

Resilient Action for Development and Disaster Recovery Project in Himachal Pradesh (READY-HP)



REVENUE DEPARTMENT,
GOVERNMENT OF HIMACHAL PRADESH

STAKEHOLDER ENGAGEMENT PLAN
OCTOBER 2025

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List of Acronyms

CPR	Community Property Resource
DOE	Department of Energy
ESIA	Environmental and Social Impact Assessment
ESF	Environment and Social Framework
ESS	Environment and Social Standard
ESCP	Environment and Social Commitment Plan
EHS	Environment, Health & Safety
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental & Social Management Framework
ESMP	Environmental & Social Management Plan
FPIC	Free Prior and Informed Consultation
FGDs	Focus Group Discussions
GOI	Government of India
GoHP	Government of Himachal Pradesh
GRC	Grievances Redressal Committee
GBV	Gender Based Violence
HP PWD	Himachal Pradesh Public Works Department
JSV	Jal Shakti Vibagh
LMP	Labour Management Procedure
NGO	Non-Governmental Organisation
PAP	Project Affected Persons
PIU	Project Implementing Unit
PwD	People with Disabilities
RPF	Resettlement Policy Framework
R&R	Resettlement & Rehabilitation
SC	Scheduled Caste
SEP	Stakeholder Engagement Plan
ST	Scheduled Tribes
SRLM	State Rural Livelihood Mission
WB	World Bank
WHH	Women Headed Household

1 Introduction and Project Description

Cloudbursts, flash floods, debris flows and landslide incidents triggered by heavy rain during the 2025 monsoon season (June 20 to Sept. 26) have caused extensive impacts in Himachal Pradesh. These disruptions severely affected livelihoods sectors including tourism, agriculture and horticulture, in addition to the direct damages those sectors suffered indirect losses from disruptions due to landslides, floods, soil erosion etc. These impacts show clearly that the public infrastructure is not adequate for the flood intensity and landslide occurrence now happening on a yearly basis.

Livelihoods and employment have been affected by interruptions to public services such as access, water, and energy. Unsafe roads and access issues stopped tourism entirely in the worst-hit districts during the 2025 monsoon. Apples are the backbone of Himachal Pradesh's economy, supporting over 150,00 families, most of whom are small and marginal farmers. Due to road closures, the transportation of ripe fruits to markets was disrupted, while heavy rainfall contributed to pest outbreaks that adversely impacted the crops, leading to considerable losses.

READY-HP will support the Government of Himachal Pradesh with resilient reconstruction of key assets for the three most affected public service sectors as well as strengthening of resilience of livelihoods and employment. The pathways to achieve this goal require investment in immediate recovery of transport infrastructure, water, sanitation and irrigation, and power distribution systems. This effort will be paired with strengthening institutional capacity for systemic risk reduction and resilient recovery. The goal is to not only ensure resilience is a priority in the reconstruction of assets financed under READY-HP, but that institutions are strengthened to mainstream this approach across all development initiatives in the state.

The project development objective (PDO) is to support resilient disaster recovery and increase state capacities for resilient development.

The project has the following four sub-components:

Component 1: Institutional Strengthening & Reforms for Resilience

To systemically address Himachal Pradesh's growing disaster risk, this component aims at strengthening institutional capacity for resilient recovery and development.

Component 2: Infrastructure and Livelihoods Recovery

This component aims at resilient recovery of key public services, namely transport (roads and bridges); public buildings; water, sanitation and irrigation; and energy supply. Priority was given to assets critical for service provision and sites with repeated issues or complex problems to develop best practices using innovative solutions.

Component 3: Implementation Support and Knowledge Management

This component aims to support the effective implementation of the project. It will finance staff and consultants in the project management unit and project implementation units, monitoring and evaluation, communications and relevant trainings.

Component 4:Contingent Emergency Response Component

This zero-cost component (no initial funding allocation) enables rapid reallocation of funds from other project components for emergency response and recovery. It also serves as a mechanism to channel additional financing from other sources during crises.

The Himachal Pradesh - Resilient Action for Development and Disaster Recovery Project is being prepared under the World Bank's Environment and Social Framework (ESF).

