

**Letter No: ARKS/PMU/24-25/16**

**Date: 18.11.2025**

**To,**  
**The Authority Engineer,**  
**Provincial Division**  
**PWD, Pauri Uttarakhand**

**LOA No.- LOA NO: 417/15/BR/RFB-EPC/UGRIDP/2023**

**Reference: (Construction of 150M Span Intermediate Lane Motor Bridge & its approach over Nayar River for Badkholu village in District Pauri, Uttarakhand State)**

**Subject: Submission of Social & Environmental Plans.**

Dear sir,

With reference to the above-mentioned work, we hereby submit the Environmental and Social Plans in compliance with the contractual requirements, for your kind review and approval. The details of the reports are as follows:

S. No.	File No.	Description
1	File no.1	Social Management Plan (C-SMP)
2	File no.2	Environmental Management Plan (C-EMP)
3	File no.3	Emergency Response Preparedness Plan (ERPP).
4	File no.4	Labour Management Plan (LMP)
5	File no.5	Occupational Health and Safety (OHS) Plan
6	File no.6	Sexual Harassment Prevention & Redressal Plan
7	File no.7	Stakeholder Management Plan
8	File no.8	Waste Management Plan (WMP)

This is submitted for your kind information and necessary action.

Best Regards

M/s ARKS Universal Pvt. Ltd.



Authorised Signatory

**ARKS UNIVERSAL PVT.LTD.**  
 (Authorised Signatory)

**Encl: Senior Environment and Social expert, PIU (PWD) U-PREPARE Uttarakhand.**

# STAKEHOLDER MANAGEMENT PLAN

**Project Title:** Construction of 150 m Span Intermediate Lane Motor Bridge & Its Approach over Nayar River for Badkholu Village, District Pauri, Uttarakhand.

**Prepared By:** Priyanka Rawat (Social Expert / Labour Specialist)

**Implementing Agency:** FPIU PD PWD Pauri Garhwal, Uttarakhand

Contractor: Arks Universal Pvt. Ltd.

## 1. PROJECT DETAILS.

Item.	Details.
Project Name	Construction of 150 m Span Intermediate Lane Motor Bridge & Its Approach over Nayar River for Badkholu Village, District Pauri Garhwal, Uttarakhand
Project Location	Badkholu Village, District Pauri Garhwal, Uttarakhand, India
Implementing Unit	FPIU PD PWD Pauri Garhwal
Contractor	Arks Universal Pvt. Ltd.
Estimated Duration	18 months
Project Components	Bridge Structure (150 m span), Approach Roads, Drainage, Protection Works, and Ancillary Facilities

## 2. INTRODUCTION.

The Stakeholder Management Plan (SMP) provides a systematic framework for identifying, analysing, and managing interactions with stakeholders during the construction of the 150 m span bridge over the Nayar River.

It establishes a transparent, inclusive, and continuous engagement process with project-affected and project-influencing individuals, groups, and institutions. The SMP integrates with the Environmental and Social Management Framework (ESMF) and the project's Health, Safety, Environment & Social (HSES) policy.

M/s ARKS Universal Pvt. Ltd.

  
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Social-Expert

## Purpose of the SMP

- Ensure open and structured communication between **FPIU PD PWD Pauri, Arks Universal Pvt. Ltd.**, local authorities, and community stakeholders.
  - Minimize social conflicts, disruptions, and negative externalities arising during construction.
  - Enhance public participation, ownership, and transparency throughout the project lifecycle.
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## 3. OBJECTIVES OF THE SMP.

1. **Stakeholder Identification:** Develop and maintain an updated register of stakeholders, including direct and indirect beneficiaries.
  2. **Stakeholder Analysis:** Assess influence, interest, and potential impact to prioritize engagement efforts.
  3. **Engagement Strategy:** Define modes, frequency, and tools of communication suitable for different stakeholder categories.
  4. **Information Disclosure:** Ensure timely, accurate, and relevant project information dissemination.
  5. **Grievance Redressal:** Provide accessible and fair mechanisms for complaint handling and resolution.
  6. **Monitoring & Compliance:** Align with contractual, legal, and environmental–social safeguard obligations.
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## 4. REGULATORY & CONTRACTUAL FRAMEWORK.

