

**Uttarakhand Disaster Preparedness and Resilience Project  
U-PREPARE  
Stakeholder Engagement Plan (SEP)**



**For**

**Construction of 90 M span single lane pedestrian bridge and its approach road near Tikochi Market in Dist. Uttarkashi under EPC mode.**

**Field Implementation Unit- The Executive Engineer, Construction Division, PWD, Purola, Uttarkashi.**

**Contractor- M/s Tons Builder's, Purola Uttarkashi.**

## **Uttarakhand State Disaster Management Authority**

### **U-PREPARE**

### **Proposed Stakeholder/Citizen Engagement Plan**

Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

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

Anticipate or avoid adverse impacts on the health and safety of project-affected communities during project life-cycle. Community may expose to pollution, communicable or non communicable diseases, injuries and accidents due to project activities. Thus, Measures to be taken to minimize the possible health hazards and risks to the community.

### **PROJECT DETAIL**

The proposed new single lane 90 Mtr span pedestrian bridge and its approach road near Tikochi Market in Dist. Uttarkashi under EPC mode. which is taken up under the priority investment sub-projects of U-PREPARE. The carriageway width of the bridge is 2.30 Mtr. The topography of project area is hilly terrain.

The sub-project will be requiring workforce of unskilled, skilled and semi-skilled labours for performing the position's function. The contractor generally engage migrant labours due to limited or non-availability of local labours with required expertise or skill for construction of bridges and roads. Moreover, majority of the labours are male labours due to hazardous nature of the Construction works for such projects. The influx of migrant labour to the work site, may pose a risk of GBV including SEA/SIH to the female workers and local community.

#### **Project Stakeholders:**

1. Department of Medical Health and Family Welfare (DMHFW)
2. State Disaster Response Force (SDRF)
3. Uttarakhand Fire and Emergency Services (UFES)
4. Forest Department
5. Pollution Control Board (PCB)
6. Revenue Department
7. Water Department
8. Uttarakhand Power Corporation Limited
9. Local bodies
10. Gram Panchayat
11. Gram Pradhan
12. Block Development Office
13. Van Panchayat

14. Village Forest Protection Committee

15. Impacted Community

#### **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 below:

- Focus group meetings/discussions with community members, particularly women, children, and youth groups and community leaders.
- Incentive-based community consultations and participatory rural appraisal, considering provisions for childcare, transport, and safety for any in-person community engagement activities.
- Communication strategies such as advertisements, plays and other interactive methods for generating awareness on DRM, fire prevention and management, and early warning systems.
- Correspondence by mail/phone, formal meetings and workshops with Uttarakhand State Disaster Management Authority (USDMA) staff, line department officials and other state agencies.
- One-on-one interviews, workshops, and meetings with representatives of NGOs, academia, etc.
- Press release, Op-Eds, newsletters, etc. for media personnel.
- Site visits

#### **4.3. Stakeholder engagement plan**

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Planning, Preparation, and Implementation	<i>Throughout the project period</i>	<ul style="list-style-type: none"><li>- Project information; planned activities</li><li>- Requirements under ESCP, SEP, LMP, ESMF.</li><li>- Monitoring and reporting on E&amp;S compliances</li><li>- GRM process</li><li>- Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) management procedures</li></ul>	<ul style="list-style-type: none"><li>- Correspondence by phone/email</li><li>- One-on-one interviews</li><li>- Formal meetings</li><li>- Workshops</li></ul>	Officials of line departments	FPIU, Contractor
Planning, Preparation, and Implementation	<i>Throughout the project period</i>	<ul style="list-style-type: none"><li>- Project information; planned activities</li><li>- GRM process</li><li>- Role of local communities as first responders in DRM, early warning systems and fire management.</li></ul>	<ul style="list-style-type: none"><li>- Letters to village leaders</li><li>- Traditional notifications</li><li>- Disclosure of Project documentation in a culturally appropriate and accessible manner</li><li>- Community meetings/ gram</li></ul>	Local communities/ Community institutions such as Van Panchayats, Village Forest Protection Committees	FPIU, Contractor