2 Objective/Description of Stakeholder Engagement Plan (SEP)

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the Revenue Department, GoHP and three PIUs of Jal Shakti Vibagh, Department of Energy and Public Works Department, shall communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

3 Stakeholder Identification and analysis

3.1 Methodology

For READY-HP, based on a rapid preliminary assessment¹the following stakeholders have been identified and analysed. These stakeholdersinclude affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2 Affected Parties

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

Title Holders: Owner of following establishments1. Private land 2. ResidentialProperties3. Commercial Properties4. Resi-cum-comm Properties; **Non-Titleholders i.e.** Informal settlers

¹As sub-projects and locations are still being identified, it is possible there would be some change in the type of stakeholders

(encroachers); **Others:** Tenants of commercial or Resi-cum-comm. establishments². Employees of commercial establishments

3.3 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected persons or communities, including:

- persons affected by the disasters i.e. those persons/families that have lost family members, assets such as lands either washed away or silted; structures that have been damaged /fully washed away, lost their livelihoods from these natural events,
- Village level committees are formed for disaster, Village Panchayat members, Other Community leaders, local panchayat members, women pradhans, Anganwadi workers, teachers, NGOs, CBOs operational in the area, SME clusters operational particularly in the Horticulture belt, Construction Contractors /Vendors/Suppliers to the Project, Himalayan Apple Growers Society, Himachal Pradesh Tourism Development Corporation, Hotel Owners Associations along Project Road

3.4 Disadvantaged / vulnerable individuals or groups

The HP READY may affect vulnerable or disadvantaged groups which may face barriers in accessing the project information or other project benefits. The list of vulnerable groups and possible barriers include, but are not limited to, those outlined in Table 3-1.

Table 3-1: List of Vulnerable Groups and Possible Barriers

S. No.	Vulnerable Groups	Possible barriers for vulnerable groups to access information and or other project benefits
1	Women Headed Households (WHH)	• May feel uncomfortable in sharing opinions or raising concerns in the presence of men. • May encounter inadequate representation stemming from misconceptions about women's capabilities and their limited involvement in decision making process. • Typically occupied with familial responsibilities and balancing various household chores and work commitments to sustain their families.
2	Elderly People	• Communication obstacles, physical accessibility, health issues and limited access to or proficiency with technology may hinder elderly people from accessing information.
3	Persons with Disabilities (PWD)	• Formats of communication (Mobile SMS, Whatsapp) and information materials. • May face potential exclusion during project planning and in accessing benefits due to physical accessibility constraints.
4	Scheduled Castes (SC)	• May feel unwelcome to attend events (fear of discrimination or prejudice). • May not be informed about public events. • Language of project related documents and information. • May face challenges due to their limited education and socio-economic conditions.

S. No.	Vulnerable Groups	Possible barriers for vulnerable groups to access information and or other project benefits
5	People Below Poverty Line (BPL)	- May face challenges due to their limited education and socio-economic conditions. - Language of project related documents and information.

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

4 Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement done Project Preparation

During preparation, the following public consultation meetings were conducted. Detailed information on stakeholder consultations and interviews is provided in **Table 4-1**. Photos of these consultations are presented in **Annexure 2**.

Table 4-1: Details of Stakeholder Consultations

S. No.	Name of the Sub-Project	Number of Participants	Issue Raised/Topics discussed
1	FIS Baragran Bari Division Kartain, District Kullu (place of meeting -Panchayat gharbaragran)	Total - 17 (Male-14, Female-3)	- Irrigation scheme was working well before the cloudburst/flash floods. Impact and damages due to flash floods persists. Irrigation to crops during the season is affected. - Rainwater used for irrigation during this period. - During any disaster, information/support/help is received from Panchayat/social media. - Village level committees are formed for disaster management with Vice President of Panchayat and Ward representatives as members. - People want Head weir to be uplifted and realignment of gravity main pipe in safe zone, so that damage may be reduced.
2	WSS Dwara Division Kartain, District Kullu (place of meeting -Panchayat gharDwara)	Total –14 (Male-5, Female-9)	- People informed that Water Supply Scheme (WSS) was affected for a period of 10 days during the disaster. - Natural sources of water incl. rainwater were stored and used during the period for domestic purposes. - Secondary sources were deployed by JSV to provide water by laying down pipe from nearby source of water. - During any disaster, information/support/help is received from Panchayat/social media. - Village level committees are formed for disaster management with Panchayat Ward representatives as members. - People want pipeline survey to be done again so that pipeline is laid in a safe/secure zone.

3	WSS Jharang, Aleo, Chachaga GP Chachaga District Kullu (place of meeting -Jharang and Aleo)	Total –27 (Male-20, Female-7)	• People informed WSS was affected for 15 days during the disaster. • Rainwater was stored and used during the period for domestic purposes. • People found it difficult to carry materials for repair and restoration work. • During disaster, information/support/help is received from Panchayat/social media, Police and JSV • Village level committees are formed for disaster management with President, VP and Panchayat Ward representatives as members. • People want Lift Water Supply scheme for the area
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5 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.

