

# KINGDOM OF CAMBODIA

Nation – Religion – King

## MINISTRY OF WATER RESOURCES AND METEOROLOGY



CLIMATE ADAPTIVE IRRIGATION AND SUSTAINABLE AGRICULTURE FOR RESILIENCE PROJECT

# STAKEHOLDER ENGAGEMENT PLAN

Draft for Disclosure

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<b>LIST OF TABLES .....</b>	<b>III</b>
<b>LIST OF FIGURES .....</b>	<b>III</b>
<b>ABBREVIATIONS .....</b>	<b>IV</b>
<b>DEFINITIONS .....</b>	<b>V</b>
<b>1. INTRODUCTION .....</b>	<b>1</b>
1.1 PROJECT RATIONALE .....	1
1.2 PROJECT DEVELOPMENT OBJECTIVE AND PROJECT COMPONENTS .....	1
1.3 PURPOSE OF THE SEP .....	4
<b>2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES .....</b>	<b>4</b>
<b>3. STAKEHOLDER IDENTIFICATION AND ANALYSIS .....</b>	<b>5</b>
3.1 AFFECTED PARTIES .....	5
3.2 OTHER INTERESTED PARTIES .....	6
3.3 VULNERABLE/DISADVANTAGED GROUPS .....	7
3.4 ANALYSIS OF STAKEHOLDERS .....	8
<b>4. STAKEHOLDER ENGAGEMENT PROGRAM .....</b>	<b>15</b>
4.1 PURPOSE AND TIMING OF STAKEHOLDER ENGAGEMENT PROGRAM .....	15
4.2 PROPOSED STRATEGY FOR INFORMATION DISCLOSURE .....	15
4.3 PROPOSED CONSULTATION STRATEGY .....	15
4.4 PROPOSED STRATEGY TO INCORPORATE THE VIEW OF DISADVANTAGED GROUPS .....	15
<b>5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES .....</b>	<b>18</b>
5.1 RESOURCES .....	18
5.2 MANAGEMENT FUNCTIONS AND RESPONSIBILITIES .....	18
<b>6. GRIEVANCE REDRESS MECHANISM .....</b>	<b>19</b>
6.1 OBJECTIVES OF THE PROJECT GRMS .....	19
6.2 SUMMARY OF NATIONAL LEGISLATION RELATED TO GRIEVANCE AND COMPLAINT .....	19
6.3 PRINCIPLES OF THE PROJECT GRMS .....	21
6.4 PROJECT'S REDRESS PROCEDURES .....	21
6.4.1 Redress Procedure for Complaints related to Land Acquisition .....	21
6.4.2 Redress Procedure for Complaints related to Labor and Working Conditions .....	22
6.4.3 Redress Procedure for Complaints related to SEA/SH/GBV .....	23
6.4.4 Redress Procedure for General Complaints .....	24
6.5 REGISTRATION OF PROJECT GRIEVANCE .....	25
<b>7. MONITORING AND REPORTING .....</b>	<b>25</b>
7.1 MONITORING .....	25
7.2 MONITORING OF PROJECT STAKEHOLDERS .....	26
7.3 REPORTING BACK TO STAKEHOLDERS .....	26
<b>8. COSTS AND BUDGET .....</b>	<b>26</b>
<b>ANNEXES .....</b>	<b>27</b>
ANNEX 1 – SUMMARY OF CONSULTATION RESULTS DURING PROJECT PREPARATION .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>

ANNEX 2 – GUIDANCE FOR ESTABLISHING PROJECT GRIEVANCE LOGBOOK.....27  
 ANNEX 3 – FACILITATOR’S GUIDE FOR CONDUCTING MEANINGFUL CONSULTATION WITH ETHNIC GROUPS .....28

**List of Tables**

---

Table 1 – Stakeholder Identification Matrix ..... 10  
 Table 2 – PMU’s Environmental and Social Members and Contact Information..... 18

**List of Figures**

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Figure 1 – Map showing six irrigation sub-schemes located in four provinces ..... 1  
 Figure 2 – Disadvantaged Group as a Subset of Project’s Target Groups..... 8

## Abbreviations

CAISAR	Climate Adaptive Irrigation and Sustainable Agriculture for Resilience
COI	Corridor of Impact
DDIS	Detailed Design Implementation and Supervision
EA/IA	Executing Agency/Implementing Agency
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESO	Environmental and Social Officers
ESS	Environmental and Social Standards
FPICon	Free Prior and Informed Consultation
IDA	International Development Association
ILO	International Labour Organization
IP	Indigenous People
IPP	Indigenous Peoples' Plan
IPPF	Indigenous Peoples Planning Framework
MoWRAM	Ministry of Water Resources and Meteorology
MoSALVY	Ministry of Social Affairs, Labor, Vocational Training and Youth Rehabilitation
NCDD	National Committee for Sub-National Democratic Development
NGO	Non-Government Organization
PDWRAM	Provincial Department of Water Resources and Meteorology
PMU	Project Management Unit
PIU	Project Implementation Unit
PPC	Project Preparation Consultants
RGC	Royal Government of Cambodia
RP	Resettlement Plan
LARPF	Resettlement Planning Framework
SA	Social Assessment
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SIB	Subproject Information Booklet
VAC	Violence Against Children

## Definitions

### Disadvantaged individuals/groups

Refers to individuals or groups who, due to certain own circumstances such as their age, gender, disabilities, health, economic and ethnic status, and so forth, are more likely affected adversely by the project impacts and/or more limited in their ability to take advantage of project benefits. Disadvantaged individuals/groups are more likely excluded from, or unable to participate fully in the mainstream consultation process. Thus, they may require specific assistance to stay engaged during project planning and implementation. In this project, disadvantaged individuals/ groups are defined as those who have the following characteristics: i) from an ethnic group, (ii) landless/ limited productive land, (iii) female headed household with dependents, (iv) frequent lack of male labor at home (e.g. migrant workers); (v) jobless, or limited economic opportunities; (vi) family member(s) with chronic illness, or disabilities; (vii) elderlies who live on their own; (viii) youth, particularly very young couple with children (early marriage), (ix) live in an especially difficult circumstance, and (x) don't meet above criteria but are concurred by local community as vulnerable to poverty and need project's support to reduce their vulnerability. Disadvantaged individuals are usually from a poor, or a near poor household.

### Environmental and social risk

Environmental (including climate change and natural disasters) and social risks are determined by a combination of project design and operational characteristics, together with exogenous factors, which: (i) may adversely affect the ability of a project to achieve and sustain its development objective(s); and (ii) define the nature, scale and significance of direct and indirect environmental and social impacts.

### Inclusion

Inclusion means empowering all people to participate in, and benefit from, the development process. Inclusion encompasses policies to promote equality and nondiscrimination by improving the access of all people, including the poor and disadvantaged, to services and benefits such as education, health, social protection, infrastructure, affordable energy, employment, financial services and productive assets. It also embraces action to remove barriers against those who are often excluded from the development process, such as women, children, persons with disabilities, youth and minorities, and to ensure that the voice of all can be heard.

### Indigenous Peoples

According to AIIB's Environment and Social Framework (ESF), IFAD's Social, Environmental and Climate Assessment Procedures (SECAP), and GCF's Indigenous Peoples Policy, the term "Indigenous Peoples" is used in a generic sense to refer exclusively to a distinct social and cultural group possessing all the following characteristics – in varying degrees:

- Self-identification as members of a distinct indigenous social and cultural group and recognition of this identity by others; and
- Collective attachment<sup>1</sup> to geographically distinct habitats, ancestral territories, or areas of seasonal use or occupation, as well as to the natural resources in these areas; and
- Customary cultural, economic, social, or political institutions that are distinct or separate from those of the mainstream society or culture, and

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<sup>1</sup> Collective attachment means that for generations there has been a physical presence in and economic ties to land and territories traditionally owned, or customarily used or occupied, by the group concerned, including areas that hold special significance for it, such as sacred sites.

