loss land which impacts assets like as houses, businesses, crops associated with land, temporary land acquisition).
- Households, Individuals, businesses whose livelihood, production, business affected are slightly affected (e.g. noise, air pollution, restricted access, traffic disturbance, and other environmental and social risks such as conflict between construction workers and local people during construction process, and so forth).

### 3.2 Interested Parties

Interested Stakeholders include those who are interested in project activities, and/or have certain level of influence on project design and implementation process and are not affected by Project activities. These may be government officials, community leaders, and civil society organizations, particularly those who work in, or work with the affected communities under their own project/program. These interested parties are identified at village, district, provincial and central levels.

#### **Village level**

- Local people who are not intended as project beneficiaries but are interested in project activities (e.g. retail service).
- Local village leaders
- Local opinion leaders
- Local ethnic spiritual leaders

#### **District level**

- Governmental official such as those from Department of Agriculture and Forestry (DAFO), Department of Natural Resources and Environment (DONRE), Lao Women's Union, Lao Youth Union, and so on.
- NGOs with project team based at district level
- Private sectors who are interested in providing services to project (e.g. provision of construction materials to contractors).

#### **Provincial level**

- Governmental official such as those from PAEO, Lao Women's Union, Lao Youth Union, Department of Health, Department of Public Works and Transport, Department of Education
- NGOs which have offices based at provincial level
- Local commercial banks

#### **Central level**

- Ministry of Agriculture and Environment (MAE)
- Ministry of Health
- Lao Front for National Development (LFND) (ethnicity issues)
- Lao Women's Union (LWU)
- The National Commission for the Advancement of Women (NCAW)
- National University of Laos (NUOL).

### 3.3 Disadvantaged Groups

Project's affected parties may include individuals or groups who are disadvantaged and/or vulnerable. These include:

- Poor households;
- Female-headed households (from poor or EG households);
- Women from poor ethnic groups;
- Household headed by a person with disability;
- Elderly persons, Peoples with Disability, people from Lesbian, Gays, Bio-sexual and Transgender (LGBT)
- Informal settlers who may lack formal land titles

Because of varying degree of disadvantages, individuals and households from disadvantaged/vulnerable group may be affected disproportionately by project activities. The level of disproportionate risks and impacts (on vulnerable/ disadvantaged group) is also dependent up on whether project has effective measures in place to assist these individuals and group to cope with project's environmental and social risks and impacts, particularly in avoiding, or at least minimizing such risks from realization, and to maximize project's socioeconomic benefit for them – to promote inclusion and leave no one behind.

Because of these inherent disadvantages, people from these groups may be left out of consultation process which would typically target the mainstream population. In some cases, even when they are included in consultation, they may not be able to provide meaningful feedback if specific consultation methods, and/or assistance, are not in place to facilitate their full and meaningful participation in consultation meetings during project design, and during project implementation.

For example, the Phounoy ethnic group from Oudomxay province do not speak Lao. For those we could speak Lao, but their language proficiency may be low. While project information can be provided in written form, vulnerable groups of people may still have difficulty in reading and understanding and may need different targeting methods. Vulnerable groups of people will need to be provided with translation in a minority language or local dialects, as appropriate, sign language, large and readable print, non-print materials, etc. Other considerations may also need to be taken into account, such as choosing accessible venues for events; providing transportation for people in remote areas to the nearest meeting; having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns, etc. Interested stakeholders, especially organizations active in the project area which work with vulnerable people/groups (who may be more aware the best ways to engage various vulnerable groups), should be consulted and may be contacted for assistance in engaging with vulnerable groups.

To address this issues, the project will take into account potential differences in terms of the development needs, project accessibility, and communication needs of vulnerable individuals, especially those who are from indigenous groups who could not understand Lao language and

may have cultural practices, norms, taboos, and belief in terms of nutrition that may be different from the other groups. The project will take into account challenges that disadvantage group may face in accessing project's information, and the mobility of the elderlies, people with disabilities, and women with children under two years of age, and those with heavy home chores (e.g. taking care of sick family member). To incorporate the opinions of disadvantage groups into project design, meanwhile addressing inherent obstacles that may affect their full participation, strategy has been prepared to promote full participation of the vulnerable and disadvantaged group in Section 4.4 (Proposed Strategy to Incorporate the Views of Vulnerable Disadvantaged Groups).

### 3.4 Analysis of Stakeholders

The stakeholder mapping table below summarizes project stakeholders, including affected stakeholders and interested stakeholders, along with anticipated level of stakeholders' interest in project activities, their level of influence to project design and implementation, and the impact the project may have on them.

Table 1 – Stakeholder Analysis Matrix

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ Medium/ Low		
<b>COMMUNITY LEVELS</b>					
<b>Affected parties</b> (Community level)	<b>Positively affected (Beneficiaries)</b>				
	<b>Component 1 – Integrated Urban Flood Risk Management</b>				
	<ul style="list-style-type: none"> <li>Beneficiary individuals/households of rehabilitated/newly built Riverbank Protection and Flood Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>Participate in project’s consultation/ meetings during subproject design and implementation</li> <li>Provide questions/comments/suggestions as stakeholder feedback</li> <li>Participate in household survey/ beneficiary satisfaction survey</li> </ul>			
	<b>Component 2 – Strengthening Hazard Monitoring and Early Warning Systems</b>				
	<ul style="list-style-type: none"> <li>Individuals/households who benefit from the improved Early Warning Systems</li> </ul>				
	<ul style="list-style-type: none"> <li>Individuals/ households who benefit from Capacity Building</li> </ul>				
	<b>Component 3 – Financial Planning for Disaster Resilience</b>				
	<ul style="list-style-type: none"> <li>Beneficiary individuals/ households/ governmental agencies (e.g. MOF) who benefit from insurance payout</li> </ul>				
	<b>Positively affected (Disadvantaged Beneficiaries)</b>				
	<ul style="list-style-type: none"> <li>Individuals/ households who are marginalized because of one or a combination of various socioeconomic characteristics</li> </ul>	<ul style="list-style-type: none"> <li>Participate in project’s consultation/meeting during implementation</li> </ul>			
<b>Adversely affected households/ businesses</b>					
<ul style="list-style-type: none"> <li>Individuals/ households permanently affected (e.g., loss of permanent land/assets on land) due to rehabilitation/ construction of riverbank protection and flood management structures</li> </ul>	<ul style="list-style-type: none"> <li>Attend consultation, provide feedback on mitigation measures, compensation package, financial assistance, and support.</li> <li>Attend consultation, provide feedback re compensation</li> </ul>				

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ Medium/ Low		
	<ul style="list-style-type: none"> <li>Individuals/ households temporarily affected during construction (due to environmental impacts: air pollution, noise, restricted access)</li> </ul>	<ul style="list-style-type: none"> <li>Participate in focus group discussions, key informant interviews.</li> <li>Participate in project's consultation and implementation</li> </ul>			
	<ul style="list-style-type: none"> <li>Vulnerable/ disadvantaged individuals and households as a subgroup of adversely affected households: ethnic people, female-headed households, single-headed households, landless households, and so on) who are prone to risk of exclusion from project's target group</li> </ul>				
Interested Parties	<b>PUBLIC SECTOR</b>				
	<b>Central-level authorities</b>				
	<ul style="list-style-type: none"> <li><b>Ministry of Finance (MOF)</b></li> </ul>	<ul style="list-style-type: none"> <li>Provide advice on financial mechanism for project implementation</li> <li>Preside the project negotiation and signing agreements with the WB</li> </ul>			
	<ul style="list-style-type: none"> <li><b>Project Management Unit</b> (under Department of Planning (MOF))</li> </ul>	<ul style="list-style-type: none"> <li>Lead and oversee the project implementation process, including monitoring and evaluation of project outcome and project impacts</li> <li>Prepare regular progress reports and maintain regular correspondence with the government and donors at the central level</li> <li>Develops capacity building strategy for staff involved in project implementation – at central, provincial, district and village levels.</li> </ul>			
<ul style="list-style-type: none"> <li><b>Component Management Unit 3 (Department of State-Owned Enterprises and Insurance, MOF)</b> (also as beneficiary stakeholder for Comp 3 and 4)</li> </ul>	<ul style="list-style-type: none"> <li>Provide advice on financial mechanism for project implementation</li> <li>Preside the project negotiation and signing agreements with the WB</li> </ul>				

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ Medium/ Low		
	<ul style="list-style-type: none"> <li>Ministry of Public Works and Transport (MPWT) (also as beneficiary stakeholder for Comp 1,4, and 5)</li> </ul>	<ul style="list-style-type: none"> <li>Provide technical advice on technical standards and requirement of tertiary roads to be selected at village level.</li> <li>Oversee the quality of tertiary roads built/improved under the project</li> </ul>			
	<ul style="list-style-type: none"> <li>Component Management Unit 1 (Department of Waterways, MPWT) (also as beneficiary stakeholder for Comp 1 and 4)</li> </ul>	<ul style="list-style-type: none"> <li>Provide technical advice on technical standards and requirement of tertiary roads to be selected at village level.</li> <li>Oversee the quality of tertiary roads built/improved under the project</li> </ul>			
	<ul style="list-style-type: none"> <li>Public Transport Institute (also as beneficiary stakeholder for Comp 1 and 4)</li> </ul>	<ul style="list-style-type: none"> <li>Provide technical support for capacity building on integrated urban flood risk management including (a) enhancing resilient planning, (b) developing eco-friendly urban design solutions, and (c) strengthening the operation and maintenance (O&amp;M) of flood protection systems</li> </ul>			
	<ul style="list-style-type: none"> <li>Ministry of Agriculture and Environment (also as beneficiary stakeholder for Comp 2 and 4)</li> </ul>	<ul style="list-style-type: none"> <li>Principal agency responsible for enforcing regulations and actions related to land management, water resources, and environment; it has the duty to safeguard and enhance the environment</li> </ul>			
	<ul style="list-style-type: none"> <li>Component Management Unit 2 (Department of Meteorology and Hydrology, MAE) (also as beneficiary stakeholder for Comp 2 and 4)</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>			
	<ul style="list-style-type: none"> <li>Component Management Unit 3 (Department of State-Owned Enterprises and Insurance, MOF) (also as beneficiary stakeholder for Comp 3 and 4)</li> </ul>	<ul style="list-style-type: none"> <li>Provide advice on financial mechanism for project implementation</li> <li>Preside the project negotiation and signing agreements with the WB</li> </ul>			
	<ul style="list-style-type: none"> <li>Ministry of Health (MOH)</li> </ul>	<ul style="list-style-type: none"> <li>Provide technical advice to the project, particularly Social Behavior Change Communication approach that targets mother and children under 2 years of age on nutrition practices under another nutrition convergence project.</li> </ul>			
	<ul style="list-style-type: none"> <li>Lao Women’s Union</li> </ul>	<ul style="list-style-type: none"> <li>Provide strategic advice to the project in terms of how to engage the participation of female beneficiary in first three</li> </ul>			

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence	
			High/ Medium/ Low			
		project components, particularly mothers with children under two years of age.				
	<ul style="list-style-type: none"> <li>Lao Youth's Union</li> </ul>	<ul style="list-style-type: none"> <li>Provide strategic advice to the project in terms of how to engage the participation of youth beneficiary in project implementation, particularly under the first three project components.</li> </ul>				
	<ul style="list-style-type: none"> <li>Bank of Lao PDR</li> </ul>	<ul style="list-style-type: none"> <li>Support the project implementation through transfer of project fund and assist in financial settlement/transactions</li> </ul>				
	<b><i>Provincial and District authorities</i></b>					
	<ul style="list-style-type: none"> <li>Department of Public Works and Transport (DPWT) (also as beneficiary stakeholder for Comp 1 and 4)</li> <li>Project Implementation Unit (PIU)</li> </ul>	<ul style="list-style-type: none"> <li>Communicate with and facilitate district teams in project implementation at provincial and district levels</li> <li>Report to provincial vice-governor and keep MPWT and relevant agencies informed of status of project implementation</li> <li>Attend some district meetings to discuss and provide strategic advice to resolve operational issues that arise</li> </ul>				
	<ul style="list-style-type: none"> <li>Agriculture and Environment Office (AEO) (also as beneficiary stakeholder for Comp 2 and 4)</li> <li>Project Implementation Unit (PIU)</li> </ul>	<ul style="list-style-type: none"> <li>Communicate with and facilitate district teams in project implementation at district level</li> <li>Report to provincial vice-governor and keep Provincial Agriculture and Environment Office and relevant agencies informed of and updated on the status of project implementation</li> <li>Attend some district meetings to discuss and provide strategic advice to resolve operational issues that arise</li> </ul>				
	<ul style="list-style-type: none"> <li>Lao Women's Union</li> </ul>	<ul style="list-style-type: none"> <li>Provide implementation support and oversee the involvement and participation of District Lao Youth's Union in promoting the participation of female project beneficiary members</li> </ul>				
	<ul style="list-style-type: none"> <li>Lao Youth's Union</li> </ul>	<ul style="list-style-type: none"> <li>Provide direct support in engagement and promote participation of female project beneficiary members in project implementation – in a manner that promote the voice and decision making of female members in subproject</li> </ul>				

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence	
			High/ Medium/ Low			
		design and implementation, including participatory monitoring and evaluation				
	<b>Village level</b>					
	<ul style="list-style-type: none"> <li>Village Development Committee</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for supporting survey, design, implementation/ supervision, and operations and maintenance of the sub-project</li> </ul>				
	<ul style="list-style-type: none"> <li>Village Mediation Committee</li> </ul>	<ul style="list-style-type: none"> <li>Serve as an independent committee at village level to ensure downward accountability towards infrastructure sub-project preparation, implementation, operation, and maintenance, as well as the livelihood and nutrition activities.</li> <li>Oversee process of CLEAR to ensure that agreed project implementation principles are followed, and that those who hold positions representing others are accountable for their decisions and actions, and benefits go to targeted people.</li> </ul>				
	<b>NON—GOVERNMENTAL ORGANIZATIONS/ PRIVATE SECTOR</b>					
	<ul style="list-style-type: none"> <li>Non-governmental organizations</li> </ul>	<ul style="list-style-type: none"> <li>Provide comments/advice to the PMU on community engagement/ participation/development support for vulnerable groups</li> </ul>				
	<ul style="list-style-type: none"> <li>Private sector (companies, corporations)</li> </ul>	<ul style="list-style-type: none"> <li>Provide project-related information to the public</li> </ul>				
	<ul style="list-style-type: none"> <li>Academia (university, institutes, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Do research, advise on technical issues related to environment, social, technical designs, surveys, monitoring's</li> </ul>				
	<ul style="list-style-type: none"> <li>Media</li> </ul>	<ul style="list-style-type: none"> <li>Disseminate project related information to the general public</li> </ul>				
	<ul style="list-style-type: none"> <li>GBV service providers</li> </ul>	<ul style="list-style-type: none"> <li>Advise the project on specific GBV situation, GBV related services (counselling, shelters, first-aid...) available at provincial level on GBV issues</li> <li>Provide GBV support in emergencies for GBV survivors</li> </ul>				

### 3.5 Summary of Project Stakeholder Needs

A summary of the specific needs and methods for stakeholder engagement is provided by Table 2 - 3.