The engagement process, methods, including sequencing, topics of consultations and target stakeholders are outlined in **Table 5-1**. The WB and the Revenue Department, Jal Shakti Vibagh, Department of Energy, Public Works Department, do not tolerate reprisals and retaliation against project stakeholders who share their views about project.

Table 5-1: Information Dissemination and Modes of Engagement

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement& Frequency
Preparation				
Directly Affected Persons	• Project scope, projects being considered for recovery, reconstruction, approaches to livelihood recovery • Early warning systems, relief shelters • Process for land taking by direct purchase or acquisition, compensation; Impact mitigation measures including R&R provisions as approved by the government; payment modalities. • Specific design interventions for vulnerable and disadvantaged persons • Impact on access, disruption to services and arrangement during re-construction • GBV/ SEA and Mitigation measures • Occupational Health and Safety, Community Health and Safety, Road Safety and Traffic Management Measures • Grievance Mechanisms (GM) Processes of the various PIUs	• Households Surveys • Face to Face Meetings • Consultation & FGDs • Newspaper notices and leaflets • SMS Notifications	• Revenue Department, • Jal Shakti Vibagh, Department of Energy, • Public Works Department, SRLMand • PMCs	• During planning phase, prior to implementation • One-on-one meeting with each affected household • Continuous through plan preparation.
Other Interested Groups	• Project scope, projects being considered for recovery, reconstruction, approaches to livelihood recovery • Early warning systems, relief shelters • Government provisions relating to compensation for losses experienced due to natural events • Specific design interventions for vulnerable and disadvantaged • Impact on access, disruption to services and arrangement during re-construction • Community safety measures during construction. • Relocation of CPRs,	• Consultation & FGDs • Newspaper notices and leaflets • Emails/ Letters • Phone Calls • Written communication • Joint stakeholder meetings with government bodies before project	• Revenue Department, • Jal Shakti Vibagh, Department of Energy, • Public Works Department, SRLM and • PMCs	• At least one consultation every month at various sub-project locations through field PIUs

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement& Frequency
	- Labour Management - GBV/ SEA and mitigation measures - Inputs to ESMP preparation - GM Process	implementation.		
Disadvantaged or vulnerable groups	- Project scope, projects being considered for recovery, reconstruction, approaches to livelihood recovery - Early warning systems, relief shelters - Process for land acquisition, compensation; Impact mitigation measures including R&R provisions as approved by the govt.; payment modalities. - Specific design interventions for vulnerable and disadvantaged - GBV/ SEA and mitigation measures - GM processes and timelines	- Households Surveys - Consultation & FGDs - Meetings - Newspaper notices and leaflets - Emails/Letters	- Revenue Department, - Jal Shakti Vibagh, Department of Energy, - Public Works Department, SRLM and - PMCs	- During planning phase, prior to implementation - One-on-one meeting with each affected household - Continuous through plan preparation.
Implementation and Operation Stage				
Project Affected Persons	- Process for land acquisition, compensation; Impact mitigation measures including R&R provisions as approved by the govt.; payment modalities. - Early warning systems, relief shelters - Provisions of eligible entitlements including livelihood restoration activities for those affected by natural events and by project activities - Temporary loss of livelihoods, if applicable, shifting to other location - Possible work opportunities - GBV/ SEA and mitigation measures - GM - tools and its usage	- Households' surveys for preparation of micro plan - Consultation and FGDs - Emails/Letters - Meetings - Leaflets - GMRL Website	- Revenue Department, - Jal Shakti Vibagh, Department of Energy, - Public Works Department, SRLM and - PMCs	Continuous – till completion of all RAP activities
Other Interested	- Mitigation measures - Early warning systems, relief shelters	- Consultations - Formal one-on-one	Revenue Department,	Regular meetings (weekly or monthly as