			<ul style="list-style-type: none"> <li>- sabha</li> <li>- Focus group discussions</li> <li>- Outreach activities</li> </ul>		
Preparation	<i>Prior to civil works</i>	<ul style="list-style-type: none"> <li>- Project design, scope, approach, benefits, timelines</li> <li>- Process for land acquisition, compensation and Resettlement &amp; Rehabilitation (R&amp;R) provisions as approved by the govt.</li> <li>- Payment modalities</li> <li>- Safety Signages</li> <li>- Prior information on Workplan and Work schedules</li> <li>- GRM process</li> <li>- Special provisions in place for vulnerable groups, WHH, ST/SC/OBC, BPL</li> </ul>	<ul style="list-style-type: none"> <li>- Face-to-face</li> <li>- Gram Sabhas/ Public hearings</li> <li>- Census and Socio-economic Household survey</li> <li>- Focus Group Discussion</li> <li>- Signboards</li> <li>- Common places and community centre notice boards</li> <li>- Distribution on Leaflet on R&amp;R process, compensation, and entitlements.</li> </ul>	Project Affected Persons-Titleholders and Non-Titleholders, particularly WHH, SC/ST/OBC, trans-nomads, BPL families	PMU, PIU
Planning, Preparation, and Implementation	<i>Throughout the project period</i>	<ul style="list-style-type: none"> <li>- Project information; planned activities</li> <li>- Specific design interventions for vulnerable and disadvantaged.</li> <li>- Capacity building on DRM, early warning systems &amp; fire management.</li> <li>- GRM process</li> <li>- GBV/ SEA and mitigation measures</li> </ul>	<ul style="list-style-type: none"> <li>- Online and in-person surveys</li> <li>- Information in easy- to-understand and accessible formats (braille or large print)</li> <li>- Text captioning or signed videos</li> <li>- Online materials for people who use assistive technology</li> </ul>	Vulnerable groups such as women, children, youth, elderly persons with disabilities (PWD), elderly, sexual and gender minorities	FPIU, Contractor
Implementation	<i>During civil works</i>	<ul style="list-style-type: none"> <li>- Information on project activities</li> </ul>	<ul style="list-style-type: none"> <li>- Face-to-face</li> <li>- Public hearings</li> </ul>	Land users and non-	FPIU, Contractor

		<ul style="list-style-type: none"> <li>- and timelines of civil works, physical restrictions</li> <li>- R&amp;R provisions as approved by the govt.</li> <li>- Payment modalities to non-titleholders</li> <li>- Alternate arrangements</li> <li>- Safety Signages</li> <li>- Prior information on Workplan and Work schedules</li> <li>- GRM process</li> <li>- GBV/ SEA and mitigation measures</li> </ul>	<ul style="list-style-type: none"> <li>- Focus Group Discussion</li> <li>- Signboards</li> <li>- Common places and community centre notice boards</li> <li>- Distribution on Leaflet on R&amp;R process</li> </ul>	<ul style="list-style-type: none"> <li>- titleholders, residents, communities, residents and out-patients (in health centres) temporarily affected by construction work</li> </ul>	
Implementation	<i>During civil works</i>	<ul style="list-style-type: none"> <li>- Occupational health and safety requirements as per ESMF and LMP</li> <li>- Workers' code of conduct and other measures to manage SEA/SH risks</li> <li>- GRM process</li> </ul>	<ul style="list-style-type: none"> <li>- Face to face trainings</li> <li>- Toolbox trainings for workers</li> <li>- Signages in construction sites and camps</li> </ul>	<ul style="list-style-type: none"> <li>- Contractor's Staff and Labours</li> </ul>	FPIU, Contractor

## Grievance Redressal Mechanism (GRM)

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

### Description of GRM

GRM implementation structure	<p>The GRM functions at three levels. PMU has prepared the grievance redress mechanism for general public and affected parties for registering their grievances and redress any grievance issues put up by public concerning the project.</p> <p>Structure will have contractor or his representatives &amp; staff of implementing agencies in the structure. If issues are not resolved at the site level, it will come to the PMU.</p>	FPIU to resolve the grievance within 14 days from the date of receipt.	Grievance Redressal Committee
Grievance uptake	<ul style="list-style-type: none"><li>• By entering the grievances in register available at site</li><li>• By ordinary/registered/speed post/Email addressed to concerned Executive Engineer FPIU or office of the program manager (PIU) Project Director (PMU)</li><li>• By calling Grievance Helpline number- 1800 180 4276</li><li>• Online through the portal <a href="http://www.u-prepare.com/grievance/register">www.u-prepare.com/grievance/register</a></li></ul>		
Verification, investigation, action	Investigation of the complaint is led by FPIU & Contractor at the Site.	Within 14 working days	FPIU
Monitoring and evaluation	Data of complaints will be entered in the online web portal.	Upon receipt of complaint	PIU
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected once the complaint is resolved.	After the resolution of complaint	PIU

## Stakeholder Engagement Activities

S.N	Major Heads	Components	Activity	Participants	Frequency
1.	Citizen Engagement	<ul style="list-style-type: none"> <li>• Social Mobilization</li> <li>• Opportunities and risks to community</li> <li>• Improve Subproject Design and Implementation</li> <li>• Increase Subproject Ownership and Sustainability</li> <li>• Identification of Social Issues</li> </ul>	Community Consultation	Community & Line Departments	Quarterly
			Focused Group Discussion	PAFs, PAPs & Impacted Community	Quarterly
			Transect Walk	FPIU & Contractor	Monthly
2.	Gender Equity	<ul style="list-style-type: none"> <li>• Formation of Internal Complaint Committee (ICC)</li> <li>• Role of ICC</li> <li>• Gender Based Violence (GBV)</li> <li>• Reporting of GBV</li> <li>• Prevention from prevention and control of HIV/AIDS and other STDs</li> <li>• Awareness on GBV in Schools/Colleges and Community</li> </ul>	ICC Meeting	Community/ Committee Members	Quarterly
3.	Community Health & Safety	<ul style="list-style-type: none"> <li>• Avoid or minimize community exposure to project</li> <li>• Mitigation measures for temporarily affected households and commercial infrastructures</li> <li>• Incident &amp; Accident Reporting</li> <li>• Health &amp; Safety Measures</li> </ul>	-	Contractor's Staff & Community	Regular
4.	Social Inclusion & Equity	<ul style="list-style-type: none"> <li>• Identification of PAFs &amp; PAPs.</li> <li>• Land acquisition and Compensation as per Act, 2013 &amp; RAF</li> <li>• Opportunity to Local Labours</li> <li>• Equitable wages to male &amp; female labours</li> </ul>	-	Contractor's Staff & Community	Regular
5.	Grievance Redressal Mechanism (GRM)	<ul style="list-style-type: none"> <li>• Formation of Grievance Redressal Committee</li> <li>• Role of GRC</li> <li>• Display Board for GRM</li> <li>• Grievance Registration &amp; Resolution</li> </ul>	GRC Meeting	Contractor's Staff & Community	Quarterly
6.	Shifting of utilities and common property resources	<ul style="list-style-type: none"> <li>• Necessary permission from line department</li> <li>• Preparation of shifting plan</li> <li>• Prior intimation to the community</li> <li>• Alternate arrangement for ensuring uninterrupted service</li> </ul>	-	Contractor, Line Department & Community	Prior to Initiation of Work
7.	Coordination with Stakeholders	<ul style="list-style-type: none"> <li>• Identification of Stakeholders</li> <li>• Timely Information Dissemination</li> <li>• Role of local communities in DRM</li> <li>• Early Warning Systems</li> <li>• Fire management</li> </ul>	Meeting	All Stakeholders	Quarterly

S.N	Major Heads	Components	Activity	Participants	Frequency
8.	IEC	<ul style="list-style-type: none"> <li>• Information dissemination before the start of construction.</li> <li>• Information &amp; communication on potential sub-project and disaster related risks</li> <li>• Early Warning Communication</li> <li>• Safety Boards at Site</li> <li>• Project Information Boards at Site</li> <li>• Information Boards on GRM, SEA &amp; SH</li> </ul>	-	All Stakeholders	Regular