- A distinct language or dialect, often different from the official language or languages of the country or region in which they reside.

According to IFAD's SECAP, IPs are defined as follows:

- Priority in time, with respect to occupation and use of a specific territory;
- The voluntary perpetuation of cultural distinctiveness, which may include aspects of language, social organization, religion and spiritual values, modes of production, laws and institutions;
- Self-identification, as well as recognition by other groups, or by state authorities, as a distinct collectivity; and
- An experience of subjugation, marginalization, dispossession, exclusion or discrimination.

According to GCF's Indigenous People Policy, IPs are defined as follows:

- Self-identification as members of a distinct indigenous social and cultural group and recognition of this identity by others;
- Collective attachment to geographically distinct habitats, ancestral territories, or areas of seasonal use or occupation as well as to the natural resources in these areas;
- Customary cultural, economic, social, or political systems that are distinct or separate from those of the mainstream society or culture; and
- A distinct language or dialect, often different from the official language or languages of the country or region in which they reside. This includes a language or dialect that has existed but does not exist now due to impacts that have made it difficult for a community or group to maintain a distinct language or dialect.

### **Information disclosure**

The process of disseminating project information to stakeholders to allow them to understand the risks and impacts of the project, and potential opportunities. Information disclosure should be in line with the project's Stakeholder Engagement Plan which is in line with the requirements of ESF of AIIB, SECAP of IFAD, and Information Disclosure Policy of GEF. It is required that the disclosure of project information include: (a) purpose, nature and scale of the project; (b) duration of proposed project activities; (c) environmental and social risks and potential impacts of the project on local communities, particularly the vulnerable/disadvantaged groups and proposed mitigation measures; (d) proposed stakeholder engagement process highlighting approach that will be taken to promote meaningful participation of project affected persons; (e) time and venue of proposed public consultation meetings, and the process by which meetings will be notified, meeting results summarized, and reported back to project stakeholders; and (f) process and means by which grievances can be received and addressed timely.

### **Meaningful consultation**

Two-way process that (a) begins early in project planning process to gather initial views on project proposal and inform project design; (b) encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts; (c) continues on an ongoing basis, as risks and impacts arise; (d) is based on prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultation with project stakeholders in a format culturally appropriate, and in relevant local language(s) and is understandable to stakeholders; (e) considers and responds to feedback; (f) supports active and inclusive engagement with project-affected parties; (g) is free of external manipulation, interference, coercion, discrimination, and intimidation; and (h) is documented and disclosed by the Government.

### Vulnerable or individuals

Refers to individuals/groups who, by virtue of factors beyond their control, are: (a) more likely to be adversely affected by the Project's environmental and social impacts; (b) more likely than others to be limited in their ability to claim or take advantage of Project benefits. Such individuals or groups are also more likely to be excluded from or unable to participate fully in the mainstream consultation process and may require specific measures or assistance (or both) to do so.

Based on the results of the vulnerability assessment conducted for the project, vulnerable individuals/groups need differentiated mitigation measures to cope with project's adverse impacts (e.g. loss of productive land/income source), take advantage of project's intended benefits, and fully participate in meaningful consultation process during project design, implementation, and operations. Therefore, under this project, the following groups are considered vulnerable under this project: (i) poor<sup>2</sup> and near-poor<sup>3</sup>, (ii) female headed households with dependents; (iii) households from Indigenous Peoples or Ethnic Minority group that meet the definitions of Indigenous Peoples of AIB, IFAD, and GCF, (iv) households headed by an elderly, or a disabled person with no regular income, (v) household having at least a family member with chronic illness that needs regular medical treatment.

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<sup>2</sup> The poor are those who a) live below the poverty line (which is KHR 10,951 per person per day as defined by the World Bank for Cambodia), or b) have IDPoor 1 (very poor) or IDPoor 2 (poor).

<sup>3</sup> The near-poor are those whose daily per capita consumption lies between poverty line and 1.25 times the poverty line – as proposed by the World Bank. Near-poor households also have not only lower income per capita but also less diversified incomes than non-poor households (cf. WB 2022, Cambodia Poverty Assessment – Toward A More Inclusive and Resilient Cambodia).





## 1. INTRODUCTION

### 1.1 Project Rationale

Cambodia's irrigated agriculture faces increasing challenges from adverse impacts of climate change, especially the changes in rainfall patterns, duration and timing of the rainy season, and climate induced water disasters such as floods and droughts. Climate Resilient (CR) and low emission practices and investments in agriculture and water management are therefore crucial to protect and enhance Cambodia's agricultural production and productivity which will in turn contribute to poverty reduction and increased food security.

Addressing the complex impacts of climate change on rain fed and irrigated agriculture requires action at both farm and irrigation scheme, including enabling environment at regional and national level. Farm level actions will help communities adapt to climate change while also saving water and decreasing GHG emissions from BAU of agriculture, water use and management. This will help farmers to diversify their farming while also addressing changing rainfall patterns and increasing drought conditions throughout the growing season. Actions at system level will help achieve a modernized and climate proofed irrigation infrastructure delivering irrigation services to farmers in line with the requirements at the farm level. It will also protect the natural capital stocks, especially the land and water against the increasing threats of flood. In addition, replacement of diesel pumps with solar pumps and combination of both grey and green solutions for irrigation modernization and flood proofing works will help reduce GHG emissions.

The integrated actions combining both farm and system levels has a transformative potential to reduce vulnerability of water and agriculture systems to climate change impacts while also reducing GHG emissions and enhancing the livelihood of rural populations who primarily depend on agriculture.

The theory of change diagram demonstrates how the project shifts the BAU from poorly constructed and maintained irrigation systems to a smart, climate resilient water management system with climate proofed irrigation and flood control infrastructures for smallholder farmers. The project's outcomes and outputs are in-line with GCF's adaptation and mitigation goals, objectives, and long-term sustainability principles.

