

# INTEGRATED FLOOD RESILIENCE AND ADAPTATION PROGRAM BALOCHISTAN (IFRAP)

## PRELIMINARY STAKEHOLDER ENGAGEMENT PLAN (SEP)



Housing Reconstruction Unit (IFRAP) Balochistan

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ISLAMIC REPUBLIC OF PAKISTAN

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## Introduction:

Between June and August 2022, Pakistan experienced heavy monsoon which has affected 33 million people in Sindh and Balochistan.<sup>1</sup> 541,000 people are in evacuation camps and 2.288 million houses have been damaged or destroyed. Loss of life has also been considerable with 1,739 fatalities reported to date. Loss of livestock is also significant at 1.164million animals perished, while over 25,000 animal shelters have been damaged. Just over 13,115 km of roads are reported to have been affected and 439 bridges have been damaged or destroyed.<sup>2</sup> Further, it has been reported that there are an estimated total of 229,692 TDPs comprising of 34,144 households displaced due to the floods in the top 5 districts in Balochistan Province.<sup>3</sup>

Economic impacts are concentrated in the agricultural sector, with over 3.6 million acres of cultivated land destroyed (30 percent of total agricultural land), resulting in significant losses to cotton, date, wheat, and rice crops. Lower agriculture output is expected to negatively impact industrial and services sector activity, especially given textile sector reliance on cotton (textiles account for around 25 percent of industrial output). Flooding will impose a lingering drag on output through infrastructure damage, disruption to crop cycles, possible financial sector impacts (microfinance institutions report major solvency problems), and loss of human capital. Preliminary estimates suggest that as a direct consequence of the flood, the national poverty rate will increase by 4.5 to 7.0 percentage points, pushing between 9.9 and 15.4 million people into poverty.

This will have impact on the economy of Pakistan. Growth is now expected to reach only around 2 percent in FY23. Due to higher energy prices, the weaker Rupee, and flood-related disruptions to agricultural production, inflation is projected to rise to around 23 percent in FY23. With disruptions to exports (especially textiles) and higher import needs (food and cotton), the current account deficit is expected to narrow only slightly to around 4.3 percent of GDP in FY23 (from 4.6 percent in FY22). The fiscal deficit (including grants) is projected to narrow only modestly to around 6.9 percent of GDP in FY23 (relative to a budgeted deficit of 4.7 percent), reflecting both negative revenue impacts from flooding and increased expenditure needs.

Pakistan consistently ranks among the top 10 countries worldwide most affected by climate change. Extreme weather events have increased in frequency and intensity, impacting ecosystems, people, settlements, and infrastructure. Heatwaves, heavy precipitation events, droughts, and cyclones are prevalent risks. The country experiences some of the highest temperatures in the world, with several areas recording temperatures of over 38 degrees Celsius annually. Projected temperature increases in Pakistan are higher than the global average, as high as 5.3 degrees Celsius by 2081-2100 under the highest emissions Representative Concentration Pathway (RCP8.5), compared to a global average temperature increase of 3.7 degrees Celsius in the same scenario. There is also significant uncertainty surrounding future precipitation rates in

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<sup>1</sup> Pakistan Floods 2022: Post Disaster Needs Assessment

<sup>2</sup> NDMA Floods 2022 Daily SITREP No. 158 dated 18<sup>th</sup> November 2022

<sup>3</sup> Pakistan – Flood Response Baseline Assessment – DTM October 2022

Pakistan, underscoring the need for better preparedness for unforeseen extreme precipitation events. Research highlights the risk of increased frequency and intensity of flood and drought events, brought on by changes in the seasonality, regularity, and extremes of precipitation.<sup>4</sup> The probability of meteorological drought, usually brought on by below-normal precipitation, is set to sharply increase under all emission pathways – from the current probability of 3 percent to a 25-65 percent probability of severe drought. These can cause significant damage to crops and livelihoods.

In Balochistan, 34 districts and at least 360,000 people have been affected, including 336 people killed and 187 people injured as of 18<sup>th</sup> November 2022.<sup>4</sup> More than 700,000 livestock have died across Pakistan, of which some 500,000 are reported in Balochistan province, where livestock are a critical source of sustenance and livelihoods for many families. At least 115,822 houses have been destroyed and another 125,837 houses partially damaged. In addition to houses and croplands, 2,222 km of roads and 58 bridges have also been damaged and impede access across flood-affected areas.<sup>5</sup> Internet outages have also been reported, with the Pakistan Telecommunications Authority attributing widespread internet cuts in central and northern Pakistan on 19 August to technical faults in the fiberoptic network resulting from the heavy rains and floods. Of 515 villages assessed, 178 villages reported displacement. Some 20,000 people are reported to be displaced, with 90 per cent living with host families. As of the assessment, only 16 per cent of the assessed villages reported receiving some assistance. 69 per cent of villages reported problems in accessibility. The top four most affected districts in terms of completely damaged houses are Jhal Magsi, Lasbela, Nushki and Kachhi.<sup>6</sup>

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<sup>4</sup> NDMA Floods 2022 Daily SITREP No. 158 dated 18<sup>th</sup> November 2022

<sup>5</sup> Ibid

<sup>6</sup> 2022 Monsoon Floods Balochistan, Pakistan: Rapid Needs Assessment

## Project Description

The proposed Integrated Flood Resilience and Adaptation Program (IFRAP) shall support the government of Balochistan respond to the impact of the 2022 flood through a two-phased, overlapping Series of Projects (SoP) targeting primarily flood affected communities. It will look to supporting recovery, will respond to the impact of the 2022 floods in Balochistan by improving livelihoods and reestablishing critical services while laying the groundwork for community-based climate resilience systems and preparing the government for supporting it. This first phase will include (i) “low/no regrets” investments in housing reconstruction, (ii) irrigation, flood protection and water supply infrastructure with improved resilience standards, (iii) hydro-meteorological observation system and services and; (iv) assistance to flood affected population for enhancing their livelihoods. The second phase will adopt integrated area-based development approach for strengthening community resilience based on thorough participatory process and adopt an in-depth spatial analysis for ensuring resilience in the infrastructure.

This structure recognizes the importance of building institutions and knowledge for long-term development, while delivering immediate benefits to flood-affected populations. The overlapping structure will allow the preparation and launch of the second investment project before the completion of this first Project. The first phase will generate feedback and learning that will be leveraged in phase 2. This first Project will provide funding and technical assistance for feasibility studies and related preparation activities to expedite the development of a pipeline of investments to be supported under the second Project.

The SoP approach is justified for several reasons. First, it allows the Bank to respond to the immediate recovery needs while building consensus on the interventions needed to strengthen community flood resilience in the long term. Second, the complex nature of the operation and its multisectoral scope warrant a phased approach to provide the opportunity to incorporate early lessons learned in later phases. Third, the SoP allows GoP and GoB to improve the technical and implementation readiness of complex infrastructure in the first project and have it implemented in the second project.

The project scope consists of five components that contribute to the PDO. These are (i) community infrastructure rehabilitation; (ii) strengthening hydromet and climate services; (iii) resilient housing reconstruction and restoration; (iv) livelihoods support and watershed management; and (v) program management and institutional strengthening. The project also includes a contingency emergency response component (CERC) to allow flexibility to reallocate funds in case of an eligible emergency during project implementation. Below is a brief description of the activities under each component

### Project Components

**Component 1: Community infrastructure rehabilitation (US\$50M):** This component will finance the rehabilitation of community infrastructure damaged by floods, including irrigation and flood protection infrastructure (subcomponent 1.1), restoration of water supply (subcomponent 1.2), reconstruction of roads, bridges (subcomponent 1.3), and restoration of small community facilities located in calamity-declared districts of Balochistan (subcomponent 1.4). The guiding principle is to build back better with improved infrastructure based on climate risks, engineering design standards, construction and maintenance to enhance resilience. GoB has developed a framework for selection and appraisal of infrastructure investments. The framework has been used to select a priority list of infrastructure to be

included in SoP1. This priority list will be further refined during appraisal. The component will also include the technical assistance needed for the design and supervision of the works.