**Table 2 – Summary of Needs and Methods for Stakeholder Engagement**

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred means of notification	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
<b>AFFECTED GROUPS</b>				
<b>▪ BENEFICIARY GROUPS WHO ARE VULNERABLE/ DISADVANTAGED</b>				
<p>People living or running businesses along the riverbank and in the project construction site</p> <p>Other beneficiary households who benefit from site-specific infrastructure (e.g. riverbank protection, flood prevention structure) rehabilitated, or built under the project</p>	<ul style="list-style-type: none"> <li>▪ Limited asset (land, animals, house type)</li> <li>▪ Limited home labor (e.g. seasonal migrant workers...)</li> <li>▪ Limited job opportunity</li> <li>▪ Have members with disability/ chronic disease</li> <li>▪ Female-headed households, and</li> <li>▪ Single mothers with dependent who may be busy with home chore (e.g. childcare, cooking, income generation activities for daily subsistence</li> <li>▪ Young parents with children</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lao for Lao group</li> <li>▪ Local indigenous language for peoples of ethnic groups</li> </ul>	<ul style="list-style-type: none"> <li>▪ Home visit</li> <li>▪ Informed through local network (e.g. through village chief)</li> <li>▪ Loud speakers</li> <li>▪ Leaflets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Public meetings organized at places conveniently accessible (e.g. village-level meeting hall..).</li> <li>▪ Meeting time convenient for consulted participants, particularly mothers. Avoid peak season (e.g. crop establishment, harvest time).</li> </ul>
<b>▪ INDIVIDUALS ARE ADVERSELY AFFECTED BY PROJECT</b>				
<p>People whose assets (e.g. land, crops, houses, structures...) that are affected by project construction.</p>	<ul style="list-style-type: none"> <li>▪ This group is diversified in terms of means of livelihoods (e.g. farming, non-farm business, hired labor; wage workers, etc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lao for Lao group</li> <li>▪ Local indigenous language for</li> </ul>	<ul style="list-style-type: none"> <li>▪ Home visit</li> <li>▪ Informed through local network (e.g.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Meeting at their home; village meeting hall, or other local places conveniently accessible</li> </ul>

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred means of notification	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
Peoples and groups who are affected by environmentally (e.g. air, noise pollution), restricted access during construction stage		peoples of ethnic groups	through village chief ▪ Loud speakers ▪ Leaflets	▪ Consultation to be conducted at convenient time (e.g. evening) for those who are busy during daytime, or work far away from home
▪ <b>COMMUNITY AT LARGE</b>				
Communities located near civil works	<ul style="list-style-type: none"> <li>▪ Living near the construction site</li> <li>▪ There is need for occasional job such as unskilled workers under project's civil works</li> <li>▪ Possibly affected by environmental pollution during construction</li> <li>▪ Prone to risks related to labor influx (e.g., public health, SEA/SH...)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lao for Lao group</li> <li>▪ Local indigenous language for peoples of ethnic groups</li> </ul>	<ul style="list-style-type: none"> <li>▪ Home visit</li> <li>▪ Informed through local network (e.g. through village chief)</li> <li>▪ Loud speakers</li> <li>▪ Leaflets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Public meetings organized at places conveniently accessible (e.g. village-level meeting hall..).</li> <li>▪ Consultation to be conducted at convenient time (e.g. evening) for those who are busy during daytime, or work far away from home</li> </ul>
<b>INTERESTED GROUPS</b>				
<ul style="list-style-type: none"> <li>• <b>Government at central levels</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Have well established communication and correspondence system in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lao language</li> </ul>	<ul style="list-style-type: none"> <li>▪ Postal mail, emails, telephone</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provision of relevant technical information, documents on proposed project investments/ plans/ proposals</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Government at provincial level</b></li> <li>• <b>Services providers</b></li> <li>• <b>SEA/SH service providers</b></li> <li>• <b>NGOs</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Have well established communication and correspondence system in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lao language</li> </ul>	<ul style="list-style-type: none"> <li>▪ Postal mail, emails, telephone</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project leaflet</li> <li>▪ Consultation meetings during project implementation</li> <li>▪ Consultation meeting/project progress update during project implementation</li> </ul>

## 4. STAKEHOLDER ENGAGEMENT PROGRAM

### 4.1 Purpose and Timing of Stakeholder Engagement Program

The Stakeholder Engagement Program aims to ensure that project stakeholders are engaged, and participate fully in meaningful consultations during project design and implementation. With regards to affected parties, consultation will focus those who are a) potentially affected adversely - as a result of the project, and b) vulnerable/ disadvantaged groups. Consultations with vulnerable/disadvantaged groups aims to solicit their feedback on project's environmental and social risks and impacts (that affect them), proposed mitigation measures, as well as potential development opportunities that the project could bring about for them. In terms of timing, the project will consult both affected and interested stakeholders at different stages of project cycle (design and implementation). Particularl focus would be during stage when feasibility studies, surveys, planning activities are carried out to ensure stakeholder affected by project can raise their voices, concerns, and make suggestion for project design, and project implementation methods that could avoid, or at least, minimize anticipated adverse environmental and social impacts and risks to them.

### 4.2 Proposed Strategy for Information Disclosure

Disclosure of information refers to making information accessible and in a manner that is appropriate and understandable to interested and affected stakeholders.

Project information will be disclosed in both Lao and English language. In case where affected stakeholder are from ethnic groups and they need translation, information disclosed to them will take the form of meetings where local intepreter will translate from Lao into local language of the affected ethnic groups.

The guiding principles when disclosing information are for it to be:

- Transparent
- Accessible
- Presented in a straightforward manner
- Disclosed as early as feasible
- Used to support consultation activities, and
- Provided with meaningful and useful information.

**Table 3 – Document to be disclosed and timeline for disclosure**

Project Stage	List of Documents	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
<b>Prior to World Bank Appraisal</b>	<ul style="list-style-type: none"> <li>▪ Full text of ESMF, RPF, SEP, LMP, ESCP (English)</li> <li>▪ Executive Summaries of ESMF, RPF, SEP, LMP, ESCP (in Lao)</li> <li>▪ Full text of site-specific ESIA, ESMP, RP, EGEP for Oudomxay subproject (English)</li> <li>▪ Executive summary of site-specific ESIA, ESMP, RP, EGEP for Oudomxay subproject (Lao)</li> <li>▪ For Component 3.1, ESCP, Contingency Plan, SEP for this component were disclosed on MOF's and SEADRIF's websites</li> </ul>	<ul style="list-style-type: none"> <li>▪ Disclosed on MPWT's Website.</li> <li>▪ Hard copy and electronic of the draft documents distributed</li> <li>▪ For EGs, in addition to Executive Summary in Lao language, information sessions will be hold to explain key content of these E&amp;S documents in the spoken language of the EGs</li> </ul>	<ul style="list-style-type: none"> <li>▪ End of June 2025</li> </ul>	<ul style="list-style-type: none"> <li>▪ Government Staff responsible and interested stakeholders</li> <li>▪ Potentially affected and interested stakeholders at subproject site in ODX</li> </ul>	MPWT (CMU1) Consultants
<b>Project Implementation</b>	<ul style="list-style-type: none"> <li>▪ Full text of site-specific ESIA, ESMP, RP, EGEP for other project provinces (English)</li> <li>▪ Executive summary of site-specific ESIA, ESMP, RP, EGEP for other project provinces (Lao)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Disclosed on website of MPWT and at village halls</li> <li>▪ Hard copy and electronic of the draft documents distributed</li> <li>▪ For EGs, in addition to Executive Summary in Lao language, information sessions will be hold to explain key content of these E&amp;S documents in the spoken language of the EGs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Website of MPWT</li> <li>▪ In villages affected people (both beneficiaries and adversely affected people live</li> </ul>	<ul style="list-style-type: none"> <li>▪ project affected people live. For people from Ethnic Groups, documents will briefly explained verbally in spoken language of the EG peoples</li> </ul>	MPWT CMU1/ PTI

### 4.3 Proposed Consultation Strategy

To foster a two-way consultation process where consulted people participate fully and provide meaningful feedback, consultation process (for any proposed project activities) needs to start early during activity planning. This is to gather initial views from affected and interested stakeholders, encourages reiterative, constructive feedback, and overall support of project stakeholder for proposed project activities.

It is important that the consultation conducted in a manner that is free of external manipulation, interference, coercion, discrimination, and intimidation. Table below proposes key consultant techniques and tips that are widely used and suitable for project affected people, particularly stakeholders from vulnerable/ disadvantaged groups.

**Table 4 – Summary of consultation techniques for key groups of project stakeholders**

#	Groups	Characteristics	Impacts	Key consultation techniques	Supporting methods	Information collection tools
<b>FOR AFFECTED STAKEHOLDERS</b>						
1	Ethnic Groups	<ul style="list-style-type: none"> <li>▪ Do not speak/ understand, or not convenient speaking Lao language</li> <li>▪ Not familiar with recent development concepts, implementation</li> <li>▪ Low motivation to uptake/adopt new knowledge</li> </ul>	Adverse impacts	Techniques below could be used solely, or combined - as necessary, to validate findings: <ul style="list-style-type: none"> <li>▪ <b>Public meetings</b> (initial consultation on project’s potential impact)</li> <li>▪ <b>Focus Group Discussion</b> (as a supplementary technique for those having the same type of impact).</li> <li>▪ <b>Household survey</b> (when impacts are known, for those affected negatively such as loss of land, crops, income generation...)</li> <li>▪ <b>Key informant interview</b> (for a) individual households with special consideration, b) representatives of relevant local authorities, c) leader(s) of affected ethnic groups</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Provide information</b> (relevant to consultation purpose) to people to be consulted <b>ahead of the planned consultation</b> meetings. <b>Check if interpreter</b> is necessary to attend the meeting to ensure full understanding of consulted people</li> <li>▪ At meetings, <b>use audio-visual aids</b> (whenever available) to facilitate effective comprehension.</li> <li>▪ Ensure local interpreter is available for smooth communication and understanding on the part of affected people</li> <li>▪ <b>Discuss topic by topics</b> and <b>allow sufficient time</b> for each topics for discussion before feedback is encouraged</li> <li>▪ If affected people are expected to make decision on certain issues, <b>ensure they fully understand</b> the issues in questions <b>before decision making</b>.</li> <li>▪ <b>Emphasize that project will conduct follow-up consultation meetings</b> if consulted people need more time to think through the issues <b>before they make decision</b>.</li> <li>▪ <b>A leaflet should be prepared</b> and distributed to participants to present briefly topics being consulted</li> </ul>	For household survey, FGD, key informant interview, <b>questionnaire need to tailored to topics</b> of consultation
			Positive impacts	Techniques below can be used solely, or combined - as necessary, to validate findings: <ul style="list-style-type: none"> <li>▪ <b>Public meetings</b> (initial consultation on project’s overall positive impact)</li> <li>▪ <b>Focus Group Discussion</b> (as a supplementary technique for those receiving the same type of project impact).</li> </ul>		

#	Groups	Characteristics	Impacts	Key consultation techniques	Supporting methods	Information collection tools
2	Women	<ul style="list-style-type: none"> <li>Shy to speak in public meetings</li> <li>Limited mobility</li> <li>Limited knowledge of development concepts</li> <li>Not encouraged to interact with public meetings</li> <li>Opinion may not be overlooked in community meetings</li> </ul>	Both positive and adverse impacts	<p>Techniques below could be used solely, or combined - as necessary, to validate findings:</p> <ul style="list-style-type: none"> <li><b>Focus Group Discussion</b> (to discuss topics that are gender sensitive)</li> <li><b>Key informant interview</b> (for a) individual households</li> </ul>	<ul style="list-style-type: none"> <li>Having <b>small and short meetings</b> where women will be comfortable raising questions or making suggestion.</li> <li><b>Meeting place</b> should be <b>close to their home</b>.</li> <li><b>Meeting times</b> should <b>not affect domestic responsibilities</b> of participants</li> <li>Meetings must be <b>facilitated by female facilitators</b>.</li> <li>Pay attention to <b>rapport building</b> prior to starting topic discussion</li> <li><b>A leaflet should be prepared</b> and distributed to participants to present briefly topics being consulted</li> <li>Household visit/interview and consultation at schools (if necessary)</li> </ul>	For FGD and key informant interview, <b>questionnaire need to be tailored to topics</b> of consultation
3	Elderlies	<ul style="list-style-type: none"> <li>Limited mobility</li> <li>Hard of hearing/seeing</li> <li>Could be less open to new development concept, and/or to women participation in public meetings/events</li> <li>Conservative</li> </ul>	Both positive and adverse impacts	<p>Techniques below could be used solely, or combined - as necessary, to validate findings:</p> <ul style="list-style-type: none"> <li><b>Focus Group Discussion</b> (to discuss topics that are gender sensitive)</li> <li><b>Key informant interview</b> (for a) individual households</li> </ul>	<ul style="list-style-type: none"> <li>Having <b>small and short meetings</b> where women will be comfortable raising questions or making suggestion.</li> <li><b>Meeting place</b> should be <b>close to their home</b>.</li> <li>Pay attention to <b>rapport building</b> prior to starting topic discussion (e.g. explain carefully and show respect).</li> <li>Give <b>sufficient time for discussions</b>.</li> <li><b>Repeat</b> speaking as necessary</li> </ul>	For FGD and key informant interview, <b>questionnaire need to be tailored to topics</b> of consultation
<b>FOR INTERESTED STAKEHOLDERS</b>						
1	<b>Government agencies</b>	<ul style="list-style-type: none"> <li>Better understanding of project development approach</li> <li>More responsive</li> <li>Fluent in Lao language</li> </ul>	Positive impact (e.g. through capacity building activities under the project)	<p>Techniques below could be used solely, or combined - as necessary, to validate findings:</p> <ul style="list-style-type: none"> <li><b>Public meetings</b> (initial consultation on project's potential impact)</li> <li><b>Focus Group Discussion</b> (as a supplementary technique for those having the same type of impact).</li> <li><b>Key informant interview</b> (for in-depth information collection – for particular topics)</li> </ul>	<p>The following techniques could be used:</p> <ul style="list-style-type: none"> <li><b>Face-to-face</b> meetings</li> <li><b>Online meetings</b> for group meeting</li> <li><b>Online meetings</b> for in-depth individual interview</li> <li><b>Telephone meeting</b> for in-depth individual interview</li> </ul> <p>Official letters need to be sent at least two weeks in advance to allow participants to arrange and are well prepared before attending the meeting</p>	<b>Questionnaire needs to be tailored to topics</b> of consultation
2	<b>NGOs</b>					
3	<b>Private sector</b>					
4	<b>Academia</b>					

## 4.4 Proposed Strategy to Incorporate the View of Disadvantaged Groups

**Feedback of vulnerable/disadvantaged individuals and groups are key to designing mitigation measures that minimize project negative impacts on them when these impacts are not avoidable.** This section describes how the views and concerns of vulnerable or disadvantaged groups will be sought during the project design and implementation, and measures to be taken to address potential barriers to the full participation of vulnerable individuals/households in project consultation. It also describes separate mechanisms for consultation, grievances redress, and measures that allow vulnerable group to minimize potential adverse impact and receive project benefits. As mentioned in Section 3.3, the vulnerable group identified under the project may include Lao, ethnic individual/households, female-headed households, family with people with disabilities, and households in especially difficult circumstances, such as those who experience difficult life due to economic shocks or due to natural disasters.

**Individuals and households from vulnerable/disadvantaged groups are generally poor to extremely poor. Some may lead precarious life (e.g. disadvantaged group), and may not connected to the local mainstream population.** Given the generally loose connection with the local mainstream group, the vulnerable may have limited access to day-to-day support to earn a living – particularly from outside their family and kin. Contact them to notify of project's consultation events may face certain difficulties because they may not be at home most of the time, and have phone access. Poor individuals may work in far away their home – as hired labor, with unstable working times. Liaison with them for handing consultation invitation may require patience. There are cases where no family members are at home to receive the invitation, and to be clarified on the consultation purpose. This also reduces the likelihood of them attending the consultation. Some families may have dependents, such as the elderly, or young children. As caregivers, these members would not join consultations unless their daily routine can be arranged, or consultation time is adjusted to avoid conflict with their daily work. In most cases, financial assistance needs to be provided (to cover the opportunity cost) to encourage them to take a day off for consultation.