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement& Frequency
Groups	- Capacity building needs - Disruption of traffic and traffic management plan - Disruption to services and arrangement during construction - Orientation on ESHS provisions. - Labor related aspects as provided in the Labor management procedures	- meetings with senior staff. - Written communication - Joint stakeholder consultations - Emails/Letters	- Jal Shakti Vibagh, Department of Energy, - Public Works Department, SRLM and - PMCs	- per requirements) - As and when required with non-governmental or institution.
Disadvantaged or vulnerable groups	- Mitigation measures - Land acquisition and compensation process. - Provisions of eligible entitlements including Livelihood Restoration activities - Early warning systems, relief shelters - Temporary loss of livelihoods, if applicable, shifting to other location - Possible work opportunities - Specific design interventions for vulnerable and disadvantaged groups - GBV/ SEA and mitigation measures - GM - tools and its usage	- Households' surveys for preparation of micro plan - Consultation and FGDs - Leaflets - GMRL Website - Emails/Letter	- Revenue Department, - Jal Shakti Vibagh, Department of Energy, - Public Works Department, SRLM and - PMCs	Continuous – till completion of all RAP activities.

During the project preparation study, project stakeholders indicated their preferences for information to be provided vide consultations organized with through Village level committees. Also they indicated mobiles as their primary choice for receiving project information and weather alerts.

5.1 Proposed Strategy to Incorporate the Views of Vulnerable Groups

The views of vulnerable groups are sought through consultations and FGDs during the project preparation stage. The project aims to conduct targeted stakeholder engagement with vulnerable groups to understand their concerns and needs, particularly in terms of accessing information and other challenges they face. The methods that will be adopted to effectively engage and communicate with vulnerable groups during project implementation are outlined in **Table 5-**.

Mechanisms to be considered may include:

- **WHHs:** Ensure that community engagement teams are genderbalanced and prioritize women's participation in project activities. Design surveys and engagement activities accessible to women, both online and in-person, according to their availability.
- **Elderly People:** The project information shall be provided in an easy-to-understand manner and accessible to elderly individuals, both online and in-person. Engagement activities shall be organized considering their physical accessibility to the event location.
- **PWDs:** Ensure facilities for engagement events are accessible, and information shall be produced in an accessible and suitable manner for all audiences, utilizing a variety of audio-visual approaches.
- **SCs and STs:** Community leaders usually have a good understanding of the people living in their community, making them valuable facilitators for stakeholder engagement activities. Customize communications for SC and ST population regarding events and arrange separate meetings to cater to their specific needs.
- **BPL households/persons:** Translate project related documents and information into languages commonly understood by individuals below the poverty line. Offer transportation assistance or organise events in easily accessible locations to alleviate financial burdens.

5.2 Implementation Arrangements and Resources

The Project Director, Revenue Department with support from Social Specialist at the PMU and PIUs will oversee stakeholder engagement activities. PMU and all three PIUs are responsible for carrying out stakeholder engagement activities and holds overall responsibility for the implementation of the SEP. The project's stakeholder engagement implementation arrangements are as follows **Table 5-2**.

Table 5-2: Implementation Arrangements

Agency/ Individual	Roles and Responsibilities
Revenue Department	• Provide overall guidance and monitoring supervision to the SEP process. • Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings. • Prepare and provide appropriate information, education and communication material, information required to be disclosed to different stakeholder categories.

Agency/ Individual	Roles and Responsibilities
	• Orient the project level staff on SEP and requirements for its operationalization. • Finalise the timing and duration of SEP related information disclosure and stakeholder engagement. • Review and sign-off minutes of all engagement events; Maintain the stakeholder database. • Communicating with government entities and the media throughout the Project's lifecycle • Assure participation/ inclusion of stakeholders from vulnerable groups.
Communication Officer, Revenue Department	• Approve the content of the draft SEP (any revisions) • Approve prior to release, all IEC materials used to provide information associated with the project (communication material, PowerPoint, posters, leaflets and brochures, TV and radio insertions) • Approve and authorize all stakeholder engagement events and disclosure of material to support stakeholder engagement events
Social Development Specialist, Jal Shakti Vibagh, Department of Energy, Public Works Department	• Ensure availability of Social related information required to be disclosed: ESMP, ESIA, RAP and LMP, provisions of the government relating to compensation of losses due to natural disasters, livelihood restoration schemes of SRLM. • Provide support to preparation of additional material for disclosure to stakeholders based on requirement. • Provide guidance to contractors, consultants on engagement process and provisions of the SEP. • Supervising and coordinating all activities associated with stakeholder engagement and management. • Ensuring due voice and participation of vulnerable and disadvantaged communities in the stakeholder engagement process. • Identifying and ensuring that the information needs of all vulnerable and disadvantaged groups are addressed by the SEP. • Ensure access to and effectiveness of the GM developed for the project. • Liaise with project manager to ensure that stakeholder engagement requirements/protocols are understood. • Escalate unmanaged stakeholder related risks for higher level decision making. • Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process.