**Component 2: Strengthening hydromet and climate services (US\$40M).**

This component will improve the capability of the Pakistan Meteorological Department (PMD) to generate and hydrometeorological information for decision-making. Given the integrated and transboundary nature of weather forecasting, the investments under this component will be spread out across the country. Currently, the PMD has very limited coverage for the western corridor of the country which include much of Balochistan. Therefore, this component will benefit Balochistan to a large extent by improving the climate and flood forecasting capabilities.

**Component 3: Resilient housing reconstruction and restoration (US\$75M equivalent).**

This component will finance i) resilient housing reconstruction grants to beneficiaries for reconstruction and/or restoration of core housing units damaged by floods; and ii) institutional strengthening and technical assistance for the reconstruction.

**Component 4: Livelihoods, natural resources and watershed management (US\$40M)**

This component will finance **community grants** to help restore and enhance productive, inclusive, and resilient natural resource-based livelihoods while also restoring degraded watersheds for flood resilience. The aim of the component is to promote climate smart agriculture, support value chain development and promote livelihoods. The project will support two interrelated grant schemes: (i) matching grants for enhancing agriculture and livestock-based livelihoods; and (ii) community grants for watershed restoration.

**Component 5: Program Management, Reform Support, Institutional Strengthening (US\$8M)**

**This component will support management and facilitation of project activities at the national and provincial levels** through a Federal Project Management Unit (FPMU) within the Ministry of Planning, Development and Special Initiatives, and a Special Initiatives, and a Provincial Coordination Unit in Balochistan Planning and Development (P&D) departments. The FPMU will provide comprehensive strategic and implementation support to the relevant line departments, including technical assistance, activity management, procurement, financial management (FM), safeguards, training, communications, monitoring, learning, and evaluation. The line departments will have a strong technical role in the selection of priority infrastructure, procurement, supervision of works and in the improvement of resilient infrastructure in the whole cycle of the interventions. Technical assistance activities will include river basin management studies, drainage studies and flood modeling for hill torrents

**The Component will also support potential sector (water and others) policy/institutional reforms, master planning for resilient flood protection, community-led resilience, flood forecasting.** Support will include mobilization of a pool of technical experts hired to provide necessary handholding to implementing agencies to expedite project implementation. The program will act as a catalyst for reforms that are necessary to improve resilience against climate change-triggered disasters. These reforms can facilitate and fast track the implementation of the project by providing enabling environment and right incentive structures. Under SoP 1, two major reforms will be supported including the development of the Balochistan Provincial Water Act and the National Hydro-meteorological policy.

## **Component 6: Contingent Emergency Response (US\$0 million)**

**This component will provide immediate response to an Eligible Crisis or Emergency, as needed.**

Following an adverse natural event that causes a major disaster or emergency, the government may request the Bank to re-allocate project funds to support response and reconstruction. Resources will be allocated to this component as needed during implementation. A Contingent Emergency Response Component (CERC) Operations Manual will be prepared by the government and will provide detailed guidelines and instructions on how to trigger the CERC and use funds (including activation criteria, eligible expenditures, and specific implementation arrangements as well as required staffing for the Coordinating Authority).

### **Rationale and Objective of the Stakeholder Engagement Plan**

In compliance with the WB Environmental and Social Standard 10 (ESS10), the SEP recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks.

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

The involvement of different stakeholders, including the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities.

The present document is a Preliminary SEP, given the emergency nature of the project, limited access to the project sites and stakeholders, urgency to deliver the Project, and preoccupation of relevant government stakeholders in immediate flood relief activities. This SEP was prepared in light of the stakeholder consultation which took place in Quetta on 20<sup>th</sup> January 2023 and will be reassessed and updated within 60 days of project effectiveness and redisclosed. Moreover, it will continue to be updated throughout the project life as a living document.

The SEP will eventually:

- Establish a systematic approach to stakeholder engagement that will help Government of Balochistan and its various departments to identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties and vulnerable and disadvantaged groups.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance. Also, to ascertain how each category of stakeholders would like to be engaged.

- 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.
- 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.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow Borrowers to respond to and manage such grievances.

## Potential Social and Environmental Risks and Impacts of the Project

### Environmental Risk Rating

### Substantial

**The project environmental risk is assessed as Substantial.** The project interventions have positive impacts through restoration of livelihoods and essential services in flood-affected communities and will help strengthen their resilience to floods. However, the potential environmental risks anticipated from the project investments are deemed substantial due to nature of the project design prepared in emergency, limited knowledge about the exact scale, design, and locations of project investments, relatively complex implementing arrangements and institutional capacity, and general implementation challenges.. Environmental impacts include construction-related localized pollution and nuisance, (dust, noise, visual degradation of landscapes), debris, and other solid waste generation, potential ground/surface water contamination, community nuisance and safety concerns due to traffic increase), worker occupational health and safety (OHS), and concerns related to Community Health and Safety. Dam safety risks and related OHS risks are also associated with rehabilitation and restoration works at small water retention dams . Housing reconstruction and restoration component is owner driven construction who are not skilled and do not have capacity to manage environmental and social risks from construction and will requires extensive capacity building and oversight.

### Social Risk Rating

### Substantial

The project will have positive social impacts by improving the livelihoods of flood-affected communities, restoring essential services, and enhancing protection from future floods. The primary social risk is related to incomplete or otherwise compromised identification of potential beneficiaries. Incomplete or poorly designed surveying, and poor records management can result in the most vulnerable segments of communities being overlooked during the targeting phase, excluding them from receiving benefits from the Project, and leading to disturbances in community dynamics, increased inequality, and additional marginalization of already marginalized groups. Given that specific information on exact locations and scale of project investments are not known at this stage, social risks associated with labor and labor related occupational health and safety risks, and community health and safety exist. A comprehensive social assessment will be conducted to result in a robust targeting criteria for identification of beneficiaries, and to mitigate labor risks and respond to community health and safety. Other social risks of the project are associated with construction activities, including OHS risks to community workers and project labor, traffic safety issues, temporary displacement of people, and impacts on cultural heritage. Based on the above, social risk is rated Substantial.



## **Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) Risk Rating**

**Substantial**

SEA/SH risks are substantial as women and children (especially of minorities) are residing in insecure living environment with limited access to privacy or safe toilet facilities etc. Both social protection and civil works risk screening tool were used for initial risk assessment and to determine the substantial risk rating. Livelihood support activities may result in the exploitation of economically disadvantaged or otherwise vulnerable individuals by project staff involved in the implementation of the programs, or by other project beneficiaries. Frequent contact between Project workers and beneficiary communities is expected due to the nature of the Project activities, especially in schools where reconstruction and rehabilitation work will take place within the premises, exposing children and teachers to SEA/SH. Despite such contextual and project-specific determinants of SEA/SH risks, presence of Social Mobilization Partner in livelihood programs, GBV service providers (with qualified team members to respond to mentioned risks), and existing capacity of implementing agencies in monitoring SEA/SH compliance makes the risks manageable. A dedicated SEA/SH Action Plan will be developed containing extensive sensitization and trainings for implementing agencies, Codes of Conduct for workers, behavioral standards for project actors, awareness raising for community members on SEA/SH, recruiting GBV service providers, and a GRM responsive to SEA/SH complaints. Gender specialist in the PIU will have experience on GBV/SEA/SH and supervision consultant team overseeing civil works activities will also include a GBV specialist.