**M/s Tons Builders**

### Stakeholder Engagement Reporting

**Reporting Month-**

**Date of Reporting-**

S.N	Particulars	Remarks
1.	Name of the Village	
2.	Name of the Tehsil	
3.	Name of the District	
4.	River/Stream	
5.	Other Nearby connectivity on River	
6.	Type of Terrain	
7.	Type of Bridge	
8.	Total Span Arrangement	
9.	Carriageway Width (m)	
10.	Approach Road	
11.	Name of the Field Project Implementation Unit	
12.	Address of the FIU with phone number	
13.	E-mail of FPIU	
14.	Name of Contactor	
15.	No. of Beneficiaries / Households	

### Stakeholder Engagement Activities

S.N	Particulars	Number	Remarks
1.	<b>Community Awareness</b>		
	a. Community Consultations		
	i. Number of Consultations conducted		
	ii. Number of Participants	M- F-	
	b. Focused Group Discussion (FGD)		
	i. Number of FGDs conducted		
	ii. Number of Participants	M- F-	
	c. Transect Walk		
	i. Number of Transect Walk done		
	ii. Issues (if any)		
2.	<b>Gender Equity</b>		
	a. Whether ICC has been Formed		
	b. Date of Establishment		
	c. Number of Members	M- F-	
	d. Number of ICC Meetings Held		
	e. Date of ICC Meeting		
	f. Any Gender-Based Violence Reported		
	g. If yes details of action taken		
3.	<b>Community Health &amp; Safety</b>		
	a. Number of temporarily affected households and commercial infrastructures		
	b. Mitigation measures taken for temporarily affected households and commercial infrastructures		

	c. Is community land or rented house taken for labour camp		
	d. NOC for establishing labour camp		
	e. Rent Agreement		
	f. Number of Caution Boards at Site		
	g. Number of Incidents & Accidents		
<b>4.</b>	<b>Social Inclusion &amp; Equity</b>		
	a. Whether all section of the community & stakeholders is included during consultation		
	b. Whether all PAFs/PAPs included in RAP		
	c. Number of PAFs/PAPs		
	d. Number of PAFs/PAPs were paid compensation as per RPF		
	e. Number of Local Labours		
	f. Equitable wages for local & migrant labourers		
<b>5.</b>	<b>Grievance Redressal Mechanism</b>		
	a. Whether Grievance Redressal Committee (GRC) is formed		
	b. Date of formation of GRC		
	c. Number of GRC Members	M- F-	
	d. Whether GRC Information & Grievance Toll Free No. is installed at sites		
	e. GRC meetings conducted in the quarter		
	f. Total no. of complaints received in the Quarter		
	g. Number of complaints resolved		

## Annexes

### Annexure 1- Table 1. Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
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### Annexure 2- Consultation held with stakeholders related to Social Management

S.N	Name of the Sub-Project	Number of Participants	Issue Raised	Photographs
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### Annexure:3- Local Stakeholder Consultation and Engagement Reporting Format

#### Section A: Information made available to stakeholders:

- A.1. Preliminary agenda for the meeting
- A.2. A non-technical summary of the project
- A.3. Contact details of technical person to get further technical details and project information.
- A.4. Summary of economic, social and environmental impacts of the project
- A.5. Other relevant information to help stakeholders to understand the project.

#### Section B: Report of the Consultation Process

- B.1. Date and time of the Meeting

- B.2. List of Participants

S.No.	Name	Address	Contact Details	Signature
B.3.	Photographs of the consultation meeting (s) (Best Practice)			
B.4.	Minutes of the Physical Meeting			
B.5.	Minutes of other consultation (if any)			
B.6.	Evaluation Forms (best practice)			

*Note: - The consultant may use the table format below to collect feedback of the consultation with stakeholders.*

Name	
Male/Female	
What is stakeholders impression of the Meeting?	
What do stakeholders like about the project?	
What do stakeholders not like about the project?	
Signature	

#### B.7. Assessment of comments from all consultation above

S.No.	Name of the Participant	Male/ Female	Stakeholder Comment	Was comment taken into account (Yes/No)?	Justification (why? / how?)