

Himachal Pradesh State Roads Transformation Program (Funded by World Bank)



Stakeholder Engagement Plan

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**HIMACHAL PRADESH ROAD & OTHER INFRASTRUCTURE
DEVELOPMENT CORPORATION LTD.**

(Government of Himachal Pradesh Undertaking)

(An ISO 9001:2008 QMS & ISO 14001:2004 EMS conforming company)

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Abbreviations and Acronyms

CBO	Community Based Organization
CGWB	Central Ground Water Board
COI	Corridor of Impact
CPCB	Central Pollution Control Board
CRRRI	Central Road Research Institute
DoE	Department of Environment
DC	District Commissioner
ESIA	Environmental and Social Impact Assessment
ESF	Environment and Social Framework
ESS	Environment and Social Standard
EMP	Environmental Management Plan
ESCP	Environment and Social Commitment Plan
FPIC	Free Prior and Informed Consultation
FGDs	Focus Group Discussions
GDP	Gross Domestic Product
GoI	Government of India
GoHP	Government of Himachal Pradesh
GRC	Grievances Redress Committee
GRM	Grievances Redress Management
GBV	Gender Based Violence
HPPWD	Himachal Pradesh Public Works Department
HPDOT	Himachal Pradesh Directorate of Transportation
HPMVA	Himachal Pradesh Motor Vehicle Administration
HPSRTP	Himachal Pradesh State Road Transformation Project/
IRC	Indian Road Congress
LMP	Labor Management Procedure
MDRs	Major District Roads
MoEFCC	Ministry of Environment and Forests and Climate Change
MSL	Mean Sea Level
MW	Mega Watt
NGO	Non-Government Organization
NH	National Highway

PAP	Project Affected Person
PIU	Project Implementation Unit
PMC	Project Management Consultant
RAP	Resettlement Action Plan
ROW	Right of Way
SEP	Stakeholder Engagement Plan
SEIAA	State Environmental Impact Assessment Agency
SGWB	State Ground Water Board
SHG	Self Help Group
SC	Schedule Caste
ST	Schedule Tribe
SDO	Social Development Officer
WB	The World Bank

Executive Summary

1. The proposed Project Development Objective of Himachal Pradesh Road Transformation Project (HPSRTP) is to enhance the efficiency of the transportation, logistics and Road Safety institutions and improve priority Major District Roads (MDRs) to stimulate horticulture and overall economic growth in Himachal Pradesh. It has multifaceted objectives and sub objectives includes, institutional development, improve road safety, promoting green and safe corridor initiative, commercializing road maintenance etc.
2. In respect of infrastructure related interventions proposed under Component, the project shall comprise 77.25 km of up gradation roads and 150 km of maintenance roads. The proposed improvement of project road comprises concentric widening, eccentric widening and as well as geometric improvements at necessary locations taking into account locations with blind spots and areas prone to landslides, improvement of bus shelter and other road side facilities to make it user friendly considering the facilities like toilets, drinking water, disability friendly design and implementation etc. The 150 km of maintenance corridors are likely to comprise: minor repairs work, curve improvements, blind spot improvements, etc. As the roads are traversing through the hilly region, Bio-Engineering components will be integral part of the road.
3. The "Stakeholder Engagement Plan" (SEP) forms a part of preparation of ESIA, in accordance with the safeguard compliance requirements (ESS-10) of Environmental and Social Framework (ESF), 2016 of the World Bank. This SEP takes into account the existing institutional and regulatory framework within the context of the following GoI and GoHP legal instruments as well as the safeguard compliance requirements of Environmental and Social Framework (ESF), 2016 of the World Bank includes: i) The Environmental Impact Assessment Notification (EIA), 2006 (including all amendments to date), notified by MoEFCC, GoI; ii)The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013; iii)The Right to Information Act 2005, and iv) ESS 10: Stakeholder Engagement and Information Disclosure, ESF 2016, World Bank. As the SEP is dynamic document and it will be updated in various stages of project life cycle, the updation and inclusion of new stakeholder will be done as continued process.
4. As part of the process of identification of stakeholders, all stakeholders relevant to the overall project including its components and sub-components were considered. These included those currently associated with the project and those who will be associated with the project at a later stage during implementation. Stakeholders were identified and categorized into: i) project affected parties, ii) other interested parties and iii) disadvantaged and vulnerable groups. Systematic consultation with all those interproject beneficiaries, project affected people, women, vulnerable and poor members of the community, and other stakeholders to understand their interests and influence over the project. Consultations were also carried out with secondary stakeholders: local community-based organizations (CBOs) and community representatives as well as government departments etc. Focus group discussions were conducted with a cross-section of men and women in the community.
5. The objective of these discussions with those involved in the road works component of the project was to gain in-depth understanding of project issues and concerns from a broad group of discussants, including people who may be affected from loss of land. The consultations focused on: inclusiveness in participation of community members, perceptions and concerns about the positive and negative social impacts of the project, including impacts on land and structures. Separate individual interviews were held with disadvantaged and vulnerable members of the community to disseminate information about the project and to understand their views about the project. Women at select locations were also consulted on their interest in road related livelihood activities such as providing off-carriage maintenance works and supporting the much-needed bio-engineering measures towards slope stabilization efforts. A separate questionnaire was administered to females on questions relating to

Gender Based Violence (GBV) particularly at locations where labor camps and socially sensitive receptors such as Schools and hospitals are located. The outcomes of the public consultations were helpful towards providing key inputs to the DPR on adoption of the mitigation hierarchy and provide inputs for approach to management of E&S issues arising in the project road.

6. The SEP provides for dissemination of a variety of information, the mechanism for sharing to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate Project information to stakeholders. When selecting an appropriate process, culturally appropriate mechanism, and the purpose for engaging with a stakeholder group has been considered.
7. The SEP also discussed the process, method and timing of disclosures of different project related documents in entire project life cycle such as SEP and other documents like ESIA ESMP, RPF etc. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be posted on the website. In addition, the site will provide details about the Grievance Redress Mechanism and contact details. HPRIDC will update and maintain the website regularly.
8. In terms of implementation arrangements, at the HPRIDC level the Social Development Officer will be responsible for implementation, updation and record keeping of the SEP as per the timeline and process mentioned in this document. At project level the Executive Engineer of corridor Management unit, NGOs, contractor and Consultant Supervisory agency will assist him for GRM and other matter. 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. During engagement with stakeholders the ESMU team with assistance from NGOs will assess meetings by asking questions to participants, depending on the stakeholder group, to ensure that messages are being conveyed clearly. Conduct debriefing sessions with the engagement team while in the field. This will help to assess whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary.
9. Monthly summaries and internal reports on stakeholder engagement events, and grievance handling will be collated by PMC with the support of NGOs as third party and referred to the senior management of the project(s). A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis. Information on public engagement activities undertaken by the Project during the year would be conveyed to the stakeholders through online publication of a SEP Implementation report. This would be informed to all stakeholders and also to the funding agency ó World Bank.
10. An all-inclusive budget of INR 2.26 million for implementation of stakeholder engagement plan during the project life cycle has been provided.

1.0 Project Description

1. GoHP's program for transforming state level transport institutions, improving mobility and logistics for horticulture and overall economic growth in HP, connecting HP to the Bharatmala network, and enhancing Road Safety, sets the goal for the institutional transformation envisaged to be implemented under the proposed project. As such, this project will support the launching of GoHP's program focusing on strengthening the institutional base for transportation infrastructure and logistics services administration.
2. The proposed PDO is to enhance the efficiency of the transportation and Road Safety institutions and improve priority Major District Roads to stimulate horticulture and overall economic growth in Himachal Pradesh. The proposed operation comprises the following Components and sub-components:

Component 1. Building HP's Transport and Logistics Institutions, and Resilience, including:

- Sub component 1.1: Re-establishing the Himachal Pradesh Road and Infrastructure Development Corporation (HPRIDC) and building resilience. The objective is to support GoHP's initiative to create a corporate entity responsible for the administration of HP roads and delivering safe, resilient and well performing roads supporting the horticulture and overall economic development of the State. This involves, re-establishing HPRIDC as the road asset and other public infrastructure manager, responsible for the development and maintenance of all roads and other infrastructure under the jurisdiction of the HPPWD.
- Sub component 1.2: Supporting the commercialization process of the direct labor operations and promoting competitive performance-based maintenance contracting. The objective is to support GoHP's initiative to improve the efficiency of maintenance execution and reduce maintenance cost, by laying the ground for the full commercialization of HPPWD's direct labor operations.
- Sub component 1.3: Establishing HP Motor Vehicle Administration (HPMVA), Strengthening the Directorate of Transportation of HPDOT and developing logistics system and strategy. The objective is to deliver efficient customer services, as well as competitive, safe and clean/less pollutant transportation in HP.

