

BAY TERMINAL MARINE INFRASTRUCTURE DEVELOPMENT PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Chittagong Port Authority(CPA)

Ministry of Shipping

May 2024

ABBREVIATION

Abbreviation	Full Form
BGMEA	Bangladesh Garments Manufacturers and Exporters Association
BEPZA	Bangladesh Export Processing Zones Authority
BEZA	Bangladesh Economic Zones Authority
BRCD	Bangladesh Railways, Chattogram Division
CCH	Chattogram Customs House
CCC	Chattogram City Corporation
CDA	Chattogram Development Authority
CPA	Chittagong Port Authority
CCCI	Chattogram Chamber of Commerce and Industries
CERC	Contingent Emergency Response Component
CWASA	Chittagong Water Supply and Sanitation Authority
DC	District Commissioner
DOE	Department of Environment
ESCP	Environmental and Social Commitment Plan
ESF	Environment and Social Framework
ESIA	Environmental Social Impact Assessment
ESS	Environmental and Social Standard
ESOHS	Environmental Social Occupational Health and Safety
FGD	Focus group Discussion
GBV	Gender-Based Violence
GM	Grievance Mechanism

Abbreviation	Full Form
GoB	Government of Bangladesh
GRCs	Grievance Redress Committees
HR	Human Resources
ITOs	International Terminal Operators
KII	Key Informant Interview
MORTB	Ministry of Road Transport and Bridges
MoS	Ministry of Shipping
MOEFCC	Ministry of Environment, Forest and Climate Change
MoWCA	Ministry of Women and Children Affairs
MSPVAW	Multi-Sectoral Program on Violence Against Women
MTR	Mid-Term Review
NGO	Non-Governmental Organization
NOC	No Objection Certificate
PAPs	Project-Affected Persons
PDB	Power Development Board, Chattogram
PCM	Public Consultation
PIC	Project Implementation Committee
PIU	Project Implementation Unit
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SM	Stakeholder Meeting
SMS	Short Message Service

Abbreviation	Full Form
STD	Sexually Transmitted Disease
STP	Sewage Treatment Plant
TC	Telephonic Conversation
WDB	Water Development Board
WB	World Bank

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1. Introduction/Project Description

Bangladesh has made rapid social and economic progress in recent decades. Freight transport and logistics are crucial to Bangladesh's economic development. Bangladesh's principal gateways to global trade are Chittagong¹ Port, and to a lesser extent, Mongla Port. Chittagong Port handles more than 90 percent of Bangladesh's international trade volume which has grown at an annual rate of 9.5 percent over the past decade.

With the highest water depth among ports in Bangladesh, Chittagong Port is much shallower than its regional competitors and can only receive small vessels. The average container vessel calling Chittagong Port is 1,200 TEUfeeder vessels, which are about one-third of the average vessel size in the region, thus making Bangladesh ports and trade less competitive than those in India and Sri Lanka. Accommodating direct large vessels from the origin countries to Chittagong Port demands substantial investment by dredging the river or constructing a new deep seaport at Chattogram or another suitable location.

Chittagong Port Authority (CPA) has absolute control over the port facilities, including regulation of the private stevedores, which operate under short-term (typically three to five years) contracts with the CPA. CPA has considered concessions to International Terminal Operators (ITOs) in the past but has not granted them yet. The port's operational performance is some of the worst in the region. However, the growth in RMG exports has contributed to CPA having to operate above capacity and over use the existing facilities.

To modernize Bangladesh's port sector and to enhance cargo handling capacity, Government of Bangladesh (GoB) has considered building a new deep seaport at the bay area north of the Karnaphuli River mouth in Chattogram (the Bay Terminal) and instituting port sector reforms, such as granting long-term concessions for port operations.

The Bay Terminal is expected to be developed in two phases. Phase one involves World Bank financing for the construction of the breakwater, capital dredging of the entrance channel and port basin, and installation of navigation aids (Bay Terminal Marine Infrastructure Development Project). Associated facilities in Phase one is the Multi-Purpose Terminal (MPT), Container Terminal 1 (CT 1), and the hinterland connections. Abu Dhabi Ports Group will construct the MPT, and the Government of Bangladesh will develop the connecting transportation infrastructure (an approximately 700-meter railway connector and two 500-meter road connectors) to link Bay Terminal to the existing transport network. A consortium led by PSA of Singapore (including IFC as a co-developer) will develop and operate CT 1, based on a long-term concession from CPA awarded through a direct G2G

¹ Chittagong's name got changed to Chattogram during 2018. However, the port authority is still known as Chittagong Port Authority and the port is referred to as Chittagong Port.

agreement with Singapore. In Phase two, Container Terminal 2 (CT 2) will be constructed when the throughput of CT 1 has reached a pre-agreed threshold.

More specifically, the Bay Terminal Marine Infrastructure Development Project supported by IDA/World Bank, will finance three components: (i) Component 1: Support Port Marine Civil Infrastructure, Equipment, and Navigation System Development; (ii) Component 2: Support Port Efficiency Improvements and Capacity Development; and (iii) Component 3: Contingency Emergency Response (CERC) (will provide support for an immediate response to an eligible crisis or emergency, as needed).

The Bay Terminal Marine Infrastructure Development Project is being prepared under the World Bank's Environment and Social Framework (ESF). As per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agency (CPA) should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

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

3. Stakeholder Identification

Stakeholders include all those who affect and are being affected by policies, decisions or actions within a particular system. Stakeholders can be groups of people, organizations, institutions and sometimes even individuals. Stakeholders must have an interest in project's outcome.

Consultation with respective stakeholders is important in feasibility study to understand the people's stake, problem, to let them know about the project and its impact, benefits, to ensure people's participation with the project which can make the things possible to achieve the goal of the project. In this way, the identified problems should be consulted with the respective stakeholders to get the suggested solutions before initiating the project in respective areas. In this respect, a multidisciplinary team of feasibility study consulted with the stakeholders.

It was very important to identify stakeholders who were directly affected and were knowledgeable about the project interventions. Stakeholders that were identified and then consulted are as follows:

For the Bay Terminal Project, the following stakeholders have been identified and analyzed:

3.1. Affected parties

- People working/ doing business inside the project footprint.
- Private Landowners.
- Fishermen and those involved in the fishing business.
- Owners of boats and people employed by the boat owners.
- Administrator and users of the cultural heritage site.
- Local people who used the beach area for grazing their cattle.
- Local commuters who commute along these roads.
- Shopkeepers, restaurant owners etc. located in the project vicinity.

3.2. Other Interested Parties

- Chattogram Customs House(CCH)
- Chattogram Development Authority (CDA)
- Chattogram City Corporation (CCC)
- Water Development Board (WDB)Chattogram
- Chittagong Water Supply and Sanitation Authority(CWASA)
- Power Development Board(PDB) Chattogram
- Private entrepreneurs operating domestic and international shipping agencies,
- Clearing and forwarding agencies,
- Large business houses involved in import and export of goods,
- various Business Federations,
- Labor Organizations working at the port,
- Transport associations and related business entities operating in the port,
- Cargo handling organizations,
- Private Container yards,
- Bangladesh Garments Manufacturers and Exporters Association (BGMEA),
- Chattogram Chamber of Commerce and Industries (CCCI), Chattogram Women Chamber of Commerce and Industries
- Overseas importers of Bangladeshi products by shipping goods directly from Bay Terminal to the destination countries without visiting Singapore or Colombo ports as the cost of shipping would be reduced along with shortened voyage period.
- Local and International Contractors interested to have a share in the construction work of the project

- Local and international Dredging Companies who would like to secure the dredging work of the project
- Local manufacturers and bulk suppliers of construction material looking for a share in the project
- Local Construction machinery suppliers and vendors
- Department of Environment, Chattogram (www.doe.chittagong.gov.bd)
- Roads and Highways Department, Chattogram
- Bangladesh Railway, Chattogram
- Bandar Police Station, Chattogram
- Civil Society Organizations (CSOs)/ Community Based Organizations (CBOs)/Think Tank on Environmental/Women/Labor/HR Issues
- Print and Electronic Media
- Local NGOs working on HR, Gender, Labor, Environment and Waste Management etc.
- Private Entrepreneurs interested in financing in the Bay Terminal Project.
- Ministry of Finance
 - Finance Division,
 - Banking Division,
- Planning Commission
- Economic Relations Division (ERD)
- Ministry of Environment, Forest and Climate Change (MOEFCC)
- Department of Environment (DOE)
- Ministry of Road Transport and Bridges (MORTB)
- Ministry of Railway
- Bangladesh Railways, Chattogram Division(BRCD)
- Ministry of Shipping (MoS)
- Prime Minister's Office (BEPZA and BEZA)
- Ministry of Labor and Employment (MoLE)

3.3. Disadvantaged/vulnerable individuals or groups

- Small farm owners and workers within the project footprint will be displaced due to the project development, directly impacting their livelihoods.
- 87 fish traders at the South Kattoli fish market, as their location is inside the project boundary.
- Above mentioned groups will also face disproportionate impact of project induced pollution (traffic, construction waste generation etc.). Various environmental management plans

would address these environmental issues, e.g., Noise and Air Emissions Management Plan; Water Quality Management Plan; Waste Management Plan (Solid Waste and Wastewater); Spill Prevention and Control Plan; Dredging and Dredge Disposal Management Plan; Traffic and Road Safety Management Plan etc.