This SMP has been prepared in accordance with:

- **Contractual Provisions:** Conditions of Contract between FPIU PD PWD Pauri and Arks Universal Pvt. Ltd.
  - **Government Regulations:** Uttarakhand PWD Codes, Forest (Conservation) Act 1980, and Environmental Protection Rules 1986.
  - **Labour Legislation:** Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996; Contract Labour (Regulation & Abolition) Act, 1970.
  - **Environmental Safeguards:** MoRTH/World Bank ESMF guidelines and pollution control standards.
  - **Social Safeguards:** Public Consultation Framework and Resettlement Policy Framework (if triggered).
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## 5. STAKEHOLDER IDENTIFICATION

Stakeholder Name / Group	Role / Interest in Project	Category	Contact / Representative
FPIU PD PWD Pauri Garhwal	Project implementation and supervision	External	Project Director
District Administration (Pauri)	Administrative oversight and clearances	External	District Magistrate
Gram Panchayat –	Local governance and community liaison	External	Village Pradhan
Local Residents & Shopkeepers	Direct beneficiaries / may face temporary disturbances	External	N/A
Forest Department	Forest land clearance (if applicable)	External	Divisional Forest Officer
Pollution Control Board	Monitoring of air, noise, and waste management	External	Regional Officer
Local NGOs / CBOs	Monitor social safeguard compliance	External	NGO Representative
Contractor – Arks Universal Pvt. Ltd.	Project execution and contract management	Internal	Project Manager
Site Engineers & Supervisors	Technical execution and monitoring	Internal	Resident Engineer
Labour Force / Workers	Construction activities, safety and welfare	Internal	Site Supervisor
Safety & Social Team	Health, safety, and social compliance	Internal	Safety Officer / Social Expert



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## 6. STAKEHOLDER ANALYSIS (Influence–Interest Matrix).

Stakeholder	Influence	Interest	Potential Impact	Engagement Strategy
FPIU PD PWD Pauri	High	High	Key decision maker and funding authority	Weekly review meetings; progress reports
District Administration	High	Medium	Facilitates permits and law & order	Quarterly briefings; formal correspondence
Gram Panchayat	Medium	High	Influences local acceptance and support	Monthly meetings; public consultations
Local Residents & Traders	Low	High	Affected by construction nuisance / beneficiaries	Community meetings; information boards
Forest Department	High	Low	Clearance authority (if applicable)	Targeted communication during approval
Pollution Control Board	Medium	Medium	Regulates environmental compliance	Periodic submission of monitoring data
Contractor's Team	High	High	Execution of daily works	Daily coordination meetings
Labour Force	Low	Medium	Directly affected by safety and welfare conditions	Weekly toolbox talks; GRM awareness

## 7. ENGAGEMENT STRATEGY & COMMUNICATION PLAN.

Stakeholder	Engagement Method	Frequency	Responsible Person	Tools / Medium
FPIU PD PWD Pauri	Review meetings, official letters and emails	Weekly / Fortnightly	Project Manager	MOMs, Progress Reports, Emails
Gram Panchayat / Local Leaders	Public meetings, information sessions	Monthly or as needed	Community Liaison Officer	Notices, Brochures, P.A. System
Local Residents	Consultation meetings / notice boards	As needed (per activity)	Social Expert	Banners, Posters, IEC Material
District	Review letters and	Quarterly	Project Manager	Presentation /

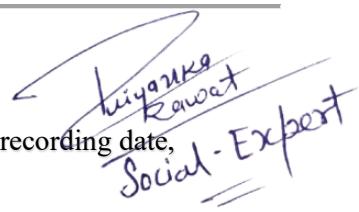
Stakeholder	Engagement Method	Frequency	Responsible Person	Tools / Medium
Administration	coordination meetings			Official Reports
Labour Force	Toolbox talks, safety meetings	Weekly	Safety Officer	Posters, Briefings, Registers
Site Engineers / Supervisors	Technical coordination meetings	Daily	Resident Engineer	Site Diary, Checklists
NGOs / CBOs	Periodic consultation on social impact	Half Yearly	Social Expert	Reports and Feedback Forms

