



## **GOVERNMENT OF ASSAM**

**Assam Integrated River Basin Management Program (AIRBMP)  
World Bank assisted**

# **Stakeholder Engagement Plan (SEP)**

**October 2022**

**Flood and River Erosion Management Agency of Assam (FREMAA)  
Water Resources Department (WRD) &  
Assam State Disaster Management Authority (ASMDA)**

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## List of Acronyms

ADC	Autonomous District Council
AE	Anti Erosion
AIFREPRMIP	Assam Integrated Flood and Riverbank Erosion Risk Management Investment Program
AIRBMP	Assam Integrated River Basin Management Program
AP	Affected Person
ASDMA	Assam State Disaster Management Authority
BC	Backward Classes
BPL	Below Poverty Line
CEO	Chief Executive Officer
COVID-19	Coronavirus Disease – 2019
CPGRAMS	Centralised Public Grievance Redress and Monitoring System
EO (NT)	Executive Officer (Non-Technical)
EOC	Emergency Operations Center
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
FGD	Focus Group Discussion
FREMAA	Flood and River Erosion Management Authority of Assam
GBV-SEAH	Gender Based Violence – Sexual Exploitation Abuse Harassment
GoA	Government of Assam
GOI	Government of India
GRM	Grievance Redressal Mechanism
IEC	Information Education Communication
IPPF	Indigenous People Policy Framework
LARRA	Land Acquisition Rehabilitation and Resettlement Authority
LMP	Labour Management Procedures
MIS	Management Information System
MLA	Member of Legislative Assembly
MPA	Multiphase Programmatic Approach
NFHS	National Family Health Survey
NGO	Non-Governmental Organisation
PDO	Project Development Objective
PIU	Project Implementation Unit
PMU	Project Management Unit
PwD	Person with Disabilities
PWD	Public Works Department
RAP	Resettlement Action Plan
RFCTLARR Act 2013	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act 2013
RPF	Resettlement Policy Framework
SC	Scheduled Caste

SEP	Stakeholder Engagement Plan
SHG	Self Help Group
SOP	Standard Operating Procedures
ST	Scheduled Tribes
WHH	Women Household Head
WB	World Bank
WRD	Water Resources Department

## Executive Summary

The Assam Integrated River Basin Management Program (AIRBMP) focuses on strengthening institutions, filling critical knowledge gaps, and implementing integrated solutions to tackle the current challenges of floods and erosion, amongst others, and to seize opportunities for climate resilient growth and improved livelihoods. The program is aligned with Government of India's initiative to make more optimal use of water resources and mitigated water-related risks in the Northeast to catalyze economic growth in the region. The AIRBMP is envisioned as a three-phase Multiphase Programmatic Approach (MPA). The Project Development Objective (PDO) of phase 1 is to "strengthen institutional capacity to improve integrated water resources planning and management and to build resilience to flood and erosion risks in Assam."

The Stakeholder Engagement Plan (SEP) is prepared in line with ESS 10 i.e. 'Stakeholder Engagement and Information Disclosure' to define a technically and culturally appropriate approach to consultation and disclosure throughout the life cycle of the project. The framework provides for SEP to take into account the existing institutional and regulatory framework within the context of Government of India and the State's legal instruments as well as the ESS10 provisions. The SEP is a dynamic document and shall be updated at various stages of project life cycle as needed.. Updation and strengthening stakeholder engagement process will be carried out on ongoing basis.

The SEP describes the planned stakeholder consultation and engagement process for the Project. It outlines a systematic approach to stakeholder engagement that will help AIRBMP develop and maintain over time a constructive relationship with their stakeholders throughout the duration of the Project. The document also includes a grievance redress mechanism for stakeholders to raise their concerns about the Project. The SEP focusses on ensuring timely and ongoing flow of relevant information to the stakeholders so that they retain an accurate understanding of the project, its aims, timelines, progress, benefits, etc. The systematic approach to stakeholder engagement thus outlined is aimed to improve and facilitate decision making and create an atmosphere of understanding that actively involves project affected people and other stakeholders in a timely manner. It also aims to provide sufficient opportunity to these groups to voice their opinions and concerns that may influence project decisions.

While preparing this SEP<sup>1</sup>, stakeholder engagement activities under the previous ADB financed AIFRERMIP and ASDMA projects were considered. Key lessons learnt were as follows: i) systematic public consultations, FDGs, Inter Personal Communication (IPC) and meetings with the stakeholders are vital to eliciting concerns and suggestions and also helped to settle grievances amicably with the coordination of the District Administration; ii) Distribution of IEC materials such as leaflets on GRM, besides information boards are invaluable to continuously keep the communities informed; iii)

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<sup>1</sup> This SEP is prepared with support of consulting agencies - Scorpion, Guwahati and CEMT, Hyderabad

Vulnerable groups such as women-headed households, ST, and SC genuinely need to be informed adequately so that they feel empowered to contribute during consultation. Local CSOs and NGOs need to be actively engaged with detailed and accurate data to minimise spreading of misinformation; vi) Good quality consultations help to identify accurate and rightful stakeholders, important flood locations that are otherwise not found in hazard maps and finally right locations for new flood shelters. Responding to issues identified during consultations with various stakeholders feedback and suggestions have helped in the preparation of a better design of flood shelters by including the following features like cooking areas, separate space for women, lactating mothers, separate toilets for women, sanitary pad vending and disposal machines.

Consultations were also held with stakeholders between January and February 2022. The stakeholders included local community representatives as well as Gaon Panchayat representatives, block and district administration, affected persons, associated departments and other interested citizens. These consultations mainly acted as a forum to inform stakeholders about the Project and also to elicit their opinion; environmental and social risks and impacts, role of the community, grievance redress, etc., were discussed. Communities preferred that the Gaon Bura, ASHA workers and Gaon Panchayat, as their first point of contact for any information that is disclosed, besides other available modes such as field officers, whatsapp groups, etc

The SEP also discusses the process, method and timing of disclosures of different project related documents and mode for feedback in the entire project life cycle. The SEP and other documents like ESIA, ESMP, RAP, RPF, IPPF, LMP, GBV mitigation Plan along with various Project related Environmental and Social information as well as other technical and non-technical information will be disclosed and disseminated through the above mentioned local points of contact, besides and also the Gaon Bura, Gaon Panchayat, . disclosure through the websites of FREMAA, ASDMA and WRD periodically. The websites will also provide details about the Grievance Redressal Mechanism along with the name, designation and contact details. FREMAA, ASDMA and WRD will update and maintain the website regularly.

The Social Development and Communication Specialists at PMU will oversee the implementation of the SEP with the support of Social Development and Communications experts at the PIUs (WRD and ASDMA) including updation and record keeping of the stakeholder engagement activities as per the timeline and process mentioned in the SEP. PMU will arrange necessary trainings associated with the implementation of this SEP. Monitoring is an essential component for the success and timely implementation of the ongoing stakeholder engagement process to ensure that consultation and disclosure efforts are effective, and that stakeholders have been meaningfully consulted throughout the process. The PIUs with assistance from IEC consulting agencies will ensure that messages are being conveyed clearly during consultations and debriefing sessions are conducted with the engagement team while in the field and help to assess outcomes and provide the opportunity to amend the process where necessary.



A Grievance Redressal Mechanism (GRM) is established to address stakeholders' grievances and dissatisfactions about actual or perceived impacts and to find a satisfactory solution. The grievances arising out of the project interventions is proposed to be dealt through 2 (two) separate grievance mechanisms - i) Component-2 managed by WRD and ii) Component-3 managed by ASDMA. The PMU (FREMAA) will have a GR committee as the appellate authority under the Project. The committees at FREMAA and WRD have been notified. The GR committees of ASDMA shall be constituted by December 2022. The existing platforms used by the PMU and PIUs namely CPGRAMs and other platforms under ASDMA will be integrated with the GRM under AIRBMP and will be addressed through the designated committees. All project related grievances are tagged and a register maintained. The implementing agencies will also have Internal Committees to address grievances related to GBV/SEA.

The SEP includes provision for monthly summaries and internal reports on stakeholder engagement events, and grievance handling which will be collated by FREMAA. The monitoring indicators are mentioned in the SEP which will be overseen by FREMAA on a regular basis. The project will be using newsletters and communication campaigns/ products on the GRM and the SEP status.

The SEP provides budget provision for its implementation is also included and has been approved by respective PIUs and PMU. The budget for implementation of SEP is Rs. 59,550,000 comprising Rs. 19,860,000/- and Rs. 39,690,000/- for Component 2 and Component 3 respectively.

## 1. Introduction<sup>2</sup>

### 1.1 Project Context

The State of Assam is strategically important as the largest and most populous State in the Northeast; it faces many of the challenges prevalent in other parts of the Northeast, but also holds tremendous potential for development through improved water resources management. Assam forms the physical and economic backbone of the region, connecting the other Northeastern States and joining them with the Siliguri corridor. Climate change is expected to exacerbate the water-related challenges in Assam. Climate modelling studies project an increase in the frequency of extreme flooding events for the period 2020-2059 due to higher monsoon precipitation over the Indus-Ganga-Brahmaputra river basins and accelerated glacial melting in the Himalayas and the Tibetan Plateau due to warmer temperatures.

Almost half of Assam's landmass is prone to floods. Between 1953 and 2020, an estimated 178 million people were impacted by floods in virtually all districts of the State. Over 50 million hectares in Assam were affected by floods during this same period, which represents over 10 percent of the total area affected by floods India wide. Approximately 386,476 hectares, equivalent to approximately 7 percent of the State's landmass in 17 riverine districts was lost due to river erosion between 1954 and 2019.

The Government of Assam (GoA) has approached the World Bank to provide support through the proposed Assam Integrated River Basin Management Program (AIRBMP). The proposed program focuses on strengthening institutions, filling critical knowledge gaps, and implementing integrated solutions to tackle the current challenges of floods and erosion, amongst others, and to seize opportunities for climate resilient growth and improved livelihoods. The proposed program is aligned with Government of India's initiative to make more optimal use of water resources and mitigated water-related risks in the Northeast to catalyze economic growth in the region.

### 1.2 Project Description

The AIRBMP is envisioned as a three-phase Multiphase Programmatic Approach (MPA). The Project Development Objective (PDO) of phase 1 is to "strengthen institutional capacity to improve integrated water resources planning and management and to build resilience to flood and erosion risks in Assam." The project design is evolving, and the following presents a description of the project components as of November 2021. The total estimated costs of Phase 1 is around US\$120 million.