Component 2. Improving fruit belts stimulating HP's horticulture and overall economic growth. This component will finance upgrading priority target collector roads/MDRs. The upgrading of approximately 77.25 km of roads connecting small holding farmers production and primary processing clusters to wholesale markets/SME clusters.

Component 3: Enhancing Road Safety, including:

- Sub component 3.1: Promoting the "Safe System" This support focuses on strengthening enforcement on state roads and critical accident spots along rural roads, by enhancing patrolling and establishing emergency response system.
 - Sub component 3.2: Promoting the "Safe Corridor initiative" The Safe Corridor initiative will support the state highway patrol by providing surveillance equipment (CCTV cameras for speed control, accident recording, etc.), variable messaging system (VMS), training the police, and establishing emergency response posts.
3. The implementation of the core initiatives of the project is expected to result in: i) Improved efficiency of transport and logistics institutions; ii) Reduction in maintenance expenditure; iii)

Reduction in transport cost for transporting products from production clusters to SME/wholesale markets along the project roads; iv) Reduction in road accident fatalities per 100,000 population in pilot areas.

2.0 Nature of Proposed project interventions

4. The proposed Himachal Pradesh Road Transformation project funding is not only restricted to road construction and maintenance activity, but includes other objectives as well. As seen from above section, the project includes aspects such as: technology transformation in road assets management, road safety management (including road safety enhancement measures, accident black spot management, reduction of road injuries and fatalities, improvement of surveillance technology etc.), improvement technology in road maintenance through bio-engineering solution for slope stability by local women group, institutional improvement of Himachal Pradesh Transport Department (includes advance driver licensing process, coordinating the development of physical and digital freight consolidation platforms and coordinating logistics companies and trucking services providers, promoting multimodal transportation, coordinating road safety initiatives and stakeholders, introduce electronic management (e-management) system by digitizing the procedure manuals for each function and deliver one stop vehicle administration services).
5. In respect of infrastructure related interventions proposed the nature of activities in upgradation and maintenance works shall involve:

Upgradation activities: The proposed improvement of project road comprises concentric widening, eccentric widening and as well as geometric improvements at necessary locations taking into account locations with blind spots and areas prone to landslides. Project shall remodel bus stops (also locally known as rain shelters) that lie en-route.

Maintenance activities: The 150 km of maintenance corridors are likely to comprise: minor repairs work, curve improvements, blind spot improvements, etc. Specifically it shall include: rehabilitation of pavements to achieve certain level, improvement of road junctions & intersections, provision of pilot ground water recharging using the road runoff & enhancement of natural springs, etc. etc.

Hence the above shall require the project to engage with multiple and varied set of stakeholders.

3.0 Purpose of the Stakeholder Engagement Plan

6. The Himachal Pradesh Road and Other Infrastructure Development Corporation (HPRIDC) is the designated nodal agency under GoHP for implementation of HPSRTP in Himachal Pradesh. This document titled as "Stakeholder Engagement Plan" (SEP) forms a part of preparation of ESIA, in accordance with the safeguard compliance requirements (ESS-10) of Environmental and Social Framework (ESF), 2016 of the World Bank. The SEP will be a useful tool for managing communications between HPRIDC and its stakeholders for the Project. The ESS recognizes the importance of open and transparent engagement between the HPRIDC and project stakeholders as an essential element of good international practices with an aim to improve the environmental and social sustainability of projects, enhance project acceptance and make significant contribution to successful project design and implementation. It seeks to define a culturally appropriate approach towards disclosure of information. The prime objective of SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves likely project-affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence decisions in Project design. The SEP shall serve the purpose of:

- i. understand the stakeholder engagement requirements of GoHP and GoI legislations;
- ii. provide guidance for stakeholder engagement;
- iii. identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- iv. identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- v. develop a stakeholder(s) engagement process that provides stakeholders with an opportunity to proactively participate and influence project planning and design;
- vi. establish formal grievance/resolution mechanisms;
- vii. define roles and responsibilities for the implementation of the SEP; and
- viii. define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

4.0 Applicable legal and regulatory framework and World Bank ESF

7. This SEP takes into account the existing institutional and regulatory framework within the context of the following GoI and GoHP legal instruments as well as the safeguard compliance requirements of Environmental and Social Framework (ESF), 2016 of the World Bank as mentioned below:
 - “ The Environmental Impact Assessment Notification (EIA), 2006 (including all amendments to date), notified by MoEFCC, GoI
 - “ The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013
 - “ The Right to Information Act 2005,
 - “ ESS 10: Stakeholder Engagement and Information Disclosure, ESF 2016, World Bank
8. The Environmental Protection Laws mentioned above establishes the right of citizens to live in a favorable environment and to be protected from negative environmental impacts. Citizens also have the right to environmental information as well as to participate in developing, adopting, and implementing decisions related to environmental impacts. The provisions of environmental law provide the assurances for public hearing during the process of project planning and also ensure the public discussion during implementations. Public representative bodies have an obligation to take into consideration citizens' comments and suggestions. In the context of involuntary resettlement, the Land Acquisition Act, 2013 maintains the ethos and culture of public participation through social impact assessment. The Right to Information Act, 2005 provides for setting out the practical regime of 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. The ESS-10, Stakeholder engagement and information disclosure mandates stake holder engagement is an inclusive process conducted throughout the project life cycle.
9. The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10, 'Stakeholder Engagement and Information Disclosure', recognizes 'the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice' (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:
 - “ 'Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

- “ The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback.
10. In summary, the project comprises of infrastructure and institutional development including reform aspects that involves a range of stakeholders. At this stage of preparation, infrastructure component is the focus. Therefore, stakeholders such as affected communities disadvantaged and vulnerable communities and other interested parties that reside/operate en-route the corridors, have been engaged through surveys and consultations. In parallel, institutional development aspects too are going on currently through the various studies that are taking place, but this take a while for the study findings to be available. Likewise, the institutional reforms involving HPRIDC, HPMVA both in terms of their roles and responsibilities and also staffing etc. will take place once the project becomes effective and is under implementation. This status also implies that presently only a few stakeholders of the total potential stakeholders are available to be engaged and the remaining will come on board at a later stage of implementation e.g. Civil works contractors, women SHGs, HP MVA, etc.
 11. Therefore, the purpose of the SEP at this stage is to set out the means and modes of engagement that shall guide the project to engage with those stakeholders ó currently on board and those who would come on board at a later stage. Decisions that are currently under consideration include: upgradation and maintenance of roads corridors, reforms of HPRIDC, HPMVA as stated in description of component/sub-components that would usher in changes to both the staffing, roles and responsibilities. Hence, these aspects would require consultations of various kinds ó consultations and FGDs with communities in the project areas, consultative meetings and workshop and feedback surveys with employees, etc.

5.0 Brief Summary of Previous Stakeholder Engagement Activities

12. In the period between 2007 and 2016 HPRIDC under the Himachal Pradesh State Road Project I (HPSRP funded by the World Bank), held consultations with various sections of affected persons such as traders, women, village elders, Panchayat members, district level and also at state level and other inhabitants. The affected persons were consulted as "focus groups" such as a group of affected residents, a group of affected agricultural families and a group of shop owners, etc.. The purpose of these consultations was also to elicit views and suggestions of the affected persons on the road design and its potential impacts on the affected people and also for minimizing adverse social impacts.
13. Public consultations mainly acted as a forum to inform people about the project and also to elicit their opinion on the social provisions detailed in the project. Information dissemination on resettlement and rehabilitation provisions of the project, proposed road widths and alignments, role of the community, grievance redress etc., were given due importance. Issues pertaining to land acquisition, compensation, assistances to vulnerable groups, commercial, residential titleholders and tenants were also discussed with the community. issues discussed related to safety, compensation, income restoration, employment generation, information flow, grievance redress, role of administration etc. were discussed. Issues were also raised about the transparency in the project implementation process. People in general agreed on the need to widen the highways and improving it. The process of dissemination of information was highly appreciated by the local residents.

¹ Source: Report on Terminal Impact Evaluation of the Implementation of RAP for all packages of upgrading roads in the State of Himachal Pradesh under Himachal Pradesh State Roads Project (HPSRP) and RP 531-Resettlement Action Plan, HPSRP, Phase I.

14. Under the current project, consultations with stakeholders were carried out as part of ESIA for the four upgradation corridors under the infrastructure components. Key findings, concerns are summarized below (**See Annexure 1 & 2 for details**):

Affected parties: Those affected wanted to know the alternatives that would be provided by project. They wanted impacts to be minimized, particularly on the structures and also on their livelihood. They were eager to have information on compensation and assistances that would be payable for the impacts and what these to be done in a timely manner. They wanted other facilities pedestrian crossing.