**Special effort to reach out to the vulnerable group during consultation process is important to ensure their full participation in – either they are adversely affected, or are project beneficiaries.** Tailoring engagement interventions – through methods, time schedule, format, including financial assistance, etc., to accommodate the characteristics of target vulnerable group, is essential to ensuring their full participation. In addition, due consideration needs to be given to issues related to gender, language, local culture, traits of their day-to-day living activities, etc. to promote their participation and actively engage to raise up their concerns, questions, or asking for clarification as well as support that they may need. Without this due attention, their full participation to project consultation cannot be ensured, which may affect the way they are affected by the project, and/or receive intended project benefits. To ensure view of vulnerable groups are incorporated into project design, it is important the entire process of consultation be well planned and carried out. This process includes a) notification, b) consultation organization, and c) incorporation of feedback into project design and implementation.

- **NOTIFICATION**

**Identified individuals and households (both negatively affected group and potential beneficiaries) should be visited at their home to deliver invitation to attend consultation sessions.** Home visits help consultation organizing unit understand the living conditions of the affected vulnerable, assess the likelihood of their participation, and explore how the invitation letter can be arranged to reach planned target households. 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. Leaving a sealed invitation letter to their neighbor who is willing to pass onto them in case various attempts to contact them fail could be an option.

**In case COVID-19 restricts face-to-face contact for notifying people of consultation event, and further delay is not possible,** letter of invitation may be dropped in front of their house – at place easily found. In village where community radio is available, radio announcement can be made at time when people can listen. Radio announcement should be repeated for a number of times to reach as much people as possible. An alternative way is to use communication vehicle, such as car, or even motorcycle. These communication vehicle/motorbike could be equipped with battery-operated loudspeakers that can play a recorded message on consultation purpose, participants and tentative time and place. Thus, these methods could reach target audience when COVID-19 restriction does not allow face-to-face contact for consultation invitation. It is important that the notification be made very much well in advance of the planned consultation event to allow time for target people to make necessary preparation, particularly for the case of Ethnic peoples, or people who are mostly away to work as hired labor.

**When inviting/notifying people of a scheduled consultation meeting, it is important to include consultation purpose, time duration, meeting venue, etc.** A leaflet should be attached to the invitation summarizing information that people can read beforehand to come to the consultation prepared. Detailed information will be disclosed, clarified, and explained to invited participants for comments and feedback at the meeting (face-to-face or online). Where possible, link to these materials should be provided (e.g. PMU's webpage, project's dedicated Facebook, public billboard of village hall). For vulnerable groups, a small amount of financial assistance should be provided to them to compensate for the time they spend for the consultation for their potential loss of income on that day to participating in the consultation. Where possible, such assistance should be provided in the letter or public announcement to encourage people to attend the consultation.

- **ORGANIZATION OF CONSULTATION**

**For general feedback, public hearings or community meetings can be used. However, for specific issues that are specific to certain groups, particularly vulnerable groups, focus group discussion should be used.** When focus group discussion is planned, depending on the topics, individuals with homogenous characteristics should be invited to one group. For example, ethnic people should be invited to one group. This should not be mixed with Lao participants because of language issue at least. For people who are affected by type of impact (loss of land for instance), these households should be invited to one group discussion. Similarly, women who are expected to share the gender-sensitive information, such as labor division within their family, issues such as GBV, etc., should be invited to group with women only. Female facilitators should be arranged in these cases.

**If COVID-19 restrictions last longer than expected, whereas feedback from local people, particularly from adversely affected group are required, consultation will be done online** using project's dedicated website, telephone, social media, with support of local collaborators at consultation site. It is noted for vulnerable group who may not have access to smart phone to attend online consultation (via project's dedicated channels), effort should be made telephone interview (using telephone of local collaborator), or face-to-face, on-one-one meeting between affected household representative and local collaborators. Local collaborators will be trained to familiarize themselves with consultation topics, questionnaires, and practical ways to conduct the interview, as well as documentation of interviewees' feedback, such as comments, suggestions, questions, and expectations, etc.

**When consultation is done face-to-face, vulnerable people will be guided by local collaborators** to read/ comprehend the consultation contents that was delivered to them prior to consultation, or through village radio, public loudspeakers. A simple form (included in the letter of consultation invitation) can be used by households preferring writing back. These households can drop their written feedback, including their phone number (if any), at the one-stop shop at the office of village hall who will gather and send back to Project Implementation Team for review, process, and report back to consulted people at a later stage.

**Health safety measures must be in place to reduce the risks of COVID-19 as well other disease contraction.** When face-to-face consultation is carried out, PMU and their consultants will ensure free sanitizers and medical masks are available if consultation participants need. Seat spacing are also arranged as informed by local government's instruction by the time of consultation. As a good practice, instruction by local government for COVID-19 should be strictly followed when it comes to face-to-face consultation.

- ***INCORPORATION OF FEEDBACKS***

**Incorporating feedback from the stakeholders including the affected people especially the vulnerable and ethnic groups into project design and implementation is important in many ways.** Approach, environmental and social mitigation measures, including compensation package, including other financial and non-financial assistance for full livelihood restoration is of vital importance. Incorporating project stakeholders and vulnerable group's feedback into respective project design and implementation measures and process, the consultation with vulnerable groups will contribute to their support and sustainability of the project.

Grievance Redress Procedures will be disclosed to identified vulnerable groups that are consulted. This aims to make sure that vulnerable group know how to raise their concerns and/or feedback on any project activity that they think affect them. Since vulnerable groups have been identified during project preparation and have been consulted on a representative basis, they will be consulted again during project implementation at district level where vulnerable groups are identified.

All feedback of consulted stakeholders and vulnerable groups received during the consultations and through GRM will be recorded, consolidated by project staff who do the consultation, and will be shared with Project Implementation Team at Central (PMU), Provincial and District level

PIU) regularly (monthly as a minimum) for their information and for consideration into project design and implementation.

During project preparation, feedback from stakeholders (as detailed in Annex 1) is summarized in table below, alongside how project have addresses stakeholder feedback - though incorporatoin into E&S documents developed during project preparation, and during project implementation.

Date of meeting	Key concerns and Suggestions (from consulted stakeholders)	How these concerns/ suggestions have been addressed
May 19, 2025)	<ul style="list-style-type: none"> <li>▪ <b>Environmental and Social Compliance:</b> Essential to ensure full compliance with the <b>EIA, EMP, and ECC</b> for Phase II. The project owner's responsibility for reporting unforeseen environmental issues to authorities like the <b>MONRE</b> must be clearly identified.</li> </ul>	ESMF has been prepared in accordance with a) national laws and regulations, and b) WB's ESF
	<ul style="list-style-type: none"> <li>▪ <b>Targeted Mitigation:</b> Specific environmental and social issues need to be identified for each project component (e.g., riverbank protection, park development) to ensure targeted mitigation and management.</li> </ul>	ESMF has identified E&S risks and impacts that are potentially associated with project activities for each project component.
	<ul style="list-style-type: none"> <li>▪ <b>Cultural Heritage:</b> The Phase 2 area includes sites of high social and cultural significance, requiring a Social and Cultural Impact Assessment.</li> </ul>	Once the subproject has been confirmed, necessary cultural assessment will be carried. ESMF has included guidance to conduct cultural impact assessment and prepare Cultural Heritage Management Plan
	<ul style="list-style-type: none"> <li>▪ <b>Heritage Impact Assessment (HIA):</b> A comprehensive HIA is required to identify and mitigate potential impacts on heritage assets, including the <b>preservation of large heritage trees</b> and alignment with <b>UNESCO World Heritage guidelines</b>.</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ <b>Construction Management:</b> Careful management of material transportation to minimize impacts and prompt backfilling of all open pits/trenches to prevent safety hazards are necessary.</li> </ul>	ESMF has anticipated this risk, including relevant risks, and ensure ESMP for subproject shall identify and further assess these risks during construction
	<ul style="list-style-type: none"> <li>▪ <b>Drainage Issues:</b> Riverbank protection works from Phase I have blocked drainage, causing unpleasant odors.</li> </ul>	This technical issues will be considered during detained engineering design for all civil works subprojects
May 20, 2025	<ul style="list-style-type: none"> <li>▪ <b>Compensation Delays:</b> Delays in compensation payments from Phase I remain a major concern. It is imperative that all compensation payments are completed before construction begins in Phase II to avoid public dissatisfaction and potential conflict</li> </ul>	Lessons are being drawn from Phase 1 to avoid, or minimize delay in compensation payment. RPF has been prepared to facilitate effective compensation payment, and land acquisition process
	<ul style="list-style-type: none"> <li>▪ <b>Compensation Rates:</b> Participants unanimously agreed to revise compensation rates in Phase II to reflect current economic conditions</li> </ul>	Under phase II, replacement costs survey will be carried out to ensure affected people get full compensation
	<ul style="list-style-type: none"> <li>▪ <b>Community Engagement:</b> Proposed holding community meetings in each affected village before marking project boundaries and conducting the Inventory of Loss (IOL).</li> </ul>	By the procedure in the RPF, information about subproject's potential impacts on land and assets on land will be disclosed to, and discussed with households who are potentially affected – before IOL survey is carried out

Date of meeting	Key concerns and Suggestions (from consulted stakeholders)	How these concerns/ suggestions have been addressed
May 21, 2025	<ul style="list-style-type: none"> <li>▪ <b>Urgent Interventions:</b> The province highlighted the urgent need for canal improvement, the construction of landslide protection, reservoirs, water gates, and flood protection embankments.</li> </ul>	Subprojects in potential project provinces are being considered to ensure cost-effective infrastructure solution are considered under the project
	<ul style="list-style-type: none"> <li>▪ <b>River Management:</b> A joint effort to designate and mark a riverbank protection zone on the Tha River was noted, with the goal of mitigating future risks and promoting tourism</li> </ul>	The project has the Stakeholder Engagement Plan prepared to ensure project stakeholders are reiteratively engaged during project preparation and implementation to provide their opinions about project investment, and impacts and risks associated with project investment. Riverbank protection structure will balance between flood control function and facilitate development of tourism along the river.
	<ul style="list-style-type: none"> <li>▪ <b>Master Plan:</b> Proposal to develop a comprehensive master plan to assess water resource management and identify high-risk disaster-prone areas.</li> </ul>	Development of Master Plan is subject to Strategic Environmental and Social Assessment which take into account, <i>inter alia</i> , water resources and areas vulnerable the flood impact.
	<ul style="list-style-type: none"> <li>▪ <b>Monitoring Stations:</b> Recommendation for the installation of additional water level monitoring stations within the district to improve early flood warning systems.</li> </ul>	Project Component 2 (to be implemented by MAE) will do survey before instalation of hydromet that gather information for the purpose of support farming, livelihood development, and early warning system
May 26, 2025	<ul style="list-style-type: none"> <li>▪ <b>New Drainage Construction:</b> Proposal for the construction of new drainage channels at four key flood-prone locations (Hong Ke, Hong Xeng, Hong Pasak, and Hong Wattay).</li> </ul>	These technical issues will be further discussed based on feasibility studies to be carried out for priority subprojects
	<ul style="list-style-type: none"> <li>▪ <b>Operational Budget:</b> A request for an increase in the operational budget to support regular drainage cleaning activities in four priority districts.</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ <b>Coordination and Capacity:</b> Need for official inclusion of Water Sector representatives in the draft agreement for implementation responsibilities, and encouragement to collaborate on developing a flood modeling system.</li> </ul>	MAE is the lead agency for Project Component 2 and as such will coordinate stakeholder meetings and ensure representatives from water sector (under MAE) are engaged during project planning and implementation
	<ul style="list-style-type: none"> <li>▪ <b>Public Awareness:</b> Proposal to include public awareness campaigns about environmental protection and disaster risk reduction, targeting children, youth, and the general public.</li> </ul>	During project implementation, community members living in and around the subproject sites will be invited to stakeholder consultation meetings to be informed of project purpose, E&S risks and impacts, etc. – to increase public awareness about environmental protection and disaster risk reduction. Youth, women, elderlies... are among project targetted stakeholders.
May 28, 2025	<ul style="list-style-type: none"> <li>▪ <b>Contractor Performance (Phase I Lessons):</b> Identified key weaknesses: insufficient operational budget, limited number and poor condition of heavy machinery, and an</li> </ul>	Lesson from Phase I will be considered when recruiting contractors for phase 1.

Date of meeting	Key concerns and Suggestions (from consulted stakeholders)	How these concerns/ suggestions have been addressed
	<p>insufficient number of technical personnel with limited working hours.</p> <ul style="list-style-type: none"> <li>▪ <b>Contractor Improvements:</b> Recommendation for contractors to improve budget planning, ensure timely payment for materials and labor, and upgrade machinery and staffing capacity.</li> <li>▪ <b>Inventory of Loss (IOL):</b> Critical need to conduct a detailed and accurate inventory of affected assets at the early stage to avoid delay.</li> <li>▪ <b>Compensation Transparency:</b> The project should clearly communicate to the public whether compensation will be provided and under what conditions.</li> </ul>	<p>After IOL is completed, a detailed measure survey will be conducted to confirm the actual impacts (land and asset on land). The Project also has GRM that help affected households bring up their concern for timely and effective resolution</p> <p>The RPF has been prepared and will be disclosed to households potentially affected in each site of civil works. RPR sets forth principles, requirements, and guidance to ensure compensation entitlements are fair, clear, and applied consistently across civil work subprojects.</p>
October 31, 2025	<ul style="list-style-type: none"> <li>▪ <b>Heritage (DOH):</b> Recommended that Phase I allocate budget for restoration measures (e.g., soil backfilling) and that Phase II avoid affecting the sacred stones area. Early and continuous consultation with DOH and UNESCO during detailed design is requested.</li> <li>▪ <b>Health (DOH):</b> Suggested conducting a Health Impact Assessment (HIA).</li> <li>▪ <b>LMRC:</b> Suggested carrying out a Transboundary Impact Assessment (TBIA).</li> <li>▪ <b>NUOL:</b> Suggested applying Nature-Based Solutions (NBS) as much as possible instead of structural measures.</li> <li>▪ <b>Compensation Recoupment:</b> A question was raised about recouping compensation if a contractor modifies the design and no longer affects a household that has already been compensated.</li> <li>▪ <b>Gender and Labor (LWU/GDA):</b> Proposed introducing a policy/regulation on the prohibition of sexual harassment. Requested other welfare benefits for women, including maternity leave with normal salary and a one-hour daily break for breastfeeding.</li> </ul>	<p>ESMF has a procedure for screening and assessment of potential impact of subproject on cultural heritage. The project will try to avoid impact on cultural heritage. Consultation with DOH and UNESCO will be carried out for relevant subprojects – once these subprojects are firmed up during early stage of project implementation.</p> <p>Project response was that OHS assessment and measures would be included in the ESIA and ESMP, and a standalone HIA was not required.</p> <p>The project clarified that works are small-scale and entirely within national territory, so a TBIA is not required.</p> <p>The project clarified that NBS will be considered, but final measures will be based on risk-prevention requirements.</p> <p>Compensation will be made based on final, approved detailed engineering design.</p> <p>The project has a zero-tolerance policy related to SEA/SH. Female workers will be protected by relevant provinces in the Law on Labour, including working conditions for female workers.</p>

## 4.5 Timelines

A summary of timelines for key activities is provided in Table below .

