

**RECOVERY AND ADVANCEMENT OF INFORMAL SECTOR EMPLOYMENT
(RAISE): AND ADDITIONAL FINANCING**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

**Wage Earners' Welfare Board (WEWB)
Ministry of Expatriates' Welfare and Overseas
Employment**

September, 2025

ABBREVIATION

AP	Affected People
BCC	Behavior Change Communication
COVID-19	Coronavirus Disease 2019
DP	Development Partner
ECA	Environmental Conservation Act
ECR	Environmental Conservation Rule
ESMF/P	Environmental and Social Management Framework/Plan
E&S	Environment and Social
EHS	Environmental Health and Safety
ESF	Environmental and Social Framework
ESMF	Environment and Social Management Framework
ESIA	Environment and Social Impact Assessment
ESP	Essential Services Package
ESS	Environment and Social Standards
GBV	Gender-based Violence
GoB	Government of Bangladesh
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRS	Grievance Redress System
HCD	Human Capital Development
HNP	Health, Nutrition and Population
IA	Implementing Agency
IDA	International Development Association
IEC	Information, education and communication
IPC	Infection Prevention Control
LGD	Local Government Division
LGI	Local Government Institution
LMP	Labor Management Procedures
M&E	Monitoring and Evaluation
MFI	Micro-Finance Institution
MICS	Multiple Indicator Cluster Survey
MEWOE	Ministry of Expatriates' Welfare and Overseas Employment
NCD	Non Communicable Disease
O&M	Operation and Maintenance
OOP	Out-of-Pocket
PAI	Project Area of Influence
PAPs	Project Affected Persons
PD	Project Director
PDO	Project Development Objective
PKSF	Palli Karma Sahayak Foundation
PI/MU	Program Implementation/Management Unit
PPE	Personal Protective Equipment
PPR	Public Procurement Rule
SEP	Stakeholder Engagement Plan
WEWB	Wage Earners' Welfare Board

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INTRODUCTION AND PROJECT DESCRIPTION

INTRODUCTION

Stakeholder engagement and communication is an important tool for ensuring transparency, accountability and effectiveness of development projects. This document lays out a stakeholder engagement strategy for engaging stakeholders associated with the World Bank funded 'Recovery and Advancement of Informal Sector Employment (RAISE)' Project's Component 3 (Recovery and reintegration support for returning migrants). This Stakeholder Engagement Plan (SEP) is to be implemented by the Wage Earners' Welfare Board (WEWB) of Ministry of Expatriates' Welfare and Overseas Employment (MEWOE)—the Implementing Agency (IA) of the Project' Component 3.

The SEP outlines in detail the commitment of the Government of Bangladesh (GoB) as regards to engaging the stakeholders of the project. Timely and two-way information sharing, and communication can help to mobilize and maintain stakeholder support for the project and advance the overall project goals.

PROJECT DESCRIPTION

To accelerate economic transformation, the GoB has emphasized labor intensive job creation in the modern sector, but there are programming gaps for boosting employment for low income urban youth, to enhance coverage of labor market programs for post-COVID recovery and assisting returnee migrants who have been forced to deport due to COVID-19 pandemic. Globally, labor market interventions have proven to be a popular instrument in COVID response and recovery. Focusing only supply-side interventions, wage subsidies account for 60 percent of the global COVID-response labor market portfolio, with programs being implemented in Jamaica, Kosovo, Malaysia and Thailand. The Project intends to provide apprenticeship opportunities to low income urban youth as well as provide psychosocial support, referral services and stipend to returnee migrants who were forced to leave their country of employment due to COVID-19 pandemic. The pressure of returnee migrants are manifold—loss of remittance, uncertainty of securing the lost job overseas, lack of employment opportunity in the local market which is already burdened with the rise of unemployment, social integration of the returnees etc.

The project has following components: (of which WEWB is responsible for Component 3 and this SEP covers Component 3 aspects only)

- **Component 1** builds the system that will help workers identify their aspirations, strengths, and constraints (e.g. human capital, or financial). The systems established under Component 1 would be of use in a) screening potential beneficiaries for services provided under Component 2; b) case management of beneficiaries enrolled in Component 2 programs including M&E and tracking employment status of beneficiaries six months after completion; and c) providing information on services offered outside the supported project, depending on the results of the profiling. Component 1 would be open to all interested members of the labor market, aged 15 to 34 and under class 8 education, and the emphasis would be on services for members of low-income urban and peri-urban living households.
- **Component 2** addresses the specific needs of improving the employability and productivity of youth from low income urban and peri-urban households through a package of services, including imparting essential life skills; on-the-job-learning opportunities through informal apprenticeships; access to seed capital, and coaching and mentoring. These services would

be designed to enable beneficiaries to acquire aptitude and experience for entering informal wage employment or self-employment once they complete the program.

- **Component 3** This component would be supporting the Government of Bangladesh's (GoB) ongoing measures to provide psychosocial support, orientation program, referral services to other training and job placement services, stipends to those who joins such services, provision of Welfare Offices in various districts to provide these supports and creation and maintenance of a digital database to track and monitor the migrants.
- **Component 4** This component will support the establishment and operation of Project Management Units (PMU) at PKSF. This component will also support the establishment and operation of Project Implementation Units (PIUs) in the Partner Organization (POs) that will be implementing the economic inclusion programming under Component 2. Each PO will be competitively selected by PKSF based on a set of criteria, including past performance; capacity to deliver all four elements of the economic inclusion package, and administration of the case management system.
- **Component 5** would be a Contingent Emergency Response Component (CERC). This is a provisional zero amount component to allow for rapid reallocation of loan proceeds from other project components during an emergency.

PROJECT LOCATION AND BENEFICIARIES

The Project will be implemented in the 30 Welfare Offices that will be set up in the Ministry's District Employment and Manpower Offices (DEMO) that will be augmented by 5 Welfare Offices each to provide project related support to the returnee migrants.

The project beneficiaries are returnee migrants who had to be deported from overseas due to COVID-19 pandemic. The target beneficiaries are likely to face constraints to productive economic activity that would be addressed through the project's Component 3 interventions and follow-on support through referral services and stipends.

Selection of Migrant Beneficiaries:

Any return migrant worker who has returned to Bangladesh since February 2020 will be eligible.

Eligibility verification will be:

Return migrants that have been registered by the systems developed under the GoB repatriation program, or registered into the returnee database will have their recent return status automatically verified.

Return migrants that are not included in the database or systems (such as due to coming back before the systems were online, or on their own resources) will need to provide proof of their last return, such as their contract, re-entry documentation from Bangladesh SB during immigration, and/or flight details.