- Private landowner of 66.85 acres whose land was acquired and handed over to the CPA estate department on 29 November 2018.
- Local families and migrant fishermen who make a living by fishing in the bay West of the Bay Terminal in the designated fishing areas potentially affected by dredging and additional vessel movement in the area during the construction activities and operation of the project.
- Fisherman village around the project footprint including children, women, the elderly, the mentally and physically impaired ones, women headed households, pregnant women etc. who are most adversely impacted by environmental pollution (dust, noise and light) in particular during implementation and operation of the Bay Terminal Project.
- Above mentioned groups will also face disproportionate impact of project induced pollution (traffic, construction waste generation etc.). Various environmental management plans would address these environmental issues, e.g., Noise and Air Emissions Management Plan; Water Quality Management Plan; Waste Management Plan (Solid Waste and Wastewater); Spill Prevention and Control Plan; Dredging and Dredge Disposal Management Plan; Traffic and Road Safety Management Plan etc.
- Women, adolescents and minor children fisherman village (South Kattoli Jelapara, Akmol Ali Jelapara, Akmol Ali Road Pocket Gate and Katgor Jelapara) around project area may fall prey to Sexual Exploitation and Abuse (SEA)/ Sexual Harassment (SH), Sexually Transmitted Disease (STD) and Gender-Based Violence (GBV) related incidents due to presence of migrant workers at the project site/Labor Camp or other living areas.
- The devotees of Sanatan religion who visit the three Rani Rashmoni Ganga Snan Ghats (Holy Shower to cleanse sins) sites along the beach in the Project area during the Bangla Calendar month of Chaitra 10 - 12 along with village fair will have difficulty in performing their religious rituals as these sites would become restricted areas due to port construction and operation.
- Local people who used the beach area for grazing their cattle head would have to move their cattle head elsewhere for grazing.
- Shopkeepers, restaurant(small) owners etc. located at Kathgor sea beach, Anandobazar beach and North Kattoli Beach serving the fishermen and local tourists in the area will need to vacate in front of the proposed Bay Terminal land and resettle elsewhere and start their business afresh.

3.4. Approach and Methodology

3.4.1. Approach

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 openly, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive.

All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

3.4.2. Methodology

Participatory approach was followed for conducting public consultation meetings. Direct consultation through interviews, focus groups and workshops were used as method.

Focus group Discussion (FGD): A number of FGDs will be carried out with different Project affected and interested parties. Specially, the women, vulnerable and disadvantage group will be given priority for FGDs.

Key Informant Interview (KII): Knowledgeable and/or key personnel from different level of stakeholder will be interviewed on the need based.

Public Consultation (PCM): Large scale public consultation and disclosure meeting will be carried out at local level.

Telephonic Conversation(TC): Contact number of the respective/influential stakeholders will be collected. Stakeholders having contact numbers will be given phone calls to collect information firstly. Before, initiate a call, a message will be sent to get them informed about the project and its objective in brief.

e-mailing: Stakeholders having emailIDs will be sent an e-mail for seeking their opinions about the project activities. While sending the e-mail, a brief prospectus-containing interventions related information will be attached. The received information will be presented in a matrix.

Live consultation: Live consultation with stakeholders, especially at institutional level, using Zoom or any other convenient online meeting platform for the stakeholders will be carried

out. Beforehand, an informant consent will be taken and date and time will be prefixed by communicating through telephone or e-mailing. The consultation will be recorded and transcribed.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meetings were conducted. A summary of the key issues discussed and integrated into the Stakeholder Engagement Plan is in **Table 1**.

Table 1: Summary of Stakeholder Engagement Done

Meetings	Venue	Number of Participants	Key Issues Discussed
Date:21-09-2022 "Public Consultation and Disclosure with Stakeholders"	CPA Shaheed Md. Fazlur Rahman Munsi Auditorium, Chattogram	152	<ul style="list-style-type: none"> • Drainage Management around the Bay Terminal area & design drainage capacity • Traffic Congestion Concerns due to the project • Land Acquisition Process • Livelihood of Local Fishermen • Ensure Local Involvement in Construction • Sluice Gate Condition around Bay Terminal area • Local Development • Start Time of Terminal Operations • Future development CWASA- STP beside the Bay Terminal area.
Dialogue/ Face to face (F2F) meeting/ Stakeholder Consultation			
Date: 29.06.22 Chattogram WASA	CWASA office Chattogram	1 (PD of STP Development)	Informing them about the development, soliciting their suggestions on urban drainage issues and potential solutions,
Date: 19.09.22 Chattogram WASA	CWASA office Chattogram	3 Chief Engineer& other engineers	understanding their perspectives on future development activities in the area, and securing their support for the proposed projects. This engagement aims to foster collaboration, gather valuable insights, and ensure a broad base of support for successful project implementation.
Date: 29.06.22	CCC head office,	4	CCC,s vision for the Bay Terminal area

Chattogram City Corporation(CCC)	Chattogram	Chief Engineer& others	aims to boost infrastructure and trade, with the proposed Bay Terminal project at its core. However, the nearby solid waste dumping station operated by CCC raises environmental concerns that must be addressed. The Bay Terminal project plans include advanced cargo facilities, enhanced access roads, and eco-friendly waste management to ensure sustainability and efficiency in operations.
Date: 19.09.22 Chattogram City Corporation(CCC)		2 Add. Chief Engineer Executive Engineer	
Date: 04.07.22 Chattogram Development Authority(CDA)	CDA head office, Chittagong	3 Chief Engineer& Others	CDA future development around the Bay Terminal area, further expansion plan of the coastal road. Condition NOC condition of CDA for Bay Terminal and development sustainable urban drainage network around the Bay Terminal area.
Date: 05.07.22 Water Development Board(WDB), Chattogram	WDB office, Chittagong	2 Chief Engineer, Asst. Engineer	Discuss the components of the proposed Bay Terminal projects, including the drainage network around the Bay Terminal area and the sluice gate of water development in this area, as well as the further expansion or modification of the sluice gate.
Date: 05.12.22 Heirs of land of Private Land (66.853 acres).	Telephone conversation	09	<ul style="list-style-type: none"> • Amount of acquired land • Owner ship condition • Status of compensation from DC office. <p>Filed any case</p>
Date: 05.12.22 Land acquisition department	DC Office Chattogram	01	Status of payment of compensation of acquired land.

Focus Group Discussion (FGD)

Date: 15.10.22 Fisherman Village	South kattaliJelapara	4	<ul style="list-style-type: none"> • Project Briefing • Present Income level • Fish Caching season • Fisherman view about this project • Fisherman expectation from CPA as a project Development Authority
Date: 15.10.22 Fisherman in fish Market	GongaSnanGhat	9	
Date: 15.10.22 Fisherman	Dogir Khal	11	
Date: 16.10.22 Fisherman Village	Akmol Ali Jelapara	7	
Date: 16.10.22 Mixed area	Shagorika Road	5	
Date: 16.10.22 Fisherman village	Akmol Ali Road Pocket Gate	18	
Date: 16.10.22	Akmol Ali road	20	• Project Briefing

Fisherman Village (Female & old)	Jelepara (Female & old)		<ul style="list-style-type: none"> • Present Income level • View about this project • Responsibilities of females in their families • How the old people are taken care in their families? • Schooling facilities for children and current literacy condition. • Expectation from CPA as a project Development Authority
Date: 16.10.22 Fisherman Village (Child)	Akmol Ali road Jelepara (Child)	15	
Date: 17.10.22 Inside Project area	Dairy Farm (inside Project area)	8	<ul style="list-style-type: none"> • Project Briefing • Current actives of farm workers and their skills level • Present Income level • Farm workers view about this project • Farm worker expectation from CPA as a project Development Authority
Date: 17.10.22 inside Project area	Aquaculture Farm (inside Project area)	10	
Date: 18.10.22 Fisherman & Others	Dhom Para	6	<ul style="list-style-type: none"> • Project Briefing • Present Income level • Fish Caching season • Fisherman view about this project • Fisherman expectation from CPA as a project Development Authority
Date: 18.10.22 Committee Member of the Devotees of Sanatan religion	Hali-Sahar Abbas Para	7	
Date: 18.10.22 Committee Member of the Devotees of Sanatan religion	Rani RashmoniSnanGhat	10	<ul style="list-style-type: none"> • Project Briefing • View about this project • Nature of their religion ritual. • Location of Snan area where the Devotees take Snan. • Expectation from CPA as a project Development Authority
Farm owner 19.12.2023	Inside the Project	5	<ul style="list-style-type: none"> • Project disclosure (project goal, objectives, implementation procedure) • Why this land requirement or displacement will take place • Compensation procedure, policy, legal framework • Compensation for different asset like land, tree crops, business enterprises and other assets • Livelihood restoration issues • Grievance redress management (GRM) issue

			<ul style="list-style-type: none"> • Project initiative to mitigate negative social impact
Farmworker 20.12.2023	Inside the Project	13	<ul style="list-style-type: none"> • Project disclosure (project goal, objectives, implementation procedure) • Why this land requirement or displacement will take place • Compensation procedure, policy, legal framework • Livelihood restoration issues • Grievance redress management (GRM) issue • Project initiative to mitigate negative social impact
Fisherman (mix group) 18.12.2023	Akmol Ali Road Pocket Gate	14	<ul style="list-style-type: none"> • Project disclosure (project goal, objectives, implementation procedure) • Compensation procedure, policy, legal framework • Livelihood restoration issues • Grievance redress management (GRM) issue • Project initiative to mitigate negative social impact
Women group 19.12.2023	South kattaliJelapara	9	<ul style="list-style-type: none"> • Project disclosure (project goal, objectives, implementation procedure) • Why this land requirement or displacement will take place • Compensation procedure, policy, legal framework • Livelihood restoration issues • Grievance redress management (GRM) issue • Project initiative to mitigate negative social impact
Fish trader 03.02.2024	Rani RashmoniSnanGhat	11	<ul style="list-style-type: none"> • Project disclosure (project goal, objectives, implementation procedure) • Why this land requirement or displacement will take place • Compensation procedure, policy, legal framework • Compensation for different asset like, business enterprises assets

			<ul style="list-style-type: none"> • Livelihood restoration issues • Grievance redress management (GRM) issue • Project initiative to mitigate negative social impact
Boat owner 04.02.2024 & 04.02.2024	Akmol Ali Jelapara & Rani Rashmoni Snan Ghat	16 12	<ul style="list-style-type: none"> • Project disclosure (project goal, objectives, implementation procedure) • Compensation procedure, policy, legal framework • Compensation for different asset like business enterprises and other assets • Livelihood restoration issues • Grievance redress management (GRM) issue • Project initiative to mitigate negative social impact
Committee of “RasmoniBarunisnan” festival 19.12.2023	Rani RashmoniSnanGhat	15	<ul style="list-style-type: none"> • Project disclosure (project goal, objectives, implementation procedure) • Grievance redress management (GRM) issue • Project initiative to mitigate negative social impact

The environmental and social reports and plans were disclosed through circulating Hard copies and uploading these reports in the dedicated Bay Terminal website. Feedback received during consultations was taken into account by CPA.