**Table 5 – Indicative Timelines**

Activity	Project Phase	Timeline	Responsibility	Location
Field visits, initial consultations, local-level meetings to introduce project, information gathering for draft E&F documents	Conceptual Design, Prior to World Bank Appraisal	April -May 2025	MPWT, consultants.	Project provinces
Disclosure of the ESF Documents, including translated Lao version of the Executive Summary of ESMF.	Prior to World Bank Appraisal	End June 2025	MPWT, consultants.	Website of the MPWT
Central and local consultations on Draft ESF Documents.	Prior to World Bank Appraisal	TBD	MPWT, consultants.	Locally and/or virtually depending on Covid restrictions
National consultations on Draft ESF documents	Prior to World Bank Appraisal	TBD	MPWT, consultants.	Vientiane
Specific extent of E&S impacts, based on location of road segments/sub-projects to be financed	Full ESIA	TBD	MPWT, Consultants	Project provinces
Preparation of ESMPs	Implementation Detailed Design	TBD	ESIA Consultant, Contractor (for design), MPWT Central and, Provincial	Project provinces
Detailed measurement of land acquisition impacts. Preparation of Resettlement Plans and consultations with affected people, etc.	Implementation: Detailed Design	TBD	ESIA Consultant, Contractor (for design), MPWT, Provincial, District and Village Resettlement Committee (PRCs), PIUs	Project Provinces
If applicable, preparation of Ethnic Group Engagement Plan(s)	If EGs are found, in line with WB ESS7.	TBD	ESIA Consultant, PIUs with support from PTI and PMU (additional Ethnic Group consultant	Project Provinces

Activity	Project Phase	Timeline	Responsibility	Location
			may also be needed)	
Implementation of Detailed RAP ahead of civil works (i.e., delivery of entitlements), hiring of local workers, trainings on gender, trainings for contractors and staff, road safety, etc.	Implementation: Civil Works	TBD	PRCs (for land acquisition), PTI, PMU, PIUs, Contractor, MPWT.	Project Provinces
Disclosure of ESMPs, RAPs and any other relevant plans	Implementation: Detailed Design	TBD	MPWT and consultants (and PRCs if land acquisition)	Project Provinces, MPWT Websites, WB Websites
Works commence, implementation of Detailed RAP ahead of civil works (i.e., delivery of entitlements),	Ahead of Civil Works	TBD	Contractor, PIU, Design and Supervision Consultants, PRCs (if land acquisition)	Project Provinces
Hiring of local workers, trainings on gender, trainings for contractors and staff, etc.	Ahead of Civil Works	TBD	Contractor, PIU, Design and Supervision Consultants, PRCs (if land acquisition)	Project Provinces

**4.6 Review of Comments**

The stakeholder engagement process involves three key steps 1) share project information, 2) gather feedback (concerns, grievances), and 3) act on feedbacks and report back. This section focuses on step 2 and 3, describing how comments are gathered, reviewed, taken into account, and reported back to stakeholders on the final decision.

- **GATHERING FEEDBACK**

**Multiple channels will be established to gather feedbacks from project stakeholders through channels that are convenient for them** (Section 4.2 and 4.3 above). At village level where most affected people live, feedback of local people (both verbal and written) can be provided through the village authority. Village authority will serve as a one-stop shop at village level that collect all types of feedback that project stakeholders want to provide, including grievances/complaints submitted by adversely affected households. In addition to village-level channel, feedback/grievance can be lodged through PMU using dedicated PMU’s telephone number, email address, website (with comment box function), and postal address. The channels at PMU will be managed by PMU GRM focal points who will register all feedback received, inform feedback providers how comments/grievances will be processed, including informing them that

their feedback/grievance will be transferred by PMU to respective agencies who are responsible for direct handling of such comments and grievances.

**In addition, online channel will be established by PMU to carry out online consultation under COVID-19 restrictions and to gather feedback from people consulted online, including those consulted face-to-face.** Popular social media in Laos, such as Whatsapp, Facebook, etc. will be used to establish a dedicated two-way communication line with project stakeholders, where needed. This line will be useful to stakeholder, particularly to adversely affected group that cannot be consulted face-to-face during COVID-19 restrictions and who want to submit comments, using written or voice messages. Stakeholders, including affected groups and interested groups, will be informed of channels available to them to attend consultation sessions intended for them, and/or submit comments/feedback via these channels.

- **REVIEWING FEEDBACK**

**Feedback/grievances submitted by stakeholders through project's multiple dedicated channels will be registered and processed by the agencies in charge,** including village authority, and VITs (for matter related to construction, labor and working conditions), and other governmental agencies, particularly when affected parties move on to subsequent steps of the GRM procedures. Important feedback, such as grievances, will be acknowledged in writing by the respective grievance receiving units (village authority, VITs, etc.) within the timeframe set forth in project's respective GRM procedure (See Section 6.2.3 for a summary). It is noted that if a grievance is submitted through PMU dedicated channels (as mentioned above), PMU GRM focal points will acknowledge the receipt of grievance (as first thing first), meanwhile notifying the aggrieved persons that their grievance(s) will be transferred to the agency in charge who will then contact them within a period of time (Section 6.2.3) to acknowledge the receipt of grievance, and inform how their grievance will be addressed, including next steps in the GRM process.

**PMU will oversee the entire process, including receiving, registering, transferring, following up with agencies in charge with regards to resolution process and results.** PMU will work closely with all village authority, and other governmental agencies responsible for grievance resolution, to maintain and update their grievance register, and follow up on grievance resolution process that are ongoing with the agencies in charge. With PMU, the GRM focal points will be responsible these tasks and report regularly to PMU management

**PMU acts as focal point that determines how comments and grievances provided by affected parties are considered, resolved, and incorporated into project.** PMU needs to classify feedbacks into two main groups: 1) grievances, and 2) questions, comments, suggestions. For grievances, depending on the types, grievances will be resolved by responsible agencies within the specified timeframes (described in projects GRM). For questions, comments, suggestions submitted by affected and interested parties – through face-to-face and online consultation channels, simple questions can be responded face-to-face and online. For comments, suggestions related to project design, these will be registered and considered by PMU in consultation with relevant stakeholders (e.g. government agencies, technical consultants...) before response can be made.

- **REPORTING BACK**

**Communicating back to stakeholders to provide a tangible response to the feedback raised is essential to maintaining their continued participation 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 solve and report back. For example, a grievance related to compensation rate, submitted through a village leader, will be resolved, and reported back by responsible agencies who directly solve the raised issues. Similarly, a contracted worker's complaint related to working condition, submitted to his/her employer, will be resolved, and reported back by the responsible, or by provincial Chief Labor Inspector if the contracted work escalates his/her complaints to the provincial Chief Labor Inspector.

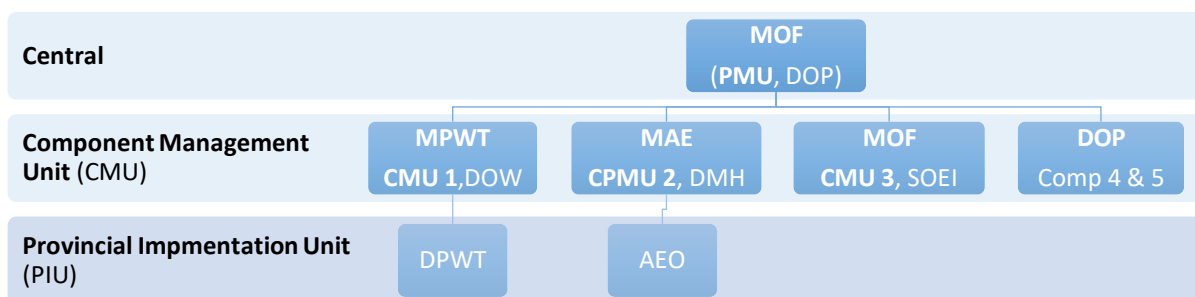
Responses to general questions/ comments/ suggestion will be made as soon as possible. For example, response will be made at consultation meetings if answer to questions could be given during the consultation. For questions/ comments/ suggestion that take time to consider, a summary of responses will be prepared and reported back to the affected and interested groups in the next consultation with the same group. At the same time, a summary of these responses will be shared to the general public through PMU's dedicated webpage on a quarterly basis, or sooner when available. Figure 1 (below) summarizes the entire consultation process loop, covering 1) share project information, 2) gather feedback, and 3) act on feedback and report back.

## 5. RESOURCES AND RESPONSIBILITIES FOR STAKEHOLDER ENGAGEMENT

### 5.1 Resources

The PMU will be in charge of overall implementation of stakeholder engagement activities. Under PMU, there are three Component Management Units (CMU). Each CMU will be responsible for implementation of Component 1, 2, and 2 – as shown in Figure below. PMU will do overall stakeholder engagement coordination and will ensure adequate budget will be allocated by CMU for their stakeholder engagement activities within their own CMUs. Each CMU will engage necessary staff and consultants – to carry stakeholder engagement with affected and interested stakeholders under their own component.

**Figure 1 – Organizational Structure of the Project**



Adequate budget for stakeholder engagement activities will be allocated from the project overhead. These include costs for organizing meetings, workshops, trainings, hiring of staff, field visits to subproject locations, translation and printing of relevant materials, and operating cost for project’s GRM. The cost for implementation and monitoring of environmental and social mitigation measures at subproject sites will be integrated into the construction overhead and will be borne by the contractors who carry out activities related to construction of subprojects (See more details at Section 8 – Costs and Budget).

The table below provides contact information of key members on PMU and CMUs who can be reached to ask questions about the project or logde a complaint. In case there is change to the following personnel, this SEP will be updated to reflect new staff arrangement and will be disclosed through the same channel to keep project stakeholders informed. Changes will also be updated accordingly in project information booklet that is distributed during consultation meetings.

<b>Contact information</b>	<b>PROJECT MANAGEMENT UNIT</b> (Department of Planning, Ministry of Finance)	<b>Component Management Unit 1</b> (Department of Waterways, Ministry of Public Works and Transport)	<b>Component Management Unit 2</b> (Department of Meteorology and Hydrology, Ministry of Agriculture and Environment)	<b>Component Management Unit 3</b> (Department of State-Owned Enterprises and Insurance Supervision, Ministry of Finance)
<b>Name of ESS Focal Point</b>	<b>Mrs. Amphay Inthalangsy</b>	<b>Ms. Lattiyakone Phomduangsy</b>	<b>Mr. Souvannakone KEODUANGDETH</b>	<b>Mr. Somxay Keovandysomxay</b>
Email address	amphay.dop@gmail.com	Nong8118@hotmail.com	kone20k@gmail.com	keovandy@gmail.com
Phone number	(+85)02099996 956	(+85)620 55895899 (+85)621452423	(+85)02055201520	(+85)02094195456
Postal address	Department of Planning, Ministry of Finance, Lao PDR Phonxay Village, Saysettha District, Vientiane Capital, Lao PDR. Telephone & Fax: (+85) 621412408	Department of Waterway, Ministry of Public Works and Transport of Lao PDR, Lane-Xang Avenue, Vientiane Capital, Lao PDR.	Department of Meteorology and Hydrology, Ministry of Agriculture and Environment, Lao PDR Akad Village, Sikhottabong District Vientiane Capital, Lao PDR. Telephone & Fax: (+85)621215010	Department of State-Owned Enterprises and Insurance Supervision, Ministry of Finance, Lao PDR. Phonxay Village, Saysettha District, Vientiane Capital, Lao PDR.

## 5.2 Management Functions and Responsibilities

Implementation of the Stakeholder Engagement Plan will be overall main responsibility of PMU under the Ministry of Finance. However, since investment activities under Component 1, 2, and 3 comes under implementation responsibility of the Department of Waterways (MPWT), Department of Meteorology and Hydrology (MAE), and Department of Planning (MOF), respectively, each of these Department will be responsible for directly engaging stakeholders that are directly related to their own component. Given this, each Component Management Units (CMU) will be responsible for:

- Leading, implement, and oversee the overall stakeholder engagement process for all project activities carried out under the project.
- Conducting disclosure of project information (Section 4.2)
- Carrying our consultation activities (activity specific) (Section 4).
- Leading and overseeing the receipt, acknowledgement, and resolution of project related grievances (Section 6)
- Supervising contractors' stakeholder engagement activities - as part of the contractors' site-specific ESMP
- Reporting SEP implementation process and outcomes to the Project Director and Project Manager.

**Table 5 – Staff and Responsibilities for SEP Activities**

POSITIONS	RESPONSIBILITIES
<b>Project Manager</b> (PMU/DOP/MOF)	<ul style="list-style-type: none"> <li>▪ Oversees the overall stakeholder engagement process and GRM functioning</li> <li>▪ Incorporate all stakeholder engagement activities into the overall environmental and social management systems</li> <li>▪ Coordinate with parties for proper implementation of processes to grievance mechanism and stakeholder engagement issues</li> <li>▪ Keep the World Bank informed of implementation of the SEP</li> <li>▪ Review and approve monthly reports on grievance redress and stakeholder engagement; and</li> <li>▪ Submits monthly reports to the Project Director.</li> </ul>
<b>CMU1</b> (EDPD/PTI), <b>CMU2</b> (ESSC) <b>CMU3</b> (ESSC)	<ul style="list-style-type: none"> <li>▪ Supervise; monitor and report the SEP implementation under their respective Component, including other safeguard instruments</li> <li>▪ Provide technical support on capacity building for staff of government agencies involved in the implementation of SEP to address environmental and social safeguards issues</li> <li>▪ 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.</li> <li>▪ Conduct consultation on specific SEP activities</li> <li>▪ Assists in the identification of Ethnic Groups</li> <li>▪ Prepare ESIA/ESMP for their own component.</li> <li>▪ Conduct biannual and annual Environmental and Social safeguard (ESS) compliance monitoring and reporting. The biannual and annual monitoring reports and key findings from the implementation of SEP activities.</li> </ul>
<b>Project Implementation Units</b> (provincial level) of respective CMU1, CMU2, and CMU3	<ul style="list-style-type: none"> <li>▪ Implements stakeholder engagement activities as described in the SEP, including consultations, disclosure, trainings on gender-based violence, road safety, etc.</li> <li>▪ Coordinates with village and commune authorities and contractor on the grievance redress mechanism, ensuring that grievances are recorded and promptly resolved.</li> <li>▪ Oversees stakeholder engagement activities being conducted by the contractor and/or consultants.</li> <li>▪ Coordinates with other agencies; and</li> <li>▪ Leads the process of identification of Ethnic Groups.</li> </ul>
<b>Local community representatives and local government agencies</b>	<ul style="list-style-type: none"> <li>▪ Participate in project’s consultation meetings and provide timely feedback during project design and project implementation</li> </ul>
<b>Chief Engineer</b> (Contractor)	<ul style="list-style-type: none"> <li>▪ Carries out consultations with stakeholders on project timeline, mitigation of civil work activities (such as dust, traffic), informs stakeholders about jobs.</li> <li>▪ Ensures careful consideration of women and vulnerable groups, including them in consultations and that they do not miss out on job opportunities.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ 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).</li> <li>▪ Conducts trainings and awareness activities on road safety to be implemented together with the traffic police and target audience.</li> </ul>
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## 6. GRIEVANCE REDRESS MECHANISM

### 6.1 Objectives of the Project GRMs

The objective of this project-level GRM, as part of stakeholder engagement, is to receive and resolve timely and effectively the grievances that are submitted by affected stakeholders during project implementation. At provincial level, the GRM that has been established under SEADRM (Phase 1) and has been functioning well under the provincial Project Implementation Unit (PIU) will be maintained under SEADRM II and will be established under new project provinces. In addition, formal procedures and alternative channels for receiving grievance is developed under SEADRM II to GRM accessible make the projects and user friendly for project affected people.