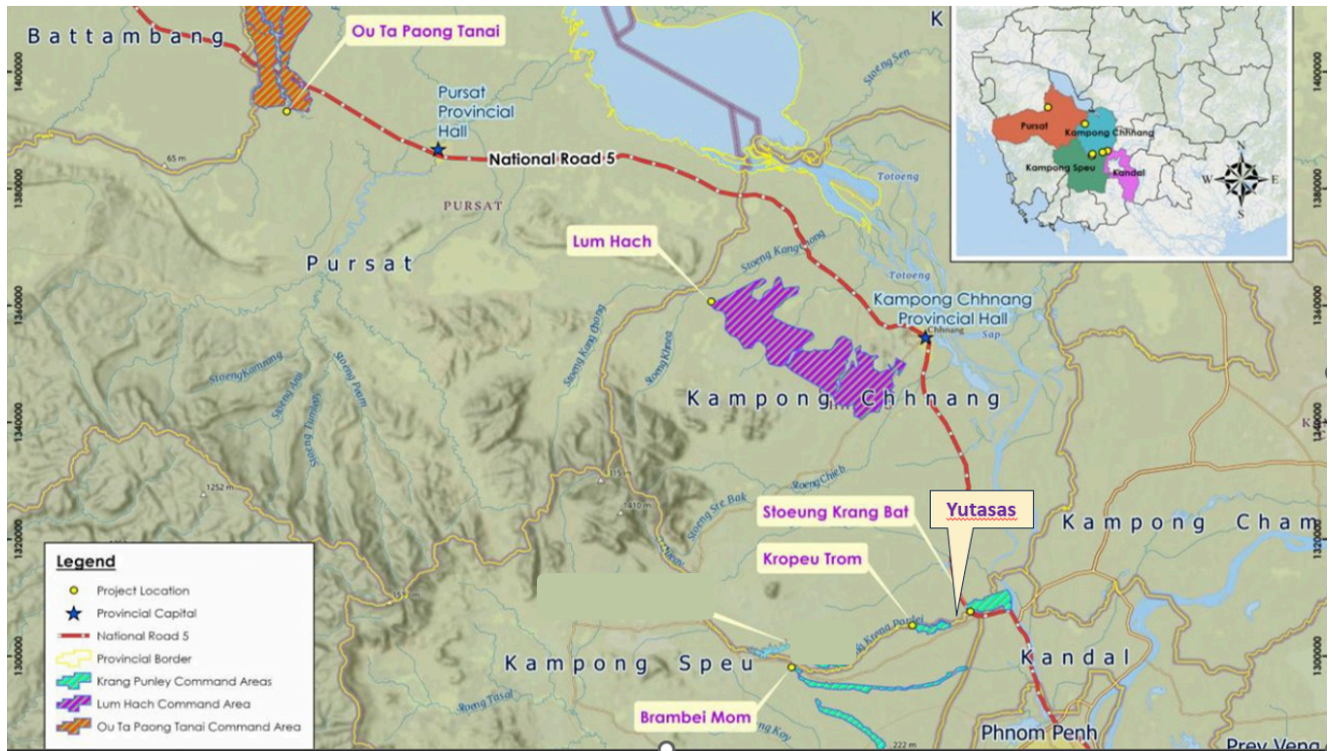
The paradigm shifting aspects of the project will include the data driven climate-proofing of irrigation infrastructure and focus on last-mile engagement of vulnerable communities. The TOC shows that IF climate resiliency of irrigated agriculture is enhanced then the agricultural outputs and income of small-scale farmers will increase, as well as the climate resilience of vulnerable households and in particular to women will increase because water and food systems are less vulnerable to increasing temperatures, changing rainfall patterns and the extreme water events, AND low-emission irrigation and sustainable agriculture adaptation practices will contribute to NDC mitigation targets.

The project's goal stated above shall be achieved through the generation of the following three outcomes: (1) Improved resiliency of small holder farmers (2) Resilient water control infrastructure and water service delivery with less crop and asset damage and (3) Reduced GHG emission. These three outcomes are derived from interventions at farm and irrigation system level together with institutional strengthening of relevant stakeholders (MoWRAM, NCDD, MoF, and MAAF) and will contribute towards an irrigated agricultural system that is climate resilient and productive ultimately reducing the climatic vulnerability of poor farmers in the project areas.

### 1.2 Project Development Objective and Project Components

The project objective is to increase climate adaptation, mitigate the negative impact of extreme climate events, and improve livelihoods of smallholder farmers and vulnerable rural communities in four provinces of Cambodia, including Pursat, Kampong Chhnang, Kampong Speu, and Kandal provinces (see map below).

**Figure 1 – Map showing six irrigation sub-schemes located in four provinces**



The project will be implemented through various activities organized under the following three components:

**Component 1. Improving farm-level climate adaptation, resilience, and water use efficiency**

The objective of this component is to build climate resilience (CR) of smallholder farmers and enhance sustainable production through evidence-based planning and context-relevant climate resilient practices at the farm level. This component is designed to address the lack of knowledge and skills to deploy technologies and practices at farm level by farmers and the lack of appropriate extension services to propagate them. It will introduce farmers with various climate resilient technologies and practices for both rice and non-rice activities such as vegetable production, poultry and aquaculture.

**Sub-component 1.1 Deployment of farm-level climate adaptation and water use efficiency measures**

**Output 1.1: Increased capacity of farmers to deploy climate resilient (CR) practices at farm level**

This output will focus on developing farmer’s capacity in deploying CR technologies and practices to transform the agricultural production system to adapt to the changing climate context. Farmer’s will be trained to first develop Action Plans (AP) to re-orient farmer behaviour and assist them in transforming the agriculture production system in a manner that is better adapted to factoring in the agro-ecological context and expected climate change impacts.

- Activity 1.1.1 Preparation of community-based action plans (AP) to transform agriculture with CR practices.
- Activity 1.1.2 Preparation of training materials to support implementation of the AP.
- Activity 1.1.3 Conduct trainings to create a pool of expertise to demonstrate and propagate the CR technologies and practices.
- Activity 1.1.4 Train farmers on applying CR technologies using the FFS approach.

- Activity 1.1.5 Strengthening and fostering tailored mechanization service providers for improved mechanization service delivery.
- Activity 1.1.6 community-based monitoring and evaluation (CBME) of implementation

**Sub-Component 1.2 Climate adapted, value added, and market led agricultural investments**

**Output 1.2 CR value added, and market led agriculture investments secured.**

This output involves improving and enhancing some value chains that are key for the project area and include rice, vegetable, chicken and aquaculture value chains, through the use of Public Private Producer Partnerships (4Ps) and increased access to finance, which will improve market access, climate adaptability, and ensure increased income for smallholders in the value chains.

- Activity 1.2.1 Value chain study and planning
- Activity 1.2.2 Establish District Multi-Stakeholder Platforms (MSPs)
- Activity 1.2.3 Public Private Producer Partnership Facility (4PF)

**Sub-component 1.3 Improve enabling conditions, capacities and disaster risk management strategies**

**Output 1.3. Increased access to and use of climate information and advisory services for climate responsive agriculture planning**

This sub-component will strengthen the production and dissemination of tailored agro-meteorological information to inform climate responsive management and planning of agriculture in the project target areas through ICT technologies. The aim is to ensure that agro-meteorological services are accessible and useful to farmers to manage climate risks, access to and use of water and efficient cropping systems.

- Activity 1.3.1 Establish ICT based multi-disciplinary platform at provincial level.
- Activity 1.3.2 Building the capacities of the platform to deliver services.
- Activity 1.3.3. Establish the agromet information systems and the outreach mechanisms.
- Activity 1.3.4 Awareness raising and capacity building of farmers and stakeholders in applying the services.

**Sub-component 1.4 Rural roads**

**Output 1.4: Increased resilience of farm road infrastructure to climate change**

- Activity 1.4.1 Initial planning and identification
- Activity 1.4.2 Technical survey and design considerations, preparation of cost estimation
- Activity 1.4.3 Improve 50 Kilometers of farm roads.
- Activity 1.4.4 Handing over of the completed works.

***Component 2: Irrigation Infrastructure for increased resilience***

Component 2 is linked with Component 1 such that it facilitates the implementation of CR on farm crop and water management practices through improved field level water supply delivery and drainage. It will focus on rehabilitating and modernizing of irrigation and flood protection/drainage infrastructure in the six sub-projects, including irrigation and drainage canals, flood control embankments, and ponds, to provide high-efficiency climate-resilient irrigated agriculture systems for adapting to both increasing flood and drought conditions.

**Sub-Component 2.1: Modernization of irrigation scheme and ponds**

**Sub-Component 2.2: Flood-proofing and Drainage improvements**

**Sub-Component 2.3: Establishments and training of Farmers Water User Communities (FWUC)**

- Activity 2.3.1 Formation of institutional strengthening of the FWUC
- Activity 2.3.2 Build technical capacities of FWCU for canal structure O&M
- Activity 2.3.3 prepare long term financing plan for O&M of the systems including the WUAS.