## **Stakeholder Identification and Analysis**

Stakeholder analysis identifies and determines the likely relationship between the project and the different stakeholders. Stakeholders are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. It is a useful tool for managing communication between the project team and stakeholders. Project stakeholders are defined as individuals, groups, or other entities who:

- Are impacted or likely to be impacted directly or indirectly, positively, or adversely, by the Project (also known as ‘affected parties’); and,
- May have an interest in the Project (‘interested parties’). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

In all phases of the project, cooperation and negotiation with stakeholders is required. Persons within the groups who act as legitimate representatives of their respective stakeholder group and entrusted by their fellow group members will be identified in the process of engagement. Community representatives may provide helpful insight into the local settings and act as main means for dissemination of the Project information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

## A- Methodology

Stakeholder analysis helps to know the perceptions, interests, need, and influence of actors on the project. Identifying the appropriate consultation methodology for each stakeholder throughout the project lifecycle is necessary. In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: public consultations for the project will continue during the whole project lifecycle. Stakeholder engagement will be free of manipulation, interface, coercion, and intimidation;
- Informed participation and feedback: information will be provided through out project duration and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and assure that stakeholder feedback is taken into consideration during decision making;
- Inclusiveness and sensitivity: stakeholder identification will be undertaken to support better communications and building effective relationships. The participation process for the projects is inclusive. All stakeholders are always encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, particularly women headed households, youth, elderly and the cultural sensitivities of diverse ethnic groups.

For the purposes of effective and tailored engagement, stakeholders of the proposed project can be divided into the following core categories:

1. Affected Parties: persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
2. Other Interested Parties: individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way
3. Disadvantaged/Vulnerable Individuals or Groups: persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status,<sup>5</sup> and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project

## B- Affected Parties

Affected Parties are those groups of people that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to potential risks and impacts associated with the project and who need to be closely engaged including local community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

Sector	Affected Party	Impact Level
Government	<ol style="list-style-type: none"> <li>1. Agriculture and Cooperatives Department</li> <li>2. Board of Revenue</li> <li>3. Communications, Works, Physical Planning and Housing Department</li> <li>4. Environment Department</li> <li>5. Coastal Development and Fisheries Department</li> <li>6. Food Department</li> <li>7. Forest and Wildlife Department</li> <li>8. Health Department</li> <li>9. Livestock and Dairy Development Department</li> <li>10. Local Government and Rural Development Department</li> <li>11. Public Health Engineering Department</li> <li>12. Secondary Education Department</li> <li>13. Social Welfare, Special Education, Literacy/Non-Formal Education, and Human Rights Department</li> <li>14. Women's Development Department</li> <li>15. Provincial Disaster Management Authority, Balochistan</li> <li>16. Balochistan Environmental Protection Agency</li> </ol>	<ol style="list-style-type: none"> <li>1. High</li> <li>2. High</li> <li>3. High</li> <li>4. High</li> <li>5. High</li> <li>6. High</li> <li>7. High</li> <li>8. Medium</li> <li>9. High</li> <li>10. Medium</li> <li>11. High</li> <li>12. High</li> <li>13. High</li> <li>14. High</li> <li>15. High</li> <li>16. High</li> </ol>
Community	<ol style="list-style-type: none"> <li>1. Villagers and residents of towns who lost their houses, crops and other assets, and livelihoods</li> <li>2. Agriculture farmers and workers</li> <li>3. Farmers Organizations/ Water Users Associations</li> <li>4. Livestock/dairy farmers</li> <li>5. Community members with destroyed or damaged houses</li> <li>6. Community workers</li> <li>7. Other community members who have not lost their houses but otherwise impacted by the floods (e.g., farmers who have lost their crops)</li> <li>8. Village committees</li> <li>9. Village elders</li> <li>10. Community based organizations</li> </ol>	<ol style="list-style-type: none"> <li>1. High</li> <li>2. High</li> <li>3. High</li> <li>4. High</li> <li>5. High</li> <li>6. High</li> <li>7. High</li> <li>8. High</li> <li>9. High</li> <li>10. High</li> </ol>
Private Sector	<ol style="list-style-type: none"> <li>1. Balochistan Rural Support Program</li> </ol>	<ol style="list-style-type: none"> <li>1. High</li> </ol>

Sector	Affected Party	Impact Level
	2. Sindh Balochistan Rice Millers and Traders Association 3. Balochistan Dairy Farmers Association 4. Traders' association 5. Cotton ginner's association 6. Poultry farmers and poultry traders 7. Daily wage earners 8. Shop keepers 9. Seeds, fertilizer and pesticide dealers 10. Apple orchards owners 11. Pomegranate orchards owners 12. Agriculture machinery owners 13. Artisans of rural markets 14. Micro-Finance Institutions 15. Transporters associations 16. Suppliers of construction materials 17. Fish farm owners 18. Veterinary service providers 19. Middle men in markets	2. High 3. High 4. High 5. High 6. Medium 7. High 8. Low 9. High 10. High 11. High 12. High 13. High 14. High 15. Medium 16. High 17. Medium 18. High 19. High

### C- Other Interested Parties

Other parties interested in the Project are identified as individuals, groups, or organizations who may not be directly affected by the Project but who can help play a role in identifying potential risks, impacts, and opportunities for the Borrower to consider and address in the assessment process and throughout project preparation. The following Other Interested Parties (OIPs) have been identified as stakeholders of the Project:

Sector	Other Interested Parties	Impact Level
Government	1. National Disaster Management Authority 2. Federal Flood Commission 3. Pakistan Meteorological Department 4. Indus River System Authority 5. Local Politicians 6. Federal Ministry of Water Resources 7. Federal Ministry of Food Security 8. Economic Affairs Division 9. Chief Ministers Inspection Team 10. Home and Tribal Affairs Department 11. Inter-provincial Coordination Department 12. Federal Ministry of Climate Change	1. High 2. Low 3. Low 4. Low 5. High 6. Medium 7. Medium 8. Low 9. Medium 10. Medium 11. Medium 12. Medium
Community	General Public	High
Others	1. UN Agencies 2. NGOs/CSOs 3. Media Groups 4. Culture, Tourism and Archives Department 5. Universities and research institutions <ul style="list-style-type: none"> <li>a. University of Balochistan</li> <li>b. Balochistan Agriculture College</li> <li>c. Balochistan Integrated Water Resources</li> </ul>	1. High 2. High 3. Medium 4. Medium 5. Medium

	Management	
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#### D- Disadvantaged/Vulnerable Individuals or Groups

Disadvantaged or vulnerable individuals or groups are those peoples or groups highly vulnerable to potential project impacts and often do not have a voice to express their concerns or understand the impact and risk of the project. They may disproportionately be impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status, and usually require special arrangement to ensure their equal representation in the consultation and decision-making process associated with the project. Their vulnerability may stem from person’s origin, gender, age, health condition, disability, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., ethnic and religious minority groups, Indigenous peoples), and dependence on other individuals or natural resources.

Awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups on the project must consider such groups or individuals’ sensitivities, concerns and cultural differences to ensure a full understanding of project activities and benefits. Engagement with these vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

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

Sector	Disadvantaged/Vulnerable Individuals or Groups	Impact Level
Community	<ol style="list-style-type: none"> <li>1. Women agriculture and livestock farmers</li> <li>2. Pastoralists</li> <li>3. Indigenous Peoples</li> <li>4. Ethnic/religious/gender minorities</li> <li>5. Elderly people in hard-hit areas and facing food shortages.</li> <li>6. Female headed households</li> <li>7. Lactating mothers and pregnant women.</li> <li>8. Children and youth heads of households</li> <li>9. Agriculture labor dependent on share-cropping</li> <li>10. Communities practicing subsistence farming</li> <li>11. People with special needs such as Pregnant women, children, those in poor health.</li> <li>12. Illiterate persons</li> <li>13. Women Artisans (handicraft makers etc.)</li> <li>14. Differently abled/physically challenged people.</li> <li>15. Infants/children</li> <li>16. Local folk artists</li> <li>17. Prisoners</li> <li>18. Casual/Informal labor force (coolies,</li> </ol>	<ol style="list-style-type: none"> <li>1. High</li> <li>2. High</li> <li>3. High</li> <li>4. High</li> <li>5. High</li> <li>6. High</li> <li>7. High</li> <li>8. High</li> <li>9. High</li> <li>10. High</li> <li>11. High</li> <li>12. Medium</li> <li>13. High</li> <li>14. High</li> <li>15. Low</li> <li>16. Low</li> <li>17. Low</li> <li>18. High</li> </ol>

	construction workers, bus conductors etc.)	
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Vulnerable groups within the communities affected by the project will be further confirmed and consulted during Environmental and Social Assessment.