### 6.2 Summary of national legislation related to grievance and complaint Description of the Project GRMs

The Government of Laos PDR 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 Complaint (amended version), No. 05/NA dated: 9/11/2016
- Environmental Protection Law 2012 (No. 29/NA);
- Labor Law (2018);
- Women and Children Law 2014 (Law No. 56/NA of 2014);
- The Lao Front for National Development (2012);
- Decree on Ethnicity (No. 207/GOL,2020);
- Law on Grievance Redress (No. 012/NA of 2014);
- Law on Resettlement and Occupation (No. 45/NA date: 15/06/2018).

### 6.3 Principles of the Project GRMs

The principles are adopted to design GMR for the project:

- **Channels.** 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:

- i. **PMU's email**, including telephone number (as helpline call centers) (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. **Village Mediation Committee** (independent from any other committees established 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.
- **Forms.** Grievances can be submitted in writing and verbally, and either directly by the affected households, or by a person delegated by the complainant (e.g. the elderly, people with disabilities). Anonymous complaints are accepted and kept confidential.
  - **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.
  - **Disclosure.** GRM procedures are disclosed in public domain (e.g. websites of PMU, at public notice board located at village hall). GRM procedure will be explained to people attending consultation meetings. In addition, the contact detail of responsible persons including phone and WhatsApp numbers will be disseminated and displayed on poster in the project areas and affected villages.
  - **Documentation.** A grievance logbook will be maintained at village hall (subproject level) and at PMU level (through PMU GRM focal point). A grievance logbook will be established and regularly updated/maintained at village hall and PMU level.
  - **Transparency.** The grievance procedures include steps, expected time frame grievance resolution for each step, notification to affected person, how decision is made, decision makers, mediation options.
  - **Time-limit for grievance resolution is specified for each step.** Complaint will be acknowledged within 5 days from the date of complaint receipt.
  - **Acknowledgement of complaint receipt.** The unit in charge of complaint resolution will notify complainant upon complaint receipt and will initiate the complaint resolution process.
  - **Appeal.** If the agency in charge does not resolve a grievance in a manner that is satisfactory to the affected person, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court. If the grievance could not be resolved satisfactorily by the multistakeholder committee, the affected person may resort to the Provincial Assembly for consideration and decision prior to submitting to the court of law (Law on Grievance Redress No. 106/NA, 2022).
  - **Monitoring.** All grievances received are recorded by PMU and relevant Village Mediation

Committees, and are processed/resolved in a given timeframe, and are monitored by PMU GRM focal point.

- **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.

## 6.4 Project's Redress Procedures

Based on the above GRM principles, the project will establish three complaint handling procedures for three types of potential grievances: grievances related to 1) general complaints from the public and communities in and around the subproject sites, 2) labor and working conditions (all groups of project workers), and 3) sexual exploitation and abuse and sexual harassment (SEA/SH). It is noted that the GRM for complaints related to labor and working condition will follow the procedure described in the project's Labor Management Procedures whereas the GRM related to SEA/SH established under this project will be in accordance with the pertinent national laws and the World Bank's guidance on SEA/SH and is described in project's LMP (see LMP for details) and grievance related to land acquisition will be resolved in accordance with the GRM described in the project's RPF. These three procedures are summarized below:

### 6.4.1 Redress Procedure for General Complaints

In case individuals, households, or communities are affected by any other aspects, for instance, environmental impacts (e.g. dust, noise, or lack of safety measures that increase risks of traffic accident to road users or to local ethnic group), their complaints could be submitted through various channels that will be established for their convenient use, including people from Ethnic Groups (EG). These include:

*For general project benefits:*

- PMU GRM focal point's telephone (as helpline call center);
- Local EG leaders (in case affected individual/households are EG)
- Village Authorities/Village Mediation Committee

*For environmental and other relevant social issues at construction sites:*

- Dedicated helpline call center with contact detail of GRM responsible persons assigned by the Contractors, PIU and Construction Supervision Consultant (CSC) teams with their contact detail including helpline call numbers (phone/WhatsApp) are disclosed for affected people to report cases that they think Contractor can resolve timely (contact detail of Contractor will be posted at construction sites, distributed to project's stakeholder through Subproject Information Booklet during consultation, and posted at public billboard of village offices, etc.).

### 6.4.2 Redress Procedure for Complaints related to labor and working conditions

Project workers can lodge their grievance/complaint as follows:

**Step 1 Employer Level.** Affected 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 satisfied, the Employer will report the case, including resolution process and results, to the Project Implementation Unit (PIU) for information and record. If the AP is not satisfied with the resolution of their Employer, the Employer will refer the AP to the GRM focal point of PIU, and PMU 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 PIU level.** PIU 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 GRM of PIU cannot resolve the complaint, the GRM focal point of PMU will consult with the Project Manager for resolution. The GRM focal point of PIU will inform the AP of the PIU's resolution result in writing within 15 days from the date of complaint receipt. If the AP is not satisfied with the resolution outcome proposed by PIU, PIU will refer the case to the PMU for resolving and inform the AP of this referral in writing.

**Step 3 Court of Law.** If the AP is not satisfied with the resolution proposed above, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court. If the grievance could not be resolved satisfactorily by the multistakeholder committee, the affected person may resort to the court of law. The cost associated to the lawsuit shall be borne by the AP. The decision of the Court will be final.

#### ***6.4.3 Redress Procedure for Complaints related to SEA/SH***

Under this Project, GRM for SH/SEA mainly serves in: (i) refer the cases to the national network/center for women protection and counselling services with hotline number at 1362 and health care services under Mahosoth hospital (hotline number: 1527); and (ii) recording resolution of the complaint. The following principles, which will be applied under the Project, recognize victim as principal decision makers in their own care, and treat them with agency, dignity and respect for their needs and wishes.

- Multiple channels are in place for easy access and lodge complaints.
- SH/SEA/GBV victims will be referred to local SEA/SH/GBV service provider for immediate support if they make a complaint directly to PIU and PMU.
- Confidentiality of victims are protected. GRM operator of PIU/PMU will keep SH/SEA/GBV allegation report confidential.
- No identifiable information on the victim shall be collected and stored in subproject Grievance Logbook.
- Costs of operating the SH/SEA/GBV GRM will be financed by the project.

Channels for lodging SH/SEA/GBV complaints:

- **Channel 1** – AP can submit a complaint, verbally or in writing, to Village Mediation

Committee/Village Authorities

- **Channel 2** – Alternatively, AP can lodge their complaint, verbally or in writing, to GRM Social Focal Point of PIU/PMU.
- **Channel 3**– AP can submit a complaint to, or seek counselling support from local Lao Women’s Union, as they wish.

Under this project, PMU does not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

## 7. MONITORING AND REPORTING

### 7.1 Involvement of Stakeholders in Monitoring Activities

The objective of internal monitoring of SEP implementation is to ensure activities set out in SEP is carried out timely and appropriately. PMU is responsible for monitoring activities described in this SEP. During project implementation, the Social Officer, Environment Officer, and GRM Focal Point of PMU lead day-to-day stakeholder engagement at both project and subproject level. They prepare monthly monitoring reports for SEP activities for PMU. During project implementation, the Environmental and Social Division will prepare monthly internal monitoring reports for SEP activities. Internal monitoring by PMU 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;
- Overall community satisfaction;
- Ease of approaching the SOs, 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.

### 7.2 Reporting Back to Stakeholders

The SEP will be periodically revised and updated following future consultations or as necessary during project implementation to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. The PMU-MPWT shall notify the WB on the updated SEP (if changes made in the plan are minor) and

will send it to the WB for prior review and clearance (if changes are significant) before re-disclosure.

Monthly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The annual summaries which are public documents will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Stakeholders shall be reminded periodically of the availability of the grievance mechanism.

Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two ways:

1. Publication of a standalone annual report on project's interaction with the stakeholders.
2. Several Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
  - a) number of public hearings, consultation meetings and other public discussions/forums conducted annually.
  - b) frequency of public engagement activities.
  - c) number of public grievances received monthly and number of those resolved within the prescribed timeline; and
  - d) number of press materials published/broadcasted in the local, regional, and national media.

## 8. COSTS AND BUDGET

### 8.1 Costs

Indicative costs for SEP implementation are estimated during project preparation (see Table below) for budget planning purpose. Actual costs of SEP implementation will depend on scope and activities to be carried out during project preparation and during project implementation. Cost estimated for each line item include mainly logistic costs for each consultation activities (e.g. communication, printing, travel cost for E&S staff involved, travel costs such as accommodation, per diem, pay for staff involved, allowance for consulted

participants). Costs for the support of E&S consultant in SEP implementation is included in the contract between EDL and E&S Consultant and as such not included in this table.

## 8.2 Budget

It is anticipated that the following key activities are implemented, alongside estimated budget.

Table 6 - Provisional budget for the SEP

No.	Key activities	Stakeholders involved	Estimated costs	Sub-Total
<b>Consultation During Project Preparation: Project Design (prior to World Bank appraisal)</b>				
1	<b>Disclosure materials:</b> 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 and printing of awareness raising materials/grievance redress materials	<ul style="list-style-type: none"> <li>PTI/PMU (oversight)</li> <li>Consultant (implement)</li> </ul>	2,000 x 5 provinces	10,000
2	National public consultations to disclose and discuss E&S documents (ESMF, RPF, LMP, SEP and site-specific ESMP, RP, and EGDP for Oudomxay)	<ul style="list-style-type: none"> <li>PTI/PMU (lead)</li> <li>Consultant (implement)</li> </ul>	1,000 x 5 provinces	5,000
3	Public consultation at district and village levels	<ul style="list-style-type: none"> <li>PTI/PMU (oversight)</li> <li>Consultant (implement)</li> </ul>	2,000 x 5 provinces	10,000
<b>Consultation During Project Implementation: Detailed Design</b>				
4	Local consultations to introduce project and engage new project beneficiaries in existing and new provinces	<ul style="list-style-type: none"> <li>PTI/PMU (lead)</li> <li>Consultant (implement)</li> </ul>	2,000 x 5 provinces	10,000
5	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.	<ul style="list-style-type: none"> <li>PIU, CSC and Contractors</li> </ul>	03 provinces (ODX, LPB& BLX)	Contractors cost
6	Training on social/environmental issues for PIU and contractor staff	<ul style="list-style-type: none"> <li>PTI/PMU (lead)</li> <li>Consultant (implement)</li> </ul>	2,000 x 3 provinces	6,000
7	Training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff	<ul style="list-style-type: none"> <li>PTI/PMU (lead)</li> <li>Consultant (implement)</li> </ul>	2,000 x 3 provinces	6,000
8	Training of GM committees and install suggestion boxes in villages  Essential stationaries (e.g. log book, pen, forms), prepaid phone cards, and travel related expenses will be provided to Village GRM committees to facilitate their effective functioning	<ul style="list-style-type: none"> <li>PTI/PMU (lead)</li> <li>Consultant (implement)</li> </ul>	2,000 x 3 provinces	6,000
<b>TOTAL</b>				<b>53,000</b>

## ANNEXES

### Annex 1 – Summary of Key Consultation Feedback during Project Preparation

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
19May2025	At the Conference room of DPWT of the Luangpra- bang province	DOW, PTI, MONRE, Provincial Department of Public Work and Transport (DPWT), PONRE, PAFO, DAFO, World Heritage Office, District Public Work and Transport, District Administration office for Luangprabang, Urban and Rural Development Agency, head of village from 5 villages such as Ban Vixoun, Ban Xiangthong-Khili, Ban Wat Sane, Ban Phanluang, Ban Ar phay, Ban Thaluang	11	31	0	<ol style="list-style-type: none"> <li>1. Hear the progress report on the implementation of construction and environmental social work under the Phase 01 project presented By the project consultant;</li> <li>2. Present the advantages and challenges encountered during Phase 01 implementation by the PIU;</li> <li>3. Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02</li> <li>4. Discuss the strategy for disseminating project information;</li> <li>5. Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.</li> </ol>	<ul style="list-style-type: none"> <li>• The construction activities are progressing well, and compensation measures are being implemented as planned. However, in Phase 02 project, it is essential to ensure full compliance with the EIA, EMP, and ECC. The project owner’s responsibilities must be clearly identified, particularly under Article 4, which mandates reporting to relevant authorities such as the MONRE, specifically the Department of Environmental Monitoring, in the event of any unforeseen environmental issues.</li> <li>• In addition, specific environmental and social issues must be identified for each project component, such as riverbank protection and park development, to ensure targeted mitigation and management. It is necessary to describe how Environmental and Social safeguards will be implemented and monitored in alignment with the ESMP.</li> <li>• The Phase 2 project area includes locations of high social and cultural significance, such as the sacred site, which is situated in close proximity to village. The project should conduct a Social and Cultural Impact Assessment,</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							<p>engage in meaningful construction with local communication</p> <ul style="list-style-type: none"> <li>• The project team is requested to expedite the preparation of all necessary documentation for phase 2 to ensure timely implementation.</li> <li>• The provincial Public Work and Transport will provide the essential supporting documents to the ESF team to facilitate project progress.</li> <li>• Attention must be given to land use planning to ensure it aligns with UNESCO World Heritage guidelines and principles.</li> <li>• For Phase 2, it is recommended that the project prepare a comprehensive Heritage Impact Assessment (HIA) to identify and mitigate potential impacts on heritage assets.</li> <li>• The project must carefully manage material transportation to minimize potential impacts.</li> <li>• To preserve large heritage trees, a HIA is required. This should clearly outline conservation measures and potential impacts on the World Heritage site.</li> <li>• It is necessary to accurately measure and document the river's depth and water level in the area adjacent to the access road. This information is essential for proper design and construction planning and during excavation activities, all open pits or</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							trenches must be promptly backfilled to prevent safety hazards. Open holes should not be left unattended, especially in public or frequently accessed areas. <ul style="list-style-type: none"> <li>Riverbank protection works have blocked drainage, causing unpleasant odors. The contractor had used sand to block the system but is now addressing the issue.</li> </ul>	
20 May 2025	At the Conference room of DPWT of the Oudomxay province	DOW, PTI, MONRE, PIU, Heritage Department of the MIC, Provincial Mediation Committee (PMC), local Village authorities and project consultants.	12	36	0	<ol style="list-style-type: none"> <li>Listening to the report on the implementation of construction and environmental-social work under the Phase 01 project presented by the project consultant;</li> <li>Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02</li> <li>Discuss the strategy for disseminating project information;</li> <li>Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.</li> </ol>	<ul style="list-style-type: none"> <li>The project owner is strongly advised to ensure full compliance with environmental and social safeguard requirements. This includes strict implementation of the approved EIA and the C-ESMP. Regular reporting to all relevant stakeholders, particularly the MONRE and the Department of Environmental Monitoring;</li> <li>The project is recognized as a model initiative with significant value in protecting Xay Municipality from urban flooding. It plays a critical role in safeguarding the lives and property of local villagers from various ethnic groups residing along the Mao and Kho rivers. However, based on lessons learned from Phase I, delays in compensation payments remain a key concern. To avoid public dissatisfaction and potential conflict, it is imperative that all compensation payments are completed prior to the commencement</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							<p>of construction activities. Additionally, the meeting reached a unanimous agreement to revise compensation rates in Phase II to reflect the current economic conditions.</p> <ul style="list-style-type: none"> <li>• In Phase I, compensation was granted for affected land plots, including those with land title deeds and Land certificate No.1. For Phase II, however, the meeting unanimously agreed that land classified solely under Land certificate No.01 will not be eligible for compensation, in accordance with the applicable laws and regulations of the Lao PDR. Prior to marking the project boundaries and conducting Inventory of Lost, it is proposed.</li> <li>• Prior to marking the project boundaries and conducting Inventory of Loss, it is proposed that community meetings be held in each affected village to disseminate preliminary project information. In addition, detailed records should be maintained at the household level to serve as a reliable basis for subsequent project implementation phases.</li> <li>• It is recommended that district and provincial authorities issue formal notices prohibiting new construction or development in designated riverside zones. These directives will support local village administrations in</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							<p>informing and enforcing compliance among residents.</p> <ul style="list-style-type: none"> <li>• Village authorities are encouraged to carry out public awareness and consensus-building efforts with residents whose properties fall within the project area. For households that express disagreement with the project or its policies, their concerns should be documented clearly and respectfully for follow-up and resolution.</li> <li>• During the second coordination meeting, participants unanimously agreed to reestablish the Mediation and Grievance Redress Committee. Many of the original members have been moved to other positions, which has made it hard to handle complaints properly. Re-establishing the committee will help the project run smoothly, solve problems fairly, and maintain community trust.</li> </ul> <p><b>Chairperson's comments and conclusion:</b></p> <ul style="list-style-type: none"> <li>- In conclusion, the meeting participants expressed strong support, commitment, and readiness to actively cooperate in the implementation of Phase II of the project.</li> <li>- It was emphasized that the project should incorporate lessons learned from the implementation of Phase I to improve efficiency and address challenges in Phase II.</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							- The chairperson recommended organizing a similar meeting in the near future to present the achievements of Phase I and the detailed plans for Phase II to the provincial leadership. This would help ensure continued alignment, transparency, and support from key decision-makers at the provincial level.	
<b>21May2025</b>	At the Conference room of DPWT of the Luang namtha- province	DOW, PTI, MONRE, PIU, Heritage Department of the MIC, Provincial Mediation Committee (PMC), local Village authorities and project consultants.	12	28	0	<ol style="list-style-type: none"> <li>1. Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02.</li> <li>2. Discuss the strategy for disseminating project information;</li> <li>3. Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.</li> </ol>	<ul style="list-style-type: none"> <li>• Luang Namtha Province, which experienced severe flooding in 2024, expressed strong support for the proposed project during a consultation meeting focused on infrastructure development and disaster risk reduction. The province highlighted urgent needs for specific interventions, including canal improvement, the construction of landslide protection, reservoirs, water gates, and flood protection embankments. In addition, the development of public parks, especially ethnic parks, at strategic locations such as the Nam Phae and Nam Hoi areas, was recommended to enhance both environmental resilience and community well-being.</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
						<ul style="list-style-type: none"> <li>It was proposed that the project develop a comprehensive master plan to assess water resource management and identify high-risk disaster-prone areas within the province. This plan would serve as a foundation for sustainable and integrated flood risk mitigation efforts.</li> <li>The province also recommended the installation of additional water level monitoring stations within the district. At present, only two such stations exist, both located outside the district, making it difficult to issue timely flood warnings. Improved monitoring infrastructure is seen as critical for early warning systems and disaster preparedness.</li> <li>The riverbank demarcation process has been carried out by the Department of Information, Culture and Tourism, the Tourism Office, and the Office of the Provincial Governor. The work has been divided into two phases: Phase I: A feasibility study covering a 20 km section of the Tha River. Phase II: Focuses on the Nam Tha area (from the Nam Ngheung Bridge to the dam), totaling 2.8 km, and also includes two tributaries—</li> </ul>		