The stakeholder engagement activities will be documented through attendance sheets for all stakeholder engagement meetings and consultations. The same will be incorporated into the quarterly progress reports.

Project documents will be disclosed by the Revenue Department on its website - (<https://himachal.nic.in/revenue>) and also the three PIUs – Jal Shakti Vibagh, Department of Energy and Public Works Department, shall disclose Project documents, including those on E&S aspects. Drafts of ESCP and SEP will be disclosed at this stage. Other documents that are to be prepared later such as ESIA, ESMP, RAP, LMP, ESMF, RPF, ESCP, SEP, etc shall be disclosed as per timelines in the approved ESCP. These too shall be disclosed for seeking

feedback. Additionally, the following information shall also be disclosed: Grievance Mechanism (GM) procedures and focal point information, updates on project developments, public notices, press releases and tender notices for hiring E&S evaluation consultants, civil work, etc.

The budget estimate for the implementing SEP is INR 15.81 lakh annually and INR 47.43 lakhs and ninety thousand six hundred for three years. This includes the costs of printing, documentation, advertisement, venue, transportation, refreshment, and other miscellaneous. Stakeholder engagement budget will increase gradually, commensurate with project development. The estimated cost of SEP is presented in **Table 5-3**.

Table 5-3: Estimated budget for SEP Implementation

S. No	Cost for SEP	Amount (Rs.)
A	Cost for one community consultation at Project Level for one PIU	
1	Venue, sound arrangement, etc	10,000
2	Refreshment	10,000
3	Transportation	15,000
	Sub Total A	35,000
B	Cost for 25 consultations at Project Level for each PIU in a year X 4 PIUs (25xA)	35,000 x 25 x 4 = 35,00,000
C	Other costs (Press releases, advertisements, audio-visual, etc)	5,00,000
D	Total B+C	40,00,000
	Contingency @ 2% of D	80,000
	Total	40,80,000
	Grand Total (Estimated Cost for three Years)	1,22,40,000

6 Grievance Mechanism (GM)

A GM is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the E&S performance of the project to be submitted and responded to in a timely manner.

During the pre-construction and construction stages of the project, grievances are likely to arise related to both compensation and non-compensation issues for losses due to project activities as well as due to natural disasters. Common compensation-related concerns include delays or inadequacies in compensation payments, disputes over land ownership particularly given that many land parcels have got washed away or are heavily silted, and dissatisfaction with asset valuation. Fear of displacement or livelihood loss or disruption, etc. In the construction stage, grievances may emerge, including unresolved compensation matters, property damage caused by construction activities, noise, dust, and vibration, traffic disruptions, safety hazards, damage to public utilities, inappropriate worker behaviour, poor site management practices, etc.

6.1 Description of GM at PMU and three PIUs

Table 6-2: GRIEVANCE MECHANISM(GM) at Revenue Department

Step	Description	Timeframe	Responsibility
GM Implementation Structure	The GM is a multi-tier mechanism for redressing E&S matters². Prominent portals existing in the state include: • CPGRAMS (National Portal) • Mukhya Mantri Seva Sankalp (State- Wide) • e-Samadhan (State-Wide) • Citizen Seva (ULB specific) • SamadhanShivirs (Physical events)	Mukhyamantri Seva Sankalp Helpline is 7 to 14 days. For more complex issues not resolved at the first level, the State level Grievance Redressal Committee (SGRC) has a 1-month timeframe to address the concern.	the responsibility for resolving a grievance depends on the type of complaint and the government body involved. The state government uses a comprehensive online system, Samgr e-Samadhan, to route public grievances to the appropriate department for resolution.
Grievance uptake	Grievance can be submitted via the C.M. (or Mukhya Mantri MMSS) Helpline (toll-free number 1100), toll-free helpline numbers 1100, along with the DEOC helpline number 1077, and the SEOC helpline number 1070	Call center of MMSS has a already decided Service level agreement (SLA) in place to ensure quality service delivery	Concerned DC at the district level and ACS Rev at the state level.
Sorting, processing	Once registered, the complaint is forwarded to the concerned official for necessary action. If the complaint is not redressed within 15 days, it is automatically escalated to the next higher authority. The process continues until the grievance is resolved	Upon receipt of complaint	Concerned official
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/WhatsApp message in the registered mobile number. The complainant is informed about the action taken and resolution provided.	Within 2 days of receipt	Concerned official
Monitoring and evaluation	Data on complaints are collected in Grievance Register/Grievance Monitoring Sheet and reported to ACs Rev-DM every month.	Every Month	Concerned official
Provision of feedback	Complaints are escalated from one level to the next primarily on the	Feedback's are not subject to fixed	Citizen for providing feedback.