**Sub-Component 2.4: Water information and Management (SCADA)**

***Component 3. Institutional Strengthening***

**Sub-Component 3.1 MOWRAM capacity Support.**

### **Output 3.1 Strengthened MOWRAM Capacity**

#### **Sub-Component 3.2 Strengthening of NDA and NCDD.**

#### **Output 3.2 Improved capacities for climate action monitoring**

- Activity 3.2.1 Preparation of Loss and Damage Strategy
- Activity 3.2.2 Strengthen national M&E process for climate action
- Activity 3.2.3 Enhancing Capacity of NDA and other stakeholders.

## **1.3 Purpose of the SEP**

To achieve the above purpose, this SEP will:

- Identify all potential project stakeholders, including affected parties and interested parties;
- Consult with project stakeholders to understand their concerns, development needs, priorities, particularly those of potential adversely affected group and those who are disadvantaged/vulnerable;
- Understand the power dynamics among identified project stakeholders, particularly their interests in project activities, their influences on project design/implementation, and the impacts the project may have on them;
- Set out a concrete mechanism to ensure stakeholders' feedback is timely solicited (by subproject phase (i.e., design, pre-construction, construction, and operation), considered and incorporated into project design and implementation;
- Identify strategies to notify and disclose project information to identified stakeholders, particularly those who are negatively affected groups to collect their meaningful feedback;
- Specify methods for consulting with project stakeholders, collect opinions, and incorporate feedback into project design;
- Ensure grievance redress mechanisms are in place – for potential grievances. GRM will be designed to be accessible, responsive and culturally appropriate to potentially affected people, particularly to indigenous peoples present in the project area;
- Ensure appropriate human and financial resources are arranged to ensure timely and effective implementation of SEP; and
- Ensure project stakeholders, both affected and interested parties, have chance to monitor project's environmental and social risks and impacts during project implementation.

The SEP is a living document and may be updated, as needed, during project implementation.

## **2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

Several consultation sessions have been conducted with various stakeholders over the period from June 2023 till September 2024. The purpose of this consultation is to familiarize project affected households (in 7 communes of 4 project provinces) with project background, purpose of the public consultation, technical scope of each scheme, and anticipated environmental and social risks and impacts. Based on these risks and impacts, project affected people were informed of the environmental and social safeguards instruments to be prepared, approach to risk and impact mitigation measures, project's grievance redress mechanism, and consultation process (during project design and project implementation).

In the preliminary rounds of consultation, since the project affected people are new to project's risks and impacts, their concerns focus more on whether the project has any compensation program for affected people? How a complaint could be lodged. They also express that they expect the project will be implemented

soon. In addition to concerns raised by project affected people representing six sub-schemes, local authorities also made some initial recommendations for project design stage. Key recommendations include:

- Brambei Mom (Kampong Speu): there is a community forestry of 800ha. So attention should be given to wild animals such as wild boar, peafowl, tiger cat, banteng, gaur, and so on.
- Attention should also be given to UXO albeit government's years long effort in UXO clearance.
- Further assessment need to be conducted for the reservoir of Lum Hach (Kampong Chhnang Department of Agriculture). Reservoir of Lum Hach has been reserved for irrigation purpose and it is state land. However, local people encroach and occupy the land inside the Lum Hach reservoir over the past years.
- Health and safety of workers in the project should be taken care of given concerns over the possibility of disease transmission. It is recommended that medical staff should stand by at each construction site. (Provincial Department of Health)
- Effort should be made to avoid adverse impacts on schools and students (Provincial Department of Education).
- The consultation also tap into issue of agricultural production such as labor, labor exchange, mechanization, gender. These issues have been captured into gender assessment to inform the preparation of Gender Action and Social Inclusion Plan (GASIP).

### 3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

#### 3.1 Affected Parties

##### 2.1.1 Affected groups

- **Positively affected group (beneficiary groups).** This group include direct and indirect beneficiaries, as follows:
  - i. **Direct beneficiaries**
    - Individual people who receive direct project benefits (e.g. receive project trainings, access to improved irrigation water system, loan access, participate in value chains)
    - Groups of individuals such as company, farmer water user community, local communities,
  - ii. **Indirect beneficiaries**
    - Individual people who are family members of direct beneficiary people.
- **Adversely affected groups, including the following subgroups (which may have an overlap)**

##### **Individuals/ households who are physically and economically displaced due to**

- Impacts on lands and houses, including physical relocation.
- Impacts on crops and trees attached to land – temporarily and/or permanently as a result of land acquisition.
- Impacts on active business activities (particularly those located along rehabilitated/ upgraded existing weirs, reservoirs, barrages, earthen embankments, irrigation canal, etc.
- Impacts on disadvantaged/ vulnerable households who suffer the above impacts (disproportionately affected).
- Impacted by restricted land access in the reservoir (Lum Hach reservoir)



- Temporary loss of water access which affect income generation activities during construction process

### **Indigenous Peoples**

- Indigenous Peoples, including vulnerable groups such as women, elderlies, and/or those with disabilities, children, etc. may be vulnerable to identified risks associated with labour influx during construction process, and/or potential land acquisition (either temporarily or permanently, or both). IP with distinctive sociocultural characteristics may be affected as a result of labor force who is migrant labor and may not be aware of cultural taboo, etc.

### **Workers who are at risk of, or affected, due to**

- Inadequate provisions for insurances against damage to people, equipment and property are included in the contract and sub-contract for work safety in civil work sites; and
- Prevention not to be assessed on a continuous basis, child labour, sexual exploitation, and abuse (SEA), sexual harassment (SH), violence against children (VAC) may face due to the influx of labour mobilized to serve project construction

## **3.2 Other Interested Parties**

Interested Stakeholders include those who are interested in project activities and outcomes, and/or may have certain level of influence on project design and implementation process. These stakeholders include residents (who are not directly adversely affected by the project), concerned authorities, companies, enterprises (public and private sectors), non-governmental organizations (NGOs), service providers, public utilities, water consumers, farmers, and mass media. They are:

- National government departments, such as Ministry of Water Resources and Meteorology; Ministry of Environment; Ministry of Agriculture Forestry and Fisheries; National Committee for Sub-National Democratic Development Secretariat (NCDD), Ministry of Health; Ministry of Education, Youth and Sport; Ministry of Economy and Finance; Ministry of Planning; Land Management Urban Planning and Construction;
- Relevant local departments, including Provincial Departments of Rural Development (PDRD); Provincial Hall, District Hall;
- General Department of Resettlement (GDR), Ministry of Economy and Finance (MEF), Inter-Ministerial Resettlement Committee (IRC), Provincial Resettlement Sub-Committee (PRSC) and Working Groups;
- Representatives of Provincial, District and relevant Commune Women and Children’s Committees and Women’s Affairs, Gender Management Action Group (GMAG) in MOWRAM;
- Relevant government departments at the provincial level that may be interested in, or may need to be consulted on rehabilitating/constructing new irrigation canals, including Inspection Police (district/khan), and Administrative Post Police (commune/Sangkat) along riparian land; Provincial Department of Environment; Provincial Department of Health; Provincial Department of Agriculture, Forestry and Fisheries; Provincial Department of Education Youth and Sport; Provincial Department of Labour and Vocational Training; Provincial Department of Women’s Affairs; Provincial Department of Cult and Religion; Provincial Department of Planning; Provincial Department of Land Management Urban Planning and Construction; Provincial Department of Culture and Fine Arts; Provincial Department of Post and Telecommunications;

- NGOs and civil society groups with an interest in gender, including sexual exploitation and abuse (SEA), sexual harassment (SH) such as ADHOC - The Cambodian Human Rights & Development Association;
- NGOs and civil society groups with an interest in Indigenous Peoples' issues;
- Suppliers of materials for rehabilitation/upgrading of existing irrigation canals, etc; and
- Popular mass media such as Fresh News, TVK, BTV; and local residents.