## Stakeholder Engagement Plan

### A- Summary of Stakeholder Engagement During Project Preparation

The Government of Pakistan (GoP) declared a national emergency on August 25, 2022, in response to the damages caused by heavy rains and floods across the country. A National Flood Response and Coordination Centre (NFRCC) has been established comprising of representatives from federal and provincial governments - including Ministries of Economic Affairs, Foreign Affairs, Finance, Climate Change, Water Resources, Communication and Health, the National Disaster Management Authority (NDMA), Provincial Disaster Management Authorities (PDMAs), provincial/regional Chief Secretaries - as well as the armed forces, to ensure synergies between national and international responses for rescue, relief, rehabilitation, and reconstruction activities. A Flood Response Plan has also been prepared by GoP in collaboration with the United Nations to streamline the response strategy and meet the needs of the most vulnerable. Prioritized groups include (i) newly displaced people; (ii) people living in poor shelter conditions; (iii) people who have lost their income or livelihood; (iv) female-headed households; (v) persons with disabilities; and (vi) refugees residing in flood-affected areas.<sup>7</sup>

A consultation for integrated flood resilience and adaptation program was organized by the Balochistan Irrigation Department on 20<sup>th</sup> January 2023. The consultation discussed how to support and promote resilience and adaptation in the aftermath of the 2022 floods. The consultation was divided into two sessions: Resilient Infrastructure and Disaster Risk Management, and Sustainable and Resilient Livelihoods. Participants ranged from relevant government departments, NGOs and experts in the relevant fields. Vulnerable and marginalized groups were represented by Balochistan Rural Support Program (BRSP) who have a province wide network focusing on improving living conditions of the rural poor, disadvantaged and marginalized people. Going forward, vulnerable groups shall be consulted on priority at the local level once the project is effective, details of which shall be included in the final comprehensive SEP

The first session of the workshop introduced the project and informed about the objectives of the project which are to: (a) rehabilitate damaged infrastructure including flood controls, water supply and sanitation, and road; (b) housing reconstruction; (c) livelihoods, natural resources and watershed management. Participants were briefed that the discussion would be limited to their perspective on key challenges and opportunities for a climate-resilient infrastructure.

A guide/questionnaire was prepared in order to streamline discussion (attached as Annexure A). Participants were split into 4 groups and asked to provide input. A summary of the input provided by the participants is reflected in the table below.

	<b>Part 1</b>
	<b>Build back better</b>

<sup>7</sup> [https://pakistan.un.org/sites/default/files/2022-09/Pakistan%202022%20Floods%20Response%20Plan%20-%20August%202022\\_0.pdf](https://pakistan.un.org/sites/default/files/2022-09/Pakistan%202022%20Floods%20Response%20Plan%20-%20August%202022_0.pdf)

a.	Lessons from past flood response	<ul style="list-style-type: none"> <li>• Need to enhance govt capacity</li> <li>• Better infrastructure design (green infrastructure) using new tech, methods and results-based research as well as a robust policy framework promoting climate resilience</li> <li>• Improved early warning systems and community engagement</li> </ul>
b.	Recommendations for ensuring climate resilience of infrastructure investments	<ul style="list-style-type: none"> <li>• Hydrological modeling to provide improved data on frequency of floods, information on flood routes and flood forecasts</li> <li>• Development of floods early warning system</li> <li>• Investment in watersheds/natural mechanisms for mitigating damage done by floods</li> <li>• Adopting a climate adaptation approach to mitigate effects of climate change</li> </ul>
c.	Recommendations for ensuring sustainability of infrastructure investments	<ul style="list-style-type: none"> <li>• Improve capacity of local communities regarding disaster risk management</li> <li>• Improved operations and maintenance practices using a participatory approach ensuring long term infrastructure investments</li> <li>• Improved infrastructure planning mechanisms ensuring disaster mitigation</li> </ul>
<b>Prioritization</b>		
a.	Given the level of damages, how should the investments be identified and prioritized?	<ul style="list-style-type: none"> <li>• Adopting a participatory approach with relevant line departments, NGOs and local experts, identify and prioritize investments based on needs</li> <li>• Restoration of infrastructure (roads, bridges etc.)</li> <li>• Providing housing/shelters to affectees</li> <li>• Establish Basic Health Units and Rural Health Centers</li> </ul>
b.	List three most significant gaps in planning and implementing rehabilitation	<ul style="list-style-type: none"> <li>• Lack of coordination between stakeholders</li> <li>• Delays in assessment of flood damage</li> <li>• Limited capacity of stakeholders on climate change issues</li> <li>• Lack of community participation in rebuilding efforts</li> </ul>
c.	Recommendations on prioritization of infrastructure to be rehabilitated	<ul style="list-style-type: none"> <li>• Building adequate housing/shelter, improved water, drainage and sewage systems</li> <li>• Improved infrastructure i.e., resilient road networks, dams, bridges etc.</li> <li>• Improved canals/water networks for local communities and farmers</li> </ul>
<b>Governance, Capacity and reach</b>		
a.	What is the government's capacity to rehabilitate priority infrastructure? Rate as Low, Medium High.	Rated as low by stakeholders
b.	List capacity needs for the government in order to successfully rehabilitate infrastructure:	<ul style="list-style-type: none"> <li>• Need to improve planning through availability of data and improving capacity of relevant departments</li> <li>• Management improvements through have more transparent mechanisms and improved risk preparedness</li> <li>• Improved coordination and monitoring mechanisms for better oversight</li> <li>• Increased provincial autonomy and involvement of NGOs, local communities for improved geographical reach</li> </ul>
<b>Part 2</b>		
<b>Sustainable and Resilient Livelihoods</b>		
a.	Identify most vulnerable groups which require urgent assistance	<ul style="list-style-type: none"> <li>• Farmers and landowners</li> <li>• Shepherds/livestock owners</li> <li>• Labor (daily wages, small business owners)</li> </ul>