²When grievances (excluding those related to compensation) are brought to the GRC, they shall be resolved within 30 days of receipt. Grievances related to compensation may take more time; however, GMRL shall strive to resolve them within three months of receipt.

Step	Description	Timeframe	Responsibility
	basis of citizen dissatisfaction, underscoring that citizen feedback is a critical component of the closure mechanism.	timelines.	IT team for ensuring the provision of feedback collection is integrated into the online system. Concerned Official.
Training	Training needs for staff/consultants in PMU and PIUs, Contractors, and Project Management Consultant are mapped on following topics: • Awareness on E&S Risks, • Awareness on SEA/SH Risks • Awareness on GM Functions	Before Commencement of Construction Work and Semi Annually or Annually	Concerned Office/Department
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of GM but at the complainants own costs	At any point throughout the project lifecycle	-

Table 6-3: GRIEVANCE MECHANISM(GM) at JSV

Step	Description	Time frame	Responsibility
GM Implementation Structure	The GM is a multi-tier mechanism for redressing E&S matters ³ .	GM already exists	• Level 1 (L1): Junior Engineer (JE) - Level 2 (L2): Assistant Engineer (AE) - Level 3 (L3): Executive Engineer (EE) - Level 4 (L4): Superintending Engineer (SE)
Grievance uptake	Grievance can be submitted via the C.M. (or Mukhya Mantri MMSS ⁴) Helpline (toll-free number 1100),		
Sorting, processing	Once registered, the complaint is forwarded to the concerned official for necessary action. If the complaint is not redressed within 15 days, it is	Upon receipt of complaint	Level 1 (L1): Junior Engineer (JE)

³When grievances (excluding those related to compensation) are brought to the GRC, they shall be resolved within 30 days of receipt. Grievances related to compensation may take more time; however, GMRL shall strive to resolve them within three months of receipt.

⁴ MMSS – Mukhya Mantri Seva Sankalp

Step	Description	Time frame	Responsibility
	automatically escalated to the next higher authority. The process continues until the grievance is resolved		
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/WhatsApp message in the registered mobile number. The complainant is informed about the action taken and resolution provided.	Within 2 days of receipt	Level 1 (L1): Junior Engineer (JE)
Monitoring and evaluation	Data on complaints are collected in Grievance Register/ Grievance Monitoring Sheet and reported to X every month.	Every Month	Superintending Engineer (SE)
Provision of feedback	Complaints are escalated from one level to the next primarily on the basis of citizen dissatisfaction, underscoring that citizen feedback is a critical component of the closure mechanism.		Executive Engineer and Social Development Specialist
Training	Training needs for staff/consultants in PMU and PIUs, Contractors, and Project Management Consultant are mapped on following topics: • Awareness on E&S Risks, • Awareness on SEA/SH Risks • Awareness on GM Functions	Before Commencement of Construction Work and Semi Annually or Annually	Social Development Specialist
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of GM but at the complainants own costs	At any point throughout the project lifecycle	-

Table 6-4: GRIEVANCE MECHANISM(GM) at Department of Energy

Step	Description	Timeframe	Responsibility
GM Implementation Structure	The GM is a multi-tier mechanism for redressing E&S matters ⁵ .	GM already exists	Through under implementation "HPPSDP" the updated GRM For power Sector and Utility wise is under preparation which will be there by Jan/ Feb 2026.
Grievance	Grievance can be submitted via the	Yes	And utilities have their

⁵When grievances (excluding those related to compensation) are brought to the GRC, they shall be resolved within 30 days of receipt. Grievances related to compensation may take more time; however, GMRL shall strive to resolve them within three months of receipt.