Other interested parties: They wanted: impacts to be minimized on places of religious importance such as temples; provision of safety measures; good quality material in road construction; measures to deal with land slides, protection of road side springs that provide seasonal water supply.

Disadvantaged and vulnerable groups² Access to bus stops should be improved if possible, by providing ramps; lack of public toilets (ladiesøtoilets) at market places as well as near bus stops; safety issues arising from presence of migrant labor etc. near habitations; safety issues at socially sensitive locations such as hospitals, schools

15. These above consultations helped to influence the project in terms of design and also help identify commensurate provisions for addressing involuntary resettlement impacts. A few instances are presented below

- Influencing project design: project road comprises concentric widening, eccentric widening and as well as geometric improvements at necessary locations taking into account locations with blind spots and areas prone to landslides. Project shall remodel bus stops with toilets (also locally known as rain shelters) that lie en-route.
- Preparation of Resettlement Policy Framework: Adequate provision has been made in entitlement matrix for Non-titleholders to address project impacts on their assets and livelihood loss; provision for disbursement of compensation to the affected persons before handing over the stretch to the contractor; Entitlement matrix provides for income restoration provisions e.g. skill training; valuation of structure will be done without depreciation.

16. These consultations also helped to minimize impacts at a few locations (**See Annexure 2**). All of these stakeholders wanted to have continued consultation meetings during project preparation and subsequently during project implementation. Besides, ad-hoc meetings that would be organized by the Department and through consultants/NGOs, they wanted continuous flow of information either by messages over phone and/ vide information on websites. They also wanted to have a contact point in the department to help obtain project related information on regular basis.

² Scheduled Caste. ST, family/household headed by women/female, disabled, handicapped, Below Poverty Line (BPL) families; widows; and persons above the age of 65 years **irrespective of their status of title** (ownership). Vulnerable groups would also include those farmers who (after acquisition of land) become small/marginal farmers

6.0 Stakeholder Identification in HPSRTP

17. Unlike the earlier project, identification of stakeholders for the current project went beyond those only those affected by the infrastructure works. Hence the following approach was taken:

- “ Thorough review of the Project Appraisal document³ to understand the proposed components and sub-components was carried out;
- “ Based on the understanding of the components, relevant stakeholders in discussion with HPRIDC and other institutional stakeholders were identified;
- “ Social screening/preliminary ESIA of the four upgradation corridors including preliminary consultations and detailed ESIA with all types of stakeholder en-route these corridors were carried out;
- “ During the month of August and September 2019, around 30 consultations including focus group discussions were conducted jointly by ESIA consultant team comprising social safeguard specialists, gender specialists, highway engineers. Consultations were also carried out with secondary stakeholders: local community-based organizations (CBOs) and community representatives as well as government departments etc. Focus group discussions were conducted with a cross-section of men and women in the community. **See Annexure 1 for list of consultations held in two of the four priority upgradation corridors.**
- “ The consultations focused on: inclusiveness in participation of community members, perceptions and concerns about the positive and negative social impacts of the project, including impacts on land and structures. Separate individual interviews were held with disadvantaged and vulnerable members of the community to disseminate information about the project and to understand their views about the project. Women at select locations were also consulted on their interest in road related livelihood activities such as providing off-carriage maintenance works and supporting the much-needed bio-engineering measures towards slope stabilization efforts. **See Annexure 2** on list of issues and concerns raised and also in helping the project identify alternatives.
- “ In addition, census and household surveys were conducted for the affected households to identify the project affected parties/stakeholders. Such surveys, consultations and FGDs also helped to identify disadvantaged and vulnerable groups residing en-route these corridors.
- “ Additionally, a very specific visit was conducted jointly with the HPRIDC officials and World Bank Gender Based Violence Expert in two of the upgradation corridor⁴. The team carried out individual and focused group discussions with community women, adolescent girls, local panchayat members, women pradhans, anganwadi workers, teachers and NGOs operational along these corridors, who are working on such issues.

18. Review, interactions with HPRIDC and consultations with both primary and institutional stakeholders en-route the project corridors enabled to firm up a list of stakeholders. These stakeholders were categorized into three categories -- Project Affected Parties; Other interested Parties and Disadvantaged and Vulnerable groups as elaborated in the Table below:

Table 1 - Stakeholders in HPSRTP

³ November 2019 version of the PAD

⁴ Baddi- Ramshahar and Dadhol – Ladraur sections

Affected Parties	Other interested Parties	Disadvantaged and vulnerable
Heads of the Household members, likely to be impacted	Village Panchayat members	Vulnerable Groups within PAP households Below Poverty Lineøcategory as identified by the concerned State Govt.; SC, ST, Physically challenged; Women headed households; Old age person above 65 years of age
Individual household members	Other Community leaders	
Clusters of PAPs (Title holders, Non-titleholders (encroachers, squatter, kiosks)	Adolescent girls, local panchayat members, women pradhans, Anganwadi workers, teachers	
Impacted commercial structure owners	NGOs, CBOs operational in the area	
Villagers	SME clusters operational particularly in the Horticulture belt	
Trustees/managers of CPRs (religious shrines)	Police Department	
Anganwadi, Primary, Secondary and Senior Secondary School along Project Road	Motor Vehicle Department,	
Road safety ó Community volunteers	HP Police Commission,	
Labor wing of HP PWD	HP State Information Commission,	
Truck ownersøassociation	Himachal Information and technology Department	
HPPWD and HPDOT - employees	State Pollution Control Board	
Potential Employees of HPRIDC including women	State Commission for Women	
Women led SHGs	HP Department of Transportation (HPDOT)	
Potential Employees of HPMVA including women	Himachal Pradesh State Electricity Board Limited	
Staff of Hospitals in three pilot districts	Forest Officials in Divisions en-route Project Roads	
	Revenue Department, Government of Himachal Pradesh	
	Construction Contractors /Vendors/Suppliers to the Project	
	Himalayan Apple Growers Society,	
	Himachal Pradesh Tourism Development Corporation	
	Member Secretary, State Pollution Control Board	
	Himalayan Forest Research Institute	

Table 1 - Stakeholders in HPSRTP		
Affected Parties	Other interested Parties	Disadvantaged and vulnerable
	Chief Wildlife Warden (Forest Head Quarters)	
	Director, Department of Horticulture	
	Archaeological Survey of India	
	Hotel Owners Associations along Project Road	
	PMC/CSC	
	Technical Audit Consultant (Independent Verification Agency)	
	Study Consultants	
	Training Agencies	

19. Currently, as the project is preparation stage, other stakeholders such as PMC/CSC, Civil Works Contractor, HP MVA (to be established) shall be involved at a later stage. As the SEP is dynamic document and it will be updated in various stages of project life cycle.

7.0 Stakeholder Engagement and Project Cycle

20. The stakeholder engagement is an on-going process, throughout the following stages of the Project Planning/design (including disclosure); Implementation (Construction) phase; Operation/Maintenance phase. It will broadly involve the following (See Table 2):

Table 2 - Mechanisms for Information Sharing and Process	
Process	Mechanism
Correspondences (Phone, Emails)	<ul style="list-style-type: none"> • Distribute Project brief/information to Government officials, NGOs, Local Government, and organisations/agencies • Invite stakeholders to meetings and follow-up
One-on-one meetings	<ul style="list-style-type: none"> • Seeking views and opinions • Enable stakeholder to speak freely about sensitive issues • Build personal relationships • Record meetings
Formal meetings	<ul style="list-style-type: none"> • Present the Project information to a group of stakeholders • Allow group to comment ó opinions and views • Build impersonal relation with high level stakeholders • Disseminate technical information (as required) • Record discussions
Public meetings	<ul style="list-style-type: none"> • Present Project information to a large group of stakeholders, especially communities • Allow the group to provide their views and opinions • Build relationship with the communities, especially those impacted • Distribute non-technical information (as required) • Facilitate meetings with presentations, PowerPoint, posters etc. • Record discussions, comments, questions.
Focus group meetings	<ul style="list-style-type: none"> • Present Project information to a group of stakeholders • Allow stakeholders to provide their views on targeted baseline information • Build relationships with communities • Record responses

Table 2 - Mechanisms for Information Sharing and Process	
Process	Mechanism
Project website and disclosure	<ul style="list-style-type: none"> • Present project information and progress updates • Disclose ESIA, ESMP, RAP, SEP, ESCP, Contract Progress, RAP Implementation progress, Grievances and redresses of Grievances and other relevant project documentation.
Direct communication with people	<ul style="list-style-type: none"> • Share information on timing of commencement of civil works • Agree options for removing crops and relocation of fences/structures e.g. sheds
Road signs	<ul style="list-style-type: none"> • Share information on project activities • Reminders of potential impacts (e.g. for potential land slides, road clearance activities)
Project leaflet	<ul style="list-style-type: none"> • Brief project information to provide regular update • Site specific project information. • Information on disruption of power and water supply etc.