		<ul style="list-style-type: none"> <li>• Women, children, persons with disabilities and elderly persons</li> </ul>
b.	Identify challenges leading to exclusion of these groups	<ul style="list-style-type: none"> <li>• Lack of CNIC</li> <li>• Lack of relevant documentation with respect to land/housing ownership</li> <li>• Tribal differences</li> <li>• Ethnic differences</li> <li>• Gender disparity</li> </ul>
c.	<p>Considering the urgency of needs and inclusion of different groups, please rate the following livelihood delivery mechanisms in terms of their effectiveness? (Low, Medium, High)</p> <ul style="list-style-type: none"> <li>• Cash for Works</li> <li>• Asset transfers for agriculture and livestock</li> <li>• Cash transfers</li> <li>• Matching Grants</li> </ul>	<ul style="list-style-type: none"> <li>• Cash for Works (low to high)</li> <li>• Asset transfers for agriculture and livestock (medium to high)</li> <li>• Cash transfers (low)</li> <li>• Matching Grants (medium to high)</li> </ul>
d.	Given the priority groups, list in terms of suitability the following livelihood assistance mechanisms.	<ul style="list-style-type: none"> <li>• Old age, Women, Children, disable (Cash Transfers)</li> <li>• Villagers, Shopkeepers, Small Business Entrepreneurs, etc. (Matching Grants)</li> <li>• Farm Labor, share cropper (Cash for Work/ Asset Transfer).</li> <li>• Small Farmers (Asset Transfer)</li> <li>• 5. Livestock owners (Asset Transfer)</li> </ul>
	sectors which can ensure livelihood resilience	<ul style="list-style-type: none"> <li>• Agriculture</li> <li>• Livestock</li> <li>• Handicraft (small industry)</li> <li>• Microenterprises</li> <li>• Fisheries</li> </ul>
<b>Governance, Capacity and Reach</b>		
a.	<p>Based on your experience, what is the government's capacity to provide livelihood assistance? Rate as Low, Medium High:</p>	Low to medium
b.	<p>Based on the above rating and the identified sectors, delivery mechanisms etc. list the capacity needs for the government in order to successfully provide livelihood assistance:</p> <ul style="list-style-type: none"> <li>• Planning</li> <li>• Management</li> <li>• Oversight</li> </ul>	<ul style="list-style-type: none"> <li>• Planning <ul style="list-style-type: none"> <li>○ Adopting a bottom to top approach</li> <li>○ Mechanisms to conduct needs assessments</li> </ul> </li> <li>• Management <ul style="list-style-type: none"> <li>○ Having a needs-based approach</li> <li>○ Empowerment of relevant line departments</li> </ul> </li> <li>• Oversight <ul style="list-style-type: none"> <li>○ Third party monitoring mechanisms</li> <li>○ Community sensitization/empowerment/ownership</li> </ul> </li> <li>• Geographical Reach <ul style="list-style-type: none"> <li>○ Having an established database</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Geographical reach</li> </ul>	<ul style="list-style-type: none"> <li>○ Networking systems between all stakeholders</li> </ul>
c.	List successful livelihood assistance programs implemented by Government of Balochistan	<ul style="list-style-type: none"> <li>• Ehsaas Programme</li> <li>• Benazir Income Support Programme</li> <li>• Various Endowment Funds</li> <li>• Area Development Programme</li> <li>• Minor Irrigation Programme</li> <li>• Awaran Rehabilitation Programme</li> </ul>
<b>Grievance Redress Mechanism</b>		
a.	What is needed to make GRM appropriate and accessible for livelihood assistance program?	<ul style="list-style-type: none"> <li>• Empowered Ombudspersons</li> <li>• Establishment for alternate dispute resolution mechanisms</li> <li>• Involvement and strengthening of NGOs</li> </ul>

**B- Summary of Project Stakeholder Needs, Methods, and Tools for Stakeholder Engagement**

The flood is declared a national emergency in Pakistan and has received extensive coverage by the Federal and Provincial governments and the media. The Project has materialized and been designed on the request of the main stakeholders including the government and affected communities. In this regard, the Project will rely heavily on stakeholder feedback and engagement during the life of the project.

Strong citizen and community engagement are preconditions for the effectiveness of the project. Accordingly, different tools, techniques and methods will be used for engagement to cover different needs of the stakeholders. Given the nature of the project, the strategy for stakeholder engagement is heavily focused on on-going information disclosure and dissemination that is efficient, transparent, and addresses the needs of different stakeholders. Stakeholder engagement activities will take into consideration the additional threat posed by COVID-19 outbreak risks. The design and means of stakeholder engagement will be adapted to incorporate social distancing and other COVID-19 prevention best practices, and will be based heavily on electronic and virtual modalities, where possible. The implementing entities will work on ensuring that virtually disseminated information is in line with the standards of information sharing that was implemented pre-COVID 19.

For consultations with rural communities and vulnerable individuals and groups the following are some considerations for selecting channels of communication:

- Diversify means of communication and rely more on social media. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Local Balochistan tv/radio channels and newspapers will be preferred. Traditional channels (such as PTV Bolan, PTV National, Balochistan TV) can also be highly

effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;

- Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders.
- Based on the information received through local media, charity groups/individuals and local NGOs, some of the key needs are dewatering, food, shelter, drinking water, health services, livelihood, revival of agriculture land, agri-inputs, livestock, extension services, construction material and transport. However, the list of needs, priorities and urgency varies in different areas. Women, elderly and children have special needs that are mostly similar in all areas.
- Government Officials: Senior officials (particularly those who are directly involved in disaster management) of Relevant Departments will be consulted by using structured interview tools such as questionnaires (to gather quantitative data) and key informant interviews or consultative workshops (for qualitative information) .
- NGOs/Civil Society: Senior managers and field workers of the NGOs/Civil Society groups who are directly involved in disaster response work will be interviewed by using structured interview tools such as questionnaires (to gather quantitative data) and key informant interviews or consultative workshops (for qualitative).
- Village Communities: Communities in the affected areas specially those who have limited access to information for being cut off due to flood, will be consulted in-person through multiple methods e.g., Focus Group Discussions, individual interviews of physically challenged people, women in special needs (pregnant, lactating), elderly people and transgender.
- Occupational groups such as farmers, fisher people, laborers will be consulted through separate focus group discussions
- In order to reach out to all these groups of stakeholders a team will be engaged. Cultural norms will be fully respected. For participation of communities and other local stakeholders, information of these consultation sessions will be disseminated through local contacts, social media and other means of local communication.
- Consultations will be conducted by experienced experts having understating of local context. All discussions/interviews with local stakeholders will be conducted in the local language. Women team members will consult women to ensure their comfort.
- All consultations will also be recorded with prior permission of the concerned stakeholders. Formal permission will be sought before taking photographs
- To assess more specific needs of different communities in different areas stakeholders' consultations will be conducted. The following methods and tools will be used:

Engagement Approach	Appropriate application of the approach
Correspondences (Phone, Emails)	Distribute information to Government officials, NGOs, Local Government, private sector and other organizations/agencies

	Invite stakeholders to meetings and follow-up
Focus group meetings	For communities, farmers organizations/groups, women beneficiaries, disadvantaged/vulnerable individuals/groups Present Project information to a group of stakeholders Allow stakeholders to provide their views on targeted baseline information Build relationships with communities Record responses
Project website	Present project information and progress updates Disclose ESIA, ESMP and other relevant project documentation
Visibility/signage	Share information door-by-door, respecting social distancing, on project activities; project investment location; project disclosure; Educational materials
Project leaflet	Brief project information to provide regular update Site specific project information
Mass media (TV, radio, print and electronic newspapers, social media)	Communication channels with the public to disseminate situation reports, latest information on floods, and project activities. Local Baloch media will also be used for mass communication.

The table below provides an overview of the language and other specific needs of the various groups of stakeholders for the Project:

<b>Stakeholder Type</b>	<b>Characteristics</b>	<b>Language needs</b>	<b>Specific needs</b>
Balochistan Government stakeholders, associations and CSOs	Government departments/collectives and likely to have diverse membership	Engagement using Urdu, Pashto, Brahvi, Balochi and Sindhi will be more important for consultation with these groups	Engagements should be in person, and in FGD format when consulting with large groups.  Supplemental engagement through project website, leaflets, mass media, and mobile phones
Other Influential Parties	Stakeholders not directly involved in or affected by project activities, but may be consulted for technical support or collaboration during the design and implementation of the project.	For national level institutions/groups, Urdu is appropriate.  For sub-district level institutions, engagement should be conducted in Pashto, Brahvi or Seraiki.	Correspondence via email and phone, and in-person individual or small group interviews/meetings are appropriate
Disadvantaged/vulnerable individuals directly involved in project implementation	Women, differently-abled people, elder people, women heading households	Urdu, Pashto, Brahvi, Balochi and Sindhi (or other local language depending on area) will be used for consultations	Engagement should be conducted in a culturally appropriate manner.  Female interviewers/facilitators should be employed when respondents are also female.