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

Different engagement methods are proposed and cover different stakeholder needs as stated belowsExamples may include (i) structured agendas, (ii) focus group meetings/discussions, (iii) community consultations, (iv) formal meetings, (v) one-on-one interviews, and (vi) site visits etc.**Table 2** is the SEP summary.

Table 2: SEP Summary

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
Preparation stage	CPA	Details design (master plan, terminal & Break Water design), ESIA report preparation.	Meeting	Design & ESIA Team(PIU)	Regularly(Weekly) on need basis though-out the design period.
	WB	WB-ESF/Terminal and Breakwater Design.	Meeting and Discussion	MoS, CPA & ESIA Team(PIU)	By monthly
	PAP/PAHs (Fish Trader Landowner Farms Owner Farms Workers)	Compensation Rehabilitation. Livelihood Restoration. Grievance redressal, environmental pollution	Meeting FGD Interview PCM/SCM	CPA & ESIA Team(PIU)	As required
	Adjacent village fisherman, fish trader Fishing boat owner.	Livelihood Restoration	Meeting FGD Interview SCM		As required
	Representative/Members of Baruni Snan(Sanatan religion Devotes) committee.	Heritage site management	Meeting & Discussion SCM	CPA & ESIA Team	As required
	Local commuters who commute along these roads	Road Safety and environmental pollution	Meeting FGD	ESIA Team(PIU)	As required
	Chattogram City Corporation (CCC)	About community drainage canal which is passing over the project & future management. Rehabilitation existing drainage outlet.	Meeting & Discussion	ESIA Team	As Required
	Chattogram Development Authority (CDA)	Rehabilitation existing drainage outlet. And about expansion of future development plan in the surrounding of project area,	Meeting & Discussion	ESIA Team	As Required

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
	Water Development Board, Chattogram Division	Functionality of existing Sluice Gate	Meeting & Discussion	ESIA Team	As Required
	CWASA	About community drainage canal. CPA water demand & supply scope of drinking water, STP development in the Bay Terminal area. Uninterupt Uninterrupted drainage outlet.	Meeting & Discussion	ESIA Team	As Required
	Roads and Highways Department, Head Office	About future expansion of coastal road & Dhaka-Chattogram Highway. Expansion of road services to Bay Terminal	Meeting & Discussion	ESIA Team	As Required
	Power Development Board (PDB), Chattogram	Electricity demand & connection requirement	Meeting & Discussion	ESIA Team	As Required
	Department of Environment, Chattogram	Environmental and social compliance and requirement in design and operation.	Meeting & Discussion and SHM	CPA & ESIA Team	As Required
	BEPZA Chittagong unit.	Wastewater volume & future expansion.	Tele conversation	ESIA Team	As Required
	Bangladesh Railways	Railway connectivity	Meeting & Discussion	ESIA Team	As Required
	District Commissioner office Chattogram	Land procurement, Hand over & Compensation payment to the PAPs.	Meeting & Discussion	ESIA Team	As Required
	Bay Terminal users	Expectation of the user	Stakeholder meetings, Discussion	CPA	Quarterly or As Required
	Importers & Exporters	Expectation of the user	Interview Stakeholder meetings	CPA & ESIA Team	Quarterly or As Required
	Local and International Contractors interested to have a share in the construction work	Construction methods, safety and environmental concerns during construction work.	Interview Stakeholder meetings	CPA & ESIA Team	As Required

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
	of the project				
	Local and international Dredging Companies who would like to secure the dredging work of the project	Dredging methods, Dredging spoil management method, safety and environmental concerns during dredging work.	Interview Stakeholder meetings	CPA & ESIA Team	As Required
	Local manufacturers and bulk suppliers of construction material looking for a share in the project	Business stake, type and sources of materials, quantity and quality.	Interview	CPA & ESIA Team	As Required
	Local Construction machinery suppliers and vendors	Catagory equipments and quantity.	Interview	CPA & ESIA Team	As Required
	Civil Society Organizations (CSOs)/ Community Based Organizations (CBOs)/Think Tank on Environmental/Women/Labor/HR Issues	Project information discloser, sharing views and feedback analysis.	Interview and SHM	CPA & ESIA Team	As Required
	Print and Electronic Media	Project information discloser	SHM	CPA & ESIA Team	Quarterly or As Required
	Local NGOs working on HR, Gender, Labor, Environment and Waste Management etc.	Project information discloser, sharing views and feedback analysis.	Interview and SHM	CPA & ESIA Team	Half yearly or As required
	DPs / Private Entrepreneurs interested in financing in the Bay Terminal Project	Project information discloser	Meetings and SHM	CPA & ESIA Team	As Required

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
	Ministry of Finance Finance Division, Banking Division,	Project information disclosure, Budget, source finance, relevance	Meetings and SHM	CPA	Quarterly or As Required
	Ministry of Shipping (MoS)	Project information disclosure, Budget, source finance, relevance	Meetings and SHM	CPA	Monthly or As Required
	Planning Commission Economic Relations Division	Project information disclosure, Budget, source finance, clearance & approval and relevance	Meetings and SHM	CPA	Quarterly or As Required
Implementation stage (Construction)	CPA	Successful Implementation	Meetings - Formal meetings - Virtual discussions or surveys - Site visits	PIU of ESOHS	Weekly July 2024- June 2027
	Contractor	Ensure ESOSH guideline compliance	Meetings - Formal meetings - Virtual discussions or surveys - Site visits	Contractor EHS team and monitoring done conducted by PIU of ESOHS	Weekly July 2024- June 2027
	Suppliers	Ensure ESOSH guideline compliance	Meetings - Formal meetings - Virtual discussions or surveys - Site visits	Contractor EHS team and monitoring done conducted by PIU of ESOHS	Weekly July 2024- June 2027
	Workers and local Labor Unions	Compliance ESOSH Guideline, forming of labor unions, issues with employment	Meeting, training, briefing, ect	Contractor EHS team and monitoring done conducted by PIU of ESOHS, CPA	Weekly July 2024- June 2027
	Governmental Agencies	Compliance ESOSH Guideline,	Meeting	PIU of ESOHS	Half yearly July 2024- June 2027
	Law enforcement Agency,	Safety	Meeting	PIU of ESOHS	Half yearly July 2024- June 2027
	PAPs,	Compliance ESOSH Guideline, PAPs concern	Dialogue/ Face to face (F2F) meeting/ Stakeholder	PIU of ESOHS	Monthly July 2024- June 2027

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
			Consultation		
	DoE,	Complaince ESOSH Guideline,	Meeting	PIU of ESOHS	Quately July 2024-June2027
	MoL,	Complaince ESOSH Guideline,	Meeting	PIU of ESOHS	Quately July 2024-June2027
	MoS,	Complaince ESOSH Guideline,	Meeting	PIU of ESOHS	Quately July 2024-June2027
	MoF,	Complaince ESOSH Guideline,	Meeting	PIU of ESOHS	Quately July 2024-June2027
	PPA,	Complaince ESOSH Guideline,	Meeting	PIU of ESOHS	Half yearly July 2024-June2027
	WB	Complaince ESOSH Guideline,	Meeting	PIU of ESOHS	Monthly July 2024-June2027
Post implementation stage	Examples may include: General Public, Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Communities, persons with disabilities.	Examples may include: - Present the project and receive feedback on project activities. - Inform on progress, - Consult on key risks - Note public events to disseminate the results - Give information on GM	Examples may include: - Focus Group Meetings/ Discussions - Community consultations - Formal meetings - Virtual discussions or surveys - One-on-one interviews - Site visits	Name the agency/ministry in charge of stakeholder engagement activities	Add either specific dates or a given frequency (either MM/YY, or "monthly" / "quarterly" / "twice a year")
	WB	WB-ESF Monitoring Result	Meeting and Discussion	CPA (Bay Terminal Unit)	twice a year
	PAP/PAHs (Fish Trader Landowner Farms Owner Farms Workers)	Compensation Rehabilitation. Livelihood Restoration. Grievance redressal	Meeting FGD Interview PCM/SCM	CPA (Bay Terminal Unit)	twice a year

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
	Adjacent village fisherman, fish trader Fishing boat owner.	Livelihood Restoration	Meeting FGD SCM	CPA (Bay Terminal Unit)	twice a year
	Representative/Members of Baruni Snan(Sanatan religion Devotes) committee.	Heritage site management	Meeting & Discussion SCM	CPA (Bay Terminal Unit)	Yealy
	Local commuters who commute along these roads	Road Safety	Meeting FGD	CPA (Bay Terminal Unit)	As required
	Chattogram City Corporation (CCC)	About community drainage canal which is passing over the project & future management. Rehabilitation existing drainage outlet.	Meeting & Discussion	CPA (Bay Terminal Unit)	twice a year
	Chattogram Development Authority (CDA)	Rehabilitation existing drainage outlet. And about expansion of future development plan in the surrounding of project area,	Meeting & Discussion	CPA (Bay Terminal Unit)	twice a year
	Water Development Board, Chattogram Division	Functionality of existing Sluice Gate	Meeting & Discussion	CPA (Bay Terminal Unit)	twice a year
	CWASA	About community drainage canal. CPA water demand & supply scope of drinking water, STP development in the Bay Terminal area. Uninterupt Uninterrupted drainage outlet.	Meeting & Discussion	CPA (Bay Terminal Unit)	twice a year
	Roads and Highways Department, Head Office	About future expansion of coastal road & Dhaka-Chattogram Highway. Expansion of road services to Bay Terminal	Meeting & Discussion	CPA (Bay Terminal Unit)	twice a year
	Power Development Board (PDB), Chattogram	Electricity demand & connection requirement	Meeting & Discussion	CPA (Bay Terminal Unit)	twice a year
	Department of Environment, Chattogram	Environmental and social compliance and requirement in design and operation.	Meeting & Discussion and SHM	CPA (Bay Terminal Unit)	Quaterly
	BEPZA Chattogram unit.	Wastewater volume & future expansion.	Tele conversatio	CPA (Bay Terminal Unit)	Yealy