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<sup>2</sup> This SEP has been approved by FREMAA on XXX (insert date) for implementation

### 1.3 Project Components

The AIRBMP is a three phase, 12-year US\$500 million program. This document presents Phase 1, and the precise scope of subsequent phases will be developed based upon lessons learned and evolving needs.

**Component 1: Institutional Strengthening and Strategic Studies (US\$20 million).** This component focuses on institutional strengthening of WRD and ASDMA. Subcomponents include:

- Institutional strengthening of WRD
- Institutional strengthening of ASDMA
- FREMAA Project Management and incremental costs

**Component 2: Water Resources Management (US\$80 million).** This component will finance the structural and non-structural activities to reduce flood and river erosion risks in selected sub-basins and establish a foundation for IWRM. Subcomponents include:

- River Works Investments in Beki and Buridehing River Basins
- Flood Forecasting, Integrated Flood Risk Management Plans, and Investment Preparation
- Data Collection and Embankment Asset Management
- Assam Water Center Annex
- WRD Project Management and incremental costs

**Component 3: Disaster Risk Management (US\$35 million).** This component strengthens Assam’s overall disaster risk management capacity.

- Flood Shelters
- Early warning and Dissemination System
- Revenue Circle Disaster Management
- Climate Resilient Villages
- ASDMA Project Management and Incremental Costs

**Component 4: Contingent Emergency Response Component (US\$ 0):** This allows an immediate response to an Eligible Crisis or Emergency, as needed, from other components to partially cover emergency response and recovery costs. This component could also be used to channel additional funds should they become available because of the Emergency.

### 1.4 Project Area

In Phase I the Project will be implemented the following districts of Assam

Component-2 – Water Resources Management	Barpeta, Dibrugarh, Tinsukia and Baksa
Component-3 – Disaster Risk Management	Dibrugarh, Sivasagar, Golaghat, Majuli, Biswanath, Barpeta, Baksa, Lakhimpur

## 1.5 Project Beneficiaries

These are people from villages/communities who are directly affected due to river bank erosion and flood losing life, land, assets, livelihoods, etc. These include disadvantaged and vulnerable population (Disadvantaged and vulnerable groups could include sub-groups belonging to the following categories: scheduled tribes, scheduled castes, MOBCs, , senior citizens, women, and differently abled persons). The second group of people consists of the general population that will benefit from improved information that will help them to better prepare and respond to emergencies.

## 2. **Implementing Agencies and Partners**

FREMAA is the Project Management Unit (PMU) with WRD and ASDMA as Project Implementation Units (PIU). These agencies will work through their Circle, Division and Sub-division offices and in collaboration with various government departments and Non-Government and Private sector agencies.

## 3. **Purpose and Approach of Stakeholder Engagement Plan**

The SEP has been developed in line with ESS 10 i.e. 'Stakeholder Engagement and Information Disclosure' to define a technically and culturally appropriate approach to engage the stakeholders during project preparation and implementation throughout the life cycle of the project. The SEP will be a useful tool to manage communications between project agencies (PMU and PIUs) and its stakeholders. The goal of this SEP is to: i) improve and facilitate decision making and create an atmosphere of understanding that actively involves project-affected people and other stakeholders in a timely manner and ii) provide sufficient opportunity to these groups to voice their opinions and concerns that may influence project decisions.

The SEP shall:

- Identify different categories of stakeholders i.e., individual or groups (a) affected or likely to be affected by the project (project-affected parties); (b) may have an interest in the project (other interested parties); and (c) other vulnerable groups.
- Understand the information and engagement needs for each category of stakeholder
- Make provisions for stakeholders to effectively participate in project activities to facilitate direct and indirect benefits from project interventions.
- Identify effective methods, timing and structures to share project information, and to ensure regular, accessible, transparent and appropriate consultation
- Develop a stakeholder engagement process to provide the stakeholders with an opportunity to engage in project planning and implementation.
- Develop a grievance redressal mechanism for all stakeholders
- Define roles and responsibilities for implementation of the SEP

- Outline a reporting and monitoring mechanism to ensure effective implementation of the SEP.

#### 4. National, State Legal and Regulatory Framework

This SEP considers the existing institutional and regulatory framework within the context of the National and State legal instruments as well as provisions and process outlined in ESS 10 on Stakeholder Engagement and Information Disclosure.

##### 4.1 National and State Acts and Policies

The relevant National Acts and Policies are described in the table below.

Table 1: Relevant Acts and Policies

Acts/Rules/Policy	Explanation	Relevance to the Project
Right to Information Act, 2005	To provide right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority.	It is related to all those organizations and individuals who would like to secure information on the activities and plans under the proposed AIRBMP project. It is relevant to maintaining transparency of project activities.
Environment (Protection) Act, 1986 and EIA Notification, 2006 (Amended during 1991)	The act recognizes the right of citizens to provide a healthy environment, safeguard from any adverse environmental impacts. Also to provide detailed procedures and guidance on environment management. It provides citizens with the right to environmental information as well as to participate in developing, adopting, and implementing decisions for managing environmental impacts. It has provisions for public hearing during the process of project planning to ensure public discussion during project implementation and makes it obligatory for project authorities to incorporate suggestions received from the citizens.	It is applicable to all sub-projects where environmental information as well as to participate in developing, adopting, and implementing decisions for managing environmental impacts are formulated for mitigations.
Assam RFLTLARR Rules, 2015	The act provides for a transparent process and fair compensation in land acquisition for public purpose and provides for rehabilitation and resettlement of land owners and those affected by land acquisition. It comprises four schedules that provide the minimum applicable norms for compensation based on market value, multiplier and solatium; resettlement and rehabilitation (R&R) entitlements to land owners and livelihood losers; and facilities at resettlement sites for displaced persons, besides providing flexibility to states and implementing	Applicable to all sub-projects when land is required to be taken on involuntary basis i.e. if land is not taken on direct purchase from the owner, the process followed for acquisition and information dissemination process followed regarding entitlements and engaging the affected persons planning and implementation

Acts/Rules/Policy	Explanation	Relevance to the Project
	agencies to provide higher norms for compensation and R&R.	
Panchayati Raj Act 1953, 73 <sup>rd</sup> Amendment 1994	The act leads towards village governance and establishes the bottom-up approach. The Panchayati Raj Institutions considered as Local Self Governments for rural areas whether at the level of a village or a block or a district. They are responsible for preparation of plans for the development programs include drinking water, minor irrigation, rural sanitation, natural resources management and other socio-economic and so on, mobilization of resources for relief during natural calamities, removal of encroachments on public properties, organizing voluntary labour and contribution for community works and maintenance of essential statistics of villages.	Applicable for AIRBMP as during the implementation of the project activities require institutional support at different levels. This Act will facilitate support for the active participation of the village communities and other democratic institutions including Autonomous District Councils that may yield the effective outcomes of interventions.
Extension of Panchayati Raj to Scheduled Areas (PESA) 1996	The Act provides for extension of the provisions of Part IX of the Constitution relating to the Panchayats to Scheduled Areas. The Act allows greater recognition to tribal economic and sociocultural systems, autonomy for local governance and control over natural resources in scheduled areas of the country. Every Gram Sabha shall approve of the plans, programs and projects for social and economic development before such plans, programs and projects are taken up for implementation by the Panchayat at the village level; ii). be responsible for the identification or selection of persons as beneficiaries under the poverty alleviation and other programs	Any project intervention should honour and maintain the autonomy of the tribal. Applicable as project needs to take prior informed consent for project interventions, to ensure that livelihood enhancement interventions are socially acceptable. The project needs to ensure that tribal communities participate in project activities and there will be no adverse impacts on local tribal groups.
National Policy on Tribal Development, 1999	The policy seeks to bring scheduled tribes into the mainstream of society through a multi-pronged approach for their all-round development without disturbing their distinct culture. Development and empowerment of STs is enshrined in the Constitution and the tribal sub-plans included covered under the Five-Year Plans.	This policy will be applicable to project activities in tribal dominated districts. The need is to ensure that tribal communities participate in the project activities and there are no adverse impacts on local tribal groups. The policy is applicable in the tribal districts. The project interventions should be dovetailed with the Tribal Development Sub Plan in order to facilitate the achievement of its objectives of the sub plan.
Disaster Management Act 2005	The act is aimed towards the effective management of disasters and prescribes for setting up of authorities at national, state and district level. It also prescribes measures to be taken by respective authorities in prevention, mitigation of	The act will organize and train the personnel for effectively managing the disaster. It will also ensure communication system to build the capacity and preparedness of the stakeholders.

Acts/Rules/Policy	Explanation	Relevance to the Project
	disasters as well as preparedness and capacity building of stakeholders.	Develop and distribution of IEC material and conduct various awareness activities at different stakeholders level in relation to the disaster management plan.

#### 4.2 World Bank Environmental and Social Framework (ESF)

Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure under ESF recognizes the importance of open and transparent engagement between the proponent and project stakeholders as an essential element of good international practices. The main objectives of the ESS10 are:

- To establish a systematic approach to stakeholder engagements that will help Borrowers identify stakeholders, build and maintain a constructive relationship with them, in particular project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- To provide project affected parties (Individuals or groups that are affected or likely to be affected by the project will be identified as 'project-affected parties' and other individuals or groups that may have an interest in the project will be identified as 'other interested parties') with accessible and inclusive means to raise issues and grievances and allow Borrowers to respond and manage such grievances

### 5. **Brief Summary of previous Stakeholder Engagement Activities**

#### 5.1 Stakeholder engagement activities under the previous ADB financed AIFRERMIP

The Assam Integrated Flood and River Bank Erosion Risk Management Investment Project – funded by Asian Development Bank was implemented in 2 (two) tranches (2010 – 2017 and 2018 – 2020) in three Subproject Sites (Dibrugarh, Kaziranga, Palasbari-Gumi). Several consultations were done with the project-affected people and other stakeholders from the project concept stage and during the execution of civil works which provided an opportunity for the stakeholders to share their views and concerns about the project. In case of any change in project design, the APs and other stakeholders were consulted regarding the factors that necessitated the change, efforts

taken to minimize resettlement impacts, and mitigation measures available in accordance with the principles of the Resettlement Framework of AIFRERMIP. Through public consultations, FDGs, and meetings with the stakeholders, concerns and suggestions were incorporated and grievances were settled amicably with the coordination of the District Administration.

Leaflets were distributed to the PAPs about the establishment of Grievances Redressal Mechanisms and hoardings were installed on the project sites mentioning the civil works carried out in the particular areas. During the implementation of Resettlement Plan, the implementing NGO organized several consultation meetings and appraised the affected persons about the schedule/progress in the implementation of civil works, including awareness regarding flood and river protection activities and HIV AIDS prevention. Vulnerable groups like women-headed households, ST, and SC were consulted through meetings and FGDs so that they understand the process and their needs were specifically taken into consideration in the implementation.