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							Nam Thanh (12.2 km) and Nam Ngao (8.9 km). Demarcation is in accordance with the Lao PDR Water Law, establishing a 25-meter protected buffer zone from the riverbank.	
26 May 2025	At the Conference room of DPWT of the Vientiane Capital	The meeting brought together key stakeholders, including the Public Works and Transport Institute (PTI), the Department of Waterways (PMU), the Project Implementation Unit (PIU) of the Department of Public Works and Transport of Vientiane Capital, and the project consultant.	07	12	0	<p><b>The main objective as in below:</b></p> <ol style="list-style-type: none"> <li>1. Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02</li> <li>2. Discuss the strategy for disseminating project information;</li> <li>3. Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.</li> </ol>	<ul style="list-style-type: none"> <li>• The Vientiane Capital Public Works and Transport Department propose the construction of new drainage channels at four key flood-prone locations: Hong Ke, Hong Xeng, Hong Pasak, and Hong Wattay. These improvements aim to enhance urban flood management and reduce waterlogging.</li> <li>• It is proposed that representatives from the Water Sector, particularly from the Vientiane Capital PWT Department, be officially included in the draft agreement outlining responsibilities for project implementation. This inclusion will facilitate better coordination and communication among stakeholders.</li> <li>• An increase in the operational budget is requested to support regular drainage cleaning activities in urban areas, with a focus on four priority districts: Chanthabouly,</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							<p>Sisattanak, Hatsaifong, and Sikhottabong. Enhanced maintenance will help prevent blockages and improve drainage efficiency during heavy rainfall.</p> <ul style="list-style-type: none"> <li>• The department proposes the construction of a new drainage system extending from Wattay International Airport to the Hong Wattay outlet, enabling efficient water discharge into the Mekong River and reducing flood risks</li> <li>• The project is encouraged to collaborate with Pisecon Company to develop a flood modeling system for Vientiane Capital. Additionally, it is recommended that staff from the public works and water sectors participate in the study process to enhance their technical understanding and capacity.</li> <li>• The Department of waterways is requested to provide regular updates on the implementation of related water sector projects, particularly those under the Department of Public Works and Transport, to ensure alignment and avoid duplication of efforts.</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							<ul style="list-style-type: none"> <li>It is recommended to conduct in-depth site assessments in selected districts to support accurate and effective initial studies for infrastructure planning and risk assessment.</li> <li>The Department of Planning and Investment has expressed its willingness to share relevant socio-economic development plans at the district level to support integrated project planning.</li> <li>It is proposed that the project include campaigns aimed at raising public awareness about environmental protection, particularly targeting children, youth and public to promote long-term behavioral change and disaster risk reduction.</li> <li>The Vientiane Capital PWT Department declare its commitment to collaborate and provide necessary data and technical input to support the project effectively.</li> </ul>	
<b>28 May 2025</b>	At the Conference room of DPWT of the	DOW, PTI, MONRE, PIU, Provincial Mediation Committee (PMC), local Village	11	17	0	<p><b>Main objective as in below:</b></p> <p>1. Present the advantages and challenges for lesson learned during Phase 01 implementation by the PIU;</p>	<p>1. The PIU has identified four key lessons from Phase I that should inform improvements in Phase II:</p> <ul style="list-style-type: none"> <li>- The contractor's operational budget did not meet contractual</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
	Bolikhamxay- province	authorities and project consultants.				<p>2. Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02</p> <p>3. Discuss the strategy for disseminating project information;</p> <p>4. Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.</p>	<p>requirements, resulting in delays in disbursement and implementation.</p> <ul style="list-style-type: none"> <li>- The limited number and poor condition of heavy machinery led to frequent equipment failures, disrupting construction progress.</li> <li>- There was an insufficient number of technical personnel, and working hours were limited (ending at 4:00 PM), further contributing to delays.</li> <li>- The PIU recommends that contractors improve budget planning and ensure timely payment for materials and labor, as well as upgrade machinery and staffing capacity, to meet project timelines.</li> </ul> <p>2. It is recommended that the temporary infrastructure constructed by the contractor be handed over to local communities ahead of schedule, as many residents have already begun using flood protection systems put in place during Phase I.</p> <p>3. Overall, community cooperation during Phase I was positive, with strong public interest and participation. This</p>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							<p>support was instrumental in ensuring the project's timely completion.</p> <p>4. For Phase II, it is critical to conduct a detailed and accurate inventory of affected assets at the early stage to avoid delay. Furthermore, the project should clearly communicate to the public whether compensation will be provided and under what conditions, to ensure transparency and manage expectations.</p> <p>5. The water sector has expressed readiness to provide relevant data and documentation from the Forth Greater Mekong Subregion Project (GMS4), as it aligns with the objectives of the DRM project. This coordination will support more effective planning and implementation.</p> <p>6. Phase II will include the construction and/or renovation of water gates at the following four priority locations:</p> <ul style="list-style-type: none"> <li>• Paksan Village: Identified as a disaster-prone area due to its riverside location. Anti-erosion structures are proposed here.</li> <li>• Huay Pung and Huay Na Bi (adjacent to Ban Pung Temple): These existing water gates are proposed for renovation, including the installation of</li> </ul>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
							<p>automated opening and closing mechanisms.</p> <ul style="list-style-type: none"> <li>• Huay Song Mae Luk Stream: During Mekong River floods, water backflows through this stream, causing frequent flooding. Construction of a water gate at this location is essential for flood prevention.</li> </ul>	
<b>31 Oct 2025</b>	At the Meeting room of the S-Vang Vieng Hotel, Vang Vieng District of the Vientiane Province	DOW, PTI, PIUs, Provincial of Agriculture and Environment (PAE) of Oudomxay, Luang Prabang and Bolikhamxay Provinces; Department of Heritage (DOH), Department of Health (DOH), LMRC, National University of Laos (NUOL), Lao Women Union (LWU), Ministry of Labour and Social Welfare (MLSW), Gender Development Association (GDA), Department of Meteorology and Hydrology (DOMH), ADWLA, MOF, JICA, PICICON Company, GGGI, and Department of Ethnic Minorities of	27	46	0	<p>The Stakeholder Holder Consultation Workshop aimed to present key aspect of all E&amp;S documents prepared during project preparation stage. Based on such information, the workshop consulted to solicit meaningful feedback from workshop participants the key E&amp;S instruments prepared to support project appraisal. The following key information has been disclosed for stakeholder consultation:</p> <ol style="list-style-type: none"> <li>1. Overview of SEADRM II Project</li> <li>2. ESF Instruments prepared for SEADRM II: <ul style="list-style-type: none"> <li>• Overview of E&amp;S Risks, Impacts anticipated for the project</li> <li>• Environmental and Social Management Framework (ESMF)</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. <b>DOH (Heritage):</b> Changes to the visual landscape, which is one of the key criteria for maintaining World Heritage status, were impacted during Project Phase I. It is recommended that Phase I allocate budget for restoration measures, such as soil backfilling, to allow local communities to continue seasonal gardening as part of their livelihoods. In addition, develop storytelling and educational materials about the sacred stones for younger generations to learn and appreciate their cultural value. For Phase II, avoid affecting the sacred stones area. <b>Response provided:</b> Early and continuous consultation with DOH and UNESCO will be undertaken, particularly during the detailed design stage, to ensure alignment with World Heritage protection requirements.</li> </ol>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
		the Lao Front for National Construction (LFNC) Office				<ul style="list-style-type: none"> <li>• Resettlement Policy Framework (RPF)</li> <li>• Stakeholder Engagement Plan (SEP)</li> <li>• Labor Management Procedures (LMP)</li> <li>• Environmental and Social Commitment Plan (ESCP)</li> </ul> <p><b>3. Presentation of E&amp;S Plans for Oudomxay Subproject:</b></p> <ul style="list-style-type: none"> <li>• Overview of Oudomxay Subproject's activities</li> <li>• Environmental and Social Impact Assessment (ESIA)</li> <li>• Environmental and Social Management Plan (ESMP)</li> <li>• Resettlement Plan (RP)</li> <li>• Ethnic Group Engagement Plan (EGEP)</li> </ul>	<p>2. <b>DOH (Health):</b> Suggested to conduct a Health Impact Assessment (HIA). <b>Clarification provided:</b> OHS assessment and measures will be included in the ESIA and ESMP. As the project is not expected to generate significant health impacts or pollution, a standalone HIA will not be required.</p> <p>3. <b>LMRC.</b> Suggested to carry out a TBIA. <b>Clarification provided:</b> the project will not generate transboundary impacts. All works are located entirely within the national territory and are small-scale, temporary and manageable that will not affect shared waterways, ecosystems, or communities across borders. Therefore, a standalone TBIA is not required.</p> <p>4. <b>NUOL:</b> Suggested to apply NBS as much as possible instead of structural measures. <b>Clarification provided:</b> NBS will be considered during the design stage; however, final design measures and parameters will be selected based on risk-prevention requirements and the appropriate return-period criteria.</p> <p>5. <b>DOW:</b> According to the World Bank policy, compensation must be completed before commencement of</p>	

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
						<p>civil works. A question was raised regarding cases where the contractor later modifies the design and no longer affects households that have already been compensated. Should compensation be taken back, even if the households may already have used the funds? <b>Response:</b> Proper and accurate DED preparation and design review are essential to avoid such situations.</p> <p>6. <b>ODX DAE:</b> Suggested compliance with the EIA Decree (2022) regarding monitoring requirements and budget, and requested that ESMP implementation reports be submitted to MAE/DAE, not only to the World Bank. <b>Response:</b> The project will comply with national monitoring requirements. However, as this is not a private investment project, there is no dedicated monitoring budget transferred to MAE/DAE accounts. DAE, MAE, and relevant authorities will be coordinated and engaged in bi-annual monitoring missions led by the PMU, and quarterly monitoring by the PIU. Environmental and Social</p>		

Date	Time/ Location	Stakeholders (Central, provincial, district, village)	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
			Male	Female	Ethnic Group			
						<p>monitoring reports will be shared with all concerned government agencies.</p> <p>7. <b>Lao Women Union (LWU):</b> Propose a project to introduce a policy/regulation on the prohibition of sexual harassment in the management documents, as none currently exists.</p> <p>8. The Department of Environment, Ministry of Agriculture and Environment, proposes that the project comply with the conditions of Decree No. 389/GoL (Government of Laos).</p> <p>9. <b>Ministry of Labour and Social Welfare (MLSW):</b> I agree with the presentation regarding labour management.</p> <p>10. <b>Gender Development Association (GDA):</b> The point we commented on at the meeting concerns other welfare benefits for women, specifically: Maternity leave upon giving birth, during which they receive their normal salary, and a one-hour break each day for breastfeeding and in addition, there are also safeguarding policies, codes of conduct, and harassment policies.</p>		

## 1. Minutes of Meeting in Borlikhamxay Province



Lao People's Democratic Republic  
Peace Independence Democracy Unity Prosperity

Ministry of Public Works and Transport  
Public Works and Transport Institute  
SEADRM Project

Borlikhamxay province, Date: 29 May 2025

### Minutes Meeting on

#### Stakeholder Consultation on the Preparation of Environmental and Social Framework (ESF) Instruments of Lao South East Asia Disaster Risk Management Project II (SEADRM II) in Borlikhamxay Province

- In accordance with the Decision of the Minister of Public Works and Transport No. 1388/PWT, dated 17 January 2023, on the organization and activities of Public Works and Transport Institute;
- In accordance with the Decision of the Minister of Public Works and Transport No. 11150/PWT, dated 20 May 2025, on the approval of officer from the Public Works and Transport Institute and the Department of Waterways to work in Borlikhamxay Province.

On May 29, 2025, a stakeholder consultation meeting was held at the conference room of the Office of Public Works and Transport in Borlikhamxay province. The meeting brought together key stakeholders, including the Public Works and Transport Institute (PTI), the Department of Waterways (PMU), representatives from the Environment Department of MONRE, the Project Implementation Unit (PIU) of the Department of Public Works and Transport of Borlikhamxay Province, the Provincial Mediation Committee, local village authorities, construction contractor and project consultants.