## 8. ROLES & RESPONSIBILITIES.

Designation	Key Functions and Responsibilities
<b>Project Manager (Contractor)</b>	Lead stakeholder engagement, prepare reports for FPIU, approve public communication.
<b>Community Liaison Officer (CLO)</b>	Maintain liaison with Gram Panchayat and local residents, organize consultations, record grievances.
<b>Safety Officer</b>	Conduct toolbox talks and safety training for workers; ensure safe site practices.
<b>Environmental Expert</b>	Liaise with Forest Dept and Pollution Board, monitor compliance with environmental standards.
<b>Social Expert</b>	Manage SMP implementation, prepare quarterly ES reports, ensure gender and social inclusion.
<b>Site Engineer / Supervisor</b>	Coordinate technical and operational interface between contractor and stakeholders.

## 9. MONITORING & REVIEW MECHANISM.

- Stakeholder Engagement Register:** Maintained by the Social Expert, recording date, stakeholder, concern, and action taken.
- Monthly Internal Reviews:** Conducted by the Contractor with participation from FPIU representatives.


  
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- **Quarterly Stakeholder Review Meetings:** To evaluate effectiveness of communication and resolve pending issues.
  - **Key Performance Indicators (KPIs):**
    - Number of consultations held.
    - Percentage of grievances resolved within time.
    - Stakeholder satisfaction level (based on feedback).
    - Frequency of updates to stakeholder database.
  - **Audit & Evaluation:** Annual third-party review may be conducted under ESMF requirements.
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## 10. GRIEVANCE REDRESSAL MECHANISM (GRM).

The project shall adopt a three-tier Grievance Redressal System for transparent resolution of issues.

<b>Level</b>	<b>Authority</b>	<b>Response / Resolution Timeline</b>	<b>Action</b>
<b>Level 1</b>	Community Liaison Officer (CLO)	Within 3 working days	Receive and acknowledge complaint; record in register.
<b>Level 2</b>	Project Manager / Contractor	Within 7 working days	Investigate and implement corrective measures; report to FPIU.
<b>Level 3</b>	FPIU PD PWD Pauri	Within 15 working days	Review escalated issues; coordinate with district administration for resolution.

**Complaint Channels:** Verbal complaints at site office, grievance drop boxes, and dedicated phone number (to be displayed at site).

**Confidentiality:** Identities of complainants shall be protected and no retaliation permitted.

## 11. DOCUMENTATION & REPORTING.

- **Monthly SMP Implementation Report** to be submitted to FPIU covering stakeholder meetings, issues, and resolutions.
- **Quarterly Summary Report** integrated into the Environmental and Social Monitoring Report (ESMR).



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- All records — minutes, photos, attendance sheets, and correspondence — shall be archived for at least five years.
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## 12. REVIEW & UPDATION.

The SMP is a **dynamic document** to be reviewed biannually or whenever:

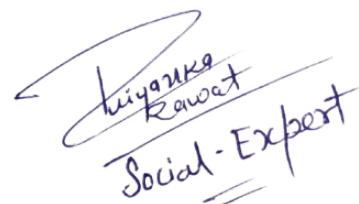
- There is a change in stakeholder composition or project scope.
  - New social or environmental risks emerge.
  - Feedback from PIU or regulatory agencies necessitates revisions.
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## 13. CONCLUSION

This Stakeholder Management Plan ensures structured, inclusive, and transparent engagement with all stakeholders involved in the construction of the 150 m span Intermediate Lane Motor Bridge at Badkholu.

It is a living instrument integrated into the project's HSES management system and aligned with the Government of Uttarakhand and MoRTH environmental and social safeguard requirements.

The successful implementation of this plan will ensure community acceptance, regulatory compliance, and smooth execution of the project with minimum social disruption and maximum transparency.



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