Key lessons learnt from this were as follows: While preparing this SEP<sup>3</sup>, stakeholder engagement activities under the previous ADB financed AIFRERMIP and ASDMA projects were considered. Key lessons learnt were as follows: i) systematic public consultations, FDGs, Inter Personal Communication (IPC) and meetings with the stakeholders are vital to eliciting concerns and suggestions and also helped to settle grievances amicably with the coordination of the District Administration; ii) Distribution of IEC materials such as leaflets on GRM, besides information boards are invaluable to continuously keep the communities informed; iii) Vulnerable groups such as women-headed households, ST, and SC genuinely need to be informed adequately so that they feel empowered to contribute during consultation; v) Local CSOs and NGOs need to be actively engaged with detailed and accurate data to minimise spreading of misinformation; vi) Good quality consultations help to identify accurate and rightful stakeholders, important flood locations that are otherwise not found in hazard maps and finally helps right locations for siting new flood shelters. vii) responding to issues identified during consultations with various stakeholders feedback and suggestions have helped in the preparation of a better design of flood shelters by including the following features like cooking areas, separate space for women, lactating mothers, separate toilets for women, sanitary pad vending and disposal machines.

## 5.2 Stakeholder engagement activities in the ASDMA projects

ASDMA conducts consultations with institutional stakeholders at district level with DDMAAs, Circle Offices and Line departments to check the status of flood preparedness every year once in month of February. This meetings are conducted to check the status of the relief camps and the shelters, activation of the response forces, availability of boats and other equipments, medicines and disinfectants, etc. required in the advent of floods. Regular review meetings are conducted both before, during and post flood periods. The Field Officers placed at the Circle Offices undertake consultations at the grassroots level with the flood and erosion affected communities

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<sup>3</sup> This SEP is prepared with support of consulting agencies - Scorpion, Guwahati and CEMT, Hyderabad



of identified vulnerable places to understand the possible mitigation measures that can be implemented for flood and erosion management. ASDMA also encourages voluntary services at the community level under the initiatives *Apada*<sup>4</sup> Mitras. Volunteers – sourced from the community, are selected through standard procedures and are provided with residential trainings on search and rescue operations. So, the *Apada* Mitras respond to the immediate needs of the communities in the aftermath of disaster by providing basic relief and rescue.

## **6. Summary of consultations during preparation of AIRBMP**

As part of the planning process, three separate rounds of consultations were carried out in the project area. During the initial social screening and preparation, the first round of consultations was carried out in November and December 2020. A transect walk was conducted along the potentially impacted areas to understand land requirements, presence of human settlement and understand the communities' views on any adverse social and environmental impacts and elicit necessary community participation in the program. These consultations were conducted with the aim of obtaining the perceived environmental and social risks and possible impacts – both positive and negative – during the different stages of the project, as well as understanding the probable measures to mitigate or minimize these risks. Focused Group Discussions were carried out with officials from the Departments of Revenue and Disaster Management, Forest and Environment, Panchayat and Rural Development, etc. to get a wider view of issues related to flood and erosion management and explore possibilities of conjoint efforts in the implementation of the project. The consultations helped

- a) in identification of priority and vulnerable reaches to be taken up under the project.
- b) Responding to issues like coordination issues in the relief camps in absence of an identified committee for the management of the relief camps, lack of proper arrangements for sanitation like toilets, sanitary pads, etc., separate space for cooking which ultimately leads to a lot of damages to the school infrastructure since largely the schools are used as relief camps. These feedback and suggestions have helped in the preparation of a better project design by including the following features like cooking areas, separate space for women, lactating mothers, separate toilets for women, sanitary pad vending and disposal machines.
- c) New available methods of communication such as whatsapp groups etc were suggested for early warning and quick dissemination of information, wherever possible with network connectivity. But as network connectivity gets disrupted, communities preferred field officers to carry accurate messages.
- d) New concept of Circle Quick Response Team (CQRT) with locally sourced members being introduced to minimize time for response to communities during flood events

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<sup>4</sup>Apada means disaster

A district-level consultation under the chairmanship of Deputy Commissioner, Dibrugarh, along with the ADC and MLA was carried out in February 2021 with participation from Gaon Panchayat representatives, block and district administration, affected persons, associated departments and other interested citizens. Prior information on the consultation was widely published in newspapers and on the official website of FREMAA. Based on the outcome of this consultation, the Anti-Erosions works which were planned for 6 at locations were enhanced to 32 locations and scope of ESIA amended accordingly. Consultations were held during Jan-Feb 2022 where it was indicated by participants that the embankment strengthening works will obstruct access to people and cattle from settlements to the riverside resources and requested to make appropriate design provisions such as crossing and ramps. Provision for temporary ramps are thus made to mitigate issues related to access for locals.

Issues the primary stakeholders (Villagers and affected persons) have been summarized below:

Stakeholder	Need and preferences for engagement	Response
Project affected parties (and also beneficiaries of such measures)	<ol style="list-style-type: none"> <li>1. wants to be engaged and communicated through regular project meetings, Gaon Sabha meetings, WhatsApp groups</li> <li>2. through field officers when networks get disrupted</li> </ol>	<ul style="list-style-type: none"> <li>▪ Provisions for active engagement with the preferred channels of first contact – Gaon Bura, Gaon Panchayat and ASHA workers, WhatsApp – will be made</li> <li>▪ The official websites of FREMAA, WRD and ASDMA will be updated regularly on project status and related information</li> </ul>
Other interested parties (communities, NGOs, media)	<ol style="list-style-type: none"> <li>1. Wants to be engaged and communicated through regular Gaon Sabha meetings and Aapda mitras.</li> <li>2. preferred field officers to carry accurate messages.</li> <li>3. In absence of designated shelter management committee they feel that the burden of managing the flood shelters falls on the school authorities and the community themselves and they need to more information and training to perform their roles well</li> <li>4. The local new channels, NGOs and CSOs do not receive correct and timely information</li> </ol>	<ul style="list-style-type: none"> <li>▪ The official websites of FREMAA, WRD and ASDMA will be updated regularly on project status and related information</li> <li>▪ Local CSOs and NGOs will be actively engaged with detailed and accurate data through electronic and print media</li> <li>▪ The Flood Shelter Management and Maintenance Committee is a three tier one which includes a Community Based Shelter Management and Maintenance Committee. This is to give equal opportunity to the</li> </ul>

Stakeholder	Need and preferences for engagement	Response
		community to participate in the decision making process and at the same time help the community in their capacity building. <ul style="list-style-type: none"> <li>▪ Active engagement with media houses as an important stakeholder will be taken up through the project Communication Plan</li> </ul>
Disadvantaged/ vulnerable	Wants to be engaged and communicated through specific meetings closer to their areas and other volunteers, ASHA workers	<ul style="list-style-type: none"> <li>▪ Provisions for active engagement with the preferred channels of first contact – Gaon Bura, Gaon Panchayat and ASHA workers, WhatsApp – are included as pertinent components of the communication strategy</li> <li>▪ A cell broadcasting system and district level Emergency Operating Centre will be deployed</li> </ul>

### 6.1 Stakeholder Consultation Workshop on ESIA, ESMF, RPF and IPPF

A Stakeholder Consultation Workshop would be conducted to inform and seek feedback from the participants on the draft ESF instruments prepared under the project. Stakeholders will include District Administration, Project Impacted Person(s), associated line departments, PRI representatives, educational institutions, CBOs, NGOs and other interested parties. An advertisement will be published in the local dailies regarding the disclosure of the SEP and seeking feedback from stakeholders. The revised instruments with the feedback from this consultation will be disclosed in accordance with disclosure and information sharing process described in this SEP. The proceedings of this workshop including the list of participants will be annexed to this SEP.

## 7. Stakeholder Identification and Analysis

Based on the project objective and components of the project, stakeholders were identified. As the focus of the project is on communities from flood affected regions including both project-affected parties and other interested parties, paying special attention to identify disadvantaged or vulnerable groups who might be affected by

the project and require special attention. People from flood affected regions are the key stakeholders of the project.

The stakeholder identification was done during the village level meetings and consultations. The stakeholders of the project as identified are presented below:

### 7.1 Affected Parties

Project Affected parties include community members and other parties that may be subject to direct adverse impacts from the Project. These are people from villages/communities who are directly affected due to soil erosion and flood and shall experience loss of land, assets, livelihoods due to the proposed infrastructure, etc. The location and other details of sub-projects have identified economic and physical displacement to a limited extent in the project as the project activities are planned either on Govt. and/or private land. This might affect the encroachers and non-titled holders including ones under 'Extreme Poverty' who might be living in the sub-project lands. HHs in close proximity to project sites/Project affected illiterate persons, physically challenged, women and elderly, School authority, Teachers, SMCs, Anganwadi workers, Students, Parents who might get affected during construction work at school. The school going children and persons needing medical attention etc. who might face problems due to noise and air pollution or while commuting during the constructions of multi purpose flood shelters. The project beneficiaries include groups such as E.g. users of flood shelters, others benefitting from anti erosion measures, etc.

### 7.2 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected. They are individuals/ groups interested in the project, may be because of the project location, its characteristics, its impacts, or matters related to the public interest. They may not experience direct impacts from the project. They need to be kept informed with regular communication and responses to queries. In this case, these parties had been identified as: Gaon Panchayat, Autonomous District Councils, Village Headman, SHGs, NGOs, CBOs, GBV Service Providers, print and electronic Media, Inhabitants of the villages with new flood shelters (weavers, farmers, ASHA workers, etc.), Community based shelter management and maintenance committee comprising both officials and local community members.

### 7.3 Disadvantaged / vulnerable individuals or groups

The vulnerable or disadvantaged groups that are identified in the context of this project are:

1. People regularly affected by flood and river erosion
2. Scheduled tribes (within Sixth Schedule areas and outside)
3. Minority OBCs, Tea tribe communities
4. Female-headed households

5. People with disabilities
6. People above 60 years
7. People with limited access to communication media – newspapers, TV, radio, etc.
8. People with low literacy levels /low technical literacy,
9. People with limited or no digital connectivity (Eg.-for early warning dissemination through cell broadcasting will require availability and usage of devices like cell phones)
10. People living in remote or hard-to-reach areas
11. Linguistic minorities

#### 7.4 Stakeholder engagement by Project component

The engagement needs of these key stakeholders are summarized in the table below:

Table 2 – Information dissemination and modes of engagement

Topics/Information to be disclosed	Project stakeholders	Tools of engagement & mode of disclosure	Frequency	Responsibility
<b>Component 1 – Institutional Strengthening and Strategic Studies</b>				
Assam Water Policy; Assam Brahmaputra State of Basin Report; Disaster Risk Financing Study; Flash Flood Forecasting Study and other studies	Academics, policy makers, various govt departments, implementation partners, Media, CSO, NGOs	Gaon Sabhas, Consultative Meetings and workshops; Press releases, website disclosures seeking feedback; social media channels; Email facility, Print advertisement	Periodic	FREMAA, WRD and ASDMA, PMTC Consulting agencies
<b>Component 2 – Water Resources Management (no regret investments; Flood Forecasting &amp; IFRMP; Asset Management Program) – Preparation and Implementation phases</b>				
<ul style="list-style-type: none"> <li>• Project design, scope, approach, benefits, timelines;</li> <li>• Process for land acquisition, compensation; Impact mitigation measures including R&amp;R provisions as approved by the govt.; payment modalities</li> <li>• Specific design interventions for vulnerable and disadvantaged</li> <li>• GBV/ SEA and mitigation measures</li> <li>• Road safety and traffic management measures</li> <li>• Grievance mechanism</li> </ul> <p>Construction stage measures for Management of air and noise pollution; Proposed labour camp sites and OHS measures; Excavation works-sludge/earth disposal plans;</p>	<p>Project affected persons, other interested groups including broader communities, Gao Bura, disadvantaged vulnerable groups, Autonomous District Councils in Schedule VI areas (designated tribal areas)</p> <p>District Administration (ASHA workers, Gaon Bura), associated line departments, PRI representatives, educational institutions, CSO/NGOs, Media</p> <p>Contractor personnel sourced from local communities</p>	<p>Gaon Sabhas, Census and Socio-economic Household survey; Inter-personal communication (IPC); Focus Group Discussion; awareness Campaigns; Information boards at site; distribution on Leaflet on R&amp;R process, compensation, and entitlements.</p> <p>Stakeholder Consultation workshops on draft documents (RPF, ESMF, ESMPs and RAPs); Advertisements in newspapers; website disclosure; social media channels</p> <p>Awareness training on provisions in contract document, ESMPs</p>	<p>Continuous through plan preparation and implementation</p> <p>Periodic</p> <p>Every six months for 2 years</p>	<p>FREMAA, WRD and through ESIA consultants, RAP Implementation NGO, PMTC</p>

Access issues; reporting requirements				
Flood Forecasting and IFRM Plans for 5 more Basins - design, scope, benefits; Flood risk management; Embankment Asset Management	Basin boards (Brahmaputra board, Beki Board), Academic, policy makers, CSO, Consultancy firms Communities	Consultative workshops, Press releases, website disclosures seeking feedback; social media channels; Email facility	Periodic	
<b>Component-3 (Flood Shelters, Early Warning systems, Upgrading of State EOC to Fusion Centers; Circle Quick Response Teams; Village Disaster Mitigation Plans and facilitating mitigation investments</b>				
<ul style="list-style-type: none"> <li>▪ project's features, required resources including land and related development activities.</li> <li>▪ Site selection for project implementation (New Flood shelters, Augmentation and Retrofitting of existing shelters specifically schools</li> <li>▪ Guidelines for Flood Shelter Management Committee/ Community Based Shelter Management &amp; Maintenance committee</li> <li>▪ Construction stage provisions</li> <li>▪ Special provisions or Design intervention for physically challenged people</li> <li>▪ Early Warning Systems</li> </ul>	Local communities, Gaon Buras, School Management Committees, PWD contractors	Gaon Sabhas; Consultation meetings; district workshops; Leaflet website disclosure; social media channels Parents teacher meetings	Multiple	ASDMA and FREMAA, Supervision Consultant
	Parents of children, disadvantaged and vulnerable groups			
	District Administration, Local community, Other associated departments, School Management Committees	Email, Consultation with DDMA, publish in website, hardcopies to be placed in Circle Office, DDMA, Workshop of Community Based Shelter Management Committee	Multiple	ASDMA
	Local communities, Gaon Buras, School Management Committees, PWD contractors	Consultation with Community, IEC material, Website, Social media channels		
	Local communities, Gaon Buras, District Administration, Academics, Media, etc	Gaon sabhas, disclosure of guidelines through leaflets in local language, Workshops & Trainings, Social Media update, press release dissemination, Press Conference, meetings with associated departments	Multiple	ASDMA, IEC Consultancy
Preparation and implementation of Village Disaster Management Plans (VDMPs)  CQRTs formation and training	Community Volunteers, Local communities, Gaon Buras, District Administration, Other associated departments, etc.	Gaon sabhas, Households surveys, Newspaper Advertisement, Interviews of selecting volunteers, Social media updates, PRI activities, IEC Materials, Photo & video documentation, Website update, Workshops & Trainings, Street plays, State level conclave with the associated departments	Multiple One-time	ASDMA with support from IEC Agency and Socio Technical Agency; Associated depts. such as PWD; Contractors

Capacity building of school children and teachers and awareness generation among the local communities on the lightning arrestors	Local communities, Gaon Buras, School teachers and children, media, etc.	Community meeting, Gaon Sabhas, Training & Workshops, IEC material, Media exposure visit, Social media update	Multiple/One-time	ASDMA Consultants (Socio-Technical Agency, IEC Consultancy)
Technical Demonstration Unit (TDU) and facilitation centre.  Create awareness among local communities on resilient housing	Local communities, Gaon Buras, District Administration, Associated Department, Academics, Media, etc.	Community consultations, Gaon Sabhas, Community Training & Workshops, Newspaper Advertisements, Website, Social Media updates, Media & Student exposure visits, IEC Materials, Photos & Video Documentation	Multiple/One-time	
Task force formation at village level	Local communities, Gaon Buras, District Administration, Associated Department, Media, etc.	Community consultations, Gaon Sabhas, Training & Workshops, Website, Social Media updates, Press release & articles, IEC Materials, Photos & Video Documentation	Multiple/One-time	

The Stakeholder Engagement Plan for first year of the project are given under Annexure 11.4. specific to the project components with details of mode of engagement, target group and timelines. Similar plans will be developed based on results and learnings, for subsequent years.

The websites of FREMAA/ASDMA/WRD will be used to disclose project documents SEP, ESIA ESMP, RAP and RPF. Besides the disclosure of documents project brochures and updates on the project relevant for external stakeholders will be posted. In addition, the site will provide details about the Grievance Redress Mechanism and contact details. FREMAA/ASDMA/WRD will update and maintain the website regularly.



## 7.5 Timelines for Feedback

FREMAA/ASDMA/WRD shall be inviting feedback and suggestions using the following modes and convey its response within specified timelines.

Table 2: Disclosure, Feedback and Timelines

Suggestion/disclosure on Documents	Mode of providing feedback	Timeline for feedback	Conveying of responses	
			No. of days	Mode
<b>Component 1 - Institutional Strengthening &amp; Strategic Studies</b>				
Advertisements - Potential Employees of FREMAA including women	Applications written to FREMAA	15 days	30 days	✓ Response to Candidates ✓ The response shall be Displayed on FREMAA website;
Project documents - ESIA RPF, ESMP, RAP, EMP, LMP, SEP, GBV Plan	Email or written correspondence to FREMAA Consultation meetings	30 days	30 days	✓ Display on WRD/ FREMAA/ ASDMA websites;
Advertisement/ Notifications for consultancies	Applications written to FREMAA	30 - 60 days	30 - 60 days	✓ Response to bidders ✓ Display on FREMAA website
<b>Component 2 - Water Resource Management</b>				
Advertisement/ Notifications for civil works contracts	Applications written to WRD	30 - 60 days	30 - 60 days	✓ Response to bidders ✓ Display on WRD Website
Advertisements -Hiring of Employees of Externally Aided Project (EAP) Wing (AIRBMP), WRD including women	Applications written to FREMAA	15 days	30 days	✓ Response to Candidates ✓ The response shall be Displayed on WRD website;
<b>Component 3 - Disaster Risk Management</b>				
Advertisements for hiring Employees of ASDMA including women and Community Volunteers, etc. Display the notice board at the DDMA office.	Applications written to ASDMA	30 days	30 days	✓ Response to Candidates ✓ The response shall be Displayed on ASDMA Websites
Advertisement/ Notifications for civil works and goods	Applications written to ASDMA	30 days	30 days	✓ Response to bidders ✓ Display on ASDMA Website
Advertisement/ Notifications for consultancies	Applications written to ASDMA	30 days	30 days	✓ Response to bidders ✓ Display on ASDMA website
SOPs and Guidelines	<ul style="list-style-type: none"> <li>▪ Letter</li> <li>▪ Email</li> <li>▪ Applications written to ASDMA</li> </ul>	30 days	15 days	✓ Letter ✓ Email ✓ Website

## 7.6 Roles, Responsibilities and Resources for Stakeholder Engagement

For the purpose of implementation of the project, a Project Management Unit (PMU) is set up under FREMAA. The PMU is responsible for the coordination of the project activities at state level, both technically and qualitatively and monitors the physical and financial progress including safeguards issues.

The PMU is headed by the Chief Executive Officer (CEO). The implementation of the SEP will be overseen by the Social Development Specialist in coordination with the Communications Specialist and under the guidance of the Dy.CEO. At the PIU level i.e. WRD and ASDMA HQ, the Social Development and Communications experts will be responsible for implementing stakeholder engagement activities through IEC consultant agencies contracted through PIUs at the community level who will be directly engaging with the key stakeholders throughout project implementation..

A broader project communication plan is being designed to create a holistic understanding of the project, increase awareness, improve knowledge and build support for the project among the larger audience. The plan will guide implementation of communication activities covering a wider range of stakeholders and audience through a well-planned series of actions aimed at achieving the project objectives including public participation mechanism, multi-media information campaign, media engagement and capacity building. While, also promoting an integrated approach towards water resources management and disaster risk management, the strategy is aimed at creating enabling conditions for sustainability of the projects.

The concerned heads of the PIUs will provide the necessary guidance to the social and communications experts as per the directions of the PMU for the implementation of the SEP. PMU will also arrange necessary trainings associated with the implementation of this SEP. The resources for stakeholder engagement can be referred to under the Budget section below

## **8. Project Grievance Redress Mechanism**

A Grievance Redressal Mechanism (GRM) is established to address stakeholders' grievances and dissatisfactions about actual or perceived impacts and to find a satisfactory solution. Some grievances may arise during the project design and planning stage, while others may come up during project implementation. The GRM will be implemented throughout the project cycle for use by stakeholders to address concerns and complaints promptly and transparently. The GRM will ensure that the stakeholders have access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints.

The GRM will work within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local and sub-project level.

The key objectives of the GRM are:

- Educate stakeholders on the GRM
- Receive and record the grievances
- Resolve and close the grievances
- Escalate unsolved grievances to concerned authority
- Notify/ update the stakeholders of the solutions

The types of grievances the stakeholders may file for all the project components include, but are not limited to:

- Non-payment, or inadequate compensation and/or due R&R assistances; wrong
- measurement of parcel
- Construction related impacts - damages to structures; dust damaging crops/trees
- Health and safety risks;
- Negative impacts on the environment;
- Negative impacts on communities, which may include, but not be limited to financial loss,
- physical harm and nuisance from construction or operational activities;
- Impacts arising from migrant labor on local communities
- Exclusion from beneficiary lists
- Lack of information and opportunities for participation

In the previous ADB (Tranche-II) Project, Grievance Redressal Committee (GRC) was established at three levels, one at the project level, another at the District level, and the third at Executing Agency (PMU) level, to receive, evaluate and facilitate the resolution of affected person concerns, complaints and grievances. During the execution of the project, total 143 nos. of grievances petitions were received at the project and district level, Most of the grievances were related to the- enhancement of land and zirat valuations; few petitioners claimed land/ zirat compensation, and few of the PAPs claimed the land for relocation and establishment of new houses, etc. All the grievances were resolved at the division and district levels by the GR committees. Upon receiving the complaints, field-level verifications were done by the project and district-level officials, follow-up meetings were done in the concerned Deputy Commissioner's Offices and in a few instances, joint meetings were done between the petitioners and GRC members for the corrective decisions on the grievance petitions. The proposed GRM elaborated below, builds from this previous experience of FREMAA and WRD.

Further, under ASDMA, there is an active disaster information system established at State Emergency Operation Centre (SEOC) at the state head quarter. The information system operates as a response during flood, landslide or any other disaster. Emergencies such as evacuation are immediately responded with the help of SDMA and NDMA's assistance. Also, depending upon the nature of disaster, emergency services are also provided by the Air force for relief and evacuation. In terms of relief and rehabilitation, people take shelter in designated relief camps in schools and

community halls where supply for flood relief is distributed within 24 hours' time. A toll free helpline number is in operation that acts as a service provider during emergency for both the state and districts (1079, 1070/1077). The helpline number acts as a response e.g. any information received firsthand is disseminated to the respective District Emergency Operation Centre (DEOC). The DEOC disseminates to the DDMA and the DDMA acts accordingly to resolve the issue. The Project Officer (Response) is the designated official in ASDMA to coordinate with SEOC for monitoring and evaluation of the data received. The scope of the Tollfree numbers will be expanded as intake channels for grievances under the project.

Non-designated relief camps/ temporary shelter issues, such as emergency relief, safety and security, health, etc. of the disaster affected people are communicated to the gaon burhas, lat mondol, and circle officers. Supply of relief and medical aid to the temporary relief camps is primarily provided by the District Disaster Management Authority (DDMA) immediately after evacuation. A designated field officer at Circle level with the help of the lat mondals address the issues raised by the disaster affected people in the temporary shelters. There is a notified Circle level Task force Committee headed by the Circle officer, where officials from the emergency Dept. are its members. The CLTFC becomes active during and post disaster. If any issue related to the violation of D.M. Act is found, then the District Disaster Management Authority under the chairmanship of Deputy Commissioner and State Disaster Management Authority under Chairmanship of Chief Executive Officer is the competent authority to take decision.

Presently, FREMAA, WRD and ASDMA are also addressing grievances raised through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), which is an online portal implemented by the Govt. of India and hosted by National Informatics Centre (NIC). The Chief Minister of Assam can be contacted for any help at phone numbers 0361-2262222/ 2237043, Fax Number 0361-2262069 and email [cm@assam.gov.in](mailto:cm@assam.gov.in)

### 8.1 Five Key Elements of GRM under the project

The project GRM has the following five key elements and procedures for satisfactory functioning:

1. **Different ways of Grievance Registration:** The grievances can be registered by person, phone, text message, mail, email, via website, verbal, etc. Prior to registering the complaint/ query, a procedural step will be in place to assess its eligibility and check that issues raised in the complaint fall within the scope that the GRM is mandated to address. Queries or complaints may be received in a variety of forms ranging from verbal communications to formal and written complaints; also, directly from APs or via third parties. Whatever the source and the form in which the query or complaint is received, it will be accepted by the focal points and registered in a grievance register and online

portal. It is also to be mentioned that uniformity will be maintained in the complaint registration systems across different sections and agencies of the project. Annexure-1 provides a format to record and register a complaint.

Component - 2	Component - 3
Grievance Register (manual) at office of PIU	Grievance Register (manual) at office of PIU
Complaints through Email (provision on the official website)	Complaints through Email (provision on the official website)
Complaints Register (on-site) maintained by Contractor	Complaints Register and drop box (on-site) maintained by Contractor
Verbal complaints received by officials/ staff - record entered in the Register	Online GRM Portal
Written complaints received through posts	Verbal complaints received by officials/ staff - record entered in the Register & Online Portal
Complained received through phone	Toll-Free number maintained at ASDMA-PIU Telephone numbers maintained at WRD and FREMAA
Complaints receive through mail or email	Written complaints received through posts

2. **A log of Grievances and Database:** A Grievance Register will be maintained in which all grievances are recorded and digitized and maintained as a database at the PIU level by the designated official to document the grievance as per the prescribed format attached including details of the date and type of grievance received, the date of personal hearing provided to the complainant, the date when grievance was redressed or if not redressed date of forwarding the grievance to GRC. Provision will be made to record and maintain grievances received directly on-site and incorporated in the Grievance Register. This register will be placed at the Executive Engineer's office of the concerned division. This will serve as the First Level of Grievance resolution.
3. **Redressal Durations and Disclosed Procedures:** The GRM procedures will be publicly advertised and popularised for use by the stakeholders. The GRM will also set out the length of time users can expect to wait for acknowledgement, response and resolution of their grievances. The GRM system will be popularized among the communities through IEC campaigns, IEC material, wall writings, etc. In addition to this, the length of time the complaints can expect to wait for acknowledgment, response and resolution of different types of grievances. Grievances thus accepted, acknowledged and registered will be responded to the complainant in writing within a specified response time and in the prescribed manner, following the Three-Level Grievance Redressal Mechanism under the project. The PIU will also ensure installation of Display Boards at site with GRM information with support from the civil works contractors/ implementing support NGO and in consultation with project Management Unit (PMU), FREMAA. The GRC will meet once in a month.

4. **Transparency and Good Governance:** The GRM procedures, governing structure and decision making process will be popularized among the communities through IEC materials and campaigns. For transparency and good governance, community members are selected as members of the GRC at field level, Grievances that cannot be resolved at the PIU/ PMU level and in cases where the complainant is not satisfied with the decision, will be referred to the District level GRC. Consultative meetings along with distribution of leaflets with the community and APs will also be conducted to educate them on the GRM and its escalation matrix for resolving grievances to encourage them to use and access it in case of need. With reference to complaints related to GVB/ SEA, the PIU will refer the case to the concerned Service Provider with an intimation to the Internal Committee (IC) under PMU and PIU and adhere to the principle of confidentiality while informing the same to the District level GRC (if required) as the case may be. The designated official at the PIU will also be responsible to ensure that a mechanism is put in place to address grievances of labours and staff deployed at project sites by the Contractors.
5. **Escalation:** The project GRM provides for escalation at different levels, so that the unresolved grievances might be redressed at higher levels of GRM. Mediation is also encouraged as an option when the users are not satisfied with the grievance redressal.

Further, for land related grievances, the GRC will provide an opportunity to have their grievances redressed prior to approaching the State level LARR Authority, constituted by Government of Assam in accordance with Section 51(1) of the RFCTLARR Act, 2013. Decision of the District Level GRC will be final, unless an appeal is preferred with the PMU level. If the committee is unable to arrive at a decision through consensus, the matter will be referred to the appellate authority with a note on opinion of the committee members. Other than disputes relating to ownership rights and apportionment issues, on which the LARR Authority has jurisdiction, GRC will review grievances involving eligibility, valuation, all resettlement and rehabilitation benefits, relocation and payment of assistances.

In addition, those who are unsatisfied with the project grievance redressal may seek justice under the courts of law under the national judicial system at their own cost.

## 8.2 GRM at PMU - Appellate Authority

The grievances arising out of the project interventions is proposed to be dealt through 2 (two) separate grievance mechanisms - i) Component-2 managed by WRD and ii) Component-3 managed by ASDMA. The PMU (FREMAA) will have a GR committee as the appellate authority under the Project. The PMU level Committee and GR Committees of WRD at District and Division level have been notified. The GR committees of ASDMA shall be constituted by December 2022.

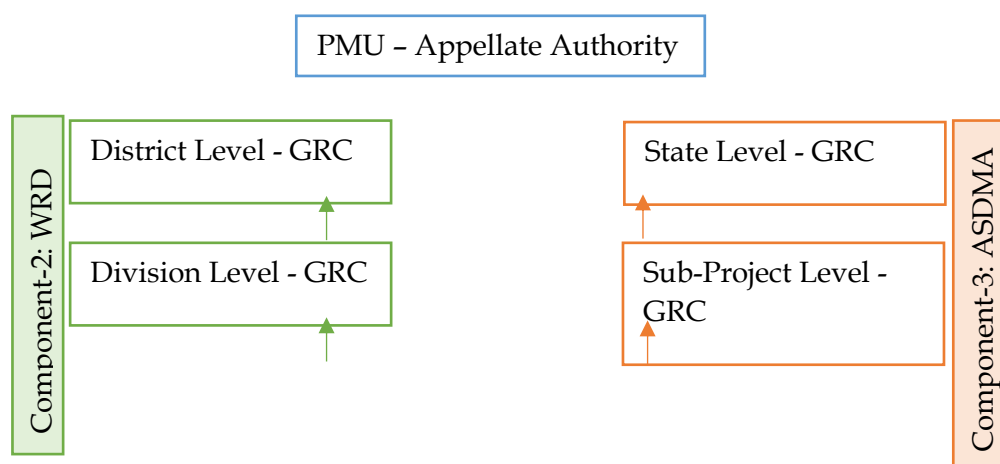


Figure 1: Diagrammatic representation of the Grievance Redressal Mechanism under AIRBMP

### 8.3 Project Management Unit (PMU)

Composition of the GRC: The GRC at PMU as the Appellate Authority is constituted with the following members:

1.	Chief Executive Officer (CEO) Flood and River Erosion Management Agency of Assam (FREMAA)	Chairperson
2.	Chief Executive Officer (CEO) Assam State Disaster Management Authority (ASDMA)	Member
3.	Secretary to the Govt. of Assam Revenue and Disaster Management Department	Member
4.	Chief Engineer Water Resources Department (WRD)	Member
5.	Deputy Chief Executive Officer (DCEO) Flood and River Erosion Management Agency of Assam (FREMAA)	Member-Secretary
6.	Chief Technical Officer (CTO) Flood and River Erosion Management Agency of Assam (FREMAA)	Member

The Committee is formed to address stakeholders' grievances and dissatisfactions about actual or perceived impacts and to find a satisfactory solution. The Committee will function throughout the project cycle for use by stakeholders to address concerns and complaints promptly and transparently. The Committee will ensure that the stakeholders have access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints. The grievances related to Component 2, received through the previously mentioned platforms such as CPGRAMS are forwarded to WRD, which will in turn be placed before the PMU level committee for redressal.

#### 8.4 GRM for Component 2: WRD

GRM is formed at the 2 (two) levels, viz, (i) Division level, (ii) District level handled by WRD to address stakeholders' grievances and dissatisfactions about actual or perceived impacts and to find a satisfactory solution.

##### 8.4.1 Division Level

The concerned Project Implementation Unit (PIU)/Water Resources Division (WRD) will nominate 1 (one) official to oversee the implementation of Resettlement Action Plan (RAP) and to provide response to the grievances raised by the community and Affected Person(s) (AP). The GRC at Division Level is constituted with the following members:

1.	Executive Engineer (WRD) - concerned Division	Chairperson
2.	Assistant Executive Engineer (WRD) - concerned Division	Member-Secretary
3.	Gaon Bura of the concerned village	Member
4.	Two Community Members (Female)	Members

##### 8.4.2 District Level

The Second Level Grievance Redressal Committee (GRC) is notified by the Deputy Commissioner. The GRC at district level is constituted with the following members:

1.	Deputy Commissioner	Chairperson
2.	Additional Deputy Commissioner (LA)	Member-Secretary
3.	Revenue Circle Officer(s) - concerned Revenue Circles	Member
4.	Executive Engineer (WRD) - concerned Division	Member
5.	Assistant Executive Engineer (WRD) - concerned Division	Member
6.	Nominated official from RAP implementing NGO	Member
7.	Two Community Members (Female PAPs)	Members

1. There shall be not more than 7 (seven) members in the committee.
2. There shall be minimum one-third women representation in the committee.

#### 8.5 GRM for Component-3 ASDMA

##### 8.5.1 Sub-Project Level GRM

At the sub-project level, there is a Flood Shelter management and Maintenance Committee and Community based Shelter Management Committee. These committees address grievances pertaining to flood shelters, CRV, CQRT and EWS. The DDMA of the project district with intimation to the ASDMA shall form the GRC



at the project level for with the following officials as members. The composition of the GRC at the sub-project level shall be constitute with the following members:

1	Deputy Commissioner, DDMA	Chairperson
2	CEO, Zila Parishad	Member
3	Addl. Deputy Commissioner, DDMA	Member
4	District Project Officer, DDMA	Member-Secretary
5	Circle Officer, Revenue circle	Member
6	Field Officer, Circle Disaster Management Committee	Member
7	Panchayat Pradhan, PRI	Member
8	One member from School Management Committee	Member
9	Women Representative(ASHA/ Anganwadi)	Member

1. The committee may be notified by Addl. Deputy Commissioner, DDMA.
2. A Grievance Redressal drop box to be installed in the project sites that can be easily accessible.
3. A notified Grievance Redressal Officer to be nominate at Project level by the designated committee for regular facilitation of GRC.
4. Responsible for monitoring all the grievances submitted manually through drop box/electronically and enter in register with a reference number.
5. Ensure reporting on grievances monthly and resolve it within timeframe.
6. Prior to registering the complaint/ query, a procedural step will be in place to assess its eligibility and check that issues raised in the complaint fall within the scope that the GRM is mandated to address.
7. Grievances will be recorded as per the prescribed format attached at **Annexure-1**
8. Grievances thus accepted, acknowledged and registered will be responded to the complainant in writing within a month and in the prescribed manner.
9. Grievances that cannot be resolved at the sub-project level and in cases where the complainant is not satisfied with the decision will be referred to the State level PIU Grievance Redressal Committee.
10. The designated official/Grievance Redressal officer at the Sub-project level will also be responsible to ensure that a mechanism is put in place to address grievances of laborers and staff deployed at project sites by the Contractors.
11. The committee will also ensure display of IEC materials including Grievance Redressal Mechanism at the sub project level.

### 8.5.2 State level GRM

The GRC at State level may be constituted with the following members:

1	Chief Executive Officer (CEO) Assam State Disaster Management Authority (ASDMA)	Chairperson
2	Dy. Chief Executive Officer, ASDMA	Member-Secretary
3	State Project Coordinator, ASDMA	Member
4	Project Advisor, ASDMA	Member
5	Women Officer representative, ASDMA	Member

- The GRC will meet regularly at least once a month on a prefixed date.
- Grievances will be recorded as per the prescribed format
- All grievances will be reviewed and resolved within four weeks of the date of submission.
- The complainant/petitioner will have the right to be heard by the GRC before the committee gives its decision.
- Communication in writing should be sent to the aggrieved person about the date, time and venue of the GRC sitting.
- Communication will also be sent through implementation support NGO/District DDMC to ensure that the petitioner is informed about the date of the GRC sitting.
- Decision of the PIU Level GRC will be final, unless an appeal is preferred with the PMU level
- If the committee is unable to arrive at a decision through consensus, the matter will be referred to the appellate authority with a note incorporating opinion of the committee members.
- The GRC will continue to function, for the benefit of the stakeholders, during the entire life of the project including the defects liability period.
- Grievances received through other platforms like CPGRAMS will be forwarded to the Revenue and Disaster Management Department, which will be forwarded onward to the State level committee for redressal.