The meeting was co-chaired by Mr. Vongvixay Phommachan, DDG of the Waterways Department, and Ms. Saykham Thammanosud, DG of PTI and Mr. Thonglith Fongsinuan, DDG of the Office of Public Works and Transport of BLKX province.

A total of 28 participants attended the meeting, including 11 women. (See Appendix 1: List of Participants)

The purpose of the meeting was to:

- Present the advantages and challenges for lesson learned during Phase 01 implementation by the PIU;
- Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02
- Discuss the strategy for disseminating project information;
- Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.

Through the reports and discussions, participants provided constructive feedback on the implementation of the Disaster Risk Management Project in Borlikhamxay Province, which can be summarized as follows:

1. The PIU has identified four key lessons from Phase I that should inform improvements in Phase II:
  - The contractor's operational budget did not meet contractual requirements, resulting in delays in disbursement and implementation.
  - The limited number and poor condition of heavy machinery led to frequent equipment failures, disrupting construction progress.
  - There was an insufficient number of technical personnel, and working hours were limited (ending at 4:00 PM), further contributing to delays.
  - The PIU recommends that contractors improve budget planning and ensure timely payment for materials and labor, as well as upgrade machinery and staffing capacity, to meet project timelines.
2. It is recommended that the temporary infrastructure constructed by the contractor be handed over to local communities ahead of schedule, as many residents have already begun using flood protection systems put in place during Phase I.
3. Overall, community cooperation during Phase I was positive, with strong public interest and participation. This support was instrumental in ensuring the project's timely completion.
4. For Phase II, it is critical to conduct a detailed and accurate inventory of affected assets at the early stage to avoid delay. Furthermore, the project should clearly communicate to the public whether compensation will be provided and under what conditions, to ensure transparency and manage expectations.
5. The water sector has expressed readiness to provide relevant data and documentation from the GMS4 project, as it aligns with the objectives of the DRM project. This coordination will support more effective planning and implementation.
6. Phase II will include the construction and/or renovation of water gates at the following four priority locations:
  - Paksan Village: Identified as a disaster-prone area due to its riverside location. Anti-erosion structures are proposed here.
  - Huay Pung and Huay Na Bi (adjacent to Ban Pung Temple): These existing water gates are proposed for renovation, including the installation of automated opening and closing mechanisms.

- Huay Song Mae Luk Stream: During Mekong River floods, water backflows through this stream, causing frequent flooding. Construction of a water gate at this location is essential for flood prevention.

Therefore, this memorandum was prepared as a reference for future implementation.

**Chairperson's Signature**

**Note taker**

**Ms. Saykham Thammanosud, DG of PTI**

**Mr. Phommachak Chaleunsouk**  
ESIA consultant

Photographs during the meeting



## 2. Minutes of Meeting in Vientiane Capital



Lao People's Democratic Republic  
Peace Independence Democracy Unity Prosperity

Ministry of Public Works and Transport  
Public Works and Transport Institute  
SEADRM Project

Vientiane Capital, Date: 26 May 2025

### Minutes Meeting on

#### Stakeholder Consultation on the Preparation of Environmental and Social Framework (ESF) Instruments of Lao South East Asia Disaster Risk Management Project II (SEADRM II) in Vientiane Capital

- In accordance with the Decision of the Minister of Public Works and Transport No. 1388/PWT, dated 17 January 2023, on the organization and activities of Public Works and Transport Institute;
- In accordance with the Decision of the Minister of Public Works and Transport No. 11150/PWT, dated 20 May 2025, on the approval of officer from the Public Works and Transport Institute and the Department of Waterways to work in Vientiane Capital and Borlikhamxay Province.

On May 26, 2025, a stakeholder consultation meeting was held at the conference room of the Public Works and Transport Department in Vientiane Capital. The meeting brought together key stakeholders, including the Public Works and Transport Institute (PTI), the Department of Waterways (PMU), the Project Implementation Unit (PIU) of the Department of Public Works and Transport of Vientiane Capital, and the project consultant.

The meeting was chaired by Mr. Phouthasen Sinthavong, DDG of the Department of Public Works and Transport of Vientiane Capital.

A total of 19 participants attended the meeting, including 7 women. (See Appendix 1: List of Participants)

#### The purpose of the meeting was to:

- Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02
- Discuss the strategy for disseminating project information;

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Through the discussions, participants provided feedback on the implementation of the Disaster Risk Management Project in Vientiane Capital, which can be summarized as follows:

- The Vientiane Capital Public Works and Transport Department propose the construction of new drainage channels at four key flood-prone locations: Hong Ke, Hong Xeng, Hong Pasak, and Hong Wattay. These improvements aim to enhance urban flood management and reduce waterlogging.
- It is proposed that representatives from the Water Sector, particularly from the Vientiane Capital PWT Department, be officially included in the draft agreement outlining responsibilities for project implementation. This inclusion will facilitate better coordination and communication among stakeholders.
- An increase in the operational budget is requested to support regular drainage cleaning activities in urban areas, with a focus on four priority districts: Chanthabouly, Sisattanak, Hatsaifong, and Sikhottabong. Enhanced maintenance will help prevent blockages and improve drainage efficiency during heavy rainfall.
- The department proposes the construction of a new drainage system extending from Wattay International Airport to the Hong Wattay outlet, enabling efficient water discharge into the Mekong River and reducing flood risks
- The project is encouraged to collaborate with Pisecon Company to develop a flood modeling system for Vientiane Capital. Additionally, it is recommended that staff from the public works and water sectors participate in the study process to enhance their technical understanding and capacity.
- The Department of waterways is requested to provide regular updates on the implementation of related water sector projects, particularly those under the Department of Public Works and Transport, to ensure alignment and avoid duplication of efforts.
- It is recommended to conduct in-depth site assessments in selected districts to support accurate and effective initial studies for infrastructure planning and risk assessment.
- The Department of Planning and Investment has expressed its willingness to share relevant socio-economic development plans at the district level to support integrated project planning.
- It is proposed that the project include campaigns aimed at raising public awareness about environmental protection, particularly targeting children, youth and public to promote long-term behavioral change and disaster risk reduction.
- The Vientiane Capital PWT Department declare its commitment to collaborate and provide necessary data and technical input to support the project effectively.

Therefore, this memorandum was prepared as a reference for future implementation.

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Chairperson's Signature

Mr. Phouthasen Sinthavong, DDG of the Department of Public Works and Transport of Vientiane Capital.

Note taker

Mr. Phommachak Chaleunsook ESIA consultant

Attachments:

1. List of participants
2. Photographs during the meeting

ສາມາດເຮັດໜ້າທີ່ໜີ້ສິນ  
ຄູ່ກັນ ຈາກນັ້ນ ສາມາດເຮັດໜ້າທີ່ໜີ້ສິນ ດ້ວຍກັນ

ສາມາດເຮັດໜ້າທີ່ໜີ້ສິນ  
ຄູ່ກັນ ຈາກນັ້ນ ສາມາດເຮັດໜ້າທີ່ໜີ້ສິນ ດ້ວຍກັນ

ລ/ດ	ຊື່ ຜູ້ ນຳພາ	ຕຳແໜ່ງ	ເບີໂທລະສັບ	ຮາຍຊື່	
1	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
2	ທ້າວ ພອມມາຈັກ ຫຼາເຊນສອກ	DDG	DDW	85349570	PS
3	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
4	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
5	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
6	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
7	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
8	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
9	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
10	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
11	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
12	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
13	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
14	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
15	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS
16	ທ້າວ ສິນທວງ ສິນທວງ	ສຳນັກງານ	ນະຄອນ ກຳມະການ	2020 9989	PS

Photographs during the meeting



### 3. Minutes of Meeting in Luangprabang Province



Lao People's Democratic Republic  
Peace Independence Democracy Unity Prosperity

Ministry of Public Works and Transport  
Public Works and Transport Institute  
SEADRM Project

Luangprabang Municipality, Date: 19 May 2025

#### Minutes Meeting on

#### Stakeholder Consultation on the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02 of Lao South East Asia Disaster Risk Management Project II (SEADRM II) in Luang Prabang Province

- In accordance with the Decision of the Minister of Public Works and Transport No. 1388/PWT, dated 17 January 2023, on the organization and activities of Public Works and Transport Institute;
- In accordance with the Decision of the Minister of Public Works and Transport No. 10540/PWT, dated 13 May 2025, on the approval of officer from the Public Works and Transport Institute and the Department of Waterways to work in Luang Prabang Province.

On May 19, 2025, a stakeholder consultation meeting was held at the conference room of the Office of Public Works and Transport in Luang Prabang Capital. The meeting brought together key stakeholders, including the Public Works and Transport Institute (PTI), the Department of Waterways (PMU), representatives from the Heritage Department of the Ministry of Information and Culture, the Environment Department of MONRE, the Project Implementation Unit (PIU) of the Department of Public Works and Transport of Luang Prabang Province, the Provincial Mediation Committee, local village authorities, project consultants, and the construction company.

The meeting was co-chaired by Mr. Brongvang Vangjasa, DG of the Department of Public Works and Transport of Luang Prabang Province; Ms. Saykham Thammanosud, DG of PTI; and Mr. Vongvixay Phommachanh, DDG of the Department of Waterways.

A total of 28 participants attended the meeting, including 11 women. (See Appendix 1: List of Participants)

**The purpose of the meeting was to:**

- A DED including architectural design, materials specification, and access pathways must be prepared and approved at the outset to prevent delays during implementation.

#### Luang Prabang Administrative Office

- Regarding the planned removal of 80 trees, efforts should be made to avoid cutting trees unnecessarily. A reassessment is needed to determine which trees are essential to remove.  
**Chair's response:** Relevant stakeholders must consult and find appropriate solutions.
- Thapangthong village has proposed an access route for transporting boats to the river.
- For Phase 2, a proposal has been made to re-establish or revise the Project Steering Committee due to changes in the original members.
- In September 2025, an area must be allocated for traditional events. As the contractor has requested a four-month extension, this needs careful consideration.

#### Contractor Company

- Initial plans proposed the removal of 86 trees below Phousy Pagoda. However, based on a detailed survey along a 610-meter stretch, only 27 trees will actually need to be removed.

#### Provincial Office of Natural Resources and Environment (PONRE)

- The public toilet at Wat Seen temple should be repaired by the contractor for use during traditional events.
- A new public toilet facility is required at the park.
- Construction activities at key traditional event locations must be completed before the scheduled ceremonies (boat racing festival)

#### Urban and Rural Development Agency

- Riverbank protection works have blocked drainage, causing unpleasant odors. The contractor had used sand to block the system but is now addressing the issue.
- Emphasis must be placed on fish conservation and reinforcement measures to protect aquatic biodiversity.

#### Chairperson's Comments and conclusion

- The project team is requested to expedite the preparation of all necessary documentation for Phase 2 to ensure timely implementation.
- The Public Works and Transport Department (PWD) will provide the essential supporting documents to the ESF team to facilitate project progress.

Therefore, this memorandum was prepared as a reference for future implementation.

**Chairperson's Signature**

**Mr. Brongvang Vangjasa**  
 DG of the Department of Public Works and  
 Transport of Luang Prabang Province

**Note taker**

**Mr. Phommachak  
 Chaleunsouk**  
 ESIA consultant

**Attachments:**

1. List of participants
2. Photographs during the meeting

**Attachments: 1: List of participants**

ສາທາລະນະລາຍການ  
 ກຳລັງ ກຳລັງ ກຳລັງ ກຳລັງ ກຳລັງ ກຳລັງ

ສາທາລະນະລາຍການ  
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ລ/ດ	ຊື່ ຜູ້ ນຳ ສູນ	ໜ້າທີ່	ອົງການ	ສຳລັບ	ສັນຍາ
1	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>
2	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5564120	<i>[Signature]</i>
3	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5139710	<i>[Signature]</i>
4	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>
5	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5551910	<i>[Signature]</i>
6	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>

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7	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5547118	<i>[Signature]</i>
8	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5531182	<i>[Signature]</i>
9	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>
10	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>
11	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>
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13	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>
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16	ທ່ານ ບຸນທິນ ວິໄສ	ນັກວິຊາ	ຮຽນ-ຮຽນ	5121777	<i>[Signature]</i>

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Photographs during the meeting



## 4. Minutes of Meeting in Oudomxay Province



Lao People's Democratic Republic  
Peace Independence Democracy Unity Prosperity

Ministry of Public Works and Transport  
Public Works and Transport Institute  
SEADRM Project

Oudomxay province, Date: 20 May 2025

### Minutes Meeting on

#### Stakeholder Consultation on the implementation of Phase I and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02 of Lao South East Asia Disaster Risk Management Project II (SEADRM II) in Oudomxay Province

- In accordance with the Decision of the Minister of Public Works and Transport No. 1388/PWT, dated 17 January 2023, on the organization and activities of Public Works and Transport Institute;
- In accordance with the Decision of the Minister of Public Works and Transport No. 10540/PWT, dated 15 May 2025, on the approval of officer from the Public Works and Transport Institute and the Department of Waterways to work in Oudomxay Province.

On May 20, 2025, a stakeholder consultation meeting was held at the conference room of the Office of Public Works and Transport in Oudomxay. The meeting brought together key stakeholders, including the Public Works and Transport Institute (PTI), the Department of Waterways (PMU), representatives from the Heritage Department of the Ministry of Information and Culture, the Environment Department of MONRE, the Project Implementation Unit (PIU) of the Department of Public Works and Transport of Oudomxay Province, the Provincial Mediation Committee, local village authorities and project consultants.

The meeting was chaired by Mr. Khamdy Vongluek, Chairman of the People's Council of Oudomxay Province.

A total of 48 participants attended the meeting, including 12 women. (See Appendix 1: List of Participants)

The purpose of the meeting was to:

- Listening to the report on the implementation of construction and environmental-social work under the Phase 01 project presented by the project consultant;
- Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02
- Discuss the strategy for disseminating project information;
- Present the needs, key objectives, activities, scope, rationale, and expected outcomes of the Department of Public Works and Transports.

Key Recommendations and Observations for Phase II of the Urban Flood Risk Management Project in Oudomxay Province in Phase II,

#### Jeng Village:

- It is proposed to construct a footpath along the temple area, as the current footpath is incomplete and not fully connected. Improving connectivity will facilitate access for local residents and visitors.

#### Longkordea Village:

- In Phase 2, most of the project-affected area is gardening and will not impact any major structures, except for a few small shops. All affected assets have already been recored.
- The village expresses strong support for the project.

#### Vanghai Village:

#### Advantage:

- In Phase 1, A responsible committee was established and has actively participated in all stages of the project.
- All stakeholders at various levels have shown strong commitment to fulfilling their responsibilities. The mediation committee was also formed and has successfully completed the compensation process as well as environmental and social monitoring and management tasks.

#### Challenges and Recommendations:

- Some local villagers have not cooperated effectively with the project. In addition, some government officials involved have also shown limited engagement. It is important to strengthen cooperation at all levels.
- The mediation process still faces delays, particularly concerning compensation. Improvements in responsiveness and coordination are needed.
- For Phase 2, the village strongly supports the project and recommends conducting awareness-raising activities in target villages to ensure residents understand the project's benefits.

**Donekeo Village:**

- The proposed project route near the Nam Dam area in Vangxang may impact a graveyard. It is recommended to adjust the alignment to avoid this culturally sensitive area.

**Thin Village:**

- Most affected areas are gardening land.
- Following the confirmation of the Corridor of Impact (COI), it is proposed to construct a boundary line. This will help define the project area clearly, prevent future encroachments, and support enforcement of related regulations.