Step	Description	Timeframe	Responsibility
uptake	C.M. (or Mukhya Mantri MMSS) Helpline (toll-free number 1100),		own set up system.
Sorting, processing	Once registered, the complaint is forwarded to the concerned official for necessary action. If the complaint is not redressed within 15 days, it is automatically escalated to the next higher authority. The process continues until the grievance is resolved	Upon receipt of complaint	Yes the proper mechanism exist.
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/WhatsApp message in the registered mobile number. The complainant is informed about the action taken and resolution provided.	Within 2 days of receipt	Yes
Monitoring and evaluation	Data on complaints are collected in Grievance Register/Grievance Monitoring Sheet and reported to X, DOE every month.	Every Month	Yes Through Authorise officer and even World Bank is also monitoring that.
Provision of feedback	Complaints are escalated from one level to the next primarily on the basis of citizen dissatisfaction, underscoring that citizen feedback is a critical component of the closure mechanism.	As per receipt	There are different level officers in the department.
Training	Training needs for staff/consultants in PMU and PIUs, Contractors, and Project Management Consultant are mapped on following topics: • Awareness on E&S Risks, • Awareness on SEA/SH Risks • Awareness on GM Functions	Being taken up	Appropriate level officers in the department.
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of GM but at the complainants own costs	At any point throughout the project lifecycle	Yes Agreed

Table 6-5: GRIEVANCE MECHANISM(GM) at Public Works Department (PWD)

Step	Description	Timeframe	Responsibility
GM Implementation Structure	The GM is a multi-tier mechanism for redressing E&S matters Prominent portals existing in the state include: • CPGRAMS (National	Mukhya Mantri Seva Sankalp Helpline is 7 to 14 days. For more complex issues not resolved	The responsibility for resolving a grievance depends on the type of complaint and the government body involved. The state

Step	Description	Timeframe	Responsibility
	Portal) • Mukhya Mantri Seva Sankalp (StateWide) • e-Samadhan (State-Wide) • Citizen Seva (ULB specific) • Samadhan Shivirs (Physical events)	at the first level, the State level Grievance Redressal Committee (SGRC) has a 1-month timeframe to address the concern.	government uses a comprehensive online system, Samgr e-Samadhan, to route public grievances to the appropriate department for resolution.
Grievance uptake	SAMGR E-SAMADHAN: The primary online system is the Comprehensive Online Public Grievance Monitoring System, or Samgr e Samadhan, which allows citizens to file and monitor their complaints digitally. Grievances filed through the portal are directed to the relevant government. CM Helpline: For citizens who prefer a non-digital approach, the Mukhyamantri Sewa Sankalp Helpline offers a phone-based alternative.By dialing 1100, citizens can register their complaints, which are then forwarded to the appropriate departments for resolution.	Call centre of MMSS has a already decided Service level agreement (SLA) in place to ensure quality service delivery	Field PIU/Executive Engineer.
Sorting, processing	Once registered, the complaint is forwarded to the concerned official for necessary action. If the complaint is not redressed within 15 days, it is automatically escalated to the next higher authority. The process continues until the grievance is resolved	Upon receipt of complaint, If the complaint is not redressed within 15 days, it is automatically escalated to the next higher authority with 7 days time at each level up level L-4. The process continues until the grievance is resolved	Field PIU/Executive Engineer
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/Whats App message in the registered mobile number. The complainant is informed about the action taken and resolution provided.	Immediate with in 2 days	Field PIU/Executive Engineer
Monitoring and	Data on complaints are collected in	Every month as	Field PIU/Executive

Step	Description	Timeframe	Responsibility
evaluation	Grievance Register/Grievance Monitoring Sheet and reported to Head of the Deptt. every month.	Real time data available.	Engineer
Provision of feedback	Complaints are escalated from one level to the next primarily on the basis of citizen dissatisfaction, underscoring that citizen feedback is a critical component of the closure mechanism.	Feedback's are not subject to fixed timelines	Citizen for providing feedback. IT team for ensuring the provision of feedback collection is integrated into the online system. Concerned Official
Training	Training needs for staff/consultants in PMU and PIUs, Contractors, and Project Management Consultant are mapped on following topics: • Awareness on E&S Risks, • Awareness on SEA/SH Risks • Awareness on GM Functions	Before Commencement of Construction Work and Semi Annually or Annually	Field PIU/Executive Engineer
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of GM but at the complainants own costs	At any point throughout the project life cycle	-

6.2 Labour GM

The labour GM will be constituted for the various sub-projects project and the workers can use it. The labour GM will be described in detail in the Labour Management Procedures (LMP).

- Direct Workers: The Project-in-charge or Executive Engineer of the concerned PIU will be responsible for its workers grievances and their redressal.
- Contract Workers: The contractor of respective construction packages will be obligated to set up a GM. The GM will have due representation of concerned division of the concerned PIU, PMC, Contractor, Workers and women and function under GMRLand will hold monthly/quarterly status meeting.

6.3 Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH)GM

The existing GM will also be used to ensure sensitive and confidential handling of SEA/SH complaints.If a SEA/SH related incident occurs, it will be reported through the GM, as

appropriate and keeping the survivor information confidential. Specifically, the GM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and sex of the survivor.

Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GM will primarily serve to:

- Refer complainants to the relevant departments/authorities; and
- Record the resolution of the complaint.

The Project Director, Revenue Department and the Project in charge of the concerned PIU will notify the WBoF any SEA/SH complaints WITH THE CONSENT OF THE SURVIVOR. Information should be provided along these four lines: (i) the type of case; (ii) whether the case is project-related; (iii) the age and sex of the survivor (if available); and (iv) whether the survivor was referred to services.

PMU and all three PIUs have an Internal Complaints Committee (ICC) for addressing any SEA/SH-related complaints at the workplace. The committee will be constituted as per the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The GMRL will put in place necessary mechanisms and procedures for confidential reporting with safe and ethical documentation of SEA/SH issues at the project level. The SEA/SH referral pathways will be established and communicated to all staff. Further, the GMRL with the support of the World Bank, will prepare and implement the employees/workers code of conduct to be adhered to at all times.

7 Monitoring and Reporting

7.1 Summary of how SEP implementation will be Monitored and Reported

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. The Sample Table for Monitoring and Reporting on the SEP is provided as **Annexure 6**. The SEP reporting will include the following:

- i. Progress reporting on the ESS10: Stakeholder Engagement commitments under the ESCP
- ii. Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement

Action Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.

- iii. Quantitative reporting based on the indicators included in the SEP.

PMU will monitor the following indicators:

- Number of consultation meetings and other public discussions/ forums conducted within a reporting period (monthly/quarterly/annually)
- Number and types of Information, Education and Communication (IEC) materials developed and disseminated.
- Number of training events conducted for SEP implementation, GM, worker and community health and safety, etc. and number of participants (male/female/vulnerable and disadvantaged)
- Number and type of grievances received within a reporting (monthly/quarterly/annually) and number of those resolved within the prescribed timeline.
- Percentage of SEP activities implemented and identification of key barriers to participation.
- Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.
- Summary of main points and concerns raised by stakeholders.
- Summary of how stakeholder concerns were responded to and considered; and
- Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions.
- Stakeholders' access to project information, dissemination materials, and consultations
- Stakeholders' readability of public dissemination materials under the project

7.2 Reporting Back to Stakeholder Groups

The SEP will be periodically revised and updated as necessary during the implementation of the project. The identified stakeholders and methods of engagement will be reassessed periodically to remain appropriate and effective in relation to the project. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Quarterly reports and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/ preventive actions, will be collated by responsible staff and referred to the Project Director, PMU.

The Communication Specialist at Revenue Department and Social Development Specialists at three PIUs will communicate feedback and updates to PAPs and stakeholders through diverse channels including public meetings, emails, phone calls, and social media platforms throughout the project lifecycle. Furthermore, key project updates and the SEP will be posted on GMRL's website to ensure transparency and effective dissemination of information.

Annexures

Annexure 1: Public Consultation Pictures



Annexure 2: Grievance Monitoring Sheet

Date Grievance Received	Grievance Reference No.	Name & Contact Details of Grievant/C omplainant	Type of Grievance	Grievance Description	Responsible Staff for Managing the Grievance	Date of grievance acknowledgment	Date feedback provision / reference No.	Action to be taken by GMRL	Communication of Grievances Resolution	Resolution Accepted or Not Accepted and Date of Acceptance /Non- acceptance	Present Status

Annexure 3: Meeting Record Form

Date of the Meeting: _____ **Grievance No.:** _____

Venue of meeting: _____

Details of Participants:

S. No	Name of Participants	Complainant/Project Official

Summary of Grievance:

Meeting Notes:

Issues Resolved/ Unresolved:

Signature of Authorized official of the meeting

Name of Authorized Official

Date:

Annexure 4: Sample Table – Monitoring and Reporting on the SEP

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	• Are project-affected parties raising issues and grievances? • How quickly/ effectively are the grievances resolved?	• Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.	• Records from the implementing agency and other relevant agencies.
Stakeholder engagement impact on project design and implementation. How	• Was there interest and support for the project?	• Active participation of stakeholders in activities • Number of actions	• Stakeholder Consultation Attendance Sheets/ Minutes

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
have engagement activities made a difference in project design and implementation?	• Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle?	taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at risk groups in the project.	• Evaluation forms • Structured surveys • Social media/ traditional media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	• Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	• Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	• Communication Strategy (Consultation Schedule) • Periodic Focus Group Discussions • Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives.