

The People's Republic of Bangladesh

Ministry of Finance (MoF)

Bangladesh Chemical Industries Corporation (BCIC)

Bangladesh Agricultural Development Corporation (BADC)

**EMERGENCY SUPPORT FOR FOOD SECURITY PROJECT
(P517487)**

Stakeholder Engagement Plan (SEP)

May 2026

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1. Introduction and Project Description

This Stakeholder Engagement Plan (SEP) has been prepared for the Emergency Support for Food Security Project, financed by the World Bank and implemented by Finance Division (FD) under the Ministry of Finance (MoF). The Project will be implemented across Bangladesh and aims to support food security amid persisting external shocks by ensuring the availability of fertilizer. The Project comprises one component:

Critical Goods Imports (Fertilizer): This component will use recommitted IDA financing to support the import of eligible fertilizers required for continued agricultural production in Bangladesh. The Project will provide time-bound emergency financing through reimbursement of verified fertilizer import payments to ensure rapid implementation while maintaining appropriate fiduciary oversight. In parallel, the World Bank will continue supporting the Government of Bangladesh through ongoing agricultural transformation initiatives, including the PARTNER Program (P176374), to promote more efficient fertilizer use, reduce subsidy pressures, and strengthen long-term agricultural resilience and sustainability.

2. Objective and Scope of the SEP

The objective of this SEP is to establish a systematic approach for stakeholder engagement throughout the Project lifecycle in accordance with ESS10. The SEP outlines the methods for information disclosure, stakeholder consultations, communication, and grievance management related to the Emergency Support for Food Security Project.

The SEP aims to ensure that project stakeholders receive timely and accessible information regarding Project activities, including fertilizer import support, environmental and social risk management, and implementation progress. It also provides a mechanism for stakeholders to raise concerns, provide feedback, and submit grievances related to the Project in a transparent and timely manner.

3. Stakeholder Identification and Analysis

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- ✓ **Openness and life-cycle approach:** Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- ✓ **Informed participation and feedback:** Relevant project information will be disclosed to stakeholders in a timely and accessible manner using appropriate communication methods. Stakeholders will be provided with opportunities to raise questions, provide feedback, and express concerns, which will be considered during Project implementation.
- ✓ **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of

engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- ✓ **Gender and SEA/SH-sensitive engagement:** The Project's SEA/SH risk is assessed as **Moderate** due to potential risks associated with fertilizer distribution involving BCIC, BADC, suppliers, transporters, dealers, and farming communities, particularly women farmers and female-headed households. To mitigate these risks, the Project will implement Codes of Conduct (CoC), SEA/SH-related contractual provisions where relevant, confidential and survivor-centered grievance handling procedures, awareness activities for implementing agencies and GRM focal points, referral information for GBV support services, and communication materials on complaint channels and confidentiality.

3.2 Affected Parties and other Interested Parties

3.2.1 Project-Affected Parties

Project-affected parties include individuals, groups, and institutions that may be directly or indirectly affected by Project activities. These include:

- ✓ Marginal farmers across Bangladesh who rely on fertilizer for agricultural production, particularly for Aman and Boro rice cultivation;
- ✓ Female-headed households (FHHs), women farmers, and other vulnerable farming households who may face barriers to fertilizer access and affordability;
- ✓ BCIC and BADC, responsible for fertilizer procurement, importation, storage, transportation, and distribution under the Project;
- ✓ Workers engaged in fertilizer handling, transportation, storage, and distribution activities;
- ✓ Fertilizer suppliers, dealers, distributors, transporters and supply-chain actors involved in fertilizer delivery across the country; and
- ✓ Communities located near fertilizer storage and transportation facilities that may be indirectly affected by operational environmental and occupational health and safety risks.

3.2.2 Other Interested Parties

Other interested parties include institutions, organizations, and individuals who may not be directly affected by the Project but have an interest in its implementation and outcomes. These include:

- ✓ FD of MoF as the Implementing Agency
- ✓ Ministry of Agriculture (MoA)
- ✓ World Bank
- ✓ Local government institutions and relevant public authorities
- ✓ Development partners and donor agencies working on agriculture, food security, and climate resilience
- ✓ Civil society organizations, women's organizations, research institutions, and academia working on agriculture, rural livelihoods, and environmental sustainability
- ✓ Media organizations and the general public; and

- ✓ Financial institutions and commercial banks supporting fertilizer import financing and trade-related activities.

3.2.3 Stakeholder Prioritization and Engagement Approach

Stakeholders have been prioritized based on their level of interest in the Project, degree of influence on Project implementation, and potential exposure to Project-related risks and impacts. Priority engagement will be maintained with project-affected parties, particularly marginal farmers, vulnerable groups, BCIC, BADC, and relevant government agencies. The frequency and methods of engagement will vary depending on stakeholder roles, level of influence, and Project implementation needs.

Stakeholder Group	Level of Interest	Level of Influence	Engagement Frequency
Marginal Farmers	High	Low	Quarterly
Women Farmers & FHHs	High	Low	Quarterly
BCIC	High	High	Monthly
BADC	High	High	Monthly
Local Administration	Medium	Medium	Quarterly
Development Partners	Medium	High	Semi-Annual

3.3 Disadvantaged / Vulnerable Groups

These groups may face challenges in accessing project benefits and require special consideration in stakeholder engagement. Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

- ✓ Marginal farmers and sharecroppers with limited land ownership and low financial capacity;
- ✓ Female-headed households (FHHs);
- ✓ Women farmers and women engaged in agricultural activities who may have limited control over subsidized agricultural inputs and market access;;
- ✓ Poor and low-income rural households vulnerable to food insecurity and fertilizer price shocks; Elderly persons dependent on agriculture-based livelihoods;
- ✓ Persons with disabilities;
- ✓ Poor and low-income rural households vulnerable to food insecurity; and fertilizer price shocks
- ✓ Communities with limited access to information, agricultural services, and markets

4. Stakeholder Engagement Plan

4.1 Summary of Stakeholder Engagement Done During Project Preparation

Table 4-1: Summary of Consultation Meetings

Date	Venue	Main Participant Groups	Male	Female
05 May 2026	Conference Room, MoF, Dhaka	Officials from MoF, MoA, BCIC, BADC, and the World Bank	12	04

14 May 2026	Coordination Meeting Room, MoF, Dhaka	Officials from MoFPE, BCIC, BADC, relevant government agencies and World Bank	10	03
17 May 2026	Conference Hall, MoFPE, Dhaka	Officials from MoF, BCIC, BADC, Ministry of Agriculture, and the World Bank	18	06

Table 4-2: Outcomes of Consultation Meetings

Key Issues Discussed	Stakeholder Feedback	IA's Response
Availability of Fertilizer Imports	Stakeholders emphasized the need for uninterrupted fertilizer supply to support Aman and Boro rice cultivation and maintain national food security.	The Project will provide time-bound emergency financing to support eligible fertilizer import payments and ensure continued fertilizer availability.
Fertilizer Distribution and Supply Chain Management	Concerns were raised regarding timely distribution of imported fertilizer and coordination among responsible agencies and equitable access for marginal farmers and vulnerable groups.	BCIC and BADC will coordinate fertilizer procurement, transportation, storage, and distribution activities under the Project.
Support to Marginal Farmers and Vulnerable Groups	Stakeholders highlighted the importance of ensuring that marginal farmers, female-headed households, and vulnerable communities benefit from stable fertilizer supply.	The Project is expected to benefit marginal farmers, and stakeholder engagement activities will ensure inclusion of vulnerable groups during implementation.
SEA/SH and Grievance Management Risks	Stakeholders emphasized the importance of confidential grievance handling, prevention of harassment or exploitation risks, and accessible complaint mechanisms, particularly for women and vulnerable farming households.	Stakeholders emphasized the importance of confidential grievance handling, prevention of harassment or exploitation risks, and accessible complaint mechanisms, particularly for women and vulnerable farming households.
Timely Import Payment Processing	Stakeholders emphasized the importance of timely reimbursement and financial processing to avoid delays in fertilizer imports.	Disbursements under the Project will be made against verified fertilizer import payment documentation to facilitate rapid implementation.
Environmental and Occupational Health and Safety Risks	Participants raised concerns regarding safe fertilizer handling, transportation, storage, and worker safety.	Existing environmental, occupational health and safety procedures of BCIC and BADC will be followed and strengthened, where necessary, in accordance with ESF requirements.
Stakeholder Engagement and information disclosure	Stakeholders requested regular information disclosure and accessible grievance handling arrangements for affected stakeholders.	The Project will implement the SEP and maintain a Project GRM to receive and address stakeholder concerns and feedback throughout Project implementation.
Long-Term Fertilizer Sector Sustainability	Stakeholders highlighted the importance of reducing dependence on imported fertilizer and promoting efficient fertilizer use in the long term.	The World Bank will continue supporting ongoing agricultural transformation programs and technical assistance initiatives aimed at rationalizing fertilizer use and improving sector sustainability.

4.2 Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

This SEP outlines the methods, tools, timing, and approaches for engaging stakeholders throughout the Project lifecycle in accordance with ESS10. Stakeholder engagement activities will be conducted in a transparent, inclusive, culturally appropriate, and accessible manner. Engagement methods may include consultation meetings, coordination meetings, workshops, focus group discussions (FGDs), official correspondence, telephone communication, email, virtual meetings, website disclosure, and dissemination of communication materials. Special attention will be given to vulnerable and disadvantaged groups including marginal farmers, sharecroppers, women farmers, female-headed households (FHHs), elderly persons, and persons with disabilities, to ensure their meaningful participation and equitable access to Project information and grievance mechanism.

Stakeholder consultations will focus on Project implementation, fertilizer import and distribution activities, environmental and social risk management, occupational health and safety, stakeholder feedback, grievance management handling procedures, and stakeholder feedback. Communication materials will include- information on accessible complaint channels including those channels for SEA/SH related complaints, confidentiality, non-retaliation, and referral options for SEA/SH-related complaints (if any). The World Bank and the Borrower do not tolerate intimidation, retaliation, or reprisals against stakeholders who express views or concerns related to the Project.

Table 4-2: Stakeholder engagement plan

Project Stage	Estimated Date/ Time Period	Topic of Consultation / Message	Method Used	Target Stakeholders	Responsibilities
Preparation	May–Jun 2026	Project objectives, emergency fertilizer import support, environmental and social risks and mitigation measures, stakeholder engagement process, GRM, disclosure of SEP and ESCP	Stakeholder meetings, virtual consultations, FGDs, official correspondence, website disclosure	FD of MoF, MoA, BCIC, BADC, World Bank, relevant government agencies, development partners, civil society organizations, vulnerable groups, marginal farmers	FD of MoF / Project Coordination and Management Unit (PCMU)with support from BCIC, BADC, and World Bank
Implementation	Within 1 months of effectiveness and throughout implementation	Project progress, fertilizer import and distribution activities, environmental and social risk management, occupational	Community consultations, meetings, workshops, phone communication, social media, disclosure	Marginal farmers, sharecroppers, women farmers, female-headed households, fertilizer dealers and distributors,	FD of MoF / PCMU, BCIC, BADC

Project Stage	Estimated Date/ Time Period	Topic of Consultation / Message	Method Used	Target Stakeholders	Responsibilities
		health and safety (OHS), grievance management, stakeholder feedback, inclusion of vulnerable groups, SEA/SH risk mitigation measures, citizen engagement activities	through websites, GRM, periodic progress reporting	workers, local communities, government agencies, civil society organizations, media, financial institutions	
Operation & Monitoring	Annually and throughout Project implementation	Continuity of fertilizer supply, stakeholder feedback on project outcomes, grievance resolution, lessons learned, monitoring of project benefits to marginal farmers and vulnerable groups and review of SEA/SH-related grievance trends and mitigation measures	Monitoring meetings, stakeholder consultations, surveys, GRM, periodic reporting and disclosure	Marginal farmers, vulnerable households, BCIC, BADC, MoA, local authorities, development partners, civil society organizations	FD of MoF / PCMU in coordination with BCIC and BADC

4.3. Reporting back to stakeholders

Stakeholders will be kept informed throughout the Project lifecycle regarding Project implementation progress, environmental and social performance, implementation of the SEP, and functioning of the Project GRM. Information will be disclosed through appropriate communication channels, including meetings, consultations, official correspondence, project reports, and website disclosure, as applicable.

The FD of MoF, through the existing PCMU, with support from BCIC and BADC, will ensure regular sharing of relevant Project information with stakeholders, including updates on fertilizer import and distribution activities, stakeholder engagement outcomes, grievance management, and corrective actions taken in response to stakeholder feedback and concerns.

Particular attention will be given to ensuring accessible communication and grievance channels for vulnerable groups, including marginal farmers, sharecroppers, women farmers, and female-headed households (FHHs). Information related to grievance mechanisms will include confidentiality and non-retaliation provisions, including for SEA/SH-related complaints, where relevant. Stakeholder feedback received during Project implementation will be reviewed and incorporated, where appropriate, to strengthen Project implementation and transparency.

5. Resources and Responsibilities for Implementing Stakeholder Engagement

5.1 Resources and Responsibilities

The MoF, through the existing PCMU established under the CERP-RRO Project within the Finance Division will be responsible for implementation of the SEP, with co-ordination with BADC and BCIC. This includes conducting stakeholder consultations, disclosing Project information, managing grievances, and monitoring E&S issues throughout Project lifecycle.

The PCMU will oversee overall Project coordination, fiduciary management, reporting, and compliance with World Bank ES requirements, supported by experienced Environmental and Social staff already deputized under the existing PCMU structure. BCIC and BADC will support implementation of fertilizer procurement, importation, storage, transportation, and distribution activities, while coordinating with the PCMU on stakeholder engagement, grievance management and E&S risk management activities.

The core responsibilities of the PCMU will include:

- ✓ Coordinating stakeholder engagement activities and ensuring timely disclosure of Project information;
- ✓ Supervising implementation of the Project GRM including confidential and survivor-centered handling of SEA/SH-related complaints;
- ✓ Coordinating consultations and communication activities with affected parties and other interested parties;
- ✓ Monitoring implementation of the SEP, ESCP, and other relevant environmental and social instruments;
- ✓ Consolidating stakeholder feedback and integrating relevant recommendations into Project implementation;
- ✓ Monitoring and reporting on environmental and social performance, including stakeholder engagement activities and grievance trends, and implementation of mitigation measures;
- ✓ Preparing and submitting periodic Project progress reports to the World Bank; and
- ✓ Facilitating coordination among MoF, BCIC, BADC, relevant government agencies, development partners, and other stakeholders to support effective Project implementation.

Adequate institutional arrangements and resources will be maintained throughout the Project period to support effective implementation of stakeholder engagement activities, including consultations, information disclosure, grievance management including SEA/SH-sensitive grievance handling, monitoring, documentation, and reporting, in accordance with the World Bank ESF, particularly ESS10 on Stakeholder Engagement and Information Disclosure.

BCIC and BADC, as the operational entities responsible for fertilizer procurement, importation, storage, transportation, and distribution under the Project, will provide regular implementation updates and supporting documentation to the PCMU under the of MoF. These updates will include information on Project implementation progress, E&S performance, stakeholder engagement activities, grievance management, and implementation of mitigation measures. The existing designated E&S staff/focal PCMU will consolidate this information and include it in periodic Project progress reports submitted to the World Bank in accordance with Project reporting requirements.

Table 5-1: Stakeholder Role and Responsibilities for SEP Implementation

Actor/Stakeholder/Responsible Person	Responsibilities
PCMU	<ul style="list-style-type: none"> ✓ Overall coordination and implementation of the SEP ✓ Ensure compliance with World Bank ESF requirements, including ESS10 and relevant ESCP commitments ✓ Coordinate stakeholder consultations, information disclosure, and citizen engagement activities ✓ Supervise implementation of the existing PCMU GRM, including confidential and survivor-centered handling of SEA/SH-related complaints, where relevant ✓ Consolidate stakeholder feedback and grievance records and monitoring information ✓ Prepare and submit periodic Project progress and E&S monitoring reports to the World Bank
Environmental and Social Focal Points	<ul style="list-style-type: none"> ✓ Support implementation and monitoring of the SEP , ESCP and , and other relevant E&S instruments ✓ Coordinate stakeholder engagement activities throughout the Project lifecycle ✓ Monitor grievances, stakeholder concerns, , SEA/SH-related complaints trends, and corrective actions ✓ Ensure inclusion of vulnerable and disadvantaged groups in consultation activities ✓ Maintain records of consultations, grievances, and stakeholder feedback and awareness activities
BCIC	<ul style="list-style-type: none"> ✓ Support stakeholder engagement related to fertilizer procurement, importation, transportation, storage, and distribution activities ✓ Maintain and provide operational documentation and implementation updates to the PCMU ✓ Coordinate with the PCMU on grievance handling and environmental and social risk management ✓ Implement relevant environmental, occupational health and safety, and emergency response and applicable SEA/SH risk mitigation measures
BADC	<ul style="list-style-type: none"> ✓ Support implementation of fertilizer importation and distribution activities under the Project ✓ Coordinate stakeholder communication and operational updates with the PCMU ✓ Support grievance management and implementation of E&S mitigation measures related to Project activities ✓ Support awareness and communication activities for vulnerable farming communities and stakeholders

Actor/Stakeholder/Responsible Person	Responsibilities
Workers, Suppliers, Transporters, and Contractors	<ul style="list-style-type: none"> ✓ Comply with Project environmental and social requirements, occupational health and safety measures, and applicable codes of conduct (CoC) and relevant and relevant SEA/SH provisions ✓ Report E&S incidents, grievances, and operational issues to BCIC/BADC and the PCMU ✓ Support implementation of mitigation measures and stakeholder communication activities, as applicable
Other Interested Stakeholders (Government Agencies, Development Partners, Civil Society Organizations, Media, etc.)	<ul style="list-style-type: none"> ✓ Participate in stakeholder consultations and engagement activities ✓ Provide feedback and recommendations on Project implementation and stakeholder concerns ✓ Support dissemination of Project information and awareness activities, and stakeholder outreach as appropriate

All stakeholder engagement activities, consultations, grievances, feedback, SEA/SH-related complaints information (with appropriate confidentiality protections), and related communications will be documented and maintained by the PCMU under the MoF, in coordination with BCIC and BADC, throughout the Project lifecycle.

5.2 Budget

The estimated budget for implementation of the SEP is USD 5000.00. The budget covers stakeholder consultations and coordination meetings, communication and disclosure activities, grievance management including SEA/SH -sensitive grievance and workers grievance, monitoring, reporting, and documentation. Existing institutional arrangements and resources under the PCMU, MoF, BCIC, and BADC will also support SEP implementation. The detailed budget breakdown is provided in Annex 2.

6. Grievance Redress Mechanism (GRM)

The Project will utilize the existing GRM of the PCMU established for the CERP-RRO under the MoF, supported by experienced Environmental and Social staff already deputized under the existing structure and strengthen it to intake and handle worker grievances and SEA/SH related grievances. It will also strengthen GRMs that are used by BADC and BCIC. The ES focals will be the GRM focals (if agreed beforehand) and MoF ES focal will be responsible for collecting GRM information (how many received, resolved, types of grievances etc.) from BADC and BCIC. This whole strengthened GRM system will serve as the project GRM.

The GRM will provide accessible, transparent, inclusive, and culturally appropriate channels for receiving and addressing concerns, complaints, feedback, and suggestions from project-affected parties and other stakeholders throughout the Project lifecycle. Under the oversight of the PCMU, in coordination with BCIC and BADC, the mechanism will address grievances related to fertilizer procurement, transportation, storage, and distribution activities; environmental and social issues; occupational health and safety concerns; labor and working conditions; stakeholder engagement; and access to Project information.

The GRM will incorporate confidential and survivor-centered procedures for SEA/SH-related complaints, including confidentiality protections, non-retaliation measures, safe referral information, and appropriate handling of sensitive cases. Relevant Codes of Conduct (CoC), SEA/SH-related contractual provisions, orientation activities for implementing agencies and GRM focal points, and communication materials on complaint channels and confidentiality provisions will also be implemented under the Project in line with ESCP commitments.

Grievances may be submitted through written applications, telephone, email, meetings, and other accessible communication channels. All grievances will be recorded, reviewed, and resolved within a reasonable timeframe while maintaining confidentiality, particularly for sensitive complaints. Grievance records and resolution status will be included in periodic Project monitoring reports submitted to the World Bank.

6.1 Description of Grievance Mechanism (GM)

Table 6-1: Description of Grievance Mechanism (GM)

Step	Description of Process	Timeframe	Responsibility
PCMU-Level GRM	<p>The Project will utilize the existing GRM of the PCMU established for the CERP-RRO under the MoF, supported by experienced Environmental and Social staff already deputized under the existing structure and strengthen it to intake and handle worker grievances and SEA/SH related grievances. It will also strengthen GRMs that are used by BADC and BCIC. The ES focals will be the GRM focals (if agreed beforehand) and MoF ES focal will be responsible for collecting GRM information (how many received, resolved, types of grievances etc) from BADC and BCIC. This whole strengthened GRM system will serve as the project GRM.</p> <p>The GRM will receive and address grievances related to fertilizer procurement, transportation, storage, distribution activities, environmental and social issues, occupational health and safety concerns, labor and working conditions, stakeholder engagement, and access to Project information.</p>	Throughout Project Implementation	PCMU under MoF with coordination with BADC and BCIC
GRM and E&S staffs/Focal Points	Designated focal points within the PCMU, BCIC, and BADC will register,	Throughout Project Period	PCMU with support from BCIC and BADC

Step	Description of Process	Timeframe	Responsibility
	coordinate, monitor, and follow up all types of grievances and stakeholder feedback including SEA/SH related sensitive complaints requiring confidential handling.		
Grievance Uptake Channels	Grievances may be submitted through meetings, telephone, email, written applications, and other accessible communication channels.	Throughout Project Period	E&S Focal Points
Telephone	<p>Cell phone number provided for voice, SMS, WhatsApp with photo/video evidence.</p> <p>Focal Point at Ministry of Finance Dr. AHM Mojammal Designation: Environmental Specialist Email: mojammal.ahm@gmail.com Mobile: 01758428271</p> <p>Focal point at BCIC: Md. Saiful Alom, BCIC, Telephone no: 01734993175</p> <p>Focal point at BADC: Sourendra Nath Saha. JS, MD finance,BBADC , Telephone no. 01790910207</p> <p>(Focal points may be updated during implementation)</p>	Operates 9 pm to 5 pm	Nominated PCMU staff
Email	<p>Emails accepted at: - Project.GRM@email.com (above email address will be updated during implementation) info@finance.gov.bd Monitored 12 hours daily. Complaints handled by nominated PIU staff.</p>	Monitored as above	Nominated PCMU staff
Website	<p>https://mof.gov.bd Complaint registration form available online. Complaints redirected to email with subject "GRM From Web -Date and Time". Monitored 8 hours daily.</p>	Monitored as above	Nominated PCMU staff
Letter	<p>Addressed to: Project Director Project Coordination and Management Unit (PCMU) Ministry of Finance (MoF) , Finance Division, Ministry of</p>	During office hours	Nominated PCMU staff

Step	Description of Process	Timeframe	Responsibility
	Finance Building No. 11 Bangladesh Secretariat Abdul Gani Road Dhaka-1000, Bangladesh Received during office hours. Ineligible complaints returned with alternative options; eligible complaints processed as per actions above.		
Drop-Box	Suggestion boxes placed in front of project offices, open 24/7. Boxes opened during office hours by responsible staff to register complaints.	Open 24/7, opened during office hours	Staff at field offices
Sorting , Processing	Complaints will be logged, categorized, and forwarded to the relevant focal points or agencies for review and action.	Upon receipt	GRM Focal Points
Acknowledgement and follow-up	All grievances will be recorded and acknowledged to complainants through appropriate communication channels.	Within 3 working days of receipt	GRM Focal Points
Verification, investigation and action	Relevant agencies will investigate grievances and communicate resolution outcomes to complainants. Sensitive grievances will be handled confidentially in accordance with survivor-centered procedures.	Within 15 working days, where possible	PCMU in coordination with BCIC and BADC
Monitoring and evaluation	Grievance records, resolution status, and corrective actions will be monitored and included in periodic Project monitoring reports submitted to the World Bank.	Quarterly / Semi-Annual	PCMU
Training and Capacity Building	Relevant staff, GRM focal points, and implementing agencies will receive orientation and training on grievance handling, stakeholder engagement, confidentiality protocols, Codes of Conduct (CoC), and SEA/SH-sensitive procedures.	Periodically during Project Implementation	PCMU with support from BCIC and BADC

6.2 Labor GRM

In accordance with ESS2, the Project will utilize existing grievance handling arrangements within the PCMU established for the CERP-RRO under the MoF, supported by experienced Environmental and Social staff already deputized, (as well as utilize existing GRM structure of BADC and BCIC) to address labor-related grievances associated with Project activities. The Labor GRM will provide an accessible,

transparent, and confidential process for receiving and resolving workplace concerns related to working conditions, OHS, employment terms, discrimination, harassment, and SEA/SH issues. All Project workers will be required to comply with the applicable Code of Conduct (CoC), including SEA/SH-related provisions.