<b>Stakeholder Type</b>	<b>Characteristics</b>	<b>Language needs</b>	<b>Specific needs</b>
			<p>Interviews should be conducted at Union Council, revenue village, village and household level.</p> <p>Interviewees should not be obliged to travel. Physical accessibility requirements of interviewees should be considered before organizing interviews.</p> <p>Supplemental engagement through project website, GRM</p>
Farmers/small business owners	Farmers/small business owners that have been affected by the floods	Consultations should be held in local language appropriate to the area	<p>Local cultural contexts must be considered prior to engagement.</p> <p>When possible, engagements should be timed to avoid disruption of livelihood activities (e.g., not during morning hours when they are busy in their fields).</p> <p>Face-to-face interviews are preferable.</p> <p>Awareness raising through appropriate signage, leaflets, mobile phone, and mass media.</p>
Women farmers and farm labor	Women who are directly or indirectly engaged in agricultural activities and affected due to flood.	Consultation with these groups should be in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu depending on the area)	<p>Local cultural contexts must be considered and respected. Female interviewers should be used.</p> <p>Interview locations should be flexible to ensure representation. Participants should not be obliged to travel long distances.</p> <p>Face-to-face interviews should be preferred when possible, as</p>

<b>Stakeholder Type</b>	<b>Characteristics</b>	<b>Language needs</b>	<b>Specific needs</b>
			telecommunication access can vary significantly between stakeholders. Awareness raising through appropriate signage, leaflets, mobile phone, and mass media.
Illiterate people	Individuals or flood affectees who are illiterate	Consultations with these groups should be held in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu depending on the area)	Outreach, awareness raising, and capacity building activities involving this group should be sensitive to their literacy needs.  Engagement should be face-to-face when possible.  Awareness raising should not require literacy, preference to be given to voice phone calls, visual media (e.g., posters with simplified, intuitive graphics, video clips, etc.).
Persons with disabilities	Physically challenged people who are affected due to flood	Consultations with these groups should be held in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu depending on the area)	Physical accessibility of interview locations should be considered prior to arranging engagement. Participants should not be required to travel long distances, and should be given the option to be interviewed at home or via phone when possible.  Awareness raising through appropriate signage, leaflets, mobile phone, and mass media.
Sharecroppers	Individuals engaged in farming who do not own the land they farm	Consultations with these groups should be held in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu depending on the area)	Interview locations should be flexible to ensure representation. Participants should not be obliged to travel long distances. Face-to-face interviews should be preferred when possible, as telecommunication

<i>Stakeholder Type</i>	<i>Characteristics</i>	<i>Language needs</i>	<i>Specific needs</i>
			<p>access can vary significantly between stakeholders.</p> <p>Awareness raising through appropriate signage, leaflets, mobile phone, and mass media.</p>

**C- Purpose and Timing of Stakeholder Engagement Program**

The approach for the stakeholder engagement analysis shall be underscored by three elements: (i) belief in the primacy of qualitative data; (ii) commitment to participatory methods; and (iii) flexible responsive methods. An inclusive and participatory approach shall be followed taking the main characteristics and interests of the stakeholders into account, as well as the different levels of engagements and consultations that will be appropriate for different stakeholders.

In general, engagements will be directly proportional to the impact and influence of a stakeholders. As the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increase, engagement with that particular stakeholder group will intensify and deepen in terms of the frequency and the intensity of the engagement method used.

The stakeholder engagement program shall aim to: establish a systematic and inclusive approach to stakeholder engagement; build and maintain a constructive relationship with stakeholders; incorporate stakeholders’ views and concerns into project design/implementation; mitigate negative social and environmental impacts of the project; and enhance project acceptance and socio-environmental sustainability. Stakeholder engagement has been divided into two phases:

- Phase I (Project Preparation): The purpose of stakeholder engagement during this phase has been to: ascertain institutional needs; apprise all stakeholders about planned activities; improve project design; create synergies; and enhance the socio-environmental sustainability of the project activities envisaged under the different project components.
- Phase II (Project Implementation): Extensive stakeholder engagement will be carried out during this phase with affected communities, disadvantaged/vulnerable groups and other interested parties.

**D- Proposed Strategy for Information Disclosure and consultation process**

The strategy for information disclosure and consultation may vary depending on the regional and local context including the changing situation of COVID-19. However, it is important that the different activities are inclusive and culturally sensitive, to ensure that vulnerable groups outlined above will have the chance to participate in and benefit from the Project while contained from potential pesticide risks. This can include, among others, household-outreach activities, group

discussions, use of local tv/radio channels, use of local mosques (Masjid) and the use of verbal communication or pictures, etc. While province-wide awareness campaigns will be established, area specific communication and awareness raising consultation will also be conducted.

The Project will strategize and implement communications, engagement and social accountability to conduct effective consultations with the local community members and other concerned stakeholders using communication channels outlined above as deemed appropriate. The SEP will serve as a precursor and a guiding document for this Component and will be refined as the project progresses.

During preparation and implementation of cash for work schemes and livelihood restoration communities will be consulted, and their full participation will be sought. In addition, consultations will be conducted during the preparation of ESMF/ESIAs/ESMPs. The draft and final ESMF/ESIAs/ESMPs and SEP will be disclosed prior to formal consultations.

The approaches taken will thereby ensure that information is meaningful, timely, and accessible to all affected stakeholders, use of local language including addressing cultural sensitivities, as well as challenges deriving from illiteracy or disabilities, tailored to the differences in geography, livelihoods and way of life. Project will form citizen centric groups who will be regularly informed of these, while disclosing the same information on relevant channels. The first such communication will happen 60 days post project effectiveness. The project will also ensure the establishment of a Grievance Redress Mechanism (GRM) that is accessible to all project stakeholders and beneficiaries.

<i>Project Stage</i>	<i>Target Stakeholders</i>	<i>Information to be disclosed</i>	<i>Methods Proposed</i>
Preparation	Affected parties, interested groups, public at large, vulnerable groups, Government entities	<ul style="list-style-type: none"> <li>• Project Documents,</li> <li>• Environmental and Social Commitment Plan (ESCP) and SEP including GRM E&amp;S instruments</li> </ul>	<ul style="list-style-type: none"> <li>• FPMU, PIUs websites</li> <li>• Print and electronic media</li> <li>• One-on-one meetings,</li> <li>• Consultation meetings</li> <li>• Radio and TV</li> <li>• Short Message Service (SMS) messages through cell phones</li> <li>• Announcements through mosques (Masjids)</li> </ul>
Implementation	PIU and other relevant Government departments, Private Institutions, Civil Society Organizations	<ul style="list-style-type: none"> <li>• E&amp;S principles and obligations, ESCP</li> <li>• Consultation process/SEP including GRM,</li> <li>• Environmental and Social Management Plans (ESMPs), and</li> </ul>	<ul style="list-style-type: none"> <li>• FPMU, PIUs websites</li> <li>• Print and electronic media</li> <li>• One-on-one meetings,</li> <li>• Consultation meetings</li> <li>• Radio and TV</li> </ul>



Project Stage	Target Stakeholders	Information to be disclosed	Methods Proposed
		Resettlement Plans (RPs) <ul style="list-style-type: none"> <li>• Other E&amp;S instruments,</li> <li>• Grievance Mechanism (GRM) procedures and project information</li> </ul>	<ul style="list-style-type: none"> <li>• Short Message Service (SMS) messages through cell phones</li> <li>• Announcements through mosques (Masjids)</li> </ul>
	Local communities (Communities around project areas) and Vulnerable groups (including local labor, disabled people, minorities, and women)	<ul style="list-style-type: none"> <li>• Regular updates on project activities and specific interventions for vulnerable groups</li> <li>• SEP and GM procedures.</li> <li>• Consultations as per E&amp;S instruments</li> </ul>	<ul style="list-style-type: none"> <li>• Outreach through local community organizations</li> <li>• Public notices</li> <li>• Press releases in the local media and on the project website</li> <li>• Mobile loudspeakers, announcements in local mosques (Masjids) and communities in local languages</li> <li>• Dissemination of information through social media</li> <li>• Radio and TV</li> <li>• SMS messages through cell phones</li> </ul>
	Other International Donors	<ul style="list-style-type: none"> <li>• Scope of Project, opportunities for collaboration</li> <li>• regular updates on project progress</li> <li>• ESMPs, and RPs</li> <li>• Other E&amp;S instruments,</li> <li>• SEP and its implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Biannual Consultative sessions with agencies to create synergies in the work undertaken and avoid duplication of efforts</li> <li>• Virtual meetings.</li> </ul>
	NGOs, Media representatives Academia	<ul style="list-style-type: none"> <li>• Scope of Project, opportunities for collaboration</li> <li>• ESMPs, and RPs</li> <li>• Other E&amp;S instruments,</li> <li>• SEP and GM procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• PIU website</li> <li>• Bi-Annual Project Dissemination Workshops</li> </ul>
	General public	<ul style="list-style-type: none"> <li>• Frequently asked questions (FAQs),</li> <li>• SEP and GM procedures</li> </ul>	<ul style="list-style-type: none"> <li>• FPMU, PIUs websites</li> <li>• Mosque (Masjids) announcements in sub-urban areas</li> </ul>