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
			n		
	Bangladesh Railways	Railway connectivity	Meeting & Discussion	CPA (Bay Terminal Unit)	twice a year
	District Commissioner office Chattogram	Land procurement, Hand over & Compensation payment to the PAPs.	Meeting & Discussion	CPA (Bay Terminal Unit)	Yealy
	Bay Terminal users	Expectation of the user	Stakeholder meetings, Discussion	CPA (Bay Terminal Unit)	Quaterly or As Required
	Importers & Exporters	Expectation of the user	Interview Stakeholder meetings	CPA (Bay Terminal Unit)	Quaterly or As Required
	Local and international Dredging Companies who doing dredging work of the project	Dredging methods, Dredging spoil management method, safety and environmental concerns during dredging work.	meetings	CPA (Bay Terminal Unit)	Quaterly or As Required
	Civil Society Organizations (CSOs)/ Community Based Organizations (CBOs)/Think Tank on Environmental/Women/Labor/HR Issues	Project information disclouser, sharing views and feedback analysis.	SM	CPA (Bay Terminal Unit)	Yearly
	Print and Electronic Media	Project information disclouser	SM	CPA (Bay Terminal Unit)	Quaterly or As Required
	Local NGOs working on HR, Gender, Labor, Environment and Waste Management etc.	Project information disclouser, sharing views and feedback analysis.	SM	CPA (Bay Terminal Unit)	Yearly
	Ministry of Finance Finance Division, Banking Division,	Project information disclouser, Budget, source finance, relevence	Meetings and SM	CPA (Bay Terminal Unit)	Quaterly or As Required
	Ministry of Shipping (MoS)	Project information disclouser, Budget, source finance, relevence	Meetings and SM	CPA (Bay Terminal Unit)	Monthly or As Required
	Planning Commission	Project information disclouser, Budget, source	Meetings and SM	CPA (Bay Terminal Unit)	Quaterly or As Required

Project stage	Target Stakeholders	Topic of Consultation /Message	Method Used	Responsibilities	Frequency/ Timeline
	Economic Relations Division	finance, clearance & approval and relevance			

4.3. Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of the vulnerable or disadvantaged groups identified through the following methods [*indicate methods of engagement*]. The following measures will be taken in order to remove obstacles to full and enabling participation / access to information as indicated in **Table 3**:

Table 3: strategy to incorporate the views of vulnerable groups

Vulnerable Groups and Individuals	Characteristics/Needs	Preferred means of notification/consultation
<p>The VG in this component include:</p> <p>a. Women, adolescents and minor children may fall prey to SEA/SH, STD and GBV related incidents due to presence of migrant workers at the project site/accommodation areas.</p> <p>b. Job seekers for employment in the project that would include the local and migrant workers, members of the tribal and transgender community, when interested.</p> <p>c. Local inhabitants in the Project footprint including children, women, the elderly, the mentally and physically impaired ones, women headed households, pregnant women etc. who are most adversely impacted by environmental pollution in and around the Project area in particular during implementation and operation of the Bay Terminal Project.</p> <p>d. Local and migrant fishermen (1200-1500 families) who make a living by fishing in the bay West of the bay Terminal, would need to move to other places and resettle their livelihood.</p> <p>e. Shopkeepers, restaurant owners etc. located at Kathgor sea beach, Anandobazar beach and North Kattoli Beach and serving the fishermen in the area will need to vacate CPA land and resettle elsewhere and start their business afresh.</p>	<p>a. Contractors to develop project centric Labor and GBV Action Plan, train and educate the workers on the issue.</p> <p>b. Giving job seekers a fair chance to compete for the job based on competence.</p> <p>c. Need for awareness raising on potential environmental impact including pollution and ways to mitigate their impact.</p> <p>d. Maintain a database of the rented houses, house owners and their telephone number and share it with the local law enforcing agencies to avert any mishap.</p> <p>e. Arranging alternate fishing area and FAR of the fishermen and allied entities including safe harbor areas for their boats and trawlers. CCC, CDA and local leadership to be consulted with in this regard.</p> <p>f. Since the southern two Holy Ghats would fall within Bay Terminal Area construction activities, the devotees could</p>	<p>a. Web based Circulation;</p> <p>b. Newspapers, local radio, social media, meeting in the project footprint, fixing posters, billboards at the important places, local Ward Councilor's office etc.</p> <p>c. Person with local dialect to be used for communication the message.</p> <p>d. FGD, One-on-One meeting with local leadership, discussion with the workers community etc.</p> <p>e. Meeting with shopkeepers, traders</p> <p>f. FGD, One-on-One meeting, formal meeting/discussion etc. with the fishermen, devotees of Sanatan religion and their leadership, the shopkeepers and fisheries Businessmen leaders following COVID 19 related health protocol.</p> <p>g. Person with local dialect to be used for communication the message.</p>

<p>f. The devotees of Sanatan religion who visit the three Rani Rashmoni Ganga Snan Ghats (Holy Shower to cleanse sins) sites along the beach in the Project area during the Bangla Calendar month of Chaitra 10 - 12 along with village fair will have difficulty in performing their religious rituals as these sites would become restricted areas due to port construction and operation.</p> <p>g. Local people who used the beach area for grazing their cattle head would have to move their cattle head elsewhere for grazing.</p> <p>h. Local commuters who commute along these roads would have difficulty in safe commuting due to movement of increased number of vehicles plying in the project area.</p> <p>i. Private and Commercial Vehicle Owners and transport services and Transport Workers Association would find difficulty in using the coastal road owing to various project related activities at the Bay Terminal.</p>	<p>be guided to Uttar Kattali Rani RashmoniGhat to perform their rituals closely supported by CPA management staffs and undertake Mela at a suitable location nearby during the festival period of Chaitra 10-12 of the Bangla Calendar.</p> <p>g. The number of cattle-head grazing the area is limited from the local villagers and these could be shifted to nearby areas as there is no cultivation/orchard/plantation along the bay in the area. CPA needs to arrange this in consultation with local leadership.</p> <p>h. Sound traffic control mechanism has to be developed by CPA/Contractors employed in the project so to channel non-project vehicular movement from/to the Port along the coastal road. Discussion with Transport owners/workers association is a necessity.</p> <p>i. Discussion with Transport owners/workers association is a necessity</p>	<p>h. Meeting in person, contractor's representatives, billboard</p> <p>i. Meeting in person, FGDs</p>
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5. Resources and Responsibilities for implementing stakeholder engagement

5.1. Implementation Arrangements and Resources

To effectively coordinate stakeholder participation, MoShas established a Project Steering Committee (PSC) for strategic guidance under the leadership of Secretary, MoSwi with representatives from the Ministry of Finance (Finance Division, Banking Division, Economic Relations Division), Ministry of Road Transport and Bridges, Ministry of Railway, CDA, and CCC. Additional representatives from other ministries may be included as appropriate. PSC will meet twice a year to (a) review implementation results of a given year and the proposed implementation plans for the next year at the end of an implementation year; and (b) review implementation progress and approve adjustments needed in the middle of an implementation year. As appropriate, additional PSC meetings may be organized at the request of PSC members. PSC will make key decisions related to the implementation of this project.

CPA has established an independent Project Implementation Unit (PIU) and Project Implementation Committee (PIC) for coordination, implementation and other support functions. The stakeholder engagement activities will be documented through CPA PIU.

The CPA PIU will be in charge of stakeholder engagement activities. The entities responsible for carrying out stakeholder engagement activities are: Project Director (PD) Bay Terminal Project, Project Implementation Unit (PIU), Social and Communication Specialist, when deployed and Director PIC. The overall responsibility for SEP implementation lies with the Director PIU. The project's stakeholder engagement implementation arrangement is at **Annex 4**.

The stakeholder engagement activities will be documented through Press note, Brochure, Write-up in Registers at the Field Level with relevant video clips and still pictures. These data should periodically be uploaded in the dedicated website developed for Bay Terminal Project. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

The budget estimate for preparing and implementing SEP is USD 38115. The budget breakdown is at **Annex 2**.

Table 5.1-1: Estimated Budget for the Preparation of Stakeholder Engagement Plan

Budget categories	Quantity	Unit costs	Time	Total costs USD (Approx.)
Manpower Communications Management cost	-	Lump-sum	20 months input considered throughout the project construction	38115

6. Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project. The main objective of a Project GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of Grievance Mechanism (GM)

CPA will have **THREE** levels of the Grievance Redress Committees (GRCs), one at the Ministry level, one at the PIU level and one at the PIC/Field Level. Composition of the committees are: **PIC/Field Level** - Senior Field Level Officer of the Project - Convener; Local UP Member/Ward Councilor; Member from local Fishermen Association; a representative from Local Women's Group /Local NGO; Community Leader from the PAP/ VG/ Business community and a Field level officer nominated by the Convener as Member-Secretary; **PIU level**: Project Director (PD) of PIU – Convener, Convener of Field Level GRC, Local UP Member/Ward Council, a female representative from Community/NGO working in the area (On need basis), a representative from affected community, and Social Management Specialist as Member Secretary; **Ministry Level**: The Secretary of the MoS, PD as member and the Social Specialist as the member secretary.

Modus operandi of lodging a complaint and the timeframe and hierarchy of addressing those suiting the activities of various components of the project is explicitly defined in the Table.

It is to be noted that there would be a dedicated GM for the Labor/workforce of the project following ESS 2 and would be described in detail in the Labor Management Procedures and other project documents.

SEA/SH related complaints, if any in the Project, will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on gender-based violence². SEA/SH-related complaints will be dealt with strict confidentiality, based on the wishes of the SEA/SH survivor. Any SEA/SH survivor will be referred to an NGO assigned for the project by CPA to manage and respond to SEA/SH cases. This NGO will support SEA/SH survivors in accessing service providers and guiding them through options of lodging a complaint. Necessary measures must be put in place by CPA to deter and arrest GBV related cases.

There would be presence of a female representative at the GRC for SEA/SH issues. At the Field Level, the female representative from local NGO and a representative of the affected people to represent the women who has been subjected to SEA/SH or any other form of GBV. This NGO will support SEA/SH survivors in accessing service providers and guiding them through options of lodging a complaint.

Most of the labors for the Project would be coming from different parts of Bangladesh. To mitigate the Moderate risk, the project will prepare a comprehensive SEA/SH Action Plan that will include prevention interventions and mitigation measures. Preventive interventions include awareness campaigns and capacity building for the Implementing Agency through in-depth and sustained trainings, developing Codes of Conduct for workers, mapping of GBV service providers; SEA/SH awareness raising in the communities and among workers, setting up a SEA/SH sensitive GRM with linkage to service provider, and hiring of a gender or social specialist with SEA/SH/GBV background. Moreover, procurement documents will adhere to compliance with SEA/SH risk management. PIU must not lose sight of this issue and maintain strong liaison and communication with the local people where the workers are residing and coordinate closely with the government officials and other development organizations, involved in GBV response services, who have standard rules and follow protocol for GBV response that is consistent with the World Bank Good Practice Note on Gender-based Violence. All these factors benefit the project by reducing the GBV risks for service providers, service recipients and the surrounding communities.

The Toll-free Number (**109**) for receiving GBV related complaints under Ministry of Women and Children Affairs (MoWCA) Multi-Sectoral Program on Violence Against Women (MSPVAW) program have telephone operators round the clock who can speak in Bangla and English so that the

² The World Bank (2018): Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works. <http://documents.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf> and

complainants feel at ease while communicating. This number is not Bay Terminal Project specific, nonetheless can be used to report any SEA/SH related complaints. GBV victims can use this Toll-Free Number for lodging complaints. The 'Toll-Free Number' should be displayed at different sites within the project area so that all are aware of this supporting tool.

For further details, please refer to the GBV action plan at <https://www.worldbank.org/en/news/press-release/2017/11/08/new-action-plan-addresses-gender-based-violence-in-world-bank-operations> .

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>The following steps will be followed for the successful implementation of GRM:</p> <p>Step 1: Project stakeholders including anonymous ones will be able to provide feedback and report/record complaints through several channels. These complaints should also be addressed in the same manner as if the complainant has an identity and if found correct, appropriate measures be taken and communicated to all concerned.</p> <p>Step 2: Complaints and feedback will be compiled in each level and recorded in a register. He or she will place the grievances to the committee and the complained person with the goal to resolve complaints within 15 days of receipt at Field level.</p> <p>Step 3: As soon as the complaint is received, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed resolution. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register. If complaints are not resolved within fifteen days, the responsible person will forward the complaint to the PIU</p>	<p>PIC/Field Level: Within 15 days upon receipt of the complaint.</p> <p>PIU Level: Within 15 days upon receipt of the complaint from the Field Level</p>	CPA PIU

Step	Description of Process	Time Frame	Responsibility
	<p>GRC along with relevant documents for action at PIU GRC's end. The complainant must be informed about this matter immediately.</p> <p>Step 4: All efforts must be made to come to some amicable solution by PIU level GRC within 15 days from receipt of the complaint from the Field level. This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank.</p>		
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Toll-free telephone hotline/Short Message Service (SMS) line • E-mail • Letter to Grievance focal points at local facilities • Complaint form to be lodged via any of the above channels • Walk-ins may register a complaint in a grievance logbook at a facility or Complaint/Suggestion box 		<p>CPA PIU should communicate the composition of GRC at the PIU and Field Level through project website, billboard at the sub-project sites and other locations of public gathering in the vicinity, posters, flyers and through social media in Bangla and English indicating name of the contact person, location, toll-free contact number, email address etc.</p> <p>CPA PIU to arrange for Toll-Free telephone hotline and SMS service</p>
Sorting, processing	<p>Any complaint received at the Field Level logged in, and categorized according to the following complaint types:</p> <ul style="list-style-type: none"> • Suggestions on the project design etc. • Complaints on adverse social and environmental 	Upon receipt of complaint	Local grievance focal point – preferably Social Development Consultant, when employed

Step	Description of Process	Time Frame	Responsibility
	<p>effects on the PAP</p> <ul style="list-style-type: none"> • Complaints on harassment/ abuse of workers by the project management • SEA/SH related complaints, of any <p>If a decision at Field Level GRC is unacceptable to the aggrieved person(s), the Field Level GRC should refer the case to the GRC at the PIU with the minutes of the hearings.</p>		
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by Member Secretary of the GRC at the Field Level	Within 2 days of receipt	Convenor of GRC at the Field Level
Verification, investigation, action	Investigation of the complaint is led by the Convenor, PIC/Field Level GRC and his/her team. A proposed resolution is formulated by PIC/Field Level GRC and communicated to the complainant by mail/telephone/ physical contact at the Field Office.	Within 10 working days	
Monitoring and evaluation	Data on complaints are collected by GRC and reported to PIU Head every 15.		Day-to-day implementation of the GM and reporting to the World Bank will be the responsibility of CPA. To ensure management oversight of grievance handling, the PIU will be responsible for monitoring the overall process, including verification that agreed resolutions are actually implemented.
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected from every complainer.	Within 7 working days	Convenor of GRC at the Field Level
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows: Training on Environmental and Social Safeguards & Legal framework.		
If relevant, payment of reparations following	As per the Policy Framework of CPA	Within 30 days	Head PIU

Step	Description of Process	Time Frame	Responsibility
complaint resolution			
Appeals process	The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.	Within Project Implementation Period	Head Of PIU

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

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

Regular monitoring of project progress will be built into the design, in the form of appropriate indicators, targets, information systems, and review mechanisms. CPA PIU will perform its own M&E activities including SEP at the project level. CPA will be responsible for managing a web-based platform, which will be developed to track the project's progress based on the Results Framework. The platform will support a participatory M&E, which will allow project stakeholders and CPA officials, and consultants, to collect data on project progress. The M&E system will be used to take corrective actions, improve coordination, and facilitate learning throughout project implementation.

The CPA PIU will prepare quarterly progress reports during project implementation on: (a) updated implementation schedules by component; (b) commitment and disbursement by component; (c) the status of project indicators against agreed targets; and (d) findings, recommendations, and agreements to be reached on key implementation issues. The consolidated quarterly progress reports will be submitted by the CPA to the World Bank and relevant line ministries. In addition, the World Bank, the PIU and other stakeholders will carry out annual progress reviews and a Mid-Term Review (MTR) of the project.

Monitoring and reporting will include involving Project Affected Parties, internal and external stakeholders, interested group and the vulnerable in monitoring mitigation measures that will be agreed on the ESCP to satisfy stakeholder concerns; thus, promoting transparency.

Monitoring arrangements are the systems and processes set up to track the implementation of the stakeholder engagement plan. This involves both quantitative and qualitative measures to assess the extent to which engagement activities have been carried out and to evaluate their effectiveness.

SL	Indicators:	Benefits	Frequency/No
01	Number of Community Meetings Held	This is a quantitative indicator that measures the frequency of formal interactions with the community. It helps track	Monthly

		whether the project is meeting its commitments for regular dialogue with stakeholders.	
02	Number of Information Boards Displayed	Measures the effort made to disseminate information about the project's progress and impacts in accessible locations.	12
03	Stakeholder Feedback	A qualitative measure of the feedback received from stakeholders through various channels (e.g., surveys, suggestion boxes, community meetings). This can provide insights into stakeholders' perceptions of the project and the effectiveness of engagement activities.	10
04	Response Time to Stakeholder Inquiries	Tracks the efficiency of the project team in responding to concerns or queries from stakeholders, indicating the responsiveness of the project to stakeholder needs.	3-7 working day

7.2. Reporting back to stakeholder groups

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

- Public Meetings and Workshops
- Newsletters and Email Blasts
- Website Updates
- Social Media
- Press Releases and Media Coverage
- Information Kiosks and Boards
- Interactive Online Platforms
- Annual Reports
- Direct Mail
- Community Liaisons

Annexes:

- **Annex 1. Template to capture minutes/records of consultation meetings**
- **Annex 2: SEP Budget Table**
- **Annex 3: Sample table: Monitoring and Reporting on the SEP**
- **Annex 4: Stakeholder Engagement Implementation Arrangement**
- **Annex 5: Grievance submission form**

Annex 1: Template to capture minutes/records of consultation meetings

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
Chattogram WASA	<p>(i) Considerations required for the ongoing STP (Sewage Treatment Plant) work situated just opposite the site of the proposed Bay Terminal."</p> <p>(ii) Concerns about the design capacity of the drainage network, and the management of silt and garbage.</p>	<p>(i) Our study team has already discussed the upcoming STP load with CWASA's Chief Engineer to consider it in the drainage design. (ii) A silt trap will be constructed downstream of the BWDB regulators, complete with an arrangement for proper collection and management. A coverture area will be provided inside the drainage channel to minimize the upstream water thrust, ensuring the sustainability of the channel structure as well as preventing backflow. A mechanical screening system will be installed on both sides of the channel to prevent the degradation of seawater quality by removing suspended solids from discharged urban water. A detailed drainage design report is available at our Project Director's office. You may collect it from there if required.</p>	<p>The design team will consider all the discussed issues in the engineering design, and technical terms and measurements should be checked for consistency with local engineering standards and practices. Periodically consult with CWASA as need basis.</p>
Chattogram City Corporation(CCC)	<p>(i) Road congestion in the proposed Bay Terminal in the coastal area.</p> <p>(ii) Drainage management in the coastal site of Bay Terminal area.</p>	<p>i) To ensure a better road transport system, it is essential to consider the road networks. The considerations for the Bay Terminal Connecting Road include: (a) providing smooth mobility for freight traffic between the port and National Highway-1 (N1); (b) ensuring traffic safety for local traffic and communities in relation to cargo truck traffic; (c) mitigating community severance caused by the connecting road construction;</p>	<p>The design team will consider all the discussed issues in the engineering design, and technical terms and measurements should be checked for consistency with local engineering standards and practices. Periodically consult with CCC as need basis.</p>

	<p>(d) minimizing the natural and social environmental impacts of the road construction; and (e) accommodating future expansion of the arterial road link into the Chattogram development area. The Bay Terminal access road will offer direct access from the Chittagong Port Link Road and City Ring Road. The horizontal alignment of the connecting road will, to the extent possible, follow the alignment of existing roads.</p> <p>(ii) To evaluate the drainage facilities in the eastern part, specifically in ward numbers 10, 11 (part), 26, 37, 38, 39, and 40, and to design adequate drainage for the proposed Bay Terminal and its surrounding area, we engaged a consultant team. This team found that 857 hectares of waterlogged areas pass through the proposed Bay Terminal area. Taking into account the highest recorded rainfall intensity of the past 50 years and the potential impact of climate change over the next 100 years, an engineering assessment determined that the bed width of the proposed drainage channel should be 16 meters at the bottom and 26 meters at the top, with openings on both sides. However, given the possibility of unusual hydrological events, issues of sea-level rise, changes in land use patterns, soil erosion, and siltation, and based on current conditions, it is recommended that the drainage channel should be open at both ends of the proposed Bay Terminal project. This design will</p>	
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		facilitate quick drainage and the washing away of siltation.	
Chattogram Development Authority(CDA)	<p>(i).The CDA has requested the inclusion of a plan for a sustainable drainage network in the development, which will discharge treated urban wastewater into the sea.</p> <p>(ii)There is a request to ensure compliance with the conditions of the NOC, which CPA has already issued for the proposed Bay Terminal development.</p>	There will be a minimum gap of approximately 160 meters between the coastal road and the terminal building. This space has been maintained to ensure compliance with CDA guidelines.	The design team will consider all the discussed issues in the engineering design, and technical terms and measurements should be checked for consistency with local engineering standards and practices. Periodically consult with CDA as need basis.
Water Development Board(WDB), Chattogram	<p>(i) Please provide information about the sluice gate condition at the proposed Bay Terminal. (ii) Request that the height level of rainfall be considered in the design of the drainage system.</p>	The study team has already met with your engineering team to learn about the sluice gate situation that affects the Bay Terminal area and has also collected rainfall data from the gauge station. As I mentioned earlier in the drainage design, this was the highest level of rainfall intensity recorded in the past 50 years.	The design team will consider all the discussed issues in the engineering design, and technical terms and measurements should be checked for consistency with local engineering standards and practices. Periodically consult with WDB, Chattogram as need basis.
Ward Councilors (Local Community Representative/ Political)	<p>(i) They mention that the proposed project will create remarkable development in the local business sector. (ii) Concern about traffic congestion. (iii) Concern about the land acquisition process. (iv) Concern regarding the effect on the livelihoods of local fishermen in that area. (v) Request to engage local people in the construction work of the proposed project.</p>	<p>(i) The CPA chairman appreciates their proactive support for the proposed project's development. He mentioned that the proposed project would bring remarkable national and local development. He also mentioned that all environmental and social issues would be positively considered during the project's development and operational phases. It will be a green port.</p> <p>(ii) The traffic issue has already been discussed.</p> <p>(iii) Project activities will not</p>	Make a periodic follow-up by PIU with concern stakeholders.

		<p>impact the livelihoods of fishermen because they fish about 5-6 km inside the sea, which is far from the proposed project.</p> <p>(iv) To the best of my knowledge, a total of 66.85 acres of land was acquired in 2017, of which 66.85 acres is non-agricultural land located in a tidal area. According to government protocol, all payments have already been made to the DC office. If there is an issue related to payment for the acquired land, please contact the DC office. In that case, if any PAC (Project Affected Compensation) is required, our land department is ready to assist."</p> <p>(v) & (vi) With your support, we could list fishermen and people of other occupations from the surrounding area of the project. They will be given priority for work during the construction and operation phases based on their capabilities and qualifications.</p>	
Heirs of land of Private Land (66.853 acres).	<p>All the nine owners/the heirs of nine pieces of land informed that they did not receive any compensation money from DC's LA office yet.</p> <p>Few of those owners/the heirs informed that they could not get the compensation due to the dispute cases in the court. Few of them also informed the names of their Plaintiffs.</p>	<p>As CPA already paid compensation money DC office. So CPA could request the DC office resolve issues as soon as possible.</p>	<p>Within the national legal framework, the CPA could conduct follow-up.</p>
Land acquisition department	<p>It was learned from the Land acquisition department of District commissioner that full</p>	<p>Request to make payment comply within the national legal framework.</p>	<p>Within the national legal framework, the CPA could conduct follow-up.</p>

	<p>amount of money was deposited to DC'S account by CPA. But it is yet to be disbursed to the actual owners of private land as all pieces of those private land is under litigation of so many dispute cases discussed above. LA office believes that most of those 35 cases lodged with Joint district judge are false and fabricated as those were lodged after or during the acquisition process. LA office informed that they are sincerely interested to compensate the actual land owner. But according to the Land acquisition manual 1997 article 50 (relevant page of this manual is attached with this report), if there is any dispute over the ownership of the land or if there is any such ownership dispute case is under jurisdiction of any court then the compensation money is to be kept deposited in the "Deposit account of the public account of republic". And if such compensation money is kept deposited in such account, then it would be deemed that compensation is made. Therefore, LA office is legally bound to wait for cases to be resolved in the concerned courts. It was learned from LA office that actual number of Plaintiffs and</p>	
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	Respondents are not known yet till the case are resolved in the court. It was also learned that few of the Plaintiffs related to these cases informed LA office that if any disbursement is done prior settlement of the disputes, then they would lodge complaints in Anti-Corruption Commission against LA officials.		
Dairy & Aquaculture Farm Workers (inside Project area)	<p>(i). Employees working in aquaculture and dairy farms within the proposed Bay Terminal area are concerned about the potential loss of their jobs if the farms are relocated from the Bay Terminal area.</p> <p>(ii). Farm workers are requesting to CPA provide them with one-time monetary assistance. Furthermore, they expect to be given priority for employment opportunities in the proposed project during the construction phase.</p>	<p>The PIU mentioned that they will receive compensation in accordance with the legal framework of the country. Additionally, farm workers will be given priority for employment opportunities in the proposed project during the construction phase.</p>	<p>PIU will conduct a details socio-economic survey of firm workers and listing out the affected workers.</p>
Fisherman	<ul style="list-style-type: none"> During FDG, migratory fishermen (a group who typically come from another part of the country and spend June to September each year fishing in this area) mentioned that, during non-fishing hours, their fishing boats are typically berthed 	<ul style="list-style-type: none"> Two boat landing stations will be considered in the design, both on the south and north sides. We will request the CPA not to impose any movement restrictions on small fishing boats accessing their fishing areas. Study team will request the CPA ensure job 	<ul style="list-style-type: none"> Further in-depth study is required to identify the level of impact on livelihoods and the effects of pollution during construction in three fishing villages, among any other relevant issues.
Fisherman Village (Female & old)			
Fisherman Village (Child)			

	<p>within the three canals of the proposed Bay Terminal area. The canal is also considered an emergency landing shelter during stormy and cyclonic weather.</p> <ul style="list-style-type: none"> • Local and migratory fishermen want the CPA to create a boat landing place and an emergency shelter in addition to the Bay Terminal area. • Whether the CPA will impose any limitations on the movement of small fishing boats inside and near the Bay Terminal area. • Vulnerable and impoverished members of the fishing community in the surrounding area of the Bay Terminal are requesting financial assistance from the CPA. • Fishermen in the Bay Terminal area expect to be given job preference while the proposed facility is being built. • Small fishing boats are used by fishermen to fish 5-7 kilometers offshore. There is concern whether 	<p>preference for local fishermen while the proposed facility is being built.</p> <ul style="list-style-type: none"> • The study team will inform the CPA of other concerns. 	
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	dredging activities during the construction will create any problems in the fishing area.		
Committee Member of the Devotees of Sanatan religion	Will the proposed construction lead to the demolition of the SnanGhat and the pathways to Kattali Beach	The study team mentions that Kattali Beach is located just north of the Bay Terminal project boundary. Notably, the Rani RashmoniSnanGhat's sand road, approximately 0.25 km from the north side of the project boundary, and the earthen footpath beside Rani RashmoniGhat, approximately 0.9 km from the north side on both sides of the canal, along with other pathways leading to Kattali Beach, will all remain unchanged.	The study team plans to share these concerns with the design team so they can be addressed in the master plan. Once the master plan and design are finalized, they will be presented to the Committee Members of the Devotees of the Sanatan religion. This step is to make sure their concerns are fully addressed and they are satisfied with the outcomes.
Boat Owners	<ul style="list-style-type: none"> They feel that their fishing boat movement could be affected during the dredging of the breakwater. They request that no restrictions be put on the movement of small fishing boats during dredging and port operations. If they are affected by this port development, the boat owners expect compensation from the CPA/Government. Local people should get priority in employment during the civil 	<ul style="list-style-type: none"> If boat owners are affected by the project development and operation, the affected boats will be compensated in accordance with the prevailing national regulations of the country. Regarding the restrictions on small fishing boat movements during dredging and port operations, we will inform CPA of your concerns. Local people will get priority for employment during the civil construction work of the project and during project operations, based on their skills according to the employment guidelines 	<p>The area is split into two main zones: the first zone is 7 km from the shoreline, known as the offshore area, and the second is 15 km away. The primary concern is offshore fishing, which could directly fall within the influence zone. However, the dredging plan and flume modeling of the dredge area have not yet been finalized breakwater design consulting firm (Sellhorn), making it difficult to predict the impact area, the level of impact, and the number of affected fishermen and boat owners at this stage. A detailed and comprehensive study will be required after receiving the dredging plan and flume modeling from the breakwater design consulting firm (Sellhorn) before implementation of the project. This study will help identify the impact area, the</p>

	<p>construction work of the project and during project operations.</p>	<p>of the CPA.</p>	<p>level of impact, and the number of fishermen and boat owners affected. If necessary, this will ensure that compensation is provided to those affected, in accordance with national legislation.</p>
Firm Owners	<ul style="list-style-type: none"> • Adequate compensation for land, trees, crops, business enterprises and other assets should be paid before the civil construction work takes off. • Payment procedure for compensation should be simple and hassle free. • Project authority should take appropriate measures so that livelihood of affected people is restored. • Few people said they have legal ownership over some land. 	<ul style="list-style-type: none"> • Will be compensated in accordance with the prevailing national regulations of the country. • Affected people will get priority for employment during the civil construction work of the project and during project operations, based on their skills according to the employment guidelines of the CPA. • Payment procedure for compensation will be done according the government policy. 	<p>Further Joint verification will be required before finalization of compensation.</p>
Fish Traders	<ul style="list-style-type: none"> • Adequate compensation for business structure and other assets should be paid before the civil construction work takes off. • Payment procedure for compensation should be simple 	<ul style="list-style-type: none"> • Will be compensated in accordance with the prevailing national regulations of the country. • Affected people will get priority for employment during the civil construction work of the project and during project operations, based on their skills according to the 	<p>Further Joint verification will be required before finalization of compensation.</p>

	<p>and hassle free.</p> <ul style="list-style-type: none"> • Project authority should take appropriate measures so that livelihood of affected people is restored. 	<p>employment guidelines of the CPA.</p> <ul style="list-style-type: none"> • Payment procedure for compensation will be done according the government policy. 	
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Annex 2: SEP Budget Table

Budget categories	Quantity	Unit costs BDT	Times	Total costs Project Cycle (Consider 20 month input)	Remarks
1. Estimated Staff salaries* and related expenses					
1a. E.g., Communications consultant	01	2,00,000	5MM	10,00,000	
1b. E.g., Travel costs for staff	LS	LS	LS	4,00,000	
1c. E.g., Estimated salaries for Community Liaison Officers	01	70,000	10MM	7,00,000	
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a. E.g., Project launch meetings	Weekly	2,000	80	1,60,000	
2b. E.g., Organization of focus groups	Monthly	5,000	20	1,00,000	
3. Communication campaigns					
3a. E.g., Posters, flyers	As required			3,00,000	
3b. E.g., Social media campaign	As required			5,00,000	
4. Trainings					
4a. E.g., Training on social/environmental issues for PIU and contractor staff	Monthly	LS	10	2,00,000	
4b. E.g., Training on Gender-Based Violence (GBV) for PIU and contractor staff	Monthly	LS	10	2,00,000	
5. Beneficiary surveys					
5a. E.g., Mid-project perception survey	1	-	-		Done by Communications consultant
5b. E.g., End-of-project perception survey	1	-	-		Done by Communications consultant
6. Grievance Mechanism					
6a. E.g., Training of GM committees	as required			2,00,000	
6b. E.g., Suggestion boxes in villages	10/more			20,000	
6c. E.g., GM communication materials	As required	LS		2,00,000	
6d. E.g., Grievance investigations/site visits	As required	LS		3,00,000	
6e. E.g., GM Information System (setting up or maintenance)	As required			1,00,000	
6f. Other GM Logistical Costs				2,00,000	
7. Other expenses					
7a. Stake Holders Meeting in national level	4	2,00,000		8,00,000	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				41,80,000 (USD 38115)	Approximate budget

Note: *Salary costs can be indicative.

Annex 3: Sample table: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GRM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	<ul style="list-style-type: none"> Are the project affected parties raising issues and grievances? How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> Usage of GM and/or feedback mechanisms Requests for information from relevant agencies. Use of suggestion boxes placed in the villages/project communities. Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	Records from the implementing agency and other relevant agencies
Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?	<ul style="list-style-type: none"> Was there interest and support for the project? Were there any adjustments made during project design and implementation based on the feedback received? Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> Active participation of stakeholders in activities Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. Number of consultation meetings and public discussions where the 	Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional media entries on the project results

		<p>feedback and recommendation received is reflected in project design and implementation.</p> <ul style="list-style-type: none"> Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> Were the activities implemented as planned? Why or why not? Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> Percentage of SEP activities implemented. <ul style="list-style-type: none"> Key barriers to participation identified with stakeholder representatives. Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<p>Communication Strategy (Consultation Schedule)</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>

Annex 4: Stakeholder Engagement Implementation Arrangement

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
Stage I: Project preparation (Project design, Scoping, ESMF/ESCP/SEP Disclosure)	<p>Project Affected Parties (PAPs)</p> <ul style="list-style-type: none"> ▪ Twelve small farms within the project footprint are affected. The owners of these farms primarily reside outside the project area. A total of 37 male workers, employed at these farms, are involved in tasks such as feeding cattle and fish, as well as cleaning. Due to the project's location, these farms will be displaced from the project footprint, directly impacting the livelihoods of both the farm owners and workers. ▪ 87 fish traders at the South Kattoli fish market have been impacted by the project, as their location is adjacent to the project boundary. ▪ Private land owner of 66.85 acres whose land was acquired and handed over to the CPA estate department on 29 November 2018. ▪ The migrant(seasonal) fishermen, who dock their boats in four canals within the project's footprint during fishing off times or weather emergencies, and fish in the bay west of the Bay Terminal during the fishing season, will be adversely affected. They will need to find alternative locations to park their fishing boats due to this project development, which may affect their livelihoods. ▪ Local fishermen residing in South 	<p>ESMF, ESIA, ESCP, SEP; Project scope and rationale; Project Design; Project E&S principles; Grievance mechanism process</p>	<p>Correspondences (Phone, Emails, Text, instant messaging) for normal communication</p> <p>Face-to-face meetings maintaining health protocol;</p> <p>Formal Meetings maintaining health protocol;</p> <p>FGD, KII with the research Entities maintaining health protocol;</p> <p>One-on-one meetings maintaining health protocol;</p> <p>Virtual Meeting</p> <p>Public meetings - separate meetings for women, the disabled and the vulnerable group basing on social norm of the project area while maintaining health protocol;</p> <p>Discussion in Radio/TV emissions/media on the project</p>	<p>CPA PIU</p>	<p>At the CPA, Project Site, and other locations as suggested by the stakeholders.</p> <p>Initially the frequency of the meetings would be more – weekly, fortnightly, monthly, web-based meetings at short notices on need basis etc. After the project design is completed, meetings could be fortnightly and monthly or as decided by the IAs.</p> <p>As and when needed.</p>

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<p>KattoliJelapara (0.5 km from the project boundary), Akmol Ali Jelapara (1.5 km from the project boundary), Akmol Ali Road Pocket Gate (1.75 km from the project boundary), and KatgorJelapara (4.0 km from the project boundary), who earn their living by fishing west of the Bay Terminal, will be impacted. The construction and operation of the project will affect their fishing zones, necessitating the livelihood restoration for approximately 1,200 to 1,500 fishermen families or those involved in sea fishing. Furthermore, due to the close proximity of the fishermen's villages to the project boundary, they could be adversely affected by environmental pollution during the construction and operation phases of the Bay Terminal.</p> <ul style="list-style-type: none"> ▪ Women, adolescents and minor children from the fishing village (South KattoliJelapara ,Akmol Ali Jelapara ,Akmol Ali Road Pocket Gate and KatgorJelapara) around project boundary may fall prey to SEA/SH, STD and GBV related incidents due to presence of migrant workers at the project site. ▪ The devotees of Sanatan religion who visit the three Rani Rashmoni Ganga Snan Ghats (Holy bathe to cleanse sins) sites along the beach in the Project area during the Bangla Calendar month of Chaitra 10 - 12 along with village fair will have difficulty in performing their religious 	<p>Using the web based social media communication means;</p> <p>Disclosure of written information: brochures, posters, flyers in Bangla, website</p> <p>Information boards or desks</p> <p>Grievance mechanism</p> <p>Local newspaper</p> <p>Face-to-face meetings maintaining health protocol;</p> <p>Formal Meetings maintaining health protocol;</p> <p>Public Meetings with various federations, their associations and workers association etc. maintaining health protocol;</p> <p>One-to One/ Formal Meetings/Face-to-face meetings maintaining health protocol;</p> <p>Virtual Meeting/ One-on-one meetings maintaining health protocol;</p> <p>Disclosure of written</p>			

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<p>rituals as these sites would become restricted areas due to port construction and operation.</p> <ul style="list-style-type: none"> ▪ Local people who used the beach area for grazing their cattle head would have to move their cattle head elsewhere for grazing. ▪ Local commuters who commute along these roads would have difficulty in safe commuting due to movement of increased number of vehicles plying in the project area. ▪ Shopkeepers, restaurant owners etc. located at Kathgor sea beach, Anandobazar beach and North Kattoli Beach and serving the fishermen in the area will be considered as a tertiary level stakeholder. <p>Other Interested Parties</p> <ul style="list-style-type: none"> ▪ Chattogram Customs House ▪ Chattogram Development Authority (CDA) ▪ Chattogram City Corporation (CCC) ▪ Water Development Board Chattogram ▪ Chittagong Water Supply and Sanitation Authority(CWASA) ▪ Power Development Board(PDB) Chattogram ▪ Private entrepreneurs operating domestic and international shipping agencies, ▪ Clearing and forwarding agencies, ▪ Large business houses involved in import and export of goods, <ul style="list-style-type: none"> ▪ various Business Federations, ▪ Labor Organizations working at the port, 		<p>information: Local newspaper, brochures, posters, flyers in Bangla, website, Information boards or desks; Grievance mechanism</p> <p>One-to One/ Formal Meetings/Face-to-face meetings maintaining health protocol; Virtual Meetings</p> <p>FGD, KII with the research Entities maintaining health protocol;</p>		

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<ul style="list-style-type: none"> ▪ Transport associations and related business entities operating in the port, <ul style="list-style-type: none"> ▪ Cargo handling organizations, <ul style="list-style-type: none"> ▪ Private Container yards, ▪ Bangladesh Garments Manufacturers and Exporters Association (BGMEA), ▪ Chattogram Chamber of Commerce and Industries (CCCI), Chattogram Women Chamber of Commerce and Industries ▪ Overseas importers of Bangladeshi products by shipping goods directly from Bay Terminal to the destination countries without visiting Singapore or Colombo ports as the cost of shipping would be reduced along with shortened voyage period. ▪ Local and International Contractors interested to have a share in the construction work of the project ▪ Local and international Dredging Companies who would like to secure the dredging work of the project ▪ Local manufacturers and bulk suppliers of construction material looking for a share in the project ▪ Local Construction machinery suppliers and vendors ▪ Department of Environment, Chattogram (www.doe.chittagong.gov.bd) <ul style="list-style-type: none"> ▪ Roads and Highways Department, Chattogram ▪ Bangladesh Railway, Chattogram ▪ Bandar Police Station, Chattogram ▪ Civil Society Organizations (CSOs)/ Community Based Organizations (CBOs)/Think Tank on Environmental/Women/Labor/HR Issues <ul style="list-style-type: none"> ▪ Print and Electronic Media ▪ Local NGOs working on HR, Gender, 				

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<p>Labor, Environment and Waste Management etc.</p> <ul style="list-style-type: none"> ▪ Job seekers for employment in Bay Terminal Project that include the unemployed youth, women, members of the minority and the transgender community. ▪ Other DPs / Private Entrepreneurs interested in financing in the Bay Terminal Project. <ul style="list-style-type: none"> ▪ Ministry of Finance <ul style="list-style-type: none"> ○ Finance Division, ○ Banking Division, ▪ Planning Commission ▪ Economic Relations Division ▪ Ministry of Environment, Forest and Climate Change (MOEFCC) ▪ Department of Environment (DOE) ▪ Ministry of Road Transport and Bridges (MORTB) <ul style="list-style-type: none"> ▪ Ministry of Railway ▪ Bangladesh Railways, Chattogram Division ▪ Ministry of Shipping (MoS) ▪ Prime Minister's Office (BEPZA and BEZA) 				
STAGE 2: Project Implementation	<p>Project Affected Parties (PAPs)</p> <ul style="list-style-type: none"> ▪ Twelve small farms within the project footprint are affected. The owners of these farms primarily reside outside the project area. A total of 37 male workers, employed at these farms, are involved in tasks such as feeding cattle and fish, as well as cleaning. Due to the project's location, these farms will be displaced from the project footprint, directly impacting the livelihoods of both the farm owners and workers. 	<p>Grievance mechanism OHS of the workforce Health and safety impacts (EMF, community H&S, community concerns) Employment opportunities Project status</p>	<p>Face-to-face meetings maintaining health protocol;</p>	<p>CPA PIU and their implementing staffs</p>	<p>At the CPA and Project Site and at other places of choice by the Stakeholders.</p> <p>Initially the frequency of the meetings would be more –fortnightly, and monthly;</p> <p>As the implementation gains tempo, the</p>

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<ul style="list-style-type: none"> 87 fish traders at the South Kattoli fish market have been impacted by the project, as their location is adjacent to the project boundary. Private land owner of 66.85 acres whose land was acquired and handed over to the CPA estate department on 29 November 2018. The migrant(seasonal) fishermen, who dock their boats in four canals within the project's footprint during fishing off times or weather emergencies, and fish in the bay west of the Bay Terminal during the fishing season, will be adversely affected. They will need to find alternative locations to park their fishing boats due to this project development, which may affect their livelihoods. Local fishermen residing in South KattoliJelapara (0.5 km from the project boundary), Akmol Ali Jelapara (1.5 km from the project boundary), Akmol Ali Road Pocket Gate (1.75 km from the project boundary), and KatgorJelapara (4.0 km from the project boundary), who earn their living by fishing west of the Bay Terminal, will be impacted. The construction and operation of the project will affect their fishing zones, necessitating the livelihood restoration for approximately 1,200 to 1,500 fishermen families or those involved in sea fishing. Furthermore, due to the close proximity of the fishermen's villages to the project boundary, they could be adversely affected by environmental pollution during the construction and operation phases of the Bay Terminal. 		<p>Formal Meetings with the implementing entities including contractors, suppliers, labor organizations, CPA staffs etc. supervising the Project work maintaining health protocol;</p> <p>Virtual Meeting and One-on-one meetings with RHD, BR, CBOs/CSOs, NGOs, Media and local Police maintaining health protocol;</p> <p>Disclosure of written information: brochures, posters, flyers in Bangla intimating progress of the</p>		<p>meetings could be every 2/3 months and as and when needed.</p> <p>web -based meetings at short notices on need basis etc.</p> <p>Periodic Communication through mass/social media as needed</p> <p>Notice boards updated bi-weekly</p> <p>Routine interactions</p> <p>Brochures in local offices</p> <p>As and when needed.</p>

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<ul style="list-style-type: none"> ▪ Women, adolescents and minor children from the fishing village (South KattoliJelapara ,Akmol Ali Jelapara ,Akmol Ali Road Pocket Gate and KatgorJelapara) around project boundary may fall prey to SEA/SH, STD and GBV related incidents due to presence of migrant workers at the project site. ▪ The devotees of Sanatan religion who visit the three Rani Rashmoni Ganga Snan Ghats (Holy bathe to cleanse sins) sites along the beach in the Project area during the Bangla Calendar month of Chaitra 10 - 12 along with village fair will have difficulty in performing their religious rituals as these sites would become restricted areas due to port construction and operation. ▪ Local people who used the beach area for grazing their cattle head would have to move their cattle head elsewhere for grazing. ▪ Local commuters who commute along these roads would have difficulty in safe commuting due to movement of increased number of vehicles plying in the project area. ▪ Shopkeepers, restaurant owners etc. located at Kathgor sea beach, Anandobazar beach and North Kattoli Beach and serving the fishermen in the area will be considered as a tertiary level stakeholder. <p>Other Interested Parties</p> <ul style="list-style-type: none"> ▪ Labor Organizations working at the port, 		<p>work, any design change etc.</p> <p>Updating website at regular interval</p> <p>Information boards or desks</p>		

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<ul style="list-style-type: none"> ▪ Transport associations and related business entities operating in the Project ▪ Local and International Contractors working in the Project; ▪ Dredging Companies working in the project ▪ RHD, Chattogram ▪ Bangladesh Railway, Chattogram ▪ Bandar Police Station, Chattogram ▪ Chattogram City Corporation (CCC) ▪ Water Development Board Chattogram ▪ Chittagong Water Supply and Sanitation Authority(CWASA) ▪ Power Development Board(PDB) Chattogram <ul style="list-style-type: none"> ▪ DOE Chattogram ▪ CSOs/CBOs/Think Tank on Environmental/ Women/Labor/HR Issues <ul style="list-style-type: none"> ▪ Print and Electronic Media ▪ Local NGOs working on HR, Gender, Labor, Environment and Waste Management etc. ▪ Research Organizations working on Environment, gender, labor and HR issues 				
STAGE 3: Operation and Maintenance	<p>Project Affected Parties (PAPs)</p> <p>Local inhabitants in the Project footprint including children, women, the elderly, the mentally and physically impaired ones, women headed households, pregnant women etc. in the Bay Terminal Project.</p> <p>The devotees of Sanatan religion visiting Uttar Kattali Rani Rashmoni Ganga Snan Ghats (Holy Shower to cleanse sins) along the beach during the Bangla Calendar month of Chaitra 10 - 12 along with village fair.</p> <p>Transport Owners and Transport Workers plying</p>	<p>Satisfaction with engagement and Usage of the new facilities and GRM</p>	<p>Outreach to individual PAPs/beneficiaries while maintaining health protocol;</p> <p>Alternatively using the web based social media communication means, wherever possible;</p> <p>CPA Website to update changes that took place upon completion of implementation of the</p>	<p>CPA</p>	<p>Outreach as needed</p> <p>Meetings in affected people and villages (as needed/requested)</p> <p>Monthly (newsletter)</p> <p>As and when needed.</p>

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibility	Frequency/Timeline
	<p>commercial vehicles along the port connecting road or the coastal road.</p> <p>Local commuters who commute along coastal road in the project area.</p> <p>Other Interested Parties</p> <p>Chattogram Customs House, CDA, CCC, BGMEA, CCCI, FBCCI, BEPZA, BEZA</p> <p>Private entrepreneurs operating domestic and international shipping agencies,</p> <p>Clearing and forwarding agencies,</p> <p>Large business houses involved in import and export of goods,</p> <p>various Business Federations,</p> <p>Labor Organizations working at the port,</p> <p>Transport associations and related business entities operating in the port,</p> <p>Cargo handling organizations,</p> <p>Private Container yards,</p> <p>Overseas importers of Bangladeshi products.</p>		project.		

Annex 5: Sample 'Grievance Submission Form'

Grievance Form			
Grievance reference number (to be completed by Bay Terminal Project Staffs):			
Contact details (may 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 CPA 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 CPA 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)	Acknowledgement signature
1st proposed solution			
2nd proposed solution			
3rd proposed solution			