### 3.3 Vulnerable/Disadvantaged Groups

#### Vulnerable Individuals/Households

In Cambodia, about 15 percent of the population (most are in the rural area) are near-poor. They are, thus, at risk of falling into poverty in the event of shock. Women are more likely to head poor households. Higher risk of poverty for female-headed households is associated with lower labor force participation and educational attainment. When female household heads participate in the labor market, they are more likely to be unemployed. Poorer households are only out-of-pocket in the short-term. Nearly two-thirds of female household heads had only some primary schooling, suggesting that most are confined to low-wage work<sup>4</sup>.

Under this project, vulnerable individuals/ households form a subset of the population that include a) near-poor<sup>5</sup> and b) those who are just above the near-poor. Where data on household income/ consumption is not available to identify the near-poor, the following individuals/households are considered vulnerable:

- Indigenous peoples;
- Female-headed household with dependents;
- One parent household;
- Household with members with disability;
- Elderly people who live on their own without or with limited support from their family member;
- Youth, particularly very young couples with children; and
- Households that don't meet the above criteria but are confirmed by community as poor household that need project's support.
- People with Disability in the project area.

#### Disadvantaged Individuals/Households

Disadvantaged individuals/households are those who possess certain household conditions that are disadvantaged and thus put them at risk of being marginalized. For instance, the lack of land access or lack of labor may determine their well-being in the future, thereby determining their vulnerability. Under the project, people from disadvantaged group may be affected disproportionately by the project, such as loss of land, economic displacement, or simply by being forgotten, or ignored. In this project, disadvantaged individuals/households are defined as a subgroup of the poor and near-poor, and has the following traits:

- Landless, or have limited production land (e.g., less than 1 hectare, unproductive, various small land plot scattered);

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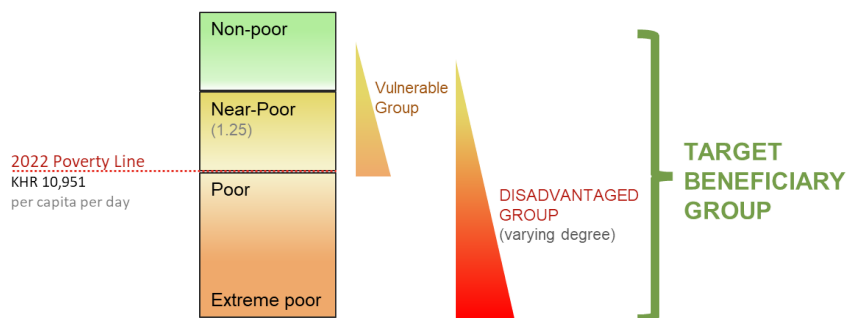
<sup>4</sup> WB 2022, Cambodia Poverty Assessment – Toward A More Inclusive and Resilient Cambodia.

<sup>5</sup> Near-poor are individuals whose consumption (or income) is marginally above the poverty line. In Cambodia, the WB proposed near-poor are those whose daily per capita consumption lies between poverty line and 1.25 times the poverty line while non-poor secure as those whose daily per capita consumption is higher than 1.25 times the poverty line. Near-poor households also have not only lower income per capita but also less diversified incomes than non-poor households. (WB 2022, Cambodia Poverty Assessment – Toward A More Inclusive and Resilient Cambodia).

- Limited/no main labor at home (e.g., seasonal migrant worker(s));
- Key labor being jobless, or have limited economic opportunities;
- One family member being chronically ill, or live with disability and needs daily care;
- Elderlies who live on their own;
- Youth, particularly very young couple with more than two children, e.g., early marriage,
- Live in an especially difficult circumstance (as agreed by local communities);
- People with disability in the project area

Vulnerable and disadvantaged individuals/ households are more likely affected adversely by the project impacts and/or may have limited ability (compared to others) to take advantage of a project’s benefits. As such, they are more likely to be excluded from, or unable to participate fully in the mainstream consultation process. Given the above characteristics, specific measures are devised to enable the poor and vulnerable of different level/degree of disadvantages to participate fully during project consultation process. The project will take into account potential differences in terms of project access and communication needs of various groups and individuals, especially those who are from indigenous groups. This includes taking into account their challenges in accessing project benefits. To incorporate the opinions of vulnerable and disadvantage groups into project design, meanwhile addressing inherent obstacles that may affect their full participation into project planning and implementation, consultation strategy is proposed to promote their full participation to receive socioeconomic benefits from the project (See also Section 3.3 – Proposed Strategy for Consultation with Vulnerable/Disadvantaged Groups). The concept of vulnerability and disadvantages are described in the diagram below.

**Figure 2 – Disadvantaged Group as a Subset of Project’s Target Groups**



### 3.4 Analysis of Stakeholders

Different stakeholders have different levels of interest in, and influence on project design and implementation. Poor people and better-off people are also affected differently by the same type and same level of impact. Thus, it is important to understand a) the level of interest of each stakeholder as to project’s investments, b) the magnitude of impact that the project may have on them, particularly those affected adversely, and c) range of influence that each stakeholder may have on project design, implementation process as well as eventual outcome. Under this project, stakeholders that are highly relevant to the project preparation and implementation include governmental agencies, potentially affected groups, and beneficiary communities at large. These stakeholders are affected by the project and at the same time influence project design and implementation – to various extents. Their interest in the project investments also varies at different stages of project cycle, and as such, exerting different levels of influence on project design and implementation process.



Based on the roles, responsibilities, and the potential interest of the key stakeholders obtained from initial consultations with them, Table 1 below summarizes estimated static levels of interest, impact, and influence of each stakeholder that were identified during project preparation. It is noted that these levels of interest, impact, and influence may change over the course of project life. However, the current dynamics of stakeholders' interest, impact, and influence, as described in Table 1 (Stakeholder Identification Matrix) is useful to informing the design of stakeholder engagement strategy to promote full participation and meaning full feedback from project stakeholders. The list of stakeholders identified above is further described in Table 2 (below). Given the large number of 'Interested Stakeholders', stakeholders of similar interest (such as line ministries) are grouped.

**Table 1 – Stakeholder Identification Matrix**

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
<b>COMMUNITY LEVEL</b>					
<b>Affected parties</b> (Communities)	<i>Positively affected (Beneficiaries)</i>				
	<b>Farmers, water consumers, and travellers</b> (including IPs, women, youth, children...)	<ul style="list-style-type: none"> <li>Participate in project planning and implementation</li> <li>Sample interviews of water users, combined with public meetings</li> </ul>	H	M	M
	<b>Traders and roadside vendors</b>	<ul style="list-style-type: none"> <li>Participate in project planning and implementation</li> <li>Consider focus group meetings, sample interviews</li> </ul>	H	H	H
	<b>Local Land and Property owners</b>	<ul style="list-style-type: none"> <li>Participate in project planning and implementation</li> <li>Individual meetings with a sample of property owners, and data collected during survey</li> </ul>	H	M	M
	<b>Local construction workers</b>	<ul style="list-style-type: none"> <li>Participate in project planning and implementation</li> <li>Consider focus group meetings in addition to interviews during data collection for socio-economic survey</li> </ul>	H	M	M
	<i>Adversely affected</i>				
	<b>Rural landowners with title whose property will be acquired</b> (including agricultural land)	<ul style="list-style-type: none"> <li>Attend consultation, provide feedback on mitigation measures and compensation</li> </ul>	H	H	H
	<b>Owners of businesses or houses who will lose their assets</b>	<ul style="list-style-type: none"> <li>Attend consultation, provide feedback on mitigation measures and compensation or/and voluntary donation</li> </ul>	H	H	H
	<b>Vulnerable/ Disadvantaged Groups, including Indigenous Peoples, women, the elderly, and other people with a disability</b> (See Section 2.3 above for more details).	<ul style="list-style-type: none"> <li>Attend consultation, provide feedback on mitigation measures and compensation or/and voluntary donation; and</li> <li>Raising concern on their accessibility to their house and surrounding environment during construction and operation of those roads</li> </ul>	H	H	H
	<b>PUBLIC SECTOR</b>				
<b>Interested Parties</b>	<i>National-level authorities</i>				
	<b>Ministry of Water Resources and Meteorology (MOWRAM)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals, design, planning and implementation in Influence areas of irrigation infrastructure engineering, water management and</li> </ul>	H	L	H

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
	<ul style="list-style-type: none"> <li>General Department of Technical Affairs</li> </ul>	preservation, hydrology and river works, rural clean water supply, and farmer water user communities.			
	<b>National Committee for Sub-National Democratic Development Secretariat</b>	•	H	L	H
	<b>Ministry of Agriculture, Forestry and Fisheries (MAFF)</b> <ul style="list-style-type: none"> <li>General Directorate of Agriculture (GDA)</li> </ul>	• Provide comments on project proposals and design in influence areas of cultivation, livestock production, forest and fishery preservation, and agricultural communities development.	H	L	M
	<b>Ministry of Interior (MoI)</b> <ul style="list-style-type: none"> <li>National Committee for Sub-National Democratic Development Secretariat (NCDDS)</li> </ul>	• Provide comments on project proposals and design in influence areas of Environmental and Social Safeguards for the Sub-National Democratic Development	H	L	M
	<b>Inter-Ministerial Resettlement Committee (IRC)</b> <b>Ministry of Economy and Finance (MoEF)</b> <ul style="list-style-type: none"> <li>General Department of Resettlement for Development Projects</li> </ul>	• Carry out project planning and implementing in influence areas of Land Acquisition and Involuntary Resettlement	H	L	H
	<b>Ministry of Education, Youth and Sport (MoEYS)</b> <ul style="list-style-type: none"> <li>School Health Department</li> </ul>	• Provide comments on project proposals and design in influence areas related to health education, hygiene and sanitation, and learning environment during project implementation and mitigation measures	H	L	M
	<b>Ministry of Environment (MoE)</b> <ul style="list-style-type: none"> <li>General Department of Environmental Protection</li> <li>Administration General Department of Nature Conservation and Protection</li> </ul>	• Provide comments on project proposals and design in influence areas of Environmental Protection and natural conservation.	H	L	M
	<b>Ministry of Culture and Fine Arts (MCFA)</b> <ul style="list-style-type: none"> <li>General Department of Heritage</li> </ul>	• Provide comments on project proposals and design in influence area of Heritage Conservation	H	L	M
	<b>Ministry of Labour and Vocational Training (MoLVT)</b> <ul style="list-style-type: none"> <li>General Department of Labour</li> </ul>	• Provide comments on project planning and implementation in influence areas of child labor and Occupational Health and Safety (OHS)	M	L	L

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
	<b>Ministry of Health (MoH)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals and design in influence areas of Health Protection and Hospital Service (Commune Health Centre), HIV/AIDS prevention.</li> </ul>	H	L	M
	<b>Ministry of Women’s Affairs (MoWA)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals and design in influence areas of gender and health, Women and Child Violence Prevention and GBV.</li> </ul>	M	L	L
	<b>Ministry of Land Management Urban Planning and Construction (MLMUPC)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals and design in influence areas of land management and urban planning</li> </ul>	M	L	M
	<ul style="list-style-type: none"> <li>General Department of Land Management and Urban Planning</li> </ul>				
	<b>Ministry of Planning (MoP)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals and design in influence areas of demography and development</li> </ul>	M	L	L
	<ul style="list-style-type: none"> <li>General Secretariat for Population and Development</li> </ul>				
	<b>Ministry of Social Affairs Veterans and Youth Rehabilitation (MoSVY)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals and design in influence areas of social welfare and vulnerable/ disadvantaged groups</li> </ul>	M	L	L
	<ul style="list-style-type: none"> <li>General Department of Technical Affairs</li> </ul>				
<b>Ministry of Tourism (MoT)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals and design in influence areas of manage and maintain natural resorts, man-made resorts, tourist centers, and tourist development</li> </ul>	H	L	M	
<i>Sub-national authorities (provincial, district, commune)</i>					
<b>Provincial Resettlement Sub-Committee (PRSC) and Working Groups of Pursat, Kampong Chhnang, Kampong Speu, and Kendal.</b>	<ul style="list-style-type: none"> <li>Provide comments on project planning and implementing in influence areas of Land Acquisition and Involuntary Resettlement</li> </ul>	H	L	H	
<b>Provincial Halls of Pursat, Kampong Chhnang, Kampong Speu, and Kendal.</b>	<ul style="list-style-type: none"> <li>Provide comments on project planning and implementing in influence areas of gender equity, and women’s and children’s issues.</li> </ul>	H	L	M	
<ul style="list-style-type: none"> <li>Women’s and Children’s Affairs Committee</li> </ul>					

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences	
			High/ Medium / Low			
	<b>Provincial Halls of Pursat, Kampong Chhnang, Kampong Speu, and Kendal.</b>  <b>Provincial Unit of Inter-sector</b> <ul style="list-style-type: none"> <li>Provincial Office of Construction Management and Development; and</li> <li>Provincial Office of Legislation and Public Safeguard.</li> </ul>	<ul style="list-style-type: none"> <li>Provide comments on project proposals and design in influence areas of collaboration in principles identification of provincial water supply, irrigation infrastructure development, maintenance, rehabilitation, resettlement and public safety.</li> </ul>	H	L	M	
	<b>Provincial Departments (PDs) in Pursat, Kampong Chhnang, Kampong Speu, and Kendal.</b> PDWRAM; PDAFF; PDRD; PDPWT; PDEF; PDH; PDEYS; PDE; PDCFA; PDCR; PDLVT; PDH; PDWA; PDLMUPC; PDP; PDSVY; PDT; EDC; and PDPTC.	<ul style="list-style-type: none"> <li>Provide comments on project proposals, design, planning and implementing in related influence areas by sector of each PD.</li> </ul>	H	L	M	
	<b>District Administration</b> (in subproject areas) <ul style="list-style-type: none"> <li>District office of Land Management, Urban Planning, Construction &amp; Land;</li> <li>District office of Legislation and Local Conflict Mediation; and</li> <li>Ombudsman Office</li> </ul>	<ul style="list-style-type: none"> <li>Provide comments on project planning and implementing in related influence areas of local land management, urban planning; agriculture, national resource and environment; and local conflict mediation and GRM.</li> </ul>	H	L	H	
	<b>Commune/Sangkat Administration</b> (along the target roads)  Commune/Sangkat (C/S) Committee for Women and Children (CCWC)	<ul style="list-style-type: none"> <li>Provide comments on project planning and implementing in related influence areas of its roles of serving local affairs, and performant duties of Manage necessary public services that these services work well, protect and preserve the environment and natural resources, and role of conciliating disputes between citizens. CCWC's role and responsibilities in SEA/SH/GBV/GBV prevention, mitigation and intervention collaboration.</li> </ul>	H	M	H	
	<b>PRIVATE SECTOR</b>					
	<b>Civil construction companies, including primary suppliers</b> (to be identified during project implementation)	<ul style="list-style-type: none"> <li>Participate in project planning and implementing Inclusion of environmental and social requirements</li> </ul>	H	L	H	
	<b>Tourism Operators</b>	<ul style="list-style-type: none"> <li>Participate in project planning and implementing</li> <li>Consider focus group meetings in addition to interviews</li> </ul>	H	L	L	

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
		during data collection for socio-economic survey			
	<b>Cambodia Chamber of Commerce, and targeted provincial Chambers of Commerce</b>	<ul style="list-style-type: none"> <li>Participate in project planning and implementing in area of local community investment.</li> </ul>	H	L	L
<b>CIVIL SOCIETY / NON—GOVERNMENTAL</b>					
	<b>NGO Forum</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals, design, planning and implementing in areas of Environment, Development, Human Right, Indigenous People and Land Tenure.</li> </ul>	M	L	M
	<b>ADHOC provincial offices</b> SEA/SH/GBV/GBV service providers	<ul style="list-style-type: none"> <li>Provide comments on project planning and implementing in influence areas of human rights violation, human trafficking abuse, land disputes and SEA/SH/GBV/GBV.</li> </ul>	M	L	M
	<b>Cambodia Indigenous People Organization (CIPO)</b>	<ul style="list-style-type: none"> <li>Provide comments, suggestions on project and subproject proposals, design, planning and implementation that may affect livelihood/ economic activities of IP communities.</li> </ul>	H	L	M
	<b>World Wildlife Fund</b>	<ul style="list-style-type: none"> <li>Provide comments, suggestions on project activities that may affect biodiversity, including animals that are endangered and/or threatened at site-specific.</li> </ul>	H	L	M
	<b>Farmer Water User Community (FWUC)</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals, design, planning and implementing in areas of own, operate and maintain the irrigation system and infrastructures for cultivate land.</li> </ul>	H	L	H
	<b>Media: Fresh News, TVK, BTV</b>	<ul style="list-style-type: none"> <li>Understand the rehabilitation/upgrading of existing weirs, reservoirs, barrages, earthen embankments, irrigation channels, water distribution system, etc. and make investment</li> </ul>	M	L	M

## 4. STAKEHOLDER ENGAGEMENT PROGRAM

### 4.1 Purpose and Timing of Stakeholder Engagement Program

The main purpose of the stakeholder engagement program is to ensure that relevant project stakeholders are engaged by the project and participate fully in consultations during project design and implementation, particularly during stages stakeholders' feedback on project's proposed potential risks and impacts, including mitigation measures, are critical to informing project's intervention strategy. The project will consult various project stakeholders at different stages of project cycles, particularly during initial design of irrigation canals and roads before and during construction. Target groups who potentially benefit from new farming technology and value chains will also be consulted to understand the pros and cons in their current farming practices, potential constraints to adopting new technologies, participating in value chain and market access. While both affected and interested stakeholders are invited to consultations, emphasis would be on people who are potentially adversely affected as a result of project activities, particularly vulnerable groups (including IPs). The SEP should be read in conjunction with project's ESCMF, IPPF, LARPF, site-specific ESCMP, RPs, IPPs).

### 4.2 Proposed Strategy for Information Disclosure

Disclosure of project information refers to the activities that aim to make project's key information timely accessible to identified project stakeholders in a form that is understandable to them, such as appropriate language, format, and presentation. Under CAISAR, project's information will be disclosed during project preparation and project implementation on MOWRAM's website.

### 4.3 Proposed Consultation Strategy

Given the vulnerable and disadvantaged groups identified in Section 3.3 (above), table below will propose and implement differentiated measures so that adverse impacts do not fall disproportionately on the disadvantaged or vulnerable, and they are not disadvantaged in sharing any development benefits and opportunities resulting from the project.

### 4.4 Proposed Strategy to Incorporate the View of Disadvantaged Groups

Feedback of affected people, particularly of vulnerable individuals and groups is key to designing mitigation measures and avoiding or minimizing the disproportionate project impact on them. Under this project, individuals and households from vulnerable groups are generally poor. They include also indigenous peoples who may be very small in population. Some may still practice swidden agriculture and are distinctive in their customs and habits. Some may lead precarious life and do not have or have very limited connection with the mainstream groups through small-scale agricultural trading. Because of these reasons, vulnerable individuals and households may have limited access to day-to-day support outside their family, or social network, support their living. Notifying vulnerable groups, particularly the IP group, of project consultation events may face certain difficulties because they are not always home and have phone access. MOWRAM will reach out and ensure they can participate in project consultation – whether they are adversely affected or not.

To ensure the opinion of vulnerable groups could be incorporated into project design and implementation, it is important that the process of consultation with them (including appropriate use of consultation methods) be considered and prepared thoroughly. This process includes a) notification, b) organization of consultation, and c) incorporation of feedback into project design and implementation.

- **NOTIFICATION**

Identified vulnerable individuals and households should be visited at their home to deliver invitation to attend consultation sessions. Home visits help consultation organizing unit understand the living conditions and means of livelihoods of the affected vulnerable and as such can assess the likelihood of their participation in planned consultation meeting. In cases household members are not at home at the time of home visit, effort should be made to visit them again at another time or visit in the evening.

Where face-to-face contact to notify the vulnerable people of consultation meeting is not feasible due to COVID-19 restriction, invitation for consultation may be dropped in front of their house, or at place that is easily found. In village where community radio is available, radio can be used to broadcast invitation message at time when the target group may listen to them. Radio announcement should be repeated a number of times to reach as many people as possible. An alternative way could be the use of a communication vehicle (a car or a motorbike) to approach vulnerable people and play the recorded consultation invitation. It is important that the notification be made well in advance of planned consultation meeting to provide people sufficient time to prepare, particularly for those who are busy during cropping season, and/or fulltime caregivers.

- **ORGANIZATION OF CONSULTATION**

For general feedback on a subproject, public hearings or community meetings can be used. However, for issues that are specific to certain groups of stakeholders, such as those that are vulnerable or disadvantaged, focus group discussion should be used. When focus group discussion is planned, individuals with homogenous characteristics should be invited to one group. For example, people from the same IP group should be invited together. People affected by the same type of impact, such as physical relocation, or temporary business disruption, should be invited to one group to be able to collect their in-depth feedback. Similarly, female people who are expected to share gender-sensitive opinion such as family's labor division, domestic violence, should be invited to separate group. Female facilitators should be arranged to moderate discussions for female groups. Where possible, consultation should be organized for people of same socioeconomic status. Consultation with people with disability should be organized at their home for their convenience.

Health and safety measures must be in place and taken by consultation organizing unit to avoid/reduce the risks of COVID-19 transmission, especially when face-to-face consultation is carried out, regardless of number of participants. Free sanitizers and medical masks should be arranged beforehand at the consultation venue in case participants need them. Spacing should also be exercised as recommended by local government at the time of consultation. Instructions by local government on COVID-19 prevention measures should be strictly followed when face-to-face consultations are carried out.

- **INCORPORATION OF FEEDBACKS**

The feedback of vulnerable peoples on project's risks and impacts, mitigation measures, and grievance redress, etc. are important during project design. While the quality of feedback is affected mostly by the first two steps (notification and organization of consultation), diligent consideration of collected feedback and consistent incorporation of these feedbacks into project design and implementation is of utmost importance to ensure identified risks and impacts could be avoided or reduced. Feedback should be incorporated carefully and consistently across relevant documents, such as site-specific ESMP, IPP, and RP (if relevant) – in a manner that draws the attention of implementing stakeholder who are in charge, and dedicated implementation.