Return migrants would be informed about the program during their reentry into Bangladesh, and/or through social mobilization, and public communication campaigns in high migration districts.

ENVIRONMENT AND SOCIAL IMPACT SUMMARY

The project's impacts on the environment and the society are summarized below:

Environmental Impacts

The Project's Component 3 would provide orientation services, psychosocial support and referral services, a one-time stipend to returnee migrants who would join the referral services as well as provision of an integrated returnee migrants' database. With the information at hand at the

moment, these activities will not be environmentally degrading will leave minimum environmental footprint. Since potential type of activities are not likely to cause any environmental impact the Environmental risk will be Low.

Social Impacts

The present COVID-19 crisis has rendered the earning of returnee migrants to spiral below a livable level causing social tension and potential social instability. Selection and inclusion of returnee migrants (including their minority groups and the disabled)—who may lack networking and who may potentially be left out of the community engagement/outreach programs will also be a major challenge. Therefore, differentiated measures need to be undertaken to include all of these segment who may face disproportionate risk of exclusion.

Given the COVID-19 pandemic, without proper protocol enforcement beneficiaries undergoing psychosocial, referral and orientation program support may be exposed to the virus. Ensuring protocol enforcement may pose challenges as well since some of the intended beneficiaries may be reluctant to follow the same.

Though the GBV risk assessment for the project has been estimated to be Low, the female returnee migrants may nonetheless be subject to Gender-Based Violence (GBV) in the hands of the beneficiary selectors and Welfare Officers where they will be provided with Project benefits and support. The social risk is likely to be Moderate.

PURPOSE OF STAKEHOLDER ENGAGEMENT PLAN

The purpose of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout project lifecycle. The SEP outlines the ways in which various stakeholders will be identified and includes a mechanism by which they can raise concerns, provide positive or negative feedback, or make complaints about the project activities. This will begin very early in the project cycle and will be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultation with stakeholders in a culturally appropriate format, in relevant local languages and is understandable to stakeholders. The SEP will endeavor to disclose information that will allow stakeholders to understand the risks and impacts of the project as well as potential opportunities. It will also provide stakeholders with access to information, as early as possible before the Bank proceeds to project appraisal, and in a timeframe that enables meaningful consultations with stakeholders on project design. The SEP is a living document and will be updated throughout project implementation based on the feedback and information received through continued consultation conducted throughout the life of the project.

LEGAL REGULATIONS AND REQUIREMENTS

KEY NATIONAL LEGAL PROVISIONS

Bangladesh has relevant and adequate law/regulation on the right to information, information disclosure and transparency during decision making/public hearing etc. Relevant laws and regulations pertaining to these issues are given below:

Constitution of the People's Republic of Bangladesh

Article 36. Freedom of movement. *Subject to any reasonable restrictions imposed by law in the public interest, every citizen shall have the right to move freely throughout Bangladesh, to reside and settle in any place therein and to leave and re-enter Bangladesh.*

Article 37. Freedom of assembly. *Every citizen shall have the right to assemble and to participate in public meetings and processions peacefully and without arms, subject to any reasonable restrictions imposed by law in the interests of public order health.*

Article 38. Freedom of association. *Every citizen shall have the right to form associations or unions, subject to any reasonable restrictions imposed by law in the interests of morality or public order;*

Article 39. Freedom of thought and conscience, and of speech. *Citizen's freedom of thought and conscience is guaranteed; subject to any reasonable restrictions imposed by law in the interests of the security of the State, friendly relations with foreign states, public order, decency or morality, or in relation to contempt of court, defamation or incitement to an offence the right of every citizen of freedom of speech and expression; and freedom of the press, are guaranteed.*

Article 59. Local Government. *Local Government in every administrative unit of the Republic shall be entrusted to bodies, composed of persons elected in accordance with law; everybody shall, subject to this Constitution and any other law, perform within the appropriate administrative unit such functions as shall be prescribed by Act of Parliament, which may include functions relating to administration and the work of public officers and the maintenance of public order; the preparation and implementation of plans relating to public services and economic development.*

Article 60. Powers of local government bodies. *For the purpose of giving full effect to the provisions of article 59 Parliament shall, by law, confer powers on the local government bodies referred to in that article, including power to impose taxes for local purposes, to prepare their budgets and to maintain funds.*

The Consumers' Right Protection Act, 2009

This Act aims at protection of the rights of the consumers, prevention of anti-consumer right practices and related matters connected therewith.

Right to Information Act (RTIA) 2009

The Act makes provisions for ensuring free flow of information and people's right to information. The freedom of thought, conscience and speech is recognized in the Constitution as a fundamental right and the right to information is an alienable part of it. The right to information shall ensure that transparency and accountability in all public, autonomous and statutory organizations and in private organizations run on government or foreign funding shall increase, corruption shall decrease and good governance shall be established.

Law on Local Government

Bangladesh is a democratic republic with two spheres of government: national and local. Local government is enshrined in the constitution (Chapter IV Articles 59 and 60) and the main legislative texts include the Acts covering zila parishads (2000), upazila parishads (1998, amended 2009), union

parishads (2009), pourashavas (2009), city corporations (2009) and hill district councils (1989). The local government division within the Ministry of Local Government, Rural Development and Cooperatives is responsible for local government, with the exception of the hill district councils, which are under the Ministry of Hill Tract Affairs.

Bangladesh Labor Law, 2006 (Amended in 2013) and Labor Code 2015

This Law pertains to the occupational rights and safety of workers and the provision of a comfortable work environment and reasonable working conditions. The Labor Law of Bangladesh 2006 bans children under the age of 14 from working. Chapter III of the Act under “EMPLOYMENT OF ADOLESCENT WORKER” puts restrictions on employment of children and adolescents as follows:

- (1) No child shall be employed or permitted to work in any occupation or establishment.
- (2) No adolescent shall be employed or permitted to work in any occupation or establishment, unless:
 - (a) A certificate of fitness in the form prescribed by rules, and granted to him by a registered medical practitioner is in the custody of the employer; and
 - (b) He/She carries, while at work, a token containing a reference to such certificate.

WORLD BANK REQUIREMENTS

As defined by the ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project’s environmental and social risks. As per ESS10 the process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES AND LESSONS LEARNED

PREVIOUS CONSULTATION AND ENGAGEMENT

A number of stakeholder meetings were held at various times and venues, the summaries of which are appended below. It is worth noting that the COVID-19 pandemic didn't allow for face-to-face consultations.

