Uttarakhand Disaster Preparedness and Resilience Project

Stakeholder Engagement Plan (SEP)

December 2026

By

Sub-Project Name: Construction of 50 m Intermediate Lane Steel Truss Bridge in Uttarkashi-Lambgaon-Ghansali-Tilwara Motor Roadkm-98 Near Hanuman Temple, Block-Bhilangan, District Tehri, Uttarakhand

Contractors Name : M/S Doon Infrastructure

Uttarakhand State Disaster Management Authority
Government of Uttarakhand

1. **Sub-Project Description-** Construction of 50 M Intermediate Lane Steel Truss Bridge in Uttarkashi-Lambgaon-Ghasali-TilwaraMotor Road km-98 near Hanuman Temple, Block- Bhilangana, District Tehri, Uttarakhand.

2. **Introduction/Project Description**

The Uttarakhand Disaster Preparedness and Resilience Project (U-PREPARE) aims to enhance the climate and disaster resilience of select critical public infrastructure in Uttarakhand and strengthen the preparedness and emergency response capacity in the State.

The U-PREPARE comprises the following components:

Component 1 – Mainstreaming Climate and Disaster Risk Management for Resilient Infrastructure

(a) Enhancing the resilience of road infrastructure through (i) improving the condition, safety, and climate resilience of bridges and (ii) reducing the risks of landslides at slopes.

(b) Enhancing the resilience of health services. Existing medical facilities will be retrofitted via the installation of seismic braces, belts, and other reinforcement measures to improve their earthquake resilience.

(c) Providing disaster shelter through construction pilot multi-purpose disaster shelters in disaster prone areas along major routes with resilient, inclusive, and energy-efficient designs.

Component 2 – Improving Emergency Preparedness and Response

(a) Strengthening emergency preparedness through (i) establishing a State Emergency Operations Center (SEOC) with a Centralized Incident Command System to enhance coordination; (ii) reviewing and strengthening the State's multi-agency institutional emergency and response frameworks and standard operating procedures; and (iii) implementing community awareness campaigns.

(b) Strengthening hydromet and early warning systems (EWS) through (i) improving the accuracy of weather, climate, and hydrological forecasts; (ii) establishing an end-to-end multi-hazard early warning system to provide timely warnings directly to the vulnerable population, using multi-channel and multi-technology dissemination systems; (iii) developing customized fit-for-purpose hydromet tools and services for key stakeholder; and (iv) training and capacity building for DRM officials at State and local levels and communities.

(c) Strengthening the State Disaster Response Force through (i) constructing SDRF outdoor search and rescue training facilities and sub-team stations; (ii) providing search and rescue and communications equipment; and (iii) providing training on equipment storage, maintenance, and repair.

Component 3 – Preventing and Managing Forest and other Fires

(a) Improving general fire management capacity through (i) strengthening the capacity of fire crews by establishing fire stations and upgrading the State Command and Control Centre; (ii) constructing a fire

management training facility; (iii) procuring personal protective gear, emergency response equipment, and tools; and (iv) public awareness raising activities.

(b) Improving forest fire prevention and management capacity through strengthening of: (i) prediction, mapping, and early detection capacity via upgrading the forest fire monitoring system and leveraging information from communities and upgraded technology; (ii) prevention capacity, applying approaches to sustainably managing forest biomass to reduce forest fire risk and support livelihoods through incentive-based community participation and progress monitoring; (iii) fire suppression capacity, via equipment, infrastructure development (fire crew stations and upgrading the command center), and capacity building of fire crews and communities; and (iv) policies, processes, planning, and forest fire coordination mechanisms with the fire department and other stakeholders.

Component 4 – Project Management Support for the implementing agencies of the Project through capacity building and carrying out the day-to-day coordination, financial management, procurement, environmental and social management, communication, monitoring and evaluation, and stakeholder engagement.

Component 5 – Contingent Emergency Response Component (CERC) Reallocation of credit proceeds from other components to provide immediate recovery and reconstruction support following an eligible crisis or emergency, as needed.

The U-PREPARE is being prepared under the World Bank's Environment and Social Framework (ESF). Per 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.

2. Objective/Description of SEP

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.

3. Stakeholder identification and analysis

3.1 Methodology

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

- *Openness and life-cycle approach:* Public consultations for the project will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.

- *Informed participation and feedback:* 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 project is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility:* If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.2. Affected parties and other interested parties

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- Titleholders, non-titleholders likely to be physically and economically displaced along the proposed bridges, all-weather approach roads and other project investments (SDRF training centres, fire stations, etc.).
- Community and residents residing near the construction sites—— that may be temporarily inconvenienced by construction works.
- Out-patients and visitors temporarily inconvenienced by the retrofitting work in health care facilities.
- Community members, fire crews/watchers and volunteers (*Van Prahari, Aapda Mitra, etc.*) engaged in forest fire prevention and management.

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. Community

3.3. Disadvantaged/vulnerable individuals or groups

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

Communities affected by construction activities: Small and marginal landowners, women headed households (WHH), trans-nomads, below poverty line (BPL), scheduled caste (SC), scheduled tribe (ST), and other backward communities (OBC).