Designated focal points within the PCMU, BCIC, and BADC will receive, document, and coordinate resolution of labor-related grievances, including SEA/SH related confidential handling of sensitive complaints. Project workers will be informed about the Labor GM during induction, orientation and workplace awareness activities. Grievances may be submitted through verbal complaints, written applications, telephone, email, and existing institutional grievance channels.

Records of labor grievances, corrective actions, and resolution status will be maintained by the PCMU in coordination with BCIC and BADC and included in periodic environmental and social monitoring reports submitted to the World Bank in accordance with ESCP commitments. A standalone Labor Management Procedures (LMP) will be prepared immediately after effectiveness of the project covering worker categories and applicable conditions, OHS requirements by activity type. Detailed Labor GRM procedure will be incorporated in that LMP.

6.3 Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

The Project will adopt a zero-tolerance approach toward SEA/SH in accordance with ESS2 and ESS10. Although SEA/SH risks under the Project are expected to be Moderate, all Project workers, including staff of the PCMU, BCIC, BADC, contractors, transporters, and suppliers, will be required to comply with the applicable CoC containing provisions on respectful workplace behavior, SEA/SH prevention, and non-retaliation.

SEA/SH-related grievances will be handled confidentially, safely, and in a survivor-centered manner through the existing project GRM. Designated focal points will receive and manage SEA/SH complaints through safe and accessible channels with minimal data collection and no pressure on survivors to pursue formal investigation. Survivors will be informed of available referral and support services, where appropriate. Orientation and awareness activities on SEA/SH prevention and grievance handling procedures will be provided to implementing agencies, GRM focal points, and relevant supply-chain actors. The SEA/SH risk rating and mitigation measures will be periodically reviewed during Project implementation based on supervision findings, stakeholder feedback, and grievance trends, in accordance with ESCP commitments. Detailed SEA/SH GRM procedure will be incorporated in the LMP.

6.4 World Bank Grievance Redress Service

Communities and individuals may submit complaints directly to the World Bank's Grievance Redress Service (GRS) at www.worldbank.org/GRS, or to the World Bank's Accountability Mechanism (Inspection Panel and Dispute Resolution Service) at <https://accountability.worldbank.org>.

7. Monitoring and Reporting

7.1 Summary of How SEP Implementation Will Be Monitored and Reported

Implementation of the SEP will be monitored and reported throughout the Project lifecycle by the PCMU under the MoF, in coordination with BCIC and BADC. Monitoring activities will assess the effectiveness of stakeholder engagement activities, operation of the GRM, implementation of environmental and social commitments under ESCP, inclusion of vulnerable groups, and responsiveness to stakeholder concerns and feedback. Monitoring will also review implementation of SEA/SH-related mitigation measures, awareness activities, and confidential grievance handling procedures, where relevant.

Monitoring of the SEP will be based on both qualitative and quantitative information, including stakeholder consultation records, grievance data, stakeholder feedback, disclosure activities, and implementation progress reports and corrective actions taken in response to stakeholder concerns. Monitoring will also consider grievance trends, operation of the GRM, and implementation of SEA/SH-related mitigation and awareness measures, where relevant. Information generated through stakeholder engagement and grievance management processes will be consolidated and included in periodic Project progress and environmental and social monitoring reports submitted to the World Bank in accordance with ESCP commitments.

SEP reporting will include, but not be limited to, the following:

- (i) Progress reporting on implementation of stakeholder engagement activities and ESS10 commitments under the ESCP;
- (ii) Reporting on implementation of the Project GRM, including number and types of grievances received, status of resolution, corrective actions taken, and outstanding grievances; including SEA/SH-related complaints reported in a confidential and aggregated manner, where appropriate;
- (iii) Summary of stakeholder consultations and engagement activities conducted during the reporting period, including participation of vulnerable and disadvantaged groups such as marginal farmers, sharecroppers, women farmers, and female-headed households (FHHs);
- (iv) Qualitative reporting on stakeholder feedback, concerns, recommendations, and issues raised during consultations and stakeholder engagement activities, including:
 - ✓ issues that can be addressed through adjustments in Project implementation and stakeholder engagement processes;
 - ✓ issues requiring coordination among the MoF, BCIC, BADC, and other relevant agencies;
 - ✓ issues beyond the scope of the Project but relevant to broader sectoral programs or government initiatives; and
 - ✓ issues that cannot be addressed due to technical, institutional, legal, or financial limitations;
- (v) Monitoring of implementation of corrective actions and follow-up measures and SEA/SH-related mitigation and awareness activities, where relevant; and

(vi) Documentation of consultation meetings, stakeholder communication activities, and grievance records, including minutes of meetings and stakeholder feedback summaries, which may be annexed to Project monitoring reports, as appropriate.

7.2 Reporting Back to Stakeholder Groups

The SEP will be periodically reviewed and updated, as necessary, during Project implementation to reflect Project progress, stakeholder feedback, implementation experience, and any changes in Project activities or institutional arrangements.

The PCMU under MoF, in coordination with BCIC and BADC, will maintain records of stakeholder engagement activities, consultations, grievances, feedback, SEA/SH-related complaint trends (while maintaining confidentiality) and corrective actions taken during Project implementation. Periodic summaries and reports on stakeholder engagement and grievance management will be prepared and incorporated into Project progress and environmental and social monitoring reports submitted to the World Bank in compliance with ESCP commitments.

Periodic reporting will provide a mechanism for assessing the effectiveness of stakeholder engagement activities, responsiveness to stakeholder concerns, and performance of the Project existing GRM. Reporting back to stakeholders may include the following information, as applicable:

- ✓ Number of stakeholder consultation meetings and engagement activities conducted during the reporting period;
- ✓ Type and frequency of stakeholder engagement and information disclosure activities;
- ✓ Stakeholder groups consulted, including participation of vulnerable and disadvantaged groups such as marginal farmers, sharecroppers, women farmers, and female-headed households (FHHs); Number and types of grievances received through the GRM including labor and SEA/SH-related complaints reported in a confidential and aggregated manner, where appropriate;
- ✓ Number of grievances resolved within the established timeframe and status of unresolved grievances;
- ✓ Key issues, concerns, and feedback raised by stakeholders and actions taken in response;
- ✓ Summary of corrective and follow-up actions implemented; and
- ✓ Progress on implementation of stakeholder engagement and ESS10 commitments under the ESCP.

Relevant information on Project implementation, stakeholder engagement activities, and grievance management may be disclosed to stakeholders through meetings, consultations, official correspondence, Project reports, communication materials, and official websites of the MoF, BCIC, and BADC, as appropriate.

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

Annex 1: Template to Capture Consultation Minutes

Annex 2: SEP Budget Table

Sl. No.	Stakeholder Engagement Activities	Quantity	Unit Cost (US\$)	Times/Months/Year	Total Cost (US\$)
1	Staff / Consultants Salaries	-	-	Throughout Project Period	Covered under Project Operational / Consulting Service Budget
2	Stakeholder Consultation and Coordination Meetings, including outreach to vulnerable groups	Lump Sum	-	Throughout Project Period	2000.00
3	Communication, Information Disclosure, and Awareness Materials, including GRM and SEA/SH-related communication materials	Lump Sum	-	Throughout Project Period	1000.00
4	GRM Operational Expenses, Documentation, and Confidential Handling of Complaints, including Sensitive Complaints	Lump Sum	-	Throughout Project Period	1000.00
5	Orientation and Capacity Building on Stakeholder Engagement, GRM, CoC, and SEA/SH-sensitive Procedures	Lump Sum	-	Periodically during Project Implementation	500.00
6	Monitoring and Reporting of SEP Activities	Lump Sum	-	Quarterly / Semi-Annual	500.00
	Sub-Total				5000.00
	Total				USD 5000.00

Annex 4: Grievance Submission Form

Grievance Form			
Grievance reference number (to be completed by Project):			
Contact details (Can be submitted anonymously)	Name(s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like IAs or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	Email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of IA's official assigned responsibility			

Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted ? (Y/N)	Acknowledge ment signature
1st proposed solution			
2nd proposed solution			
3rd proposed solution			

Annex 5: Sample Grievance Report Format

Period from.....to.....20.....

Project Phase.....

Case No.	Complainant's name, gender and location	Nature of complaints and expectation of complainant	Date of Petition submitted	Method of resolution with dates	Decisions and date of communication to the complainant	Agreement with And commitment To complainant	Progress (Solved/ pending)	Reason, if pending