Table 1: Previous Public Consultations

Activity	Who	Date and Venue	Principal Activities with Objectives
SEP Consultation Meeting	<p>Participants</p> <ul style="list-style-type: none"> Local government officials of different organizations NGOs activists, and social philanthropists RAISE high officials Elected representatives from various categories Returnee migrants and their families Local journalist Representatives from referral agencies <p>Facilitators</p> <ul style="list-style-type: none"> High officials of WEWB High officials of PMU, RAISE GO representatives Representatives from local law enforcement agencies NGOs representatives Elected personalities locally 	April 22, 2024, Chittagong	<ul style="list-style-type: none"> Discussed the challenges faced by the returnee migrants Highlighted the ways to protect returnee migrants by increasing their skills Outlined ways to generate income sources and financial inclusion through job-based training and self-entrepreneurship Talked about support from community stakeholders Presented the needs and auxiliary supports from the NGOs and GOs organizations Offered the referral services for the returnees and involved referral agencies in the welfare centers <ul style="list-style-type: none"> Assured the service quality and gender-based equality, and safety from the welfare centers

Source: PMU, RAISE

SALIENT ISSUES FROM ENGAGEMENT

Previous stakeholder meetings yielded a number of inputs for the Project:

Given the outbreak of COVID-19 and the resulting loss of earning, returnee migrants are in desperate need of training and employment assistance immediately. They lack network, country or industry specific experience and also add to the ever increasing unemployment due to COVID pandemic.

A database to track migrants' whereabouts and needs and aspirations is critical and should be interoperable with other similar MIS platforms

Besides job placement and technical support, returnee migrants need psychosocial counseling as well as counseling to address trauma for GBV victims.

Cost of migration and the cost of return are extremely high putting pressure on both the migrants and their family members.

Aspiring migrants need better information to make better decisions which also need to be provided at community level, with information on formal processes to reduce exploitation, and also on costs-benefits.

STAKEHOLDER IDENTIFICATION AND ANALYSIS

The first step in preparing a SEP is mapping the Project stakeholders. This analysis is central to the designing of the SEP, particularly in developing the Project's approach to consultation and communication. This involves identifying relevant Project stakeholders or groups of stakeholders, characterizing the key stakeholder issues and concerns, and mapping the Project stakeholders to determine the appropriate level of engagement for each stakeholder or stakeholder group. This section describes the outputs from the stakeholder mapping process.

STAKEHOLDER CATEGORY, IDENTIFICATION AND ANALYSIS

For the purposes of effective and tailored engagement, stakeholders of the proposed project have been divided into the following core categories:

Affected Parties: Persons, groups and other entities directly influenced, either positively or adversely, (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;

Other Interested Parties: Individuals/groups/entities that may not experience direct impact from the Project but who has interests in the project and could affect the project and the process of its implementation in some way; and

Vulnerable Groups: Persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status (women, elderly, children, female headed household, people with disabilities, indigenous peoples, ethnic/religious/gender minorities, LGBT community), and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project and will enable the project to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community's and institutional endorsement of the project by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders. A general list of stakeholder groups identified is presented in Table 2 below.

Table 2: Potential Stakeholders Group and Interested Parties

STAKEHOLDER GROUP	INTEREST/CAUSE IN ENGAGEMENT
International level	
International Development Association (IDA)	Is financing the project.
National level (Interested Parties)	
Wage Earner Welfare Board (WEWB) of Ministry of Expatriate Welfare and Overseas Employment	Implementing Agency
Bureau of Manpower, Employment and Training (BMET)	They host the District Employment and Manpower Offices where Welfare offices will be setup
Different government Agencies like City Corporations, Representatives from District Administration etc.	Would be responsible to support WEWB for the successful implementation of the Project. Support/consent from all these agencies is required during the project implementation at different stages.
Mass media (Print and Electronic)	They are intermediaries for informing the general public about the planned activities of the project developer and for information disclosure.
Prospective employers of beneficiaries	They will provide employment opportunities for the project beneficiaries and have a say in project design and content making
Civil Society Organizations (CSOs) and Women's organizations in the area	Different CSOs and women's organizations will be highly interested with the project as during the implementation and operational stages, there would be specific programs to redress GBV issues and scope of employment of local women, vulnerable migrants in project activities.
Prabashi Kalyan Bank (PKB) and Bangladesh Overseas Employment Services Limited (BOESL)	These organizations will support access to finance and support for remigration
Researchers (Migration Study), Academia, Think Tanks	Can be involved in understanding migration issues related to COVID19
Local Level	
Project Beneficiaries (affected people)	Migrants who have involuntarily returned to Bangladesh in the face
	of the COVID-19 crisis
Project Beneficiaries (Vulnerable people)	Women, single women/ mothers, people with disability, small ethnic community people among the migrants
Project employees and Project's consultants, trainers, Welfare Officers	They will directly affect the training/ Psychosocial support/ employment of the project beneficiaries

Component-3 stakeholders, methods, tools and techniques for stakeholder engagement is given at Annex A. Component-3 related identification and specific needs assessment of the vulnerable groups and means of consultation appended at the table below:

Table 3. Vulnerable or disadvantaged stakeholders and their needs

Project component	Vulnerable Groups and Individuals	Characteristics/ Needs	Preferred means of notification/ consultation	Additional Resources Required
Component 3: Reintegration of returning migrants	Returnee migrants who have no connection/network and lack local job experience	These returnee migrants lack local job experience, lack networking, lack financial strength who have left everything back to their host countries due to COVID-19 situation.	Investments in an integrated information and management system would enhance the use of the unique smartcard ID to enable tracking of aspirant and deployed migrants. Development a returnee database, would provide an opportunity to include them in project benefit. The returnee database would allow tracing of returnees to provide any additional health support under COVID-19 (or public health services, such as contact tracing); provide referrals for reintegration support, as well as building a sustainable system that could provide necessary services in the event of any future shocks.	Development of a database to track and register the returnee migrants will be required to track and include this group
Component 3: Reintegration of returning migrants	Undereducated and young female migrants	These vulnerable groups of migrants mostly were engaged in informal household maids/ housekeepers and may have faced violence and other traumatic experiences. Further, their lack of network, lack of experiences in the local market and social norms make them more vulnerable than other returnees.	In addition to above, special care must be taken into consideration while consulting with these vulnerable groups given their lack of motivation in coming in public for consultation. Female officers/ staffs must be assigned for such activities. If required, commuting fees and a secured place of consultation only for these returnees to be ensured.	Do

STAKEHOLDER MAPPING

Stakeholder-mapping illustrated in the figure below was undertaken to identify the level of engagement required for each group of stakeholders based on their level of interest and level of impact. The mapping description is as follows:

The stakeholders that appear in the top right quadrant are those that need to be managed closely (i.e. the stakeholders that need to be proactively engaged on a regular basis and engagement efforts should be focused on this group). This is because these are the stakeholders that are most interested in the Project and have the potential to impact its outcome (i.e. the ability of the Project to go ahead).

The stakeholders that appear in next quadrants (i.e. in Q2 and Q3) need to be kept informed – i.e. provided information and consulted on issues of interest to the stakeholders.

The final stakeholders (i.e. in Q4) need to be monitored – i.e. informed of key Project aspects. It is important to track if their level of interest or impact changes.

The stakeholder list as well as stakeholder analysis and mapping will continue to be revised and updated during the consultation during the planning phase, based on the ongoing receipt of comments and input from local, national and international stakeholders directed to the Project.

<p>High Influence-Low Interest (Q2 – Keep Satisfied)</p> <p>Media Academia Think Tanks</p>	<p>High Influence-High Interest (Q1- Manage Closely)</p> <p>Government Agencies Potential Employers CSOs Women Organizations</p>
<p>Low Influence - Low Interest (Q4- Monitor)</p> <p>General Public</p>	<p>Low Influence - High Interest (Q3- Keep Informed)</p> <p>Project affected communities Vulnerable Groups</p>
<p>LOW</p>	<p>LEVEL OF INTEREST</p> <p>HIGH</p>

STAKEHOLDER ENGAGEMENT METHOD

ENGAGEMENT METHODS AND TOOLS IN LIGHT OF COVID-19 OUTBREAK

With the outbreak and spread of COVID-19, people have been mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events have been adopted. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

WHO has issued technical guidance in dealing with COVID-19, including: (i) **Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response**; (ii) Risk Communication and Community engagement (RCCE) readiness and response; (iii) COVID-19 risk communication package for healthcare facilities; (iv) Getting your workplace ready for COVID19; and (v) a guide to preventing and addressing social stigma associated with COVID-19. All these documents are available on the WHO website through the following link: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

Given the COVID-19 pandemic situation, managing public consultation and stakeholder engagement in the Project needs to adhere to national requirements and any updated guidance issued by WHO. The alternative ways of managing consultations and stakeholder engagement will be in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project.

With growing concern about the risk of virus spread, there was an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account the importance of confirming compliance with national law requirements, below are some suggestions for stakeholder consultation amidst COVID-19 outbreak:

- *Identify and review planned activities under the project requiring stakeholder engagement and public consultations.*
- *Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders.*
- *Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.*
- *Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines.*
- *Assess the level of ICT penetration among key stakeholder groups, if feasible, to identify the type of communication channels that can be effectively used in the project context.*

Based on the above, specific channels of communication that will be used while conducting further stakeholder consultation and engagement activities need additional considerations. The following are some considerations while selecting channels of communication, in light of the current COVID19 situation:

- *Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;*
- *If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings; If not permitted, make all reasonable efforts to conduct meetings through online channels, including WebEx, Zoom and Skype;*
- *Be sure that everyone involved in stakeholder planning articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.*
- *Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;*
- *Employ traditional channels of communications (TV, newspaper, radio, dedicated phonedlines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;*
- *Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected beneficiary household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;*
- *Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;*
- *However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, small group meetings ensuring social distancing and use of PPEs will be ensured.*

DESCRIPTION OF INFORMATION DISCLOSURE METHOD

As a standard practice, the Project materials (ESMF, SEP etc) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the PMU in a formal manner. PMU will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development.

The ESMF, and SEP will be made available for public review in accordance with the World Bank and standard international requirements. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review.

Distribution of the disclosure materials will be through making them available online for the moment given COVID-19 situation. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials. Basing on the improvement of situation, free copies may be available at PMUs office locations.

The SEP will remain in the public domain for the entire project life cycle. It is a live document and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of any new stakeholders and interested parties and their involvement in the process of collaboration with the project. The methods of engagement will also be revised periodically to maintain their effectiveness and relevance to the project’s evolving environment.

The outline presented in the table below summarizes the main stakeholders of the project, types of information to be shared with stakeholder groups, as well as specific means of communication and methods of notification. Table below provides a description of recommended stakeholder engagement and disclosure methods to be implemented during stakeholder engagement process.

Table 4: Stakeholder Engagement and Disclosure Methods

(Note: Preferably online/ digital method will be followed till COVID-19 situation improves)

Stakeholder Group	Project Information Shared	Means of communication/ disclosure
Beneficiaries directly benefited by project schemes	ESMF, SEP; Public Grievance Procedure; Regular updates on Project development. Any other ES instruments if prepared during implementation	Online notices. Electronic publications and press releases on the Project website. Dissemination of hard copies at designated public locations. Press releases in the local media. Consultation meetings. Information leaflets and brochures. Separate focus group meetings with vulnerable groups, as appropriate.
Non-governmental and community based organizations	ESMF, SEP; Public Grievance Procedure; Regular updates on development.	Public notices. Electronic publications and press releases on the project website. Dissemination of hard copies at designated public locations. Press releases in the local media. Consultation meetings. Information leaflets and brochures.
Government authorities and agencies	ESMF, SEP; Regular updates on Project development; Additional types of Project’s information if required for the purposes of regulation and permitting.	Dissemination of hard copies of the ESMF, ESMP, and SEP at PMU offices Project status reports. Meetings and round tables.
Related Welfare Offices, employers and enterprises	SEP; Public Grievance Procedure; Updates on Project development and tender/procurement announcements.	Electronic publications and press releases on the Project website. Information leaflets and brochures. Procurement notifications.
Project Employees including workers, trainers etc.	Employee Grievance Procedure including GRM for the Labor Force; Updates on Project development.	Staff handbook. Email updates covering the Project staff and personnel. Regular meetings with the staff. Posts on information boards in the offices and on site. Reports, leaflets.

PLANNED STAKEHOLDER ENGAGEMENT STRATEGY

Stakeholder engagement strategy will need to provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them. Table below presents the stakeholder engagement activities PMU will undertake for the project. The activity types and their frequency are adapted to the main project stages: project preparation and implementation stages.

It so to be noted that preferably digital, internet, social media etc will be followed where face to face interaction can be avoided till COVID-19 situation improves. Other face to face interaction should be applicable for post COVID-19 period, unless necessary.

Table 5: Stakeholder Engagement Strategy

Stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	Project Affected People: Vulnerable beneficiaries	ESMF, ESIA, ESCP, SEP; Project scope and rationale; Project E&S principles; Grievance mechanism process	Online meetings, separate meetings for women and the vulnerable group; Face-to-face meetings, if applicable maintaining COVID protocol Mass/social media communication (as needed) Disclosure of written information: brochures, posters, flyers, website Information boards or desks Grievance mechanism Local newspaper	Quarterly meetings at Welfare Offices and as various components are executed and put to operation, continuous communication through mass/social media and routine interactions	PMU
	Other Interested Parties	ESMF, ESMP, ESIA, ESCP, SEP disclosures; Project scope, rationale and E&S principles Grievance mechanism process	Online meeting and Face-to-face meetings if possible Joint public/community meetings with PAPs	Quarterly meetings in PMU and Welfare Offices	PMU
	Other Interested Parties Press and media Local NGOs, Different Government Departments having link with project implementation namely District Administration District Police, Municipal,	ESMF, ESMP, ESIA, ESCP, and SEP disclosures Grievance mechanism Project scope, rationale and E&S principles	Online meeting and Public meetings, if possible trainings/workshops (separate meetings specifically for women and vulnerable people as needed) Mass/social media communication Disclosure of written information:	Project launch meetings with relevant stakeholders Meetings as needed; Communication through mass/social media (as needed) Information desks with	PMU

Stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	DoE etc. General public Migrants etc.		Brochures, posters, flyers, website Information boards Grievance mechanism Notice board for employment recruitment	brochures/posters in Welfare Offices	
	Other Interested Parties Other Government Departments from which permissions/clearances are required;	Legal compliance issues Project information scope and rationale and E&S principles Coordination activities Grievance mechanism process ESMF/ESMP/ESIA/ESCP/SEP disclosures	Online meeting, Face-to-face meetings if protocol can be ensured, Invitations to public/community meetings Submission of required reports	Disclosure meetings Reports as required	PMU
	Project Affected People /Returnee migrants	Grievance mechanism Health and safety impacts (EMF, community H&S, community concerns) Employment opportunities Project status	Online meeting, Public meetings if possible, trainings/workshops Separate meetings as needed for women and vulnerable group Individual outreach to PAPs as needed Disclosure of written information: brochures, posters, flyers, website	Quarterly meetings Communication through mass/social media as needed Notice boards updated weekly Routine interactions	PMU

Stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
			Information boards; Notice board(s) at Welfare Offices Grievance mechanism Local monthly newsletter	Brochures in local offices	
	Other Interested Parties	Project scope, rationale and E&S principles Grievance mechanism Project status	Online meeting, Face-to-face meetings Joint public/community meetings with PAPs	As needed	PMU

	<p>Other Interested Parties Press and media Various Government Departments General public, migrants</p>	<p>Project information - scope and rationale and E&S principles, Project status Health and safety impacts Employment opportunities Environmental concerns GBV related consultation, Grievance mechanism process</p>	<p>Public meetings, open houses, trainings/workshops Disclosure of written information: brochures, posters, flyers, website, Information boards Notice board(s) at Welfare Offices Grievance mechanism</p> <p>GBV related issues would be handled and awareness on the issue including change of mind on the matter by the society at large would be addressed by implementing agencies including, WASH sector NGOs, NGOs specifically working on GBV matter, local leadership, Religious leaders, village elders including women representatives, Headmasters of the</p>	<p>Same as for PAPs/ at regular intervals throughout the project period to educate and raise awareness amongst the population about the pitfalls of GBV and making them capable of arresting GBV in respective community.</p>	<p>PMU</p>
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REVIEW OF COMMENTS

The comments received from the stakeholder engagement activities will be gathered (written and oral comments) and reviewed, and reported back to stakeholders on the following process:

- ✦ *Comments are received from stakeholders orally or in the written form at the project level. Due to COVID-19 outbreak, comments will be received through means preferably not engaging physical interactions (telephone, email etc)*
- ✦ *The Social and Environmental Specialist / responsible officer would summarize the comments and bring to the notice of the PMU*
- ✦ *The Social and Environmental Specialist on his behalf the PMU would respond to the comments by oral/ written/digital means at the project level*
- ✦ *The PMU may also organize the meeting with respective stakeholders*
- ✦ *If it's not solved by PMU, then it will be addressed by Project Steering Committee (PSC)*
- ✦ *The Social and Environmental Specialist will share the summary of the comments to stakeholders in every level*
- ✦ *A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all.*

GRIEVANCE REDRESS MECHANISM (GRM)

The purpose of this GRM is to record and address any complaint that may arise during the life cycle of the RAISE project (Component 3) period effectively and efficiently. This GRM is designed to address concerns and complaints raised by the returnee migrants, vulnerable groups and other stakeholders promptly and transparently with no impacts (cost, discrimination) for any reports made by the migrants, vulnerable groups and other stakeholders. This GRM has been planned so that the migrants and other stakeholders can report issues without being threatened, which is easily accessible, quick and impartial; delivering decisions by the GRC to the complainant in an unbiased manner. Considering the overall need for the total project period, the WEWB PMU will establish a GRM to address complaints and grievances by the returnee migrants (especially returnee women and other vulnerable groups). The Grievance Redress Committee (GRC) of WEWB PMU will help to resolve issues/conflicts amicably and quickly, saving the migrants and other aggrieved persons resorting to expensive, time-consuming legal actions. The GRC and the PMU of WEWB will, however, not bar any returnee migrants and other stakeholders to go to the courts of law. The WEWB PMU will ensure that an effective and transparent mechanism is designed and established at the earliest opportunity for the beneficiaries and other stakeholders to be able to lodge complaints and grievances. Necessary sign posting/billboard would be placed at various places, to be decided by the WEWB PMU (where people gather) for sharing detailed information of the GRCs established for the Component 3 of RAISE Project. The GRM will also be available online so that grievances can be submitted without the need for physical interaction, especially during the time of COVID-19 crisis. According to the previous methods and approaches, the GR issues will be resolved in the proposed expatriates' Welfare Centers. The GR resolving committee will be made in the proposed centers by following the previous structure.

DETAILS OF GRM STRUCTURE

Grievance Redress Committee (GRC) for Component 3 of RAISE Project will be formed in PMU of WEWB. Prior to the start of project activities, WEWB PMU officials will confirm establishment of such committees, with the understanding that they will have to meet when complaints are received. As a minimum the composition of the GRC will be as follows:

- *PMU senior representative - GRC Chair and Convener*
- *One PMU staff - GRC Committee Secretary*
- *Social and Environmental Specialist in PMU - GRC Committee member*
- *One representative of Affected People (AP) - GRC Committee member*

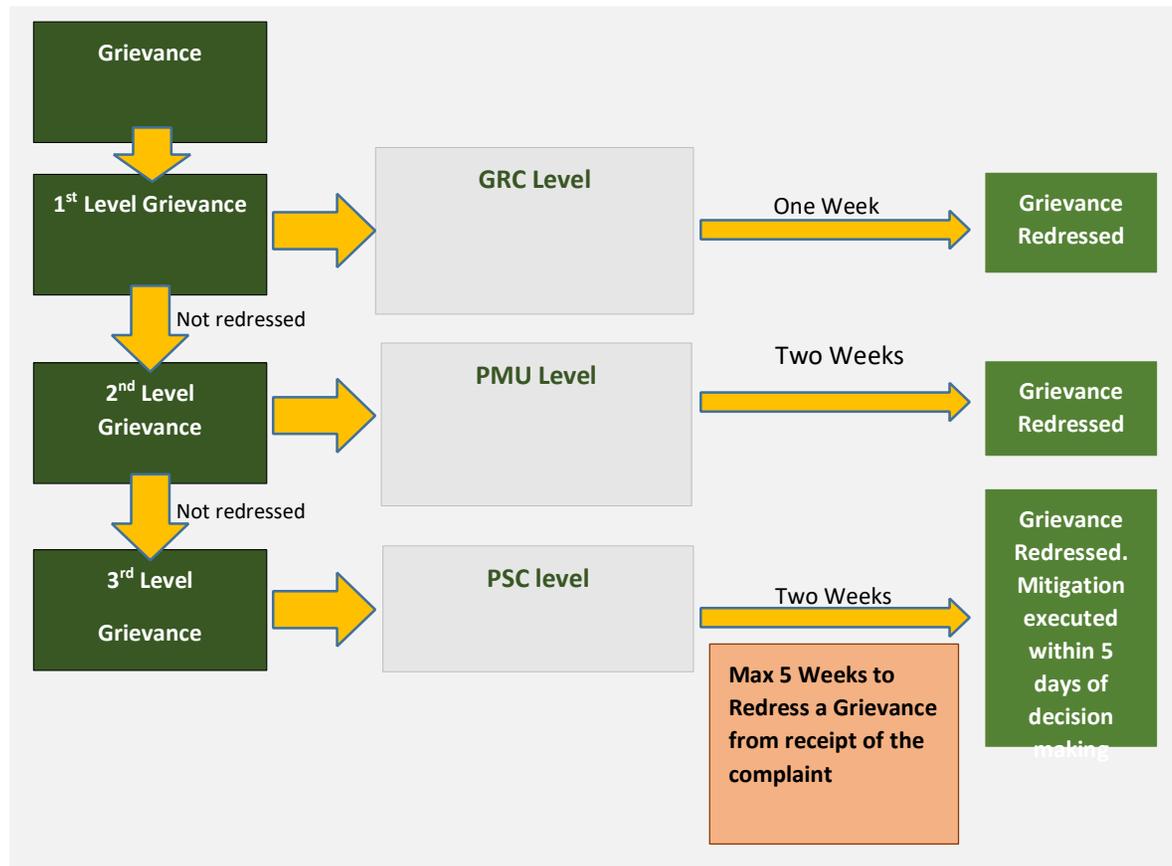
STEPS TO A SOLUTION

- Step 1:** *The complainant will be advised to settle the complaint through the GRC. The GRC will endeavor to solve the problem within a week. The problem and solution will be recorded in the Grievance Log kept with the GRC.*
- Step 2:** *Should the complaint not be addressed within a week; the Complainant will take the matter to the Project Director at the PMU, either via digital means or of situation permits by physical presence. The complaint will be recorded and the Project Director will solve the same within two weeks. The problem and solution will be recorded in the Grievance Log kept with the GRC.*
- Step 3:** *If Step 2 fails to resolve the issue, the Project Steering Committee (PSC) will be involved centrally to solve the issue in question within two weeks and the complainant will be informed of the timeline to solve the issue. The problem and solution will be recorded in the Grievance Log kept with the GRC.*

The complainant will not be barred to seek legal remedies.

PUBLICATION OF GRM STEPS

Prior to the beginning of project activities, PMU or its representatives will publicize the establishments of the grievance redress steps and the process, and advertise all via contact information and the grievance redress steps posted at every PO Office involved, their websites, as well as at busy public places of project area. The poster(s) will be in the local language(s) and posted before start of project activities. The PMU's representative will check at least monthly to ensure that the posters are prominently displayed and provide clear contact instructions and numbers. This procedure and monitoring will be reported in the semi-annual monitoring report submitted to the WB.



The Structure of Grievance Mechanism

Any grievance filed with the GRC, must be reported in the Annual report to the WEWB PMU who will then submit a consolidated report to WB. To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRC will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures. PMU will maintain the following three Grievance Registers:

Intake Register: (1) Case number, (2) Date of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (8) Complainants' story and expectation with evidence, and (9) Previous records of similar grievances.

Resolution Register: (1) Serial no., (2) Case no., (3) Name of complainant, (4) Complainant's story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.

Closing Register: (1) Serial no., (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants' satisfaction, and (8) Management actions to avoid recurrence.

The WEWB PMU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank. The PMU will also prepare periodic reports on the grievance resolution process and publish these on the IAs website.

Any Gender Based Violence (GBV) related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on GBV². GBV-related complaints will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor will be referred to a GBV Service Provider/ NGO assigned for the project by PMU to manage and respond to GBV cases. They will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint.

GRM CONTACT INFORMATION AND COMPLAINT LODGE CHANNELS

Information on the project and future stakeholder engagement programs will be available on the project's website and will be posted on information boards in the project office.

Description	Contact details
Company:	WEWB GRC Office
To:	Project GRC, RAISE Project
Address:	Eskaton Garden Road, Dhaka-1000
E-mail:	pdrise6841@gmail.com
Website:	wewb.gov.bd
Telephone:	02-55138261

Complaints can be raised through personal appearance in the GRC and Welfare offices, through SMS, email and paper mails. All of which will be compiled into a central GRM system by the GRC.

WB GRIEVANCE REDRESS SERVICE

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to the project-level GRM or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project-affected communities and individuals may submit their complaints to EWCs. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been allowed to respond. Information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS) can be found at <http://www.worldbank.org/en/projectsoperations/products-and-services/grievance-redress-service>. Information on how to submit complaints to the World Bank Inspection Panel, visit www.inspectionpanel.org.

IMPLEMENTATION OF SEP AND BUDGET

SEP IMPLEMENTATION ARRANGEMENT

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within PMU and its Welfare Offices. The Project will ensure necessary logistics and budget to implement the SEP. The contact information is given below:

Description	Contact details
Company:	WEWB Office
To:	Project Director, RAISE Project
Address:	Eskaton Garden Road, Dhaka-1000
E-mail:	pdrise6841@gmail.com
Website:	wewb.gov.bd
Telephone:	02-55138261

Table 6: Role and Responsibilities for SEP Implementation

ACTOR/STAKEHOLDER/ RESPONSIBLE PERSON	RESPONSIBILITIES
Communication/SEP team	<ul style="list-style-type: none"> - Overall planning and implementation of the SEP; - Lead activities on stakeholders’ engagement - Management and resolution of grievances; - Guide/coordinate/supervise Welfare Offices - Monitoring and reporting on SEP - Take lead in carrying out the beneficiary satisfaction survey
WEWB PMU Officials	<ul style="list-style-type: none"> - Visit Welfare Offices for M&E (at least quarterly)
Social and Environmental Consultant	<ul style="list-style-type: none"> - Supervision/monitoring of SEP and GRM
Welfare Offices	<ul style="list-style-type: none"> - Report/inform PMU on issues related to the implementation of the SEP / engagement with the stakeholders. - Resolve and convey management/resolution of grievance cases to the project GRM team - Collaborate/inform the local communities and other local level stakeholders on E&S monitoring
Other interested stakeholders	<ul style="list-style-type: none"> - Participate in the implementation of SEP activities - Monitor/ensure project’s compliance with the laws of Bangladesh - Engage with the project’s stakeholders on E&S issues

SEP IMPLEMENTATION BUDGET

A tentative budget for implementing this SEP for the entire duration of the project is included below. The budget includes all the activities pertaining the project's stakeholder engagement plan and comprises of a range of activities of the project. This budget will be annually reviewed by WEWB PMU and if necessary, will be revised and adjusted. The budget is provided in the table below (all figures are in USD):

Table 7: SEP Implementation Budget

SL	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/ Month	Total Cost (USD)
1	Consultant Salaries (1 x Social and Environmental Specialist)	Paid from Project Consulting Service Budget			
2	Stakeholder Consultation Meeting	Lump Sum			50,000
3	Meeting with Govt. Officials	Lump Sum			10,000
4	Meeting with PMU, Welfare offices	Lump Sum			5,000
5	Seminar/Conference/Workshop	Lump Sum			200,000
6	Communication Materials	Lump Sum			10,000
7	GRM/GRC Meeting expenses	Lump Sum			10,000
				Total (Less SL 1)	285,000

MONITORING AND REPORTING

Regular monitoring of project progress will be built into the design, in the form of appropriate indicators, targets, information systems, and review mechanisms. Project progress will be assessed using monitoring data, and course corrections will be made as necessary. PMU officials will undertake regular supervision visits to project sites for supervision and monitoring, at least quarterly. Innovative actions under the project would include their own impact evaluation. The officer designated (preferably the Social and Environmental Consultant) for will be responsible for the monitoring and reporting of this SEP. S/he will prepare periodic monitoring report as required (monthly, quarterly, six-monthly, annual, etc.) by the PMU. In case consolidated report on E&S management is prepared, s/he will ensure that specific sections/chapters on the SEP implementation are entered in such reports.

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. The Project will establish a monitoring system that is participatory, which will utilize indicators that are sensible to concerned stakeholders. Furthermore, the project will involve affected parties by gathering their observations to triangulate scientific findings and involve them in participatory discussions of external and monitoring and evaluation missions.

The monitoring report will include clear and specific indicators both as regard the engagement with stakeholders and also the project's grievance redress management. The communication officer will work on a reporting matrix in this regard.

Table 8: Monitoring Requirements

Key elements	Timeframe	Methods	Responsibilities	Monitoring Indicators
Stakeholders' access to project information and consultations	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, survey	WEWB PMU together with external monitor	Number of Interviews and surveys held, number of beneficiary and stakeholder organization covered
Project beneficiaries' awareness of project activities, their entitlements and responsibilities	Periodic (during project implementation)	Interviews, observations, survey	Do	Number of survey and beneficiary covered. Sample beneficiary tested for awareness
Acceptability and appropriateness of consultation and engagement approaches	Periodic (during project implementation)	Interviews, observations, survey, score-card as relevant	Do	Number of concerns raised by beneficiaries, comparison between expected and actual beneficiary engaged
Community facilitators' engagement with target beneficiaries	Periodic (during project implementation)	Interviews, observations, survey, score-card as relevant	Do	Number of engagement and number of beneficiaries covered
Public awareness of GRM channels and their reliability	Periodic (during project implementation)	Spot checks, interviews, observations	Do	Random sampling public response of awareness
Accessibility and readability of public information dissemination materials	Periodic (during project implementation)	Spot checks, interviews, deskreview	Do	Results of spot checks and reviews, number of places materials are placed with public access
Tones in social media and broader public perceptions (including NGOs)	Periodic (during project implementation)	Social media monitoring, interviews, observations	Do	Number of positive reviews and negative reviews by public, beneficiaries and influences
Rate of grievances and complaints (reported and unreported)	Periodic (during project implementation)	Desk review, interviews, survey	Do	Number of complaints received and average days to solve the same

REPORTING BACK TO STAKEHOLDERS

The PMU will ensure regular/periodic reporting back and information sharing with the PAPs and as well as the stakeholders' groups. This 'reporting back' measures vis-à-vis the PAPs should be always carried through network based or, if possible, face-to-face meeting or direct interactions, for the other stakeholders' group. Other pertinent media, such as website, social media, press briefing, may also be used.

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

The Project will arrange necessary training associated with the implementation of this SEP that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with community stakeholder grievances as per the Grievance Procedure. Project contractors will also receive necessary instructions for the Grievance Procedure and in relation to the main principles of community relations GRM in relation to the labor force working under them.

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

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
 - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);*
 - Frequency of public engagement activities;*
 - Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process;*
 - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;*
 - Type of public grievances received;*
 - Number of press materials published/broadcasted in the local, regional, and national media;*
 - Amount of Project's charitable investments in the local communities in the Project Area of Influence.*

The outcomes/feedback from these 'reporting back' measures will be compiled and shared/disclosed with the stakeholders' and general public through the use of proper media, such as WEWB website, social media accounts, communication materials, etc.

Annex A. Methods, Tools and Techniques for Stakeholder Engagement (Subject to COVID-19 Situation)

Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
Information Provision				
Distribution of printed public materials: leaflets, brochures, fact sheets	Used to convey information on the Project and regular updates on its progress to local and national stakeholders.	Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures. Presented contents are concise and adapted to a layperson reader. Graphics and pictorials are widely used to describe technical aspects. Information may be presented both in Bangla for local and national stakeholders. Some could also be printed in Braille targeting the blind.	Online publication. If COVID-19 situation permits, distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in various areas to meet the elderly and the disabled. Placement at the offices of Welfare Offices and NGOs, libraries and other public venues.	<input type="checkbox"/> Beneficiaries directly benefited by scheme <input type="checkbox"/> Local government institutions <input type="checkbox"/> Vulnerable groups and the disadvantaged <input type="checkbox"/> Press and Media <input type="checkbox"/> NGOs <input type="checkbox"/> Government Organizations <input type="checkbox"/> Welfare offices
Distribution of printed public materials: a regular basis to maintain awareness of the Project updates	A newsletter or an updated circular sent out to Project stakeholders on a regular basis to maintain awareness of the Project development.	Important highlights of Project achievements, announcements of planned activities, changes, and overall progress. Printed materials should be available in two languages – Bangla and English for the local and national audience.	Circulation of the newsletter or update sheet with a specified frequency in the Project Area, as well as to any other stakeholders that expressed their interest in receiving these periodicals. Means of distribution – post, emailing, electronic subscription, delivery in person.	As above
Printed advertisements in the media	Inserts, announcements, press releases, short articles or feature stories in the printed media – newspapers and magazines	Notification of forthcoming public events or commencement of specific Project activities. General description of the Project and its benefits to the community. Advertisements should be available in two languages – Bangla and English for the local and national audience.	Placement of paid information in local, and national print media, including those intended for general reader and specialized audience	As above
Radio or television entries	Short radio programs, video materials or documentary broadcast on local TV.	Description of the Project, Project development updates, solutions for impact mitigation. Advance announcement of the forthcoming public events or commencement of specific Project activities.	Collaboration with media producers that operate in the region and can reach local and national audiences.	All stakeholders

		Communication will be in Bangla.		
Visual presentations	Visually convey Project information to affected communities and other interested audiences.	Description of the Project and related solutions/impact management measures. Updates on Project development.	Presentations are widely used as part of the public hearings and other consultation events with various stakeholders.	Beneficiaries directly benefited by scheme Local government institutions Vulnerable groups and the disadvantaged Press and Media NGOs Government Organizations
Notice boards	Displays of printed information on notice boards in public places.	Advance announcements of the forthcoming public events, commencement of specific Project activities, or changes to the scheduled process. Noticeboard information will be in Bangla.	Printed announcements and notifications are placed in visible and easily accessible places frequented by the local public, including libraries, Welfare Offices, post offices, shop, local administrations.	As above
Websites including dedicated social media platforms	All the project activities, documentation, notice, project updates will be published in the project websites. These platforms will upload completed, ongoing and planned project activities to encourage the target population to participate more actively.	All contents mentioned above will be displayed in the project websites. Website should be available in two languages – Bangla and English for the local and national audience.	Through websites and social media platforms WEWB can use their already operational websites keeping provision of specific portal within it or develop a dedicated website.	For all types of stakeholders having access to internet facility.
Information Feedback				
Information repositories accompanied by a feedback mechanism	Placement of Project-related information and printed materials in dedicated/designated locations that also provide visitors and readers with an opportunity to leave their comments in a feedback register.	Various Project-related materials, ESMF/ /SEP and other safeguard documentation, environmental and social action plans.	Deposition of materials in publicly available places (Welfare Offices, local administrations, etc.) for the duration of a disclosure period or permanently. Audience is also given free access to a register for comments and suggestions.	All stakeholders

<p>Internet/Digital Media Launch of Project webpage (on WEWB websites) to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project’s engagement activities with the public.</p> <p>Webpage should have a built-in feature that allows viewers to leave comments or ask questions about the Project.</p>	<p>Information about Project Management Unit, Project development updates, health and safety, community relations, community updates, employment and procurement, environmental and social aspects.</p> <p>Website should be available in two languages – Bangla and English for the local and national audience.</p>	<p>A link to the Project webpage should be specified on the printed materials distributed to stakeholders.</p> <p>Other on-line based platforms can also be used, such as web-conferencing, webinar presentations, web-based meetings, Internet surveys/polls etc. especially due to COVID-19 related restrictions.</p> <p>Limitation: Not all parties/stakeholders have access to the internet, especially in remote areas and in communities.</p>	<p>For all types of stakeholders having access to internet facility.</p>	
<p>Surveys, Interviews and Questionnaires</p>	<p>The use of public opinion surveys, interviews and questionnaires to obtain stakeholder views and to complement the statutory process of public hearings.</p>	<p>Description of the proposed Project and related solutions/impact management measures.</p> <p>Questions targeting stakeholder perception of the Project, associated impacts and benefits, concerns and suggestions. Materials will be in Bangla.</p>	<p>Soliciting participation in surveys/ interviews with specific stakeholder groups or community-wide.</p> <p>Administering questionnaires as part of the household visits.</p>	<p>Beneficiaries directly benefited by scheme</p>
<p>Feedback Suggestion Box</p>	<p>& A suggestion box can be used to encourage residents in the affected communities to leave written feedback and comments about the Project.</p> <p>Contents of the suggestion box should be checked by designated Project staff on a regular basis to ensure timely collection of input and response/action, as necessary.</p>	<p>Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public meetings.</p> <p>Feedback and suggestions expected to be in Bangla.</p>	<p>Appropriate location for a suggestion box should be selected in a safe public place to make it readily accessible for the community.</p> <p>Information about the availability of the suggestion box should be communicated as part of Project’s regular interaction with local stakeholders.</p>	<p>All stakeholders</p>

Consultations & Participation				
Public hearings	Project representatives, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project and which is subject to the statutory expert review.	Detailed information on the activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the audience. Hearings will be conducted in Bangla.	Wide and prior announcement of the public hearing and the relevant details, including notifications in local, regional and national mass media. Targeted invitations are sent out to stakeholders. Public disclosure of Project materials and associated impact assessment documentation in advance of the hearing. Viewers/readers of the materials are also given free access to a register of	All stakeholders
			comments and suggestions that is made available during the disclosure period.	
Household visits	Household-level visits can be conducted to supplement the statutory process of public hearings, particularly to solicit feedback from vulnerable community members that includes the disabled, elderly and the minority ethnic communities who may be unable to attend the formal hearing events.	Description of the Project and related solutions/impact management measures. Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during formal communitywide meetings. Consultations will be in Bangla.	Project's designated staff should conduct visits with a specified periodicity. Limitation: logistical challenges in reaching households in various locations. Restrictions to COVID-19 affected households.	Beneficiaries directly benefited by scheme
Focus Group Discussions and Round Table Workshops	Used to facilitate discussion on Project's specific issues that merit collective examination with various groups of stakeholders.	Project's specific activities and plans, design solutions and impact mitigation/ management measures that require detailed discussion with affected stakeholders. Discussions to be held in Bangla.	Announcements of the forthcoming meetings are widely circulated to participants in advance. Targeted invitations are sent out to stakeholders.	Beneficiaries directly benefited by scheme Local government institutions Vulnerable groups and the disadvantaged Press and Media NGOs Government Organizations Welfare Offices