Access to information and participation in project related activities: Women and youth in remote and hard to reach areas, elderly people, persons with disabilities (PwD), sexual and gender minorities.[1]

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

S.N	Major Heads	Components	Activity	Participants	Frequency
1.	Citizen Engagement	• Social Mobilization • Opportunities and risks to community • Improve Subproject Design and Implementation • Increase Subproject Ownership and Sustainability • Identification of Social Issues	Community Consultation	Community & Line Departments	Quarterly
			Focused Group Discussion	PAFs, PAPs & Impacted Community	Quarterly
			Transect Walk	FPIU & Contractor	Monthly
2.	Gender Equity	• Formation of Internal Complaint Committee (ICC) • Role of ICC • Gender Based Violence (GBV) • Reporting of GBV • Prevention from prevention and control of HIV/AIDS and other STDs • Awareness on GBV in Schools/Colleges and Community	ICC Meeting	Community/ Committee Members	Quarterly

S.N	Major Heads	Components	Activity	Participants	Frequency
3.	Community Health & Safety	• Avoid or minimize community exposure to project • Mitigation measures for temporarily affected households and commercial infrastructures • Incident & Accident Reporting • Health & Safety Measures	-	Contractor's Staff & Community	Regular
4.	Social Inclusion & Equity	• Identification of PAFs & PAPs. • Land acquisition and Compensation as per Act, 2013 & RAF • Opportunity to Local Labours • Equitable wages to male & female labours	-	Contractor's Staff & Community	Regular
5.	Grievance Redressal Mechanism (GRM)	• Formation of Grievance Redressal Committee • Role of GRC • Display Board for GRM • Grievance Registration & Resolution	GRC Meeting	Contractor's Staff & Community	Quarterly
6.	Shifting of utilities and common property resources	• Necessary permission from line department • Preparation of shifting plan • Prior intimation to the community • Alternate arrangement for ensuring uninterrupted service	-	Contractor, Line Department & Community	Prior to Initiation of Work
7.	Coordination with Stakeholders	• Identification of Stakeholders • Timely Information Dissemination • Role of local communities in DRM • Early Warning Systems • Fire management	Meeting	All Stakeholders	Quarterly

S.N	Major Heads	Components	Activity	Participants	Frequency
8.	IEC	• Information dissemination before the start of construction. • Information & communication on potential sub-project and disaster related risks • Early Warning Communication • Safety Boards at Site • Project Information Boards at Site • Information Boards on GRM, SEA & SH	-	All Stakeholders	Regular

4.1. 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	*Throughout the project period*	- Project information; planned activities	- Correspondence by phone/email - One-on-one interviews - Formal meetings	Officials of line departments	FPIU, Contractor

		- Requirements under ESCP, SEP, LMP, ESMF. - Monitoring and reporting on E&S compliances - GRM process - Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) management procedures	- Workshops		
Planning, Preparation, and Implementation	*Throughout the project period*	- Project information; planned activities - GRM process - Role of local communities as first responders in DRM, early warning systems and fire management.	- Letters to village leaders - Traditional notifications - Disclosure of Project documentation in a culturally appropriate and accessible manner - Community meetings/ gram sabha - Focus group discussions - Outreach activities	Local communities/ Community institutions such as Van Panchayats, Village Forest Protection Committees	FPIU, Contractor
Preparation	*Prior to civil works*	- Project design, scope, approach, benefits, timelines - Process for land acquisition, compensation and Resettlement & Rehabilitation (R&R) provisions as approved by the govt.	- Face-to-face - Gram Sabhas/ Public hearings - Census and Socio-economic Household survey - Focus Group Discussion - Signboards - Common places and community centre notice boards	Project Affected Persons- Titleholders and Non- Titleholders, particularly WHH, SC/ST/OBC, trans- nomads, BPL families	PMU, PIU

		- Payment modalities - Safety Signages - Prior information on Workplan and Work schedules - GRM process - Special provisions in place for vulnerable groups, WHH, ST/SC/OBC, BPL	- Distribution on Leaflet on R&R process, compensation, and entitlements.		
Planning, Preparation, and Implementation	*Throughout the project period*	- Project information; planned activities - Specific design interventions for vulnerable and disadvantaged. - Capacity building on DRM, early warning systems & fire management. - GRM process - GBV/ SEA and mitigation measures	- Online and in-person surveys - Information in easy- to-understand and accessible formats (braille or large print) - Text captioning or signed videos - Online materials for people who use assistive technology	Vulnerable groups such as women, children, youth, elderly persons with disabilities (PwD), elderly, sexual and gender minorities	FPIU, Contractor
Implementation	*During civil works*	- Information on project activities and timelines of civil works, physical restrictions - R&R provisions as approved by the govt. - Payment modalities to non-titleholders - Alternate arrangements	- Face-to-face - Public hearings - Focus Group Discussion - Signboards - Common places and community centre notice boards - Distribution on Leaflet on R&R process	Land users and non-titleholders, residents, communities, residents and out-patients (in health centres) temporarily affected by construction work	FPIU, Contractor