<i>Project Stage</i>	<i>Target Stakeholders</i>	<i>Information to be disclosed</i>	<i>Methods Proposed</i>
			<ul style="list-style-type: none"> <li>• Local influential (councilors, community workers etc.)</li> <li>• Radio and TV</li> <li>• SMS messages through cell phones.</li> </ul>

**E- Proposed Strategy to Incorporate the View of Vulnerable Groups**

Vulnerable stakeholders are not a homogenous group. Some may be receptive to immediate and direct contact with a government agency, and may be vocal about their concerns. At the other extreme, there may be some groups who are reluctant to be contacted at all, perhaps because of their legal status or any other reason. Varying strategies will thus have to be adopted.

The project will conduct regular consultations with vulnerable groups through various partners and focal persons. Following that, a strategy shall be formulated which will broadly follow the steps below.

Identification of Potential Partners: As a first step, NGOs and community-based organizations working with vulnerable groups, including women’s groups shall be identified. This identification exercise will classify these partners by a) area/location of operations; b) nature of intervention or type of activity; and c) sector(s) of interest. A total of five or six organizations will be shortlisted for further engagement, and to develop potential partnerships through the life of the project.

Consultation with Partners: At the next stage, meetings will be organized with representatives of the chosen partners, at first individually, and then in a group, to apprise them of the objectives of the stakeholder engagement program. The requirements of the stakeholder engagement program, with regard to consultations with different groups, and vulnerable groups in particular, will be shared with them, and their inputs sought on how best to establish contact and create an atmosphere of mutual trust. The shortlisted partners will then be asked to enter into formal partnership agreements for the duration of the project.

A workplan and strategy shall be prepared giving the timelines for outreach with different groups and linked to different phases of project implementation. At each stage of project implementation, and for each type of outreach activity, consultations shall be chalked out (in person, through community-based organizations in the field), and how records of consultation will be maintained, and how concerns raised etc. will be responded to.

**F- Reporting Back to Stakeholders**

Stakeholders will be kept informed as the project develops, especially regarding guidelines on operations in line with health and safety procedures and taking into consideration the COVID -19 guidelines and restrictions. This will include reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance

mechanism. This will be important for the wider public, but specifically critical for the directly impacted community members.

## Resources and Responsibilities for Managing SEP Activities

### A- Management Functions and Responsibilities

The project will be implemented at two levels: i) at the Federal Level, The Ministry of Planning, Development and Special Initiatives (MoPDSI) within GoP will be the lead agency, responsible for overall coordination and monitoring and evaluation; and, ii) at the Provincial Level, Planning and Development Department (P&DD) Government of Balochistan will ensure prioritization of activities and implementation. A Federal Project Management Unit (FPMU) will be established for the overall management of the project, donor and inter-agency coordination as well as monitoring of project outcomes. The FPMU will be supported by Project Implementing Units (PIUs) at the provincial level that will report to it.

MoPDSI at federal level and P & DD Government of Balochistan will be responsible for the implementation of the activities in this SEP. A focal person will be responsible to track SEP activities. The stakeholder engagement activities will be carried out and documented by the PIUs through quarterly progress reports, to be shared with the World Bank.

### B- Resources

Implementation budget of the SEP will be assessed later as the SEP will be updated within 60 days of project effectiveness with PIUs wise allocation. This includes all costs related to ongoing engagement with stakeholders, information disclosure, grievance redress, and other activities described in the SEP. The budgetary estimates will be assessed for the following items to be covered to effectively implement the SEP.

<i>Item</i>	<i>Comments</i>
Stakeholder engagement events (workshops, meetings, etc.)	Covers all organized events for mass stakeholder engagement, and includes location costs, technical services, catering, materials, etc.
Community consultations	All stakeholder engagement carried out with communities in the field
Mass communications campaigns	For awareness raising campaigns. Includes ad-space costs, printing, technical development of materials, etc.
SEP training activities	Related to training provided to project teams on SEP implementation, including GRM training.
Staff costs	All staff involved in implementing the SEP, including GRM
Travel costs	For traveling of staff involved in implementing the SEP
Miscellaneous costs	Other miscellaneous or unplanned costs
GRM implementation	

## Grievance Mechanisms

The project will prepare a Grievance Redress Mechanism (GRM) through which, the project affected persons as well interested persons, local communities and the public are able to raise issues on the project. The GRM will guarantee privacy and confidentiality on the part of the aggrieved party.

The main objective of a Grievance Redress Mechanism (GRM) is to assist resolve complaints in a timely, effective and efficient manner. Project-level GRMs can provide the most effective way for people to raise issues and concerns about project activities that affect them. The project-level GRM will be culturally appropriate, effective, accessible and should be known to the affected population. The PIUs will conduct awareness raising for the affected communities about the presence of the GRM and inform their right to file any concerns, complaints and issues they have related to the project.

The GRM provides a transparent and credible process for fair, effective and lasting outcome. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the project implementation;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

Complaints received through the GRM will be consolidated daily into a central project grievance database. Each database entry will correspond to a single complain, and will include all pertinent details such as the complainants name and contact information, nature of the complaint, location, time of receipt, steps taken to address, resolution status, etc.

Consolidated grievances will be screened and classified into three categories on the basis of priority. Criteria will be developed to determine the classification of grievances. Grievances will then be investigated and resolved within a timeframe specified to the complainant at the time of receiving the grievance—this timeframe shall not be longer than 10 days from receipt of the grievance. In the event that resolution demands a longer timeframe, the complainant will be notified. Upon resolution of a grievance, the complainant will be contacted within two days of resolution to ensure that they are satisfied with the outcome.

The GRM will also include a system for appeals. If a complainant is unsatisfied with the resolution of the grievance, they will be able to lodge an appeal, which can be escalated to the Project Director.

To address any complaints related to GBV/SEA/SH, the project will ensure mechanisms to refer GBV and SEA/SH specific grievances directly to the GBV service provider who will follow a survivor centered referral approach. Dedicated trained female staff will be appointed to receive GBV related complaints. Special considerations will be taken to ensure that the complainant's identity is treated as privileged information, and the option to lodge the complaint anonymously will also be provided. Additionally, all GRM response teams as well as PIU staff will be trained on GBV, SEA, and SH. Further details on the handling of GBV and SEA/SH related complaints and an Accountability and Response Framework will be provided in the GBV Action Plan, to be prepared within 60 days of project effectiveness.

## Approach to GRM Establishment

At this stage, following structure for the Project GRM is proposed, which will be revisited and finalized once the project gets effective. In the meanwhile, existing GRMs of WB financed projects, Balochistan Integrated Water Resources Management and Development Project (BIWRMDP) and Balochistan Livelihoods and Entrepreneurship Project (BLEP), will be made accessible to the complainants, if any. A summary of each is provided in the next section.

Grievance redress committees will be established at the Federal and provincial levels to ensure accessibility and transparency of the GRM. The GRM will serve as a location for addressing grievances related to the project with provision of appropriate training for the committee members regarding the requirement in the project.