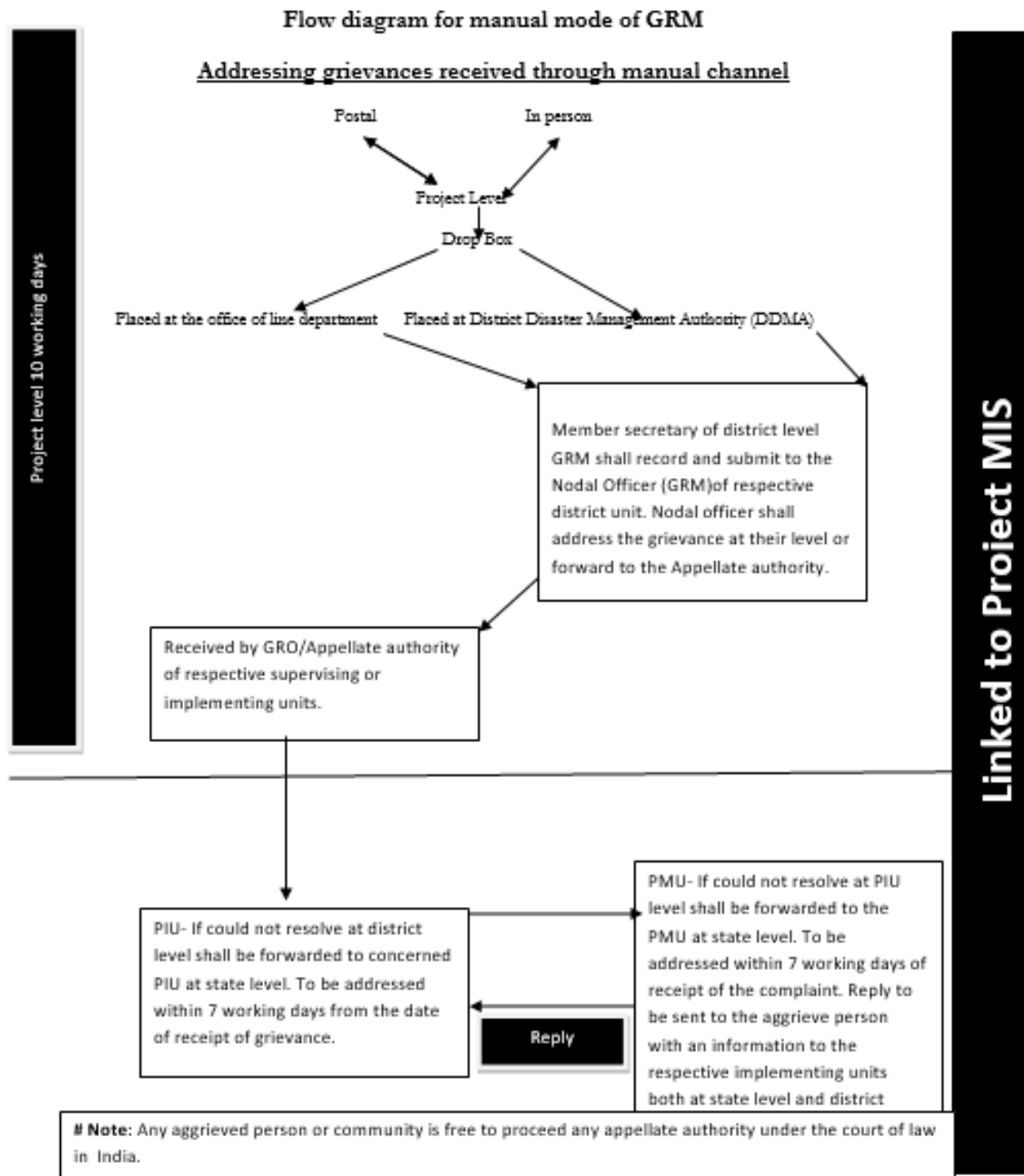


Figure 2: ASDMA – Manual Mode of GRM

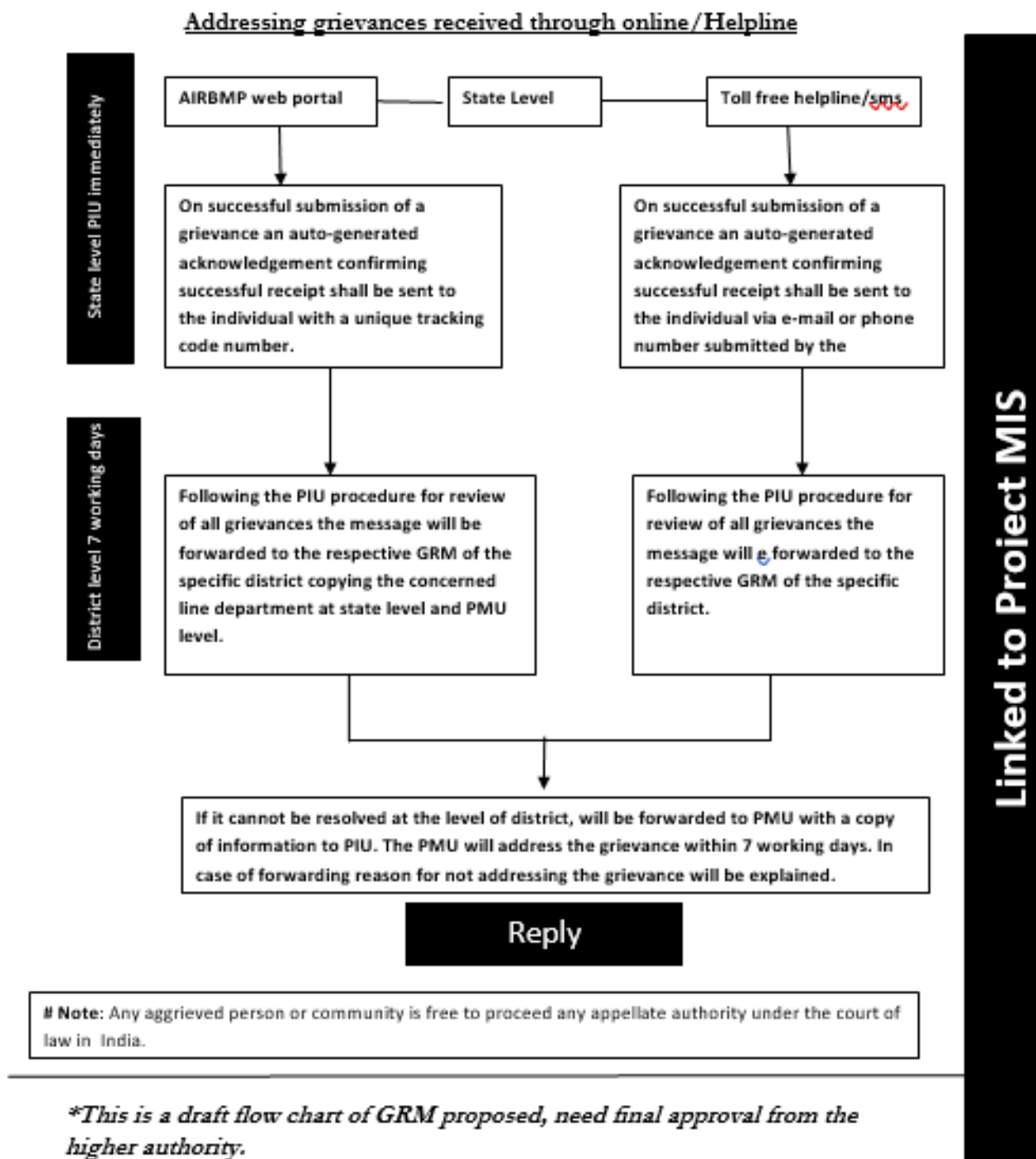


Figure 3: ASDMA - Helpline and Online Mode of GRM

### 8.6 Grievances related to GBV/ SEA

To address complaints related to GBV/ SEA, the implementing agencies are mandated to constitute Internal Committee (IC) as per provisions contained in Section 4 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act 2013, at headquarters as well as division / district level. PMU, FREMAA has notified the IC along with an approved ToR for the Committee. Further, GBV Service providers will be identified at State and District level and linkages will be formalized with the implementing agencies through signing of MoUs to support in

case referral, redressal and awareness on GBV/ SEA. The ICs of the implementing agencies will thus be responsible for addressing complaints related to GBV/ SEA. Additionally, information on Sexual Harassment electronic Box (SHe-Box) an online portal by MWCD, GoI will be provided. For more details on GBV/ SEA mitigation plan please refer to Annex 11 of the ESMF

### 8.7 GRM Monitoring and Reporting

The GRM implemented under the project will be responsible for tracking and monitoring the process of grievance redressal, implementation of the decisions made and of ensuring that the redressal is granted to the complainant in a timely and effective manner. The monitoring process will also include follow up on the implementation of grievance redressal protocols, timelines, document details of complaints received and the progress in solving them.

The concerned PIU and FREMAA officials will jointly monitor the status of handling construction-related grievances by the contractor prior to the monthly meetings at the office of the PIU. Accordingly, progress reports on the status of complaints resolved and on new complaints received through all intake channels will be presented and follow-up will be planned till the next monthly meeting. In addition, databases on complaints resolved and on new complaints received will be maintained in the online portals at both PIU level and FREMAA. The concerned social and environmental officials and staff also will make regular field visits for inspection to verify the information reported by different agencies. A consolidated report of the progress of complaint handling will be prepared on the basis of the database maintained in the GRM portal for onward submission to the CEO, FREMAA.

An overall system will be put in place to assess the overall effectiveness and the impact of the GRMs. Such evaluations will be conducted quarterly and their results will be shared with all concerned at the PIU to facilitate improvement in the performance of the GRM and provide necessary feedback. The following points may be assessed during such evaluations:

- Number of complaints/ queries received
- Category of complaints
- Category of complainants (AP, vulnerable or other associated individuals)
- Status of the complaints (rejected, closed, reopened, ongoing)
- Response time involved in resolution of complaints
- Feedback from the aggrieved/ complainants
- Effectiveness and efficiency of redressal

### 8.8 GRM Contact Information

The contact information of all focal points and intake channels for registering a complaint/ query will be publicly disclosed and included in all IEC materials. The information will be widely shared with the stakeholders and displayed in the official websites of PMU and PIU (<https://fremaa.assam.gov.in/>;

<https://waterresources.assam.gov.in/> ; <https://asdma.assam.gov.in/>). The same will be facilitated with the associated departments and the Contractors.

## **9. Monitoring and Reporting**

### **9.1 Monitoring**

The PIUs will be providing regular monthly updates on implementation of the SEP to PMU. The PMU will send quarterly report on SEP implementation to the World Bank. The SEP will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified stakeholders and methods of engagement remain appropriate and effective in relation to the project context and specific stages of the implementation. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

The following indicators will be monitored but not limited to:

- Number of awareness camps, consultation meetings and other public discussions/ forums conducted within a reporting period (monthly/quarterly/annually)
- Number and types of IEC materials developed and disseminated
- Number of training events conducted and number of participants (male/female/vulnerable and disadvantaged)
- Number and type of grievances received within a reporting (monthly/quarterly/annually) and number of those resolved within the prescribed timeline

### **9.2 Reporting**

The main instrument for reporting on SEP implementation will be the regular monthly and quarterly reporting. The annual report will be based on regular monthly and quarterly updates from the district units, and these will include public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative. These periodic updates 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 be using newsletters and communication campaigns/products on the GRM and the SEP status.

The SEP update will cover key indicators related to stakeholder meetings, PIUs meetings, grievances received and resolved, enquiries received, feedback received, participation of vulnerable people in project activities, stakeholder facing events and publications.

The progress on project activities will also be monitored through beneficiaries' satisfaction surveys to evaluate the impacts of the project interventions including RAP implementation.

## 10. Budget

A tentative budget for implementation of SEP during the project life cycle is given in the Tables below for Component-2 and Component-3. Breakdown of these costs are available in the project files

<b>Summary: Budget for implementation of SEP</b>	
Component-2	
Planning Phase	3520000
Implementation (construction) Phase	16340000
<b>TOTAL (A)</b>	<b>19860000</b>
Component-3	
Planning Phase	5135000
Implementation Phase	23170000
Post Implementation/ Maintenance Phase	11385000
<b>TOTAL (B)</b>	<b>39690000</b>
<b>GRAND TOTAL (A+B)</b>	<b>59550000</b>

## ANNEXURES

### Consultations during Field Work for ESIA and ESMF

Table 3: Consultation Date and Visits to sites

S.No.	Name of the Revenue Village	Date	Male	Female	Total
<b>A</b>	<b>Beki Basin</b>				
1	Jamerkur	07-01-2022	20	6	26
2	Bordanga	07-01-2022	11	9	20
3	Khatakuchi	07-01-2022	25	0	25
4	Guileja	06-01-2022	25	2	27
5	Mowamari	06-01-2022	10	8	18
6	Showpur	04-01-2022	21	0	21
7	Amguri	04-01-2022	11	1	12
8	Bishpani	11-01-2022	4	4	8
9	Narayanguri	11-01-2022	15	3	18
10	Elengamari	05-01-2022	14	8	22
11	Chunbari	05-01-2022	25	0	25
12	Gyati	05-01-2022	7	4	11
13	Raghabil	05-01-2022	15	2	17
14	Salsalia	12-01-2022	21	13	34
15	Saruharid	12-01-2022	24	13	37
16	Khutnabari	18-01-2022	25	0	25
17	Nisuka	18-01-2022	22	4	26
18	Safakamar,	18-01-2022	6	5	11
19	Katajhar	18-01-2022	18	4	22
20	Dumnighat	18-01-2022	27	4	31
	<b>Subtotal from Beki basin</b>		<b>346</b>	<b>90</b>	<b>436</b>
<b>B.</b>	<b>Buridehing Subbasin</b>				
1	JoypurChapori Gaon	27-01-2022	9	3	12
2	DihingKinarBongali Gaon	27-01-2022	11	19	30
3	Naharkatia Town Part 1	28-01-2022	11	7	18
4	Amguri Nepali	28-01-2022	17	5	22
5	1 no. Dighalibeel Gaon	29-01-2022	13	8	21
6	No.1 Bamunibil Gaon	29-01-2022	13	7	20
7	No.2 DisangKinar Gaon	29-01-2022	3	8	11
8	No. 1 DisangKinar Gaon	29-01-2022	10	4	14
9	3 No. Charaihabi	30-01-2022	10	3	13
10	KololuaDeorigaon	30-01-2022	30	5	35
12	Sagunijan	31-01-2022	12	6	18
13	5 No. Silputa	31-01-2022	4	7	11
14	Deorigaon (1 No. khanda)	01-02-2022	38	0	38



S.No.	Name of the Revenue Village	Date	Male	Female	Total
15	NaojanSalmari Grant/ 1 no. Naujangaon	13-02-2022	5	3	8
16	1 No.Bhurbhuri /Bhurbhurigaon	02-02-2022	18	5	23
17	3 No. Bhurbhuri	02-02-2022	10	8	18
18	Ulumpathar	02-02-2022	8	7	15
19	2 No. Borbeel	03-02-2022	16	10	26
20	CharaibahiHingori	03-02-2022	5	9	14
21	3 No. Charaibahi	03-02-2022	9	2	11
22	MatakKoibarta Gaon	03-02-2022	11	2	13
23	2 No. Dihingholla	04-02-2022	18	12	30
24	Naharkatia Nagaon	04-02-2022	12	4	16
25	NaharkatiaBamungaon	05-02-2022	8	3	11
26	DigboiMukh	05-02-2022	12	8	20
27	TelpaniBongaon	06-02-2022	7	6	13
28	Singimari	06-02-2022	12	1	13
29	1 No. Phakial	07-02-2022	6	6	12
30	Rathduba Gaon	07-02-2022	6	5	11
31	29 No. Nilami Grant	08-02-2022	15	6	21
32	Sessamukh Gaon	08-02-2022	15	8	23
33	2 No. Bhogamur	09-02-2022	12	6	18
34	No. 1 Bhogamur Gaon (also E 10)	09-02-2022	8	7	15
35	1 No. Panigaon	10-02-2022	6	4	10
36	Pani Miri Gaon	10-02-2022	10	5	15
37	53 no. FS Grant	11-02-2022	5	8	13
38	Sonowalgaon	11-02-2022	6	5	11
39	Balaigaon	11-02-2022	17	6	23
40	Borbil Gaon	11-02-2022	10	2	12
41	Deuri Gaon	12-02-2022	10	2	12
42	DihingKhamtighat Gaon	12-02-2022	8	4	12
43	KashmariDeuri Gaon	12-02-2022	14	5	19
44	KashmariHatigarh Gaon	13-02-2022	13	2	15
45	MainamiriThangaon	14-02-2022	10	10	20
	<b>Subtotal from Buridehing Basin</b>		503	253	756
	<b>Grand Total</b>		<b>849</b>	<b>343</b>	<b>1192</b>



1.1 Component-2: Stakeholder Engagement Plan: First Year

S N	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12		
1	District	Component 2 - Details (Anti erosion/ embankment)	Project design, scope, approach, benefits, timelines, ESMP & sub-plans	Coordination Meeting	District Administration, GP functionaries, GRM Committees, local MLAs, Academia, concerned govt. department, Media														
2		Implementation of Environment & Social Management Plan (ESMP)	Mechanism for compliance with all relevant laws and regulations, concerning the full scope of environmental issues; M&E indicators, site specific issues	Consultation	District Administration, GP functionaries, GRM Committees, local MLAs, Academia, concerned govt. department, Media														
3		Gender Based Violence/ Sexual Exploitation & Abuse	Mitigation measures/ referral mechanism/ mapping Service Providers	Consultation	District administration, GP functionaries, CSO, Service providers, concerned govt. departments														
4		Flood forecasting and related activities of HIU	Existing mechanism, reassessing scope, design, planning and implementation	Consultation	District administration, Academia, concerned govt. departments														
5		GRM	Mechanism of grievance registration, redressal process	Complain register (PIU)	All citizens														

1.1 Component-2: Stakeholder Engagement Plan: First Year

S N	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12		
1	Project	Project activities	Plan of activities, impacts, mitigation measures, GRM, construction schedule and work plan, GBV/ SEA	FGD, IPC	Project Affected Person (PAP) - women														
2		Project activities	Project activities, impacts, mitigation measures, GRM, construction schedule and work plan, GBV/ SEA	FGD, IPC	Project Affected Person (PAP) - vulnerable & disadvantaged														
3		Project activities	Project activities, impacts, mitigation measures, GRM, construction schedule and work plan, GBV/ SEA	Awareness Meeting	Project Affected - HHs in close proximity to project sites														
4		Community Health and Safety	Community health and safety precautions and measures	FGD, IPC	Project Affected Person (PAP)														
5		Need based engagement	Changes in design, timelines, other components; conflict resolution due to accident, misunderstanding or other causes	FGD, IPC (Ad Hoc)	Project Affected Person (PAP)														

### 1.1 Component-2: Stakeholder Engagement Plan: First Year

S N	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	
6		GRM	Mechanism of grievance registration, redressal process	Complain register/ box (on-site), Case Studies	All citizens													

\*FGD = Focused Group Discussion

\*IPC = Inter Personal Communication

### 1.2 Component-3: Stakeholder Engagement Plan: First Year

S.No.	Sub-Components	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	
1	Flood Shelter, Early Warning Dissemination (EWDS),	Project	Project details and activities	Project design, scope, approach, benefits, timelines	Community Consultation/IPC	Project Affected - HHs in close proximity to project sites													
2	Circle Level Quick Response Team (CQRT)		Community health and safety	Community health and safety precautions and measures	Community Consultation/IPC	Project Affected - HHs in close proximity to project sites													
3	Climate Resilient Villages (CRV)		Sensitize Community on the Multi-purpose use of the shelters	Effective use of the shelter both during emergency and non-emergency period, Community participation	Community Consultation/ IPC/ Awareness activities/ IEC activities	PAPs, Vulnerable groups													
4			Community awareness on the concept of resilience and its importance	Effective communication on the activities under the component CRV, Effective communication on the understanding of resilience	Community Consultation/ IPC/ Awareness activities/ IEC activities	PAPs, Vulnerable groups, Community as a whole													

S.No.	Sub-Components	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12			
5			Need based engagement	Community's knowledge on disaster preparedness, selection of Community Based Shelter management and maintenance committee, Guidelines for CBSMMC, Selection of Task forces under CRV, Encourage Women participation from the community under various actives under the component 3	Awareness Meeting/ FGD/Awareness activities/ IEC activities	PAPs, Vulnerable groups, Task forces from the community															
6			Flood and erosion risk management	Aspects and action for pre, during and post flood and erosion management	IEC activities/ Awareness activities	PAPs, Vulnerable groups															
7			Knowledge assessment	Current knowledge and practices of safe behavior	Consultations/IPC/ Survey	PAPs, Vulnerable groups															
8			GRM	Mechanism of grievance registration, redressal process	Complain register/ box (on-site), Community Consultation/ Signages/Leaflets	All citizens															
9		District	Project activities	Project design, scope, approach, benefits, timelines, ESMP & sub-plans	Coordination Meeting/ Awareness activities	District & Block Administration, DDMA, Circle Officers, GP functionaries, GRM Committees, local MLAs, Contractors, School Management Committee (SMC), Flood Shelter Management Committee (FSMC, concerned govt. department, Local NGOs, CBOs, Media															

S.No.	Sub-Components	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	
10			Implementation of Environment Management Plan (EMP)	Mechanism for compliance with all relevant laws and regulations, concerning the full scope of environmental issues; M&E indicators, site specific issues	Consultation	District & Block Administration, DDMA, Circle Officers, GP functionaries, GRM Committees, local MLAs, Contractors, School Management Committee (SMC), Flood Shelter Management Committee (FSMC, concerned govt. department, Local NGOs, CBOs, Media													
11			Implementation of Social Management Plan (SMP)	Mechanism for compliance with all relevant laws and regulations, concerning the full scope of social issues; M&E indicators, site specific issues	Consultation	District & Block Administration, DDMA, Circle Officers, GP functionaries, GRM Committees, local MLAs, Contractors, School Management Committee (SMC), Flood Shelter Management Committee (FSMC, concerned govt. department, Local NGOs, CBOs, Media													
12			Gender Action Plan	Challenges/Mitigation measures/mechanism/Indicators/plan for gender inclusion	Consultation/Awareness campaigns	District & Block administration, GP functionaries, CSO, probable Service providers, Education Institutions Associated departments, Local NGOs, CBOs, Media													
13			Flood and erosion risk management	Aspects and action for pre, during and post flood and erosion management	Consultation	State & District administration, CSO, Educational & Training Institutes, Associated departments, Media													
14			Need based engagement	Training of the DEOC, Circle officials and others involved in the operations of the EWDS, Changes in design, timelines, other components	Workshops/Trainings/Consultations	District & Block administration, GP functionaries, Circle Offices, probable Service providers, Associated departments, Education Institutions Local NGOs, CBOs, Media													

S.No.	Sub-Components	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12			
15			Orientation of VLC & DMC	Awareness among the VLC and DMC members on risk and resilience	Workshops/ Trainings/ Consultations	District & Block administration, GP functionaries, Circle Offices, probable Service providers, Associated departments, Education Institutions Local NGOs, CBOs, Media															
16			AIRBM project details	Approach, design, strategy, plan & sub plans, timelines	Website, Social Media, Press release, Brochure, Newsletter	All citizens															
17			GRM	Mechanism of grievance registration, redressal process	Complain register/ box (PIU), Case Studies	All citizens															
18			State	Project activities	Project design, scope, approach, benefits, timelines, ESMP & sub-plans	Coordination Meeting	State & District administration, DDMA policy makers, Education and Training Institutions, Knowledge Partners/Institutions, Associated Departments, NGOs, CBOs, Media														
19				Implementation of Environment Management Plan (EMP)	Mechanism for compliance with all relevant laws and regulations, concerning the full scope of environmental issues; M&E indicators, site specific issues	Consultation	State & District administration, DDMA, CSO, Knowledge partners/Institutions, Associated departments, NGOs, CBOs, Media														
20	Implementation of Social Management Plan (SMP)	Mechanism for compliance with all relevant laws and regulations, concerning the full scope of social issues; M&E indicators, site specific issues		Consultation	State & District administration, CSO, Knowledge partners/Institutions, Associated departments, NGOs, CBOs, Media																
21	Gender Action Plan	Challenges/Mitigation measures/ mechanism/Indicators/plan for gender inclusion		Consultation/ Awareness activities/ Activities	IEC	State & District administration, CSO, probable Service providers, Educational & Training Institutes, concerned govt. departments, NGOs, CBOs, Media															



S.No.	Sub-Components	Level of Engagement	Topic	Information to be shared/ disclosed	Mode of Engagement	Target Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	
22			Flood and erosion risk management	Aspects and action for pre, during and post flood and erosion management	Consultation/ Awareness activities/ Activities IEC	State & District administration, CSO, probable Service providers, Educational & Training Institutes, concerned govt. departments, NGOs, CBOs, Media													
23			AIRBM project details	Approach, design, strategy, plan & sub plans, timelines	Consultation/ Awareness activities/ Activities IEC	All citizens													
24			GRM	Mechanism of grievance registration, redressal process	Tollfree Email, Case Studies	All citizens													

### 1.3 Proceedings of Stakeholder Consultation Workshop

To be incorporate after the workshop.