		- Safety Signages - Prior information on Workplan and Work schedules - GRM process - GBV/ SEA and mitigation measures			
Implementation	*During civil works*	- Occupational health and safety requirements as per ESMF and LMP - Workers' code of conduct and other measures to manage SEA/SH risks - GRM process	- Face to face trainings - Toolbox trainings for workers - Signages in construction sites and camps	Contractor's Staff and Labours	FPIU, Contractor

Information will be disclosed as follows: A Stakeholder Workshop will be held to disclose and seek feedback on the draft Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Stakeholder Engagement Plan (SEP), and Labor Management Procedures (LMP), following which the ESF documents will be finalized and re-disclosed on USDMA website (including the World Bank external website). The site-specific plans (ESMPs, RAPs/IPPs) to be prepared subsequently will also be disclosed and made accessible to all stakeholders. The information will be disclosed through all possible means, ranging from face-to-face consultations with the project stakeholders, distribution of hard copies, posters, leaflets, and brochures, USDMA and PIU websites and local media in local languages (Hindi, Garhwali and Kumauni) so that the documents are accessible to all project beneficiaries of the project, including those in residing in the remote areas.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are the Social Specialists in the PMU and social experts at the PIUs. The stakeholder engagement activities will be documented through a *Stakeholder Engagement Management System* (community engagement operations, collecting and processing of grievances, and maintaining database) developed and maintained by the PMU.

6. Grievance Mechanism (GM)

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.

6.1. Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	The GM 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. Structure will have contractor or his representatives & staff of implementing agencies in the structure. If issues are not resolved at the site level, it will come to the PMU.	If grievance is not resolved **at site** within 14 days (depending on the nature of the grievance) the grievance is forwarded to **PIU** office (5 days). After 5 days when no resolution is made at PIU level the grievance is forwarded to **PMU** level which need to be resolved within 3 days.	**FPIU:** Executive Engineer at FPIU (Chairman), Social Expert at DSC/CSC, Asst Engineer FPIU, RE-CSC/DSC, Community Member **PIU:** PM/DPM, Social Expert, Environment Expert, EE (FPIU), ESHS CSC/DSC. **PMU:** Project Director, DPM (PIU), Social & Environment Expert (PMU), Social & Environment Expert (concerned PIU), EE of FPIU
Grievance uptake	• By entering the grievances in register available at site • By ordinary/registered/speed post/Email addressed to concerned Executive Engineer FPIU or office of the program manager (PIU) Project Director (PMU) • By calling Grievance Helpline number- 1800 180 4276 • Online through the portal www.u-prepare.com/grievance/register		
Sorting, processing	Complaint received is forwarded to the concern FPIU/PIU by the helpdesk at PMU.	Upon receipt of complaint	Person-in-charge at Helpdesk
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by automated registration ID number.	Upon receipt of complaint	Person-in-charge at Helpdesk
Verification, investigation, action	Investigation of the complaint is led by FPIU & Contractor at the Site.	Within 14 working days	FPIU

Step	Description of Process	Time Frame	Responsibility
Monitoring and evaluation	Data on complaints are entered in the online web portal maintained by the PMU.	Upon receipt of complaint	PIU/PMU
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/PMU

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.

Additionally, a Labor Grievance Mechanism will be setup which workers can use for filing complaints. The Labor GM has been described in detail in the Labor Management Procedures.

7. Monitoring and Reporting

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

The project will adopt the following mechanisms to monitor and report on SEP implementation:
- The project will develop a *Stakeholder Engagement Management System* wherein database of all activities related to stakeholder engagement (e.g., community engagement, training and capacity building, awareness generation, grievance redressal, beneficiary feedback, etc.) will be collected, documented, and periodically monitored by the PIU & PMU to inform planning, measure impact and take remedial actions. Some of the indicators to be monitored are:

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	

Citizen Engagement Activities Reporting

S.N	Particulars	Number	Remarks
1.	Community Awareness		
	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.	Gender Equity		
	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.	Community Health & Safety		
	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		
4.	Social Inclusion & Equity		
	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		
5.	Grievance Redressal Mechanism		

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		

- A periodic review of the implementation of the SEP will continue to incorporate new issues that have come to light, and concerns and queries raised by the stakeholders during the project implementation. It will also provide information on how the feedback has been considered and addressed by the project.

- In addition, a beneficiary satisfaction survey will be carried out under the project, for which an independent consultant will be onboarded. The first survey will be conducted after two years of implementation, and the second survey in the last year of implementation.

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: annual reports, newsletters and articles disclosed on the project website.

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)
NA	NA	NA	NA	NA	NA

Annexure 2- Consultation held with stakeholders related to Social Management

Si.No.	Name of the Sub-Project	Number of Participants	Issue Raised	Photographs
	NA	NA	NA	

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 of the Participant	Job/Position in the Community	Male/Female	Contact Details	Organization Name (if relevant)	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?)