21. Table below presents the actions proposed by stage by type of stakeholders, besides frequency of engagement and modes of information disclosure during the overall project cycle. These are presented by three Components of the project.

Table 3 Component 1 - Building HP's Transport and Logistics Institutions – Information dissemination and modes of disclosure				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
Sub-Component 1.1				
HPPWD and HPDOT	<ul style="list-style-type: none"> ✓ Project Scope ✓ Study findings and proposed change ✓ RADMS features ✓ Grievance mechanisms 	<ul style="list-style-type: none"> ✓ Consultative meetings ✓ Feedback surveys 	<ul style="list-style-type: none"> ✓ Multiple ✓ Once 	<ul style="list-style-type: none"> ✓ HPRIDC and Study Consultants
Potential Employees of HPRIDC including women	<ul style="list-style-type: none"> ✓ Project Scope and features ✓ Job descriptions ✓ Grievance mechanisms 	<ul style="list-style-type: none"> ✓ Newspaper & internal advertisement for hiring ✓ Website notifications 	<ul style="list-style-type: none"> At least twice Continuous 	<ul style="list-style-type: none"> ✓ HPRIDC
Sub-Component 1.2				
Direct labor wing of HPPWD	<ul style="list-style-type: none"> ✓ Project Scope ✓ proposed reforms ✓ Trainings ✓ Grievance mechanisms 	<ul style="list-style-type: none"> ✓ Consultative meetings ✓ Feedback surveys 	<ul style="list-style-type: none"> ✓ Multiple ✓ Once 	<ul style="list-style-type: none"> ✓ HPRIDC and training consultant
Women led SHGs	<ul style="list-style-type: none"> ✓ Project Scope ✓ Bio-engineering issues in specific locations of the corridors ✓ SHG contracting for slope stabilization measures and maintenance contracts 	<ul style="list-style-type: none"> ✓ Focus Groups discussions 	<ul style="list-style-type: none"> At least twice 	<ul style="list-style-type: none"> ✓ HPRIDC and Bio-engineering experts
Sub-Component 1.3				

Table 3 Component 1 - Building HP's Transport and Logistics Institutions – Information dissemination and modes of disclosure				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
HPMVA, HPDOT	<ul style="list-style-type: none"> ✓ Project Scope ✓ proposed reforms ✓ Trainings ✓ Grievance mechanisms 	<ul style="list-style-type: none"> ✓ Consultative meetings ✓ Feedback surveys 	<ul style="list-style-type: none"> ✓ Multiple ✓ Once 	HPRIDC
Potential Employees of HPMVA including women	<ul style="list-style-type: none"> ✓ Project Scope and features ✓ Job descriptions ✓ Grievance mechanisms 	<ul style="list-style-type: none"> ✓ Newspaper & internal advertisement for hiring ✓ Website notifications 	<ul style="list-style-type: none"> At least twice ✓ Continuous 	HPRIDC

Table 4 - Component 2 on Improving MDRs: Information Dissemination and Modes of Disclosure				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
PRE-CONSTRUCTION STAGE (PLANNING AND SURVEY)				
PAPs	<ul style="list-style-type: none"> ✓ Project scope and design details, design alternatives for impact minimization ✓ Baseline information on environmental and social aspects ✓ Project's induced environmental and social risk ✓ Land acquisition and Compensation process ✓ Impact mitigation and enhancement measures ✓ Suggestions on Resettlement and Rehabilitation Provisions and conveying to PAPs the final provisions as approved by govt. ✓ Grievance mechanism process 	<ul style="list-style-type: none"> ✓ Household surveys, consultations, focus group discussions ✓ written information (one pagers/flyers) in local language Hindi ✓ project details on HPRIDC website ✓ GRM Helpline number through display at project locations and on flyers 	<ul style="list-style-type: none"> At least twice ✓ preliminary screening, ✓ household level census socio-economic survey and consultations towards preparation of SIA and RAP 	HPRIDC through ESIA and DPR consultants

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Table 4 - Component 2 on Improving MDRs: Information Dissemination and Modes of Disclosure				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
PRE-CONSTRUCTION STAGE (PLANNING AND SURVEY)				
Project Affected Disadvantaged and vulnerable households including physically challenged people	<ul style="list-style-type: none"> ✓ Land acquisition and Compensation process ✓ Impact mitigation and enhancement measures ✓ Suggestions on Resettlement and Rehabilitation Provisions and conveying to PAPs the final provisions as approved by govt. ✓ Grievance mechanism process ✓ Gender related issues ✓ GBV related issues ✓ Design intervention for Vulnerable, physically challenged particularly provision of access ramps to bus stops Possible job opportunities 	<ul style="list-style-type: none"> ✓ Household surveys, consultations, focus group discussions ✓ written information (one pagers/flyers) in local language - Hindi ✓ project details on HPRIDC website ✓ GRM Helpline number through display at project locations and on flyers 	<ul style="list-style-type: none"> At least twice ✓ preliminary screening, ✓ household level census socio-economic survey and consultations towards preparation of SIA and RAP 	<ul style="list-style-type: none"> ✓ HPRIDC through ESIA and DPR consultants ✓ Additional specialized support from WB on GBV issues
Project Affected Women and women households	<ul style="list-style-type: none"> ✓ Land acquisition and Compensation process ✓ Impact mitigation and enhancement measures ✓ Suggestions on Resettlement and Rehabilitation Provisions and conveying the final provisions to PAPs as approved by govt. ✓ Grievance mechanism process ✓ Gender related issues ✓ GBV related issues ✓ Discussions on involvement of women Self-help groups for maintenance works and works relating to Bio-engineering measures towards slope stabilization under the project 	<ul style="list-style-type: none"> ✓ Household surveys, consultations, focus group discussions ✓ written information (one pagers/flyers) in local language ó Hindi GRM Helpline number through display at project locations and on flyers 	<ul style="list-style-type: none"> At least twice ✓ preliminary screening, ✓ household level census socio-economic survey and consultations towards preparation of SIA and RAP 	<ul style="list-style-type: none"> ✓ HPRIDC through ESIA and DPR consultants ✓ Additional specialized support from WB on GBV issues
People residing in project area/general communities	<ul style="list-style-type: none"> ✓ Project scope and design details, design alternatives for impact minimization Grievance mechanism process ✓ Accidents and road safety issues; natural calamities and proneness to risks; ✓ Disruption to services and arrangement during construction ✓ Community Safety measures during road 	<ul style="list-style-type: none"> ✓ consultations, focus group discussions ✓ written information (one pagers/flyers) ✓ GRM Helpline number through display at project 	<ul style="list-style-type: none"> ✓ At least twice ✓ preliminary screening, ✓ household level census socio-economic survey and consultations towards preparation of SIA 	<ul style="list-style-type: none"> HPRIDC through ESIA and DPR consultants

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Table 4 - Component 2 on Improving MDRs: Information Dissemination and Modes of Disclosure				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
PRE-CONSTRUCTION STAGE (PLANNING AND SURVEY)				
	<ul style="list-style-type: none"> ✓ constructions-option and measures; ✓ Relocation of CPRs (shrines/handpumps) Damages (cracks, landslides, etc.) to assets/structures during construction ✓ Muck disposal locations 	locations and on flyers		
Other Interested Parties (External) ó Government departments <ul style="list-style-type: none"> ✓ Forest Department ✓ Revenue Department ✓ State Pollution Control Boards ✓ Police Department ✓ District Administration ✓ Police Department 	<ul style="list-style-type: none"> ✓ Project scope and design details, design alternatives for impact minimization; ✓ Land acquisition and Compensation process Secondary baseline information on environmental and social aspects; ✓ Project's induced environmental and social risks; ✓ Impact mitigation and enhancement measures; ✓ Resettlement and Rehabilitation ✓ Grievance mechanism process ✓ Accidents and road safety issues; natural calamities and proneness to risks; Gender related issues. ✓ Involvement of women Self-help groups for maintenance of Bio-engineering measures under the project. ✓ Shifting of utility and temporary arrangement ✓ Community Safety measures during road constructions-option and measures ✓ Design intervention for physically challenged people 	Face-to-face meetings	<ul style="list-style-type: none"> ✓ As per requirement for obtaining necessary clearances/permissions 	HPRIDC through ESIA and DPR consultants

IMPLEMENTATION STAGE				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities

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IMPLEMENTATION STAGE				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
PAPs	<ul style="list-style-type: none"> ✓ Land acquisition and Compensation process ✓ provisions of eligible entitlements work opportunities ✓ Grievance mechanism process 	RAP implementation NGO by holding of meetings, FGDs	Continuous ó till completion of all RAP activities	HPRIDC through RAP implementation NGO
Project Affected Disadvantaged and vulnerable households including physically challenged people	<ul style="list-style-type: none"> ✓ Land acquisition and Compensation process ✓ provisions of eligible entitlements possible work opportunities Grievance mechanism process ✓ Implementation of intervention for Vulnerable, physically challenged particularly provision of access ramps to bus stops 	<ul style="list-style-type: none"> ✓ RAP implementation NGO by holding of meetings, FGDs ✓ GRM Helpline number through display at project locations and on flyers 	Continuous ó till completion of all RAP activities	<ul style="list-style-type: none"> ✓ HPRIDC through RAP implementation NGO ✓ Civil Works contractor ✓ District Admn. ✓ Social welfare department ✓ Additional specialized support from WB on GBV issues
Project Affected Women and women households	<ul style="list-style-type: none"> ✓ Gender and GBV related issues ✓ Involvement of women Self-help groups for maintenance works and works relating to Bio-engineering measures towards slope stabilization under the project 	<ul style="list-style-type: none"> ✓ RAP implementation NGO with Gender/GBV Expert ✓ Through Bio-engineering expert ✓ FGDs with women SHGs 	Continuous ó till completion of all RAP activities	<ul style="list-style-type: none"> ✓ HPRIDC through bio-engineering expert ✓ Civil Works Contractor ✓ PRI department and Women Welfare department ✓ Additional specialized support from WB on GBV issues
People residing in project communities	<ul style="list-style-type: none"> ✓ Project scope and design details, ✓ Accidents and road safety issues; ✓ natural calamities and areas prone to 	<ul style="list-style-type: none"> ✓ consultations, focus group 	Bi-monthly	<ul style="list-style-type: none"> HPRIDC through ✓ Police department

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IMPLEMENTATION STAGE				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
area/general, Community leaders NGOs operational in the area	<ul style="list-style-type: none"> ✓ land slides; ✓ Contractor establishment details i.e. labour camps, plants area etc. Muck disposal locations Locations of hill cutting; usage of water springs, if any, ✓ Management of air and noise pollution; Disruption to services and arrangement during construction ✓ Grievance mechanism process ✓ Community Safety measures during road constructions-option and measures; Relocation of CPRs (shrines/handpumps) ✓ Provisions for assessment of reported damages (cracks, landslides, etc.) to assets/structures during construction and payment, if applicable 	<ul style="list-style-type: none"> discussions ✓ meetings with communities involving police departments for road safety aspects ✓ safety sign boards ✓ written information (one pagers/flyers) ✓ GRM Helpline number through display at project locations and on flyers 		<ul style="list-style-type: none"> ✓ Power supply and PHED department ✓ Temple trusts for relocation of CPRs ✓ District administration ✓ Civil works contractor
Civil Works Contractor and their personnel & subcontractors	<ul style="list-style-type: none"> ✓ Orientation on ESHS provisions; ✓ Sexual harassment provisions, ✓ Labor related aspects as provided in the Labor Management Procedures 	<ul style="list-style-type: none"> ✓ Provisions in Bid/Contract documents & also through Pre-bid conference 	<ul style="list-style-type: none"> ✓ During contract signing ✓ periodic as part of workerø joining 	<ul style="list-style-type: none"> ✓ HPRIDC & Civil Works contractor
Other Interested Parties (Internal) <ul style="list-style-type: none"> ✓ PMC ✓ Supervision Consultants ✓ Contractors, sub-contractors, service providers, suppliers, and their workers 	<ul style="list-style-type: none"> ✓ Project information: scope and rationale and E&S principles ✓ Training in RPF, RAP, ESMP requirements and other management plans e.g. TDP if applicable ✓ Grievance mechanism process ✓ ESHS, GBV, SEP, Labor Management procedures ✓ Feedback on consultant/ contractor reports 	<ul style="list-style-type: none"> ✓ Face-to-face meetings ✓ Trainings/workshops 	As per requirement	<ul style="list-style-type: none"> ✓ HPRIDC & PMC/CSC with additional support from World Bank on ESF aspects

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IMPLEMENTATION STAGE				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
Direct communication with affected crops/asset owners	<ul style="list-style-type: none"> ✓ Share information on timing of road clearance ✓ Agree options for removing crops and relocation of fences. ✓ Share information on project activities ✓ Reminders of potential impacts (e.g. for road clearance activities; remind crop owners to harvest crops and replant outside the road reservation) ✓ Brief project information to provide regular update ✓ Site specific project information. 	<ul style="list-style-type: none"> ✓ Face to face meeting ✓ Project leaflet 	As per requirement	<ul style="list-style-type: none"> ✓ HPRIDC & Civil ✓ Works contractor
<ul style="list-style-type: none"> ✓ Other Interested Parties (External) ✓ Representatives in villages ✓ Police stations. ✓ Village Panchayats. ✓ Civil Society organisations. ✓ NGOs ✓ Traders Associations ✓ District Authorities 	<ul style="list-style-type: none"> ✓ Project information - scope and rationale and E&S principles ✓ Project status ✓ Health and safety impacts ✓ Employment opportunities ✓ Environmental concerns ✓ Grievance mechanism process 	<ul style="list-style-type: none"> ✓ Public meetings, open houses, trainings/workshops ✓ Disclosure of written information: brochures, posters, flyers, website, Information boards in villages ✓ Notice board(s) at construction sites ✓ Grievance mechanism 	AS per requirements	<ul style="list-style-type: none"> ✓ HPRIDC ✓ Supervision and RAP consultants ✓ Contractor/sub-contractors

Table 5 on Component 3 on Road Safety: Information Dissemination and modes of disclosure

Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
<ul style="list-style-type: none"> ✓ Employees of Hospitals in three pilot districts ✓ Community Roads Safety Volunteers 	<ul style="list-style-type: none"> ✓ Project Scope ✓ Details on “Safe System” and “Safe Corridor Initiatives” ✓ Trainings ✓ Grievance mechanisms 	<ul style="list-style-type: none"> ✓ Consultative meetings ✓ Newspaper & internal advertisement for hiring 	<ul style="list-style-type: none"> ✓ Multiple ✓ At least twice 	<ul style="list-style-type: none"> ✓ HPRIDC, ✓ HP Police Department ✓ Road Safety Unit of HPDOT

22. The HPRIDC website (<http://www.himachalservices.nic.in/hpridc>) will be used to disclose project documents, including those on environmental and social performance. This will begin with disclosure of this draft SEP and the draft ESIA ESMP and RPF. Besides the draft disclosure documents (and the final documents in future), project brochures and updates will be posted. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be posted on the website. In addition, the site will provide details about the Grievance Redress Mechanism and contact details. HPRIDC will update and maintain the website regularly.

8.0 Timelines for Feedback

23. HPRIDC shall inviting feedback and suggestions using the following modes and convey its response within specified timelines.

Table 6 – Disclosure, Feedback and Timelines				
Suggestion/disclosure on Documents	Mode of providing feedback	Timeline for feedback	Conveying of responses by HPRIDC	
			No. of days	Mode
Component 1				
Information to HPMVA	Email or written correspondence to HPRIDC	1 month	15 days	Email or written correspondence
Information to PWD (Direct labor wing)	Email or written correspondence to HPRIDC Trainings/workshops	1 month	15 days	Email or written correspondence
Advertisements Potential Employees of HPRIDC including women	Applications written to HPRIDC	1 month	30 days	✓ Response to Candidates ✓ The response shall be Display on HPRIDC website;
Advertisement/Notifications to Women led SHGs & Copy of Maintenance contracts	Applications written to HPRIDC	1 month	30 days	✓ Response to Candidates ✓ Display on HPRIDC website;
Trainings to SHGs	Trainings/workshops	1 month	30 days	✓ Email or written correspondence ✓ SMS/Whatsapp ✓ Display on HPRIDC website;
Potential Employees of HPMVA including women	Applications written to HPRIDC	1 month	30 days	✓ Response to Candidates ✓ The response shall be Display on HPRIDC website;
Component 2				
Designs suggestions	Email or written correspondence to HPRIDC	1 month	15 days	✓ Collate all given suggestions at any location and discuss with DPR consultant and compile response ✓ Display on HPRIDC

Table 6 – Disclosure, Feedback and Timelines				
Suggestion/disclosure ó Documents	Mode of providing feedback	Timeline for feedback	Conveying of responses by HPRIDC	
			No. of days	Mode
				website; ✓ inform vide SMS ✓ verbal intimation to those without internet access and through verbal intimation
Project documents ó ESIA RPF, ESMP, RAP, EMP, LMP, GBV Plan	Email or written correspondence to HPRIDC	1 month	15 days	Display on HPRIDC website;
Compensation and assistances	Oral or Email or written correspondence to HPRIDC	15 days	7 days	✓ Display on HPRIDC website; ✓ inform vide SMS
Livelihood aspects	Consultations meetings	15 days	7 days	Consultations meetings
CPR relocation	Consultation meetings	15 days	7 days	Consultations meetings
Gender aspects	Consultation meetings	15 days	7 days	Consultations meetings
GBV aspects	Consultation meetings/FGD	15 days	7 days	Consultations meetings
Community level aspects (Labor, GBV issues, road safety, construction stage) with community leaders, NGOs	Consultation meetings/FGD	15 days	7 days	Consultations meetings, One to one meetings
Component 3				
Information to Hospitals	Email or written correspondence to HPRIDC	1 month	15 days	✓ Collate all given suggestions at any location and discuss with DPR consultant and compile response ✓ The response shall be Display on HPRIDC website;
Advertisements for Community Road Safety Volunteers	Applications written to HPRIDC	1 month	30 days	✓ Response to Candidates ✓ The response shall be Display on HPRIDC website;

24. All documents (ESIA, ESMP, RPF and SEP) of this project will be uploaded in HPRIDC website (<http://www.himachalservices.nic.in/hpridc>). The draft SEP has been uploaded for disclosure purposes on Nov 15, 2019.

9.0 Future Phases of Project

25. The SEP needs to be updated and refined throughout the lifecycle of the Project. During the updation process, the focus and scope of the SEP shall be reviewed to ensure that the HPRIDC address all external changes and at the same time adhere to its own strategy (which, itself may change over time). The SEP will remain in the public domain for the entire period of project development and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of any new stakeholders and interested parties and their involvement in the process of collaboration with the project. The methods of engagement phases shall also be revised periodically to maintain their effectiveness and relevance to the Project's evolving environment.
26. Future phase of project shall mainly involve planning and implementation works for maintenance roads for 150 km across different stakeholder groups. Locations and roads are not identified at this location. While it can be assumed the nature and type of stakeholders are likely to be same, it is possible if roads are identified in the three tribal dominant areas of the state ó Lahaul&Spiti, Kinnaur and Pangi and Barmour blocks of Mandi district. Once these roads are identified, Social screening will be undertaken of these roads and where required, detailed ESIA will be carried based on proposed project interventions. Therefore, the findings from these assessments will refine/modify the above stated., e.g. in such tribal dominated areas, consultations will need to be done in a culturally appropriate manner. Also considering the remote nature of these districts and blocks, timelines to receive feedback and convey responses might take longer.

10.0 Implementation Arrangements

27. The Project Director (PD), HPSRTP under HPRIDC shall be responsible for the day to day functions of the Project and will be assisted by Superintending Engineers and Executive Engineers at corporate office. The Corridor Management Unit (CMU) at package level, supports the PD in managing the HPSRTP at field level. The CMU will be headed by an Executive Engineer and supported by assistant engineers and junior engineers beside field level staff and other administrative staff.
28. At the corporate level, the HPRIDC shall have an Environment and Social Management Unit (ESMU), with Project Director as the head of this unit. The ESMU will have two separate divisions namely Environment Management Unit (EMU) and Social Management Unit (ESMU) dealing with implementation of environment management plan (EMP) and resettlement action plans (RAP) respectively. The EMU will be headed by an environmental officer (EO), whereas the SMU will be headed by a social development officer (SO), who shall be responsible for day to day handling of environmental, social, resettlement and land related issues. The Social Development Officer assisted by Resettlement and Rehabilitation Officer at the Corridor Management Unit level. The Resettlement and Rehabilitation Officer shall work as the ear and eyes for the SMU at field level. An NGO or any other independent agency will be appointed by HPRIDC for providing implementation support for social, resettlement and land related issues.
29. The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members of CMU within HPRIDC and its implementing agencies (ESIA consultants, DPR Consultants, Contractors and Supervision consultants). The roles and responsibilities of the organizations are presented below.
30. The key tasks of ESMU under the Project Director are inter alia to:

“ Approve the content of the draft SEP (and any further revisions);

- “ Approve prior to release, all materials used to provide information associated with the HPSRTP ESIA (such as introductory letters, question and answer sheets, PowerPoint materials, posters, leaflets and brochures explaining HPSRTP and ESIA process);
 - “ Approve and facilitate all stakeholder engagement events and disclosure of material to support stakeholder engagement events;
 - “ Participate either themselves, or identify a suitable member representative, during all face-to-face stakeholder meetings
 - “ Review and sign-off minutes of all engagement events; and
 - “ Maintain the stakeholder database.
31. The organizational structure and management functions for the stakeholder engagement at HPRIDC are described hereunder. While HPRIDC may decide to adopt this structure according to its needs, it is emphasized that the various positions listed hereunder should be represented in the organizational structure of HPRIDC in order to successfully implement the SEP.
32. Project Manager (PM) - shall be responsible for overseeing and coordinating all activities associated with stakeholder engagement and management. PM will be responsible to sustain relationships and communicate with Government entities and the media. These engagements will be required throughout the Project's life and decisions taken as a result of these engagements could potentially impact HPRIDC's relationships with communities e.g. site selection or compensation agreements.
33. **Social and Environmental Safeguard Specialists-** will be responsible for implementing community engagement activities; and will oversee all planned stakeholder engagement activities or in process of being implemented. Furthermore, these specialist(s) need to ensure that all stakeholder engagement aspects are permanent item agenda at all meetings, within HPRIDC and that all actions arising from management decisions are duly implemented. The broad responsibilities of social and environmental specialists include the following:
- “ Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;
 - “ Oversee all stakeholder engagement related activities for the Project;
 - “ Manage the grievance mechanism;
 - “ Interact with related and complementary support activities that require ad hoc or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);
 - “ Act as mediator between HPRIDC and stakeholders;
 - “ Liaise with project manager to ensure that stakeholder engagement requirements/protocols are understood; and
 - “ Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.
34. The safeguards specialists/SO play a crucial role as internal change agent for social and stakeholder related matters in HPRIDC. This becomes important if social and stakeholder risks identified need to be escalated for higher level decision making to identify resolution.
35. The safeguard specialists/SO need to remain actively involved with the community development and land acquisition/resettlement planning and implementation in order to identify potential risks or opportunities and ensure that the needed administrative support is provided. Moreover, grievances submitted as part the community development and land acquisition/resettlement

processes need to be addressed under the GRM. Due to the fact that stakeholder engagement activities will influence other departments or require their inputs, the safeguard specialists need to ensure that the various managers are included or kept informed on the stakeholder engagement process. Decisions taken by managers might have a direct or indirect impact on communities, which would need to be communicated at the appropriate time.

36. MIS expert/Data Base Manager- will be responsible to manage all activities related to database, documents and logistics; and integration/support, which relate to the interaction with other departments, initiatives or projects.

11.0 Grievance Redressal Mechanism

37. A grievance redress mechanism shall be developed for potential use by external stakeholders. The aim of the grievance redress mechanism is to achieve mutually agreed resolution of grievances raised by such stakeholders. The grievance redress mechanism described hereunder is distinct from the grievance redress mechanism, to be used by the Project's workforce. Key definitions are as follows:

“ **Complaint:** an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interest of an individual or group and the individual or group wants a proponent or operator (or contractor) to address and resolve it (e.g. problems related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance; and

“ **Grievance:** a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected (harmed) by a project activity which, if not addressed effectively, may pose a risk to HPRIDC operations (through stakeholder actions such as access road blockages) and the livelihood, well-being or quality of life of the claimant(s).

38. A grievance redress mechanism (GRM) to uphold the Project's social and environmental safeguards performance is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs). The grievance redress mechanisms described hereunder include both complaints and grievances (hereinafter referred to only as "grievances"). Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all segments of affected communities and other stakeholders, at no cost and without retribution. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local, project level. The key objectives of the GRM are:

- “ Record, categorize and prioritize the grievances;
- “ Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions)
- “ Forward any unresolved cases to the relevant authority.

39. The types of grievances stakeholders may raise include, but are not limited to:

- “ Non-payment, or inadequate compensation and/or due R&R assistances; wrong measurement of parcel
- “ Construction related impacts & cracks, 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
40. As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise project level and Himachal Pradesh judiciary level redress mechanisms. Most Project related grievances could be minor and site-specific. Most grievances are to be received directly on site by the designated site representative of HPRIDC that will endeavor to resolve them satisfactorily on site. The designated site representative will inform the Head of Construction Management Unit (CMU) of these complaints and their outcomes, and of others not satisfactorily resolved that the Project Contact Person (PCP) should take over. The PCP will log these in the Complaints Register. The PCPs will, on receipt of each complaint, note the date, time, name and contact details of the complainant, and the nature of the complaint in the Complaints Register. The PCP will inform the complainant of when to expect a response. S/he will then endeavor to address it to the best of his/her abilities, as soon as possible. Should the PCP not be able to resolve the complaint to the satisfaction of the affected persons, he/she will then refer the complaint directly to the HPRIDC Project Director (PD).
41. Complaints referred to the PD will require him/her to take earnest action to resolve them at the earliest time possible. It would be desirable that the aggrieved party is consulted and be informed of the course of action being taken, and when a result may be expected. Reporting back to the complainant will be undertaken within a period of two weeks from the date that the complaint was received. If the complaint is not resolved to the satisfaction of the aggrieved party, it will then be referred by the State level Grievance Redress Committee (SGRC). The SGRC will be required to address the concern within 1 month.
42. Should measures taken by the SGRC, fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the Court of Law **at his/her own cost**, and the Court’s decision will be final and shall be binding on all parties. It is possible that for land issues, the complainant may prefer to take his/her issue to the Court of Law for a final pronouncement/resolution. It is vital that appropriate signage for GRM is erected at the sites of all works providing the public with updated Project information and summarizing the GRM process, including contact details of the relevant Project Contact Person (PCP). Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, forms written in Hindi/local language) should not inhibit lodgment of any complaint.
43. The Complaints Register shall be maintained by the CMU and maintained by the department, who will log the: i) details and nature of the complaint; ii) the complainant name and their contact details; iii) date; iv) corrective actions taken in response to the complaint. This information will be included in HPRIDC’s progress reports to the World Bank. The project level process can only act within its appropriate level of authority and where appropriate, complaints will be referred on to the relevant authority such as those indicated.
44. The Grievance Redress Committee (GRC) will be formed at each Project district comprising of following members ó
- “ District Social Welfare Officer
 - “ Executive Engineer, CMU
 - “ Resettlement and Rehabilitation Officer, SDU/CMU
 - “ NGO representative

- “ PAP representatives (one male and one female), and
 - “ Representative from Land and Revenue Department (only cases related to land)
45. In addition, there is proposed to be one District level Committee (DLC) will be formed to meet at periodic interval to review the progress of land acquisition and facilitate implementation in the district. District Level Committee would comprise of the following members:
- “ Deputy Commissioner (Chairman)
 - “ Land Acquisition Officer
 - “ Executive Engineer (PWD)
 - “ NGO Representative (Gender expert)
 - “ Chairman of Block Samiti
46. To resolve the land and structure related issues, an arbitrator shall be appointed by the HPRIDC in order to settle the dispute. Cases not resolved at GRC level would be brought for arbitration. A time period of two months would be available for arbitration. In case at this level the dispute is also not resolved, the aggrieved person may take recourse to the civil court.

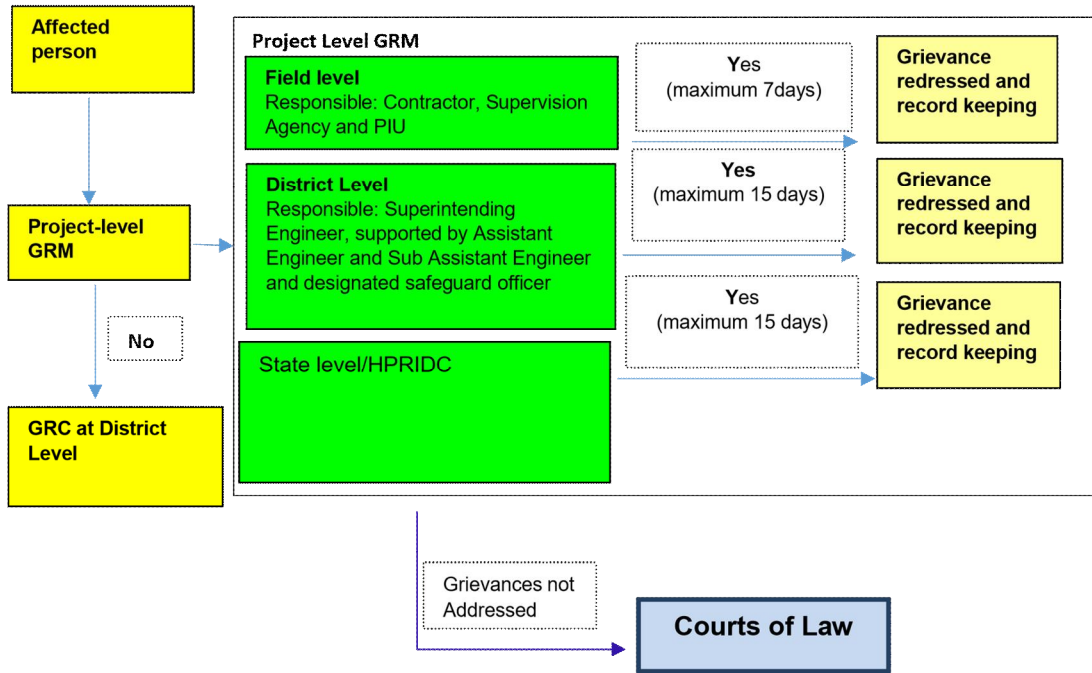


Fig 1 : Grievance Redress Mechanism/Process

47. Details on contact information for grievances, inquiries, and further feedback.

Description	Contact details
Company:	Himachal Pradesh State Road & Other Infrastructure Development Corporation
To:	Chief Engineer-cum-Project Director
Address:	HP State Roads Project,

	Nirman Bhawan, Nigam Vihar, Shimla ó 171 002
E-mail:	pdsrp-hp@nic.in
Website:	http://www.himachalservices.nic.in/hpridc
Telephone:	Tel: 0177 ó 2627602, 2620663
Fax:	0177 ó 2620663

48. Notifications regarding constitution of committees by HPRIDC would be done prior to project negotiations. Prior to commencement of construction, these details would be notified by pasting notices at the prominent community locations and also in the villages en-route. Additionally, these details would also be displayed in the micro-plans (prepared for provision of R&R assistances) that would be displayed in the project affected villages

12.0 Budget for Implementation

49. An all-inclusive budget provision for implementation of stakeholder engagement plan during the project life cycle is given in Table below. As locations are not identified for maintenance corridors, only a lumpsum figure has been estimated to cover for these activities. These shall be revised once more information is available.

Table 7 – Budget for Implementation of SEP						
S.No.	Activities	Quantity	Unit	Unit cost	Across Years	Total costs in Rs.
Upgradation Corridors						
1	Formal consultation meetings in each impacted village across the four roads	40	per meeting	5000	2	400000
2	Travel expenses for E&S staff	10	per visit	3000	2	60000
3	Meetings with Departments (forest, revenue, district administration); Site visits for environmental measures	10	per visit	3000	2	60000
4	Preparation & dissemination of Communication material					
i)	Entitlement Brochures	1000	no.	30	1	30000
ii)	Safety sign boards	100	no.	1000	1	100000
iii)	Flyers - Project information & GRM details	1000	no.	15	1	15000
5	Awareness generation meetings at sensitive areas & Contractor personnel	20	no.	2000	2	80000
6	GRM MIS Database	1	LUM	40000	1	40000

Table 7 – Budget for Implementation of SEP						
S.No.	Activities	Quantity	Unit	Unit cost	Across Years	Total costs in Rs.
	TOTAL					785000
Maintenance Corridors						
1	Formal consultation meetings in each impacted village across		LUM			800000
2	Travel expenses for E&S staff		LUM			120000
3	Meetings with Departments (forest, revenue, district administration); Site visits for environmental measures		LUM			150000
4	Preparation & dissemination of Communication material					
i)	Entitlement Brochures		LUM			60000
S.No.	Activities	Quantity	Unit	Unit cost	Across Years	Total costs in Rs.
ii)	Safety sign boards		LUM			200000
iii)	Flyers - Project information & GRM details		LUM			30000
5	Awareness generation meetings at sensitive areas & Contractor personnel		LUM			80000
6	GRM MIS Database	1	LUM	40000	1	40000
	TOTAL					1480000
	GRAND TOTAL					2265000

13.0 Monitoring and Reporting

50. It is important to monitor the ongoing stakeholder engagement process to ensure that consultation and disclosure efforts are effective, and that stakeholders have been meaningfully consulted throughout the process. This will help to assess whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary. The use of engagement tools developed includes:

- a) Stakeholder database
- b) Issues and Response table, and
- c) Meeting records of all consultations, workshops and trainings held.

In addition, there will be continuous opportunity to review and assess performance in-between the engagement sessions depending on the level of feedback received from stakeholders during these periods.

51. Project Management consultants/Consultant Supervision Consultants (CSC) shall be recruited to provide institutional capacity and support to HPRIDC and Corridor Management Unit (CMU) with overall project management and supervision including procurement, design, contract management. The PMC will oversee the overall implementation, monitoring, and reporting of safeguards aspects such as ESMPs, LMP, SEP and RAPs.
52. Monthly summaries and internal reports on stakeholder engagement events, and grievance handling will be collated by PMC staff with the support of NGOs as third party, ESMU and referred to the senior management of the project(s). A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters by Component/sub-component:
 - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
 - Number and types of IEC materials used
 - Number of project events published/broadcasted in the local, regional media
 - Type and frequency of public engagement activities;
 - Geographical coverage of public engagement activities ó number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
 - Number and type of grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
53. **Reporting back to stakeholders:** Information on public engagement activities undertaken by the Project during the year would be conveyed to the stakeholders through online publication of a SEP Implementation report. This would be informed to all stakeholders and also to the funding agency ó World Bank. Specifically for disadvantaged and vulnerable groups, efforts would be made to report back to them through focus group discussions that would be conducted by the RAP implementing agency. These also would be focus of user satisfaction surveys to understand the actual benefits that have accrued to them and constraints still facing them.

14.0 Training

54. HPRIDC will arrange necessary training associated with the implementation of this SEP that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with stakeholder grievances as per the Public Grievance Procedure. Project contractors and selected representatives will also receive necessary instructions for the Grievance Procedure.



Annexure 1 ó Summary table of Consultations and surveys with stakeholders (affected persons other interested parties)

Date, Place, Type of Stakeholders and Number of Participants				
S. No.	Date	Place	Type of Stakeholders	Number of participants (M/F)
Baddi-Sai-Ramshaar road				
Community Consultations				
1	11.09.2019	Gram Panchayat	Affected and other interested parties	13 (6/7)
2	11.09.2019	Truck operator union, Barotiwala	Affected and other interested parties	10 (10/0)
3	11.09.2019	PanchayatBhatolikalan	Affected and other interested parties	9 (9/0)
4	12.09.2019	Taxi Union Barotiwala	Affected and other interested parties	13 (13/0)
5	12.09.2019	VyaparMandalBarotiwala	Affected and other interested parties	14
6	12.9.2019	Ramshehar Bus stand	Affected and other interested parties	13 (12/1)
Focus Group Discussions				
7	25.09.2019	Gurudwara	Affected and other interested parties	16 (13/3)
8	29.09.2019	At BaddiPanchayat from KM 6+500 to 11+500	Affected parties	15 (10/5)
9	25.09.2019	At Jharmajeri KM 0+000 to 6+500	Affected parties	30 (22/8)
10	29.09.2019 & 01.10.2019	At habitation site	Affected parties	12(9/3)
11	28.09.2019	At marketplaces	Affected parties	12 (11/1)
Key Informant Interviews with Institutional Stakeholders				
12	18.07.2019	Baddi	Vice President, MC Baddi	4(4/0)
13	18.07.2019	Baddi	Chairman, M.C.Baddi	4(4/0)
14	02.08.2019	Baila	Local person	10(8/2)
15	11.9.2019	BBNIA (Baddi-Barotiwala-Nalagarh Industrial Association)	President, BBNIA	11 (10/1)
16	12.9.2019	Baddi	President, MC Baddi	7
17	12.9.2019	Gullarwala	President, Gullarwala	11 (10/1)
Dadhol-Ladraur road				
Community Consultations				
18	12.09.2019	DadholChowk	Affected parties	21 (21/0)
19	13.09.2019	Gahar High School and Primary School Bharari	Affected parties	8 (6/2)
20	13.09.2019	Police Station	Affected parties	3 (3/0)
21	13.09.2019	Model School Bharari	Affected parties	6 (6/0)
Focus Group Discussions				

22	11.09.2019	At Padhyalag Gram Panchayat	Affected and other interested parties	17 (13/4)
23	12.09.2019	At Bharari Gram Panchayat	Affected parties	22 (16/16)
24	3.09.2019 to 12.09.2019	At habitation site	Affected parties	8(6/2)

Date, Place, Type of Stakeholders and Number of Participants				
Raghnathpura-Mandi-Harpura-Bharariroad				
Community Consultations				
25	13.09.2019	Raghnathpura	Affected and other interested parties	9 (8/1)
Mandi-Rewalsar-Kalkhar road				
Community Consultations				
26	13.09.2019	Kalkhar	Affected and other interested parties	14(10/4)
27	13.09.2019	Rewalsar	Affected and other interested parties, Kunthaya Gram Sewa	13 (6/7)
Focus Group Discussions				
28	13.09.2019	Rewalsar	President, VyaparMandal, Rewalsar	10(10/0)
29	13.09.2019	Rewalsar	Buddhist monks, ZandokPalri	9 (5/4)
30	14.09.2019	Rewalsar	Taxi union, Rewalsar	13(13/0)

Annexure 2 - Outcomes of the public consultations for approach to management of E&S issues arising in the project road.

Box 1: Analysis of Alternatives with the feedback through Stakeholder consultations	
<p>Location: dense Built up area- 5+700 - 6+860 (Ladhyani &Bharari)- Dadhol- Ladlor Project Road</p> <p>Alternative 1:For two lane road design in the existing corridor within the available ROW of average 20-24m. There is a likely impact on about 500 families for a total displaced in proposed corridor.</p> <p>Alternative 2:The design is intermediate lane, concentric widening in the built up sections (9 ó 10m) proposed. The impact in these locations reduces loss of assets and families from being displaced.</p> <p>The option 2 have been arrived through public consultations for input to technical design</p>	
Box 1: Analysis of Alternatives with the feedback through Stakeholder consultations	
<p>Location:Dadhol- Ladlor Project Road Bharari (6+700) Government Secondary School.</p> <p>Alternative 1:At this location, there is a senior secondary school on the LHS and Community Health Center RHS. The road is very narrow with sharp curves and land constraints for about 120 m length. The proposal of realignments affects 10 structures on the RHS and health center.</p> <p>Alternative 2.The design standards to improve the horizontal alignment and to smoothing the curves require an additional land, upon detailed consultation with school authority they agreed to give the land for upgradation of the corridor and safety measures at these silence zones. There is little impact on compound wall of the school and nil impacts on RHS structures.</p> <p>The option 2 have been arrived through public consultations for input to technical design</p>	

Annexure 3 – Brief summary of concerns/suggestions expressed by the different interest groups during consultations

Affected parties	Other interested parties	Disadvantaged
Those with impacted house structures wanted to know what alternative would be provided by the project.	The people asked the project authority not to impact the temple located at the chowk, as it was considered holy place in the village, and was used for various religious and community purposes	Access to bus stops should be improved if possible by providing ramps
consider available open land whereverit was available instead of impacting their house and land.	safety measures in hospital and school zones	Access to road etc. becomes difficult if alternate access is not provided during construction stage
Wanted to know what the compensation and assistance package was for the project.	The quality of the material used for road construction should be good and there must be a proper supervision	If project will provide some specific measures to support them during construction
timely payment of assistance and compensation	Executing agency should take up the structural works (bridges and culverts) in priority during the early phase of the proposed intermediate lane road may be concern for safety specifically for women and children, accident risk will increase project cycle or otherwise these works mostly gets delayed.	Lack of public toilets (ladiesøtoilets) at market places as well as near bus stops
likely affected persons have requested the project not to affect their livelihood ó as they will be left with no alternatives	Bus stops including bus lays must also be provided on improved road.	facing all women was lack of toilet facilities along the corridor. All the women group meetings have revealed that the panchayat would maintain the toilets, once built
houses/structures were getting affected, people asked for replacement cost of the structure.	Landslides prone were a major concern and communities wanted the project to address this issue	Construction contractors bring outside labor to work near our habitations and sometimes it is unsafe for our women, girls
Pedestrian crossing, cattle crossing should be provided at every habitation. Provision for foot over bridges /under pass at the sensitive areas.	People were largely concerned about replacement of drinking water source. I	
	Roadside water sources (seasonal stream or springs) must be protected from any damages.	