Grievances relating to the project will be handled at the Federal level by the FPMU housed in the MoPDSI. A Grievance Redress Committee (GRC) will be constituted at the MoPDSI managed by the Social Specialist. The GRC will (tentatively) comprise of the following members:

<u>Designation</u>	<u>Department</u>
Head of the GRC	MoPDSI
Social Specialist/Secretary to GRC	FPMU
Environmental Specialist	FPMU
Gender Specialist	FPMU
Member from BIWRMDP	PIU
Member from BLEP	PIU

For activities and implementation of component 1 and component 4 grievances shall be handled at the provincial level by the PIUs. These will build upon and use the existing GRM systems developed for the ongoing World Bank projects. They will ensure the GRM guidelines detail the procedure, timing, indicative committee members, etc. as defined in the ESCP. Resources will be allocated for the GRM. The complaints recorded, resolved and referred will be reported quarterly and annually together with the environmental and social implementation performance report.

### *GRM System*

As a first step, an online complaint registration system will be set up for the project at the Federal Level, which will also link with the existing system of the PIUs under BIWRMDP and BLEP. Thus, it will pick up relevant complaints from the website and social media, as well as complaints registered on it directly. Complaint registration will be structured such that complaints can be entered directly on the project website (in English or Urdu or any other local language); can be posted to a designated address as letters or written messages; or can be narrated to operators on a helpline. All complaints, however made, will be consolidated into a database on a daily basis, and separated by location as well as nature of grievance.

As a second step, grievances/complaints will be screened and classified into categories by order of project activities, with those identifying grave malpractices being classified as high priority. All registered grievances/complaints will be acknowledged through a text message or phone call. If no telephone number is supplied by the complainant, he or she will be responded through a letter about the status of his/her complaint. This acknowledgement will be issued within one day of receipt of the

grievance/complaint. Each complainant will be given an estimated timeframe for resolution of the grievance/complaint.

Grievances will be investigated and resolved in no longer than 20 days. Grievances which require cooperation of a number of departments, or which are otherwise complicated, will be referred to the GRC who will specify how resolution is to take place.

Records of all grievances/complaints will be maintained in a database, including details of actions taken to resolve the issue, and dates on which resolution was achieved. At the conclusion of action to resolve grievances, the complainants will be informed of the outcome. The system will include a process for appeal. If a complainant remains unsatisfied, he/she will be able to lodge an appeal, which will be escalated to the Project Steering Committee.

### **Existing Mechanisms – WB Projects in Balochistan**

While IFRAP gets effective, all complaints pertaining to the project can be filed using the existing GRMs of WB financed projects in Balochistan, which will also serve as the Provincial PIUs for the project. A summary of these is provided below.

*BIWRMDP*: The BIWRMDP has a well established and a functional GRM comprising of four different levels. It provides a mechanism for grievance redressal through online form as well as form for written filing of grievance, in accordance with the procedures and guidelines by the World Bank. The receipt of complaints is key and hence a simple and understandable procedure is adopted for receiving grievances, suggestions and comments relating to the project. The complainant may submit, containing his/her personal information, suggestions and/or comments on the prescribed form or simple paper, to the Focal Persons of Grievance Redress Committee. In case the concerned Focal Person is not available in the office the Aggrieved Person/Complainant can drop his/her written complaint, suggestion/comments in a Box placed at a visible location for the purpose. Alternatively, grievances may be submitted by (i) filing an application on the Project web site ([www.biwrmdp.org.pk](http://www.biwrmdp.org.pk)), (ii) sending an SMS or WhatsApp message on a prescribed number, or (iii) use of the postal mail service. Once received and acknowledged, the grievance shall be redressed within 20 working days. The complaint is handled by the GRC constituted at PMU level and chaired by the Project Director with the Project Steering Committee dealing with appeals.

*BLEP*: BLEP also has a functional GRM comprising of 2 levels. It provides a comprehensive mechanism for grievance redressal through online form as well as form for written filing of grievance, in accordance with the procedures and guidelines by the World Bank. Similar to the BIWRMDP, the complaint is submitted online, or in person, on a prescribed form or simple paper. Once received and acknowledged, the grievance shall be redressed within 20 working days. The complaint is handled by the GRC constituted at PMU level and chaired by the Project Director with the Project Steering Committee dealing with appeals

### **Monitoring and Reporting**

In the course of project implementation, the SEP will be periodically updated, as necessary, consistent with the requirements of ESS10, in a manner acceptable to the Bank. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. The PIU will prepare and submit to the Bank quarterly and annual SEP implementation reports including ESHS performance and other environment and social instruments of the Project, including the grievance mechanism. The quarterly

summaries 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.

Information on public engagement activities undertaken by the Project during the year will be conveyed to the stakeholders in following the ways: (i) publication of a standalone annual report on project's stakeholder engagement; and (ii) Key Performance Indicators (KPIs) will also be included and monitored by the project on a regular basis as part of the Community Communication and Outreach Guideline.

Further details will be outlined in the updated SEP, to be prepared within 60 days of effectiveness, including the establishment of detailed stakeholder's communication guideline.

**Annexure B: Consultation Guide/Questionnaire**

**Questionnaire**

**Group No.**

**Departments Represented:**

<b>Reflections: Resilient Infrastructure and DRM</b>		
1.	<b>Build Back Better</b>	
a.	What recommendations do you have for “building back better” and integrating climate resilience based on lessons from past floods response from technical and institutional perspectives?	
b.	List three lessons from past flood response (one technical, one institutional, one generic)	
c.	Three recommendations for ensuring climate resilience of infrastructure investments	



d.	Three recommendations for ensuring sustainability of infrastructure investments	
2.	<b>Prioritization</b>	
a.	How should the investments for the project be identified and prioritized considering the expansive needs of the flood-affected areas based on the most urgent and significant gaps in the current system?	
b.	List three most significant gaps in the current system	

c.	Three recommendations on identification of damaged/flood affected infrastructure	
d.	Three recommendations on prioritization of infrastructure	
<b>3. Governance Capacity and Reach</b>		
a.	What is the government's capacity to deliver infrastructure interventions in terms of management, oversight, and geographical reach?	
b.	List the top three capacity needs for the government in order to successfully deliver infrastructure interventions	

c.	List three possibilities for mismanagement	
d.	Three recommendations on improved governance of infrastructure interventions	
e.	Three recommendations on improved oversight of infrastructure interventions	

4.	<b>Grievance Redress Mechanism</b>	
a.	What is needed to ensure the development of grievance redress mechanisms that are appropriate to the local context and to the infrastructure interventions?	
b.	What stakeholder grievances are expected to arise as a result of the infrastructure interventions, keeping in mind local social and political contexts?	
c.	How should the grievance redress mechanism be tailored to be appropriate and inclusive keeping in mind local social and political contexts?	

<b>Reflections: Sustainable and Resilient Livelihoods</b>		
<b>1.</b>	<b>Inclusion, transparency and time:</b>	
a.	What do you think are effective livelihood assistance delivery mechanisms considering the urgency of needs and the inclusion of different groups (e.g. CfW, matching grants, innovative finance, etc)?	
b.	Identify three most needy groups which require urgent assistance	
c.	Identify three associated challenges to possible exclusion of these groups	

2.	<b>Prioritization</b>	
a.	How should the geographic scope and livelihood assistance activity types for the project be identified and selected considering the expansive needs of flood-affected areas and vulnerable groups such as women, ethnic and religious minorities, and people with disabilities?	
b.	Suggest three UCs in terms of priority for livelihood assistance	
c.	Suggest mechanisms to most appropriately target individuals/households for assistance	

d.	Suggest three to five most appropriate modes for delivering livelihoods assistance	
3.	<b>Government Capacity and Reach</b>	
a.	What is the government's capacity to deliver livelihoods support, both in terms of overall management, and geographical reach?	
b.	What is the existing capacity of the Government to deliver livelihoods assistance?	

c.	What are the specific capacity needs for Government to deliver livelihoods assistance?	
4.	<b>Grievance Redress Mechanism</b>	
a.	What are the top three requirements for an inclusive GRM given the cultural and political contexts of the province?	
b.	Describe mechanisms needed to be adopted to make a more inclusive GRM which caters to needs of vulnerable and marginalized and other ethnic minorities	