**Homsouk Village:**

- Most villagers own gardening land along the riverbank, which may be affected by the project.

**Pasak Village:****(Phase I)**

- A technical review is requested to recheck the drainage system constructed in Phase I to ensure it is functioning properly and meets design standards.

**Houaykhoum Village:**

- There is a need to disseminate accurate project information to the villagers. Some still believe the project may not proceed, which has led to misunderstandings and a lack of preparation.

**Namy Village:**

- There are two unresolved cases involving households (Mr. Sengphone, Mr. Chanpheng, and Mr. Sengsavang) who have constructed buildings within the Right of Way (ROW). Mediation is needed to address these violations.
- It is also recommended to take action on these cases to prevent other villagers from following the same example, which could lead to wider non-compliance.

**Nalao Village:**

- From the Phase I implementation of the Nam Mao project, there are still pending issues related to land near the river. Some villagers still do not fully understand that the compensation provided is in accordance with legal standards. Further clarification and communication are needed.


- The village requests the construction of a ladder or access steps to the river behind the village office

In addition, the participants highlighted several important recommendations to strengthen the implementation of Phase II of the project:

- The project owner is strongly advised to ensure full compliance with environmental and social safeguard requirements. This includes strict implementation of the approved EIA and the C-ESMP. Regular reporting to all relevant stakeholders, particularly the MONRE and the Department of Environmental Monitoring;
- The project is recognized as a model initiative with significant value in protecting Xay Municipality from urban flooding. It plays a critical role in safeguarding the lives and property of local villagers from various ethnic groups residing along the Mao and Kho rivers. However, based on lessons learned from Phase I, delays in compensation payments remain a key concern. To avoid public dissatisfaction and potential conflict, it is imperative that all compensation payments are completed prior to the commencement of construction activities. Additionally, the meeting reached a unanimous agreement to revise compensation rates in Phase II to reflect the current economic conditions.
- In Phase I, compensation was granted for affected land plots, including those with land title deeds and Land certificate No.1. For Phase II, however, the meeting unanimously agreed that land classified solely under Land certificate No.01 will not be eligible for compensation, in accordance with the applicable laws and regulations of the Lao PDR.
- Prior to marking the project boundaries and conducting inventory of Lost, it is proposed that community meetings be held in each affected village to disseminate preliminary project information. In addition, detailed records should be maintained at the household level to serve as a reliable basis for subsequent project implementation phases.
- It is recommended that district and provincial authorities issue formal notices prohibiting new construction or development in designated riverside zones. These directives will support local village administrations in informing and enforcing compliance among residents.
- Village authorities are encouraged to carry out public awareness and consensus-building efforts with residents whose properties fall within the project area. For households that express disagreement with the project or its policies, their concerns should be documented clearly and respectfully for follow-up and resolution.
- During the second coordination meeting, participants unanimously agreed to re-establish the Mediation and Grievance Redress Committee. Many of the original members have been moved to other positions, which has made it hard to handle complaints properly. Re-establishing the committee will help the project run smoothly, solve problems fairly, and maintain community trust.

**Chairperson's Comments and conclusion**

- In conclusion, the meeting participants expressed strong support, commitment, and readiness to actively cooperate in the implementation of Phase II of the project.

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1					
1	 <b>Lao People's Democratic Republic</b> <b>Peace Independence Democracy Unity Prosperity</b>				
2	Ministry of Public Works and Transport Public Works and Transport Institute SEADRM Project				
2	Luangnamtha province, Date: 21 May 2025				
2	<b>Minutes Meeting</b> <b>on</b>				
2	<b>Stakeholder Consultation on the Preparation of Environmental and Social Framework (ESF) Instruments of Lao South East Asia Disaster Risk Management Project II (SEADRM II) in Luangnamthah Province</b>				
2	<ul style="list-style-type: none"> <li>In accordance with the Decision of the Minister of Public Works and Transport No. 1388/PWT, dated 17 January 2023, on the organization and activities of Public Works and Transport Institute;</li> <li>In accordance with the Decision of the Minister of Public Works and Transport No. 10539/PWT, dated 13 May 2025, on the approval of officer from the Public Works and Transport Institute and the Department of Waterways to work in Luangnamtha Province.</li> </ul>				
4	<p>On May 21, 2025, a stakeholder consultation meeting was held at the conference room of the Office of Public Works and Transport in Luangnamtha. The meeting brought together key stakeholders, including the Public Works and Transport Institute (PTI), the Department of Waterways (PMU), representatives from the Environment Department of MONRE, the Project Implementation Unit (PIU) of the Department of Public Works and Transport of Luangnamtha Province, the Provincial Mediation Committee, local village authorities and project consultants.</p> <p>The meeting was co-chaired by Mr. Vongvixay Phommachan, Deputy Director-General of the Waterways Department, and Mr. Phousing Khounsiliheuang, Deputy Director-General of the Public Works and Transport Department of Luang Namtha Province.</p> <p>A total of 40 participants attended the meeting, including 12 women. (See Appendix 1: List of Participants)</p> <p><b>The purpose of the meeting was to:</b></p> <ul style="list-style-type: none"> <li>Provide a brief overview of the Phase 02 project and the Preparation of Environmental and Social Framework (ESF) Instruments for Phase 02</li> </ul>				

5. Minutes of Meeting in Luangnamthah Province

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**Key Recommendations and Observations for the Urban Flood Risk Management Project in Luangnamtha Province**

- Luang Namtha Province, which experienced severe flooding in 2024, expressed strong support for the proposed project during a consultation meeting focused on infrastructure development and disaster risk reduction. The province highlighted urgent needs for specific interventions, including canal improvement, the construction of landslide protection, reservoirs, water gates, and flood protection embankments. In addition, the development of public parks, especially ethnic parks, at strategic locations such as the Nam Phae and Nam Hoi areas, was recommended to enhance both environmental resilience and community well-being.
- It was proposed that the project develop a comprehensive master plan to assess water resource management and identify high-risk disaster-prone areas within the province. This plan would serve as a foundation for sustainable and integrated flood risk mitigation efforts.
- The province also recommended the installation of additional water level monitoring stations within the district. At present, only two such stations exist, both located outside the district, making it difficult to issue timely flood warnings. Improved monitoring infrastructure is seen as critical for early warning systems and disaster preparedness.
- Following the 2024 flood event, socio-economic development pressures on the Tha River prompted a joint effort by relevant departments to designate and mark a riverbank protection zone. Incorporating this effort into the broader flood prevention strategy will not only mitigate future risks but also contribute to the restoration and promotion of tourism in the region.
- The riverbank demarcation process has been carried out by the Department of Information, Culture and Tourism, the Tourism Office, and the Office of the Provincial Governor. The work has been divided into two phases: *Phase I*: A feasibility study covering a 20 km section of the Tha River. *Phase II*: Focuses on the Nam Tha area (from the Nam Ngheung Bridge to the dam), totaling 2.8 km, and also includes two tributaries—Nam Thanh (12.2 km) and Nam Ngao (8.9 km). Demarcation is in accordance with the Lao PDR Water Law, establishing a 25-meter protected buffer zone from the riverbank.
- A FS and detailed design have been proposed to extend the protected zone by an additional 40 km in the Nam Thanh area (from Boten to Nathai).
- The project team was also requested to evaluate the water flow and flood risk dynamics in two key areas: Nam Tha and Nam Boten. Historical data shows that simultaneous water releases from these two rivers result in significant flooding within the district.
- In conclusion, the meeting participants unanimously expressed their support for the project development plan. All relevant provincial departments agreed to work together and share information and technical advice to help the project move forward smoothly and on time.





## Annex 3 – Facilitator’s Guide for Conducting Meaningful Consultation with Ethnic Groups

### 1. Introduction

This guide provides a brief introduction and first-hand guidance to individuals who are tasked to directly facilitate a meeting with Ethnic Group, or are involved in a team whose task is to moderate a meeting with an individual or a group of people who are from Ethnic Groups. By Ethnic Group, this refers to those who has a spoken language other than Lao language, such as languages of the Khmu, Phounoy, Lue, Hmong, and etc.

### 2. Principles

This guide is grounded on the following key principles of the World Bank’s ESS7 (Indigenous People). It is required that under the WB financed project, projects are expected to make every effort to:

- **Ensure that development process fosters full respect** for the human rights, dignity, aspirations, identity, culture, and natural resource-based livelihoods of Ethnic Groups.
- **Avoid adverse impacts** of projects on Ethnic Groups, or when avoidance is not possible, to **minimize, mitigate and/or compensate** for such adverse impacts.
- **Promote sustainable development benefits and opportunities** for Ethnic Groups in a manner that is accessible, culturally appropriate and inclusive.
- **Improve project design and promote local support** by establishing and maintaining an ongoing relationship based on meaningful consultation with the Indigenous
- **Recognize, respect and preserve the culture, knowledge, and practices** of Ethnic Groups, and to provide them with an opportunity to adapt to changing conditions in a manner and in a timeframe acceptable to them.

### 3. Steps to Engaging a Meaningful Consultation with Ethnic Groups

- **Step 1 – Get to know about EG**
  - Study about EG to be consulted with
  - Meet with local village chief, EG opinion leaders to learn about local practices, taboos
  - Conduct field observation/ Exchange with experienced colleagues
- **Step 2 – Prepare before fielding for consultation**
  - Prepare IEC materials (booklet, manuals, guidance note...)
  - Prepare meeting outline, key topics, and agenda for consultation, question guide, meeting template
  - Share meeting agenda and key information with EG peoples with whom the meeting will be conducted (“prior, and “informed”)<sup>1</sup>
  - Make interpretation arrangement
- **Step 3 – Meeting with target EG group/individuals**
  - Build rapport
  - Conduct consultation (based on meeting agenda in Step 2)

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<sup>1</sup> “Free” refers to a consent given voluntarily and absent of coercion, intimidation or manipulation. “Prior”: consent is sought sufficiently in advance of any authorization or commencement of activities. “Informed” refers mainly to the nature of the engagement and type of information that should be provided prior to seeking consent and also as part of the ongoing consent process.

- Manage and maintain a “free” conversation.
- Take notes
- Share/validate key consultation results with participants by the end of meeting
- Inform participants of possible next consultation to follow up on issues raised
- **Step 4 – Review and Process Consultation Feedback**
  - Peruse and process consultation feedback
  - Prepare meeting minutes/ documentation
  - Share meeting minutes with relevant stakeholder (e.g. management)
- **Step 5 – Incorporate consultation feedback into project design/implementation**
  - Conduct meeting with relevant stakeholder to discuss consultation feedback
  - Incorporate feedback into project design/implementation
  - Report back to consulted people on decision/progress made as to concerns, issues, expectation raised by consultation participants.

#### 4. Commonly used consultation techniques

- **Public Meetings:**
  - Group meetings can be a good venue to introduce the project activities, project benefits, opportunities, as well as potential E&S impacts.
  - Community meetings may be co-chaired by local authorities and project representatives, such as staff from central PMU, provincial PIU and village volunteers.
  - Participants can include community members at large, target beneficiary groups, authorities, , etc.
- **Focus Group Discussion:**
  - A focus group discussion (FGD) is a way to gather together people from similar backgrounds or experiences to discuss a specific topic of interest.
  - The group of participants (8-10 persons) is guided by a moderator (facilitator) who introduces topics for discussion and helps the group to participate in a lively and natural discussion amongst themselves.
  - Allow participants to agree or disagree with each other to obtain an insight into how a group thinks about an issue, about the range of opinion and ideas, and the inconsistencies and variation that exists in a particular community in terms of beliefs, experiences and practices.
  - Participants for FGD may include project’s target groups such as farmers), village workers, and so forth.
- **Key Informant Interview (KII):**
  - To get information about a pressing issue or problem in the community from a limited number of well-connected and informed community experts.
  - To understand the motivation and beliefs of community residents on a particular issue.
  - To get information from people with diverse backgrounds and opinions and be able to ask in-depth and probing questions.
  - To discuss sensitive topics, get respondents’ candid discussion of the topic, or to get the depth of information you need.
- **Tips for Facilitators**
  - Preparing the room
    - Arrive at least half an hour early to set up the room

- Check your laptop, papers, pens

#### Opening the session

- Introduce yourself, your assistant
- Introduce purpose of the focus group.
- Explain to participants that they have been invited to share their opinions and that you will guide the discussion by asking the group to reflect on specific questions.
- Tell them what time the session will conclude.

#### Explain the ground rules for the focus group discussion

- These will set the tone and expectations for behavior so that everyone will feel safe and willing to participate.
- Participation in the focus group is voluntary.
- It's all right to abstain from discussing specific topics if you are not comfortable.
- All responses are welcome – are no right or wrong answers.
- Please respect the opinions of others even if you don't agree.
- Try to stay on topic; we may need to interrupt so that we can cover all the material.
- Speak as openly as you feel comfortable.
- Avoid revealing very detailed information about your personal health.
- Help protect others' privacy by not discussing details outside the group.

#### *Closing the session*

- End the discussion by summarizing the main points. If there is time, invite participants to reflect on the main ideas
- Ask if they have any additional thoughts to share.
- Thank the group for participating; let them know how the discussion results will be used.
- Collect and save all notes (save the file if you type in on laptop)
- Their ideas/suggestion will be used to a) design the project, b) prepare documents that help ensure avoid/minimize the adverse impact on local people while enhancing project's positive impacts.

### **5. List of Do and Don't Do**

- ✓ Show respect to consulted people who are the poor, vulnerable, disadvantaged people
- ✓ Being on time;
- ✓ Speaking slowly and clearly. Repeat as necessary. Check if people understand. Explain as necessary;
- ✓ Using local ethnic spoken language if possible, or through the assistance of native interpreter
- Do not use slang;
- Avoid talking about issues that should not be spoken/discussed (based on initial information gathered from Step 1.

## FOCUS GROUP DISCUSSION

<b>Name of project</b>	Lao South East Asia Disaster Risk Management Project II
<b>Donor</b>	The World Bank
<b>Implement agency</b>	Department of Waterways (DOW) the Ministry of Public Work and Transport (MPWT)

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### 1. PROJECT OVERVIEW

### 2. PROJECT OBJECTIVES

### 3. KEY PROJECT ACTIVITIES

### 4. SPECIFIC ACTIVITIES TO BE CONSULTED

### 5. PROJECT'S ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS

#### 5.1 POSITIVE IMPACT

#### 5.2 ADVERSE IMPACTS AND RISKS

##### 5.2.1 Adverse Social & Environmental Impacts:

##### 5.2.2 Adverse Social and Environment Risks

### 6. FEEDBACK FROM LOCAL PEOPLE

#### PROJECT POTENTIAL IMPACT

✓ Positive Impacts (+)

✓ Adverse Risks and Impacts (-)

✓ Any local concerns

**DEVELOPMENT NEEDS/ EXPECTATIONS/CONCERNS RELATED TO PROJECT ACTIVITIES?**

**SUGGESTIONS FOR PROJECT IMPLEMENTATION ARRANGEMENTS**

***ANY OTHER QUESTIONS, IDEAS, SUGGESTIONS, IF ANY?***

Please note to the participants that the project will conduct further focus group discussion and/or public meetings in the future. These meetings aim to inform the local community of the progress of project preparation, with focus on the social and environmental risks and impacts that are updated as the project design evolves for local feedback and suggestions.

**NOTE TO FACILITATORS:**

When concluding the focus group discussion,

1. Please make a list of people and organizations participating this FGD discussion, with signature of meeting participants.
2. Prepare a minute of meeting summarizing the key points of discussion and feedback of participants, following the key topics discussed above, including questions/concerns that may be raised during the meeting.