	Key characteristics	Disadvantaged	Geographical areas (Subproject level)	E&S risks and impacts from project activities	Key Consultation techniques
<b>Non-Poor</b>	<ul style="list-style-type: none"> <li>▪ Khmer or ethnic group</li> <li>▪ Stable income generation activities</li> <li>▪ Access to assets (lands)</li> </ul>	<ul style="list-style-type: none"> <li>▪ May fall down to vulnerable group in the event of a shock (economic, natural disaster...)</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Area of influence</b> (with frequent project impact)</li> <li>▪ <b>Beyond Area of Influence</b> (with occasional project benefit)</li> <li>▪ May include both upstream and downstream</li> </ul>	<p><b>Impacts</b></p> <ul style="list-style-type: none"> <li>▪ Loss of Land</li> <li>▪ Loss of assets on land</li> <li>▪ Economic displacement</li> <li>▪ Restricted access to land</li> <li>▪ Restricted/ loss of access to water resources</li> </ul> <p><b>Risks</b></p> <ul style="list-style-type: none"> <li>▪ Risk of SEA/SH/GBV/GBV</li> <li>▪ Risk of exclusion, particularly for vulnerable and poor with certain disadvantages</li> <li>▪ Risk of traffic safety</li> <li>▪ Risk of community health safety</li> <li>▪ Risk of discrimination</li> <li>▪ Risk of UXO</li> </ul>	Public meeting, FGD, Household meeting, Key informant interview
<b>Vulnerable</b> (Probability of a household falling below poverty in the future)	<ul style="list-style-type: none"> <li>▪ Ethnic peoples</li> </ul>	<ul style="list-style-type: none"> <li>▪ Landless, or have limited production land</li> <li>▪ Limited/no main labor at home (e.g., seasonal migrant worker(s);</li> <li>▪ With one family member chronically ill, or live with disability and needs daily care</li> <li>▪ Elderlies who live on their own</li> <li>▪ Very young couple with more than two children, e.g., early marriage</li> <li>▪ Live in especially difficult circumstances</li> <li>▪ No access to project information (benefits, risks, impacts, redress procedure, etc.).</li> </ul>			Public meeting, FGD, Household meeting
	<ul style="list-style-type: none"> <li>▪ Female-headed household with dependents</li> </ul>				Household meeting, FGD
	<ul style="list-style-type: none"> <li>▪ Elderly people who live on their own without or with limited support from their family member</li> <li>▪ People with disability</li> </ul>				Household meeting
	<ul style="list-style-type: none"> <li>▪ Households that don't meet the above criteria but are confirmed by community as poor household that need project's support</li> </ul>				Household meeting
<b>Poor</b>	<ul style="list-style-type: none"> <li>▪ Households/individuals living below poverty line KHR10,951 per person per day based on 2019 prices)</li> </ul>		FGD, Household meeting		
<b>Extremely Poor</b>	<ul style="list-style-type: none"> <li>▪ Combination of various above characteristics</li> <li>▪ Live at subsistence level</li> </ul>	FGD, Public meeting			
			Household meeting		

## 5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

### 5.1 Resources

The PMU will oversee overall implementation of stakeholder engagement activities – both project and subproject levels, throughout project life. PMU will engage consultants – at both levels, and ensure consultants directly involved in the design of each subproject carry out consultation with subproject stakeholders timely and appropriately and using the stakeholder engagement approach set forth in this document.

The table below provides contact information of key environmental and social PMU members that can be reached to provide comments, feedback, or raise questions about the project. In case there is change to the following personnel, this SEP will be updated to reflect new staff arrangements and will be disclosed through the same channel to keep project stakeholders informed. Changes will also be updated accordingly in material distributed for consultation.

**Table 2 – PMU’s Environmental and Social Members and Contact Information**

Contact information	PMU Manager	PMU Social Officer	PMU Environmental Officer	GRM Focal Point
Name	Mr. Imsoursdey			
Postal address				
Email	suasdeyim@yahoo.com			
Phone number	Tel. 012 851 630			

Adequate budget for stakeholder engagement activities will be allocated from the overall project cost, which will include cost for organizing meetings, workshops, trainings, hiring of staff, field visits to subproject locations, translation and printing of relevant materials, billboards, and operating project GRM (See also Chapter 8 – Costs and Budget). The cost for implementation and monitoring of environmental and social mitigation measures at construction sites will be integrated into the construction overhead and will be borne by the contractors.

### 5.2 Management Functions and Responsibilities

Institutional arrangements for implementation will follow the Government’s institutional structure. Under this project, as the Implementing Agencies (IA), the Ministry of Water Resources and Meteorology (MOWRAM) will establish a Project Management Unit with a Project Director, a Project Manager, and Social and Environment Officers (SEOs).

MOWRAM's Project Director, Project Manager, and Environment and Social Officers will be directly responsible for leading the implementation of the SEP by provincial PMU such as PDWRAM during project implementation. Consultant will be engaged to MOWRAM will oversee the SEP implementation of the PMU. The project's contractors or consultants will be responsible for implementing certain part of the SEP under the supervision of PMU's SEOs. Under the guidance of the PD/PM, the SEOs will be responsible for:

- Leading, or supervising organization of consultations as described in SEP;
- Leading, or supervising the disclosure of information as per SEP;
- Establishing, maintaining, regularly updating the Project Grievance Logbook;
- Reviewing monthly monitoring reports provided by project contractors and consultants;
- Reporting regularly to the Project Director.

Stakeholder engagement activities set out in this SEP will be evaluated periodically by PMU in line with specific stakeholder engagement activities described in respective ESMP, RPs, IPP, and other relevant project documents. Project stakeholders such as affected and interested people will be encouraged to take part in monitoring project activities at subproject level.

The SEO has been supported and trained by the national consultants during the project preparation phase. During project preparation, the SEOs will be further trained to be able to perform their assigned tasks appropriately.

## **6. GRIEVANCE REDRESS MECHANISM**

### **6.1 Objectives of the Project GRMs**

The objective of the GRM is to provide affected persons with redress procedures that can be conveniently used to raise a project related concern or grievance. The GRM guides how a complaint can be lodged, including forms and channels through which a complaint can be submitted. To facilitate the grievance resolution process, grievances received will be acknowledged in writing and solved within a specified timeframe. During the resolution process, where necessary, dialogue will be held with aggrieved person for mutual understanding and effective resolution. Once a complaint is resolved, the aggrieved person will be notified of the resolution results.

The GRM has sequential steps that aggrieved person can use. If the aggrieved person is not satisfactory with the grievance resolution result, or if their complaint is not resolved within the timeframe specified for a particular step, aggrieved person can move on to the next step which is higher in resolution hierarchy. The project has an appeal process where complainant can resort if they are not satisfied with a resolution decision at a particular step, or their complaints are not resolved within a specified timeframe.

### **6.2 Summary of national legislation related to grievance and complaint**

The RGC has various laws and sub-decrees that have been in place to guide the implementation of the complaint resolution process. These documents specify the right of the complainants as well as the responsibilities of concerned governmental agencies as to complaint resolution. Relevant legal documents include:

- Law on Expropriation (dated 26 February 2010);

- Labor Law (dated 13 March 1997, amended on 20 July 2007 and 26 June 2018);
- Law on Prevention of Domestic Violence and Protection of Victims (dated 24 October 2005);
- Sub-decree No. 22 ANK/BK (2018) on Standard Operating Procedures for Land Acquisition and Involuntary Resettlement for Externally Financed Projects in Cambodia. Guidelines for Grievance Redress Mechanism (Appendix 8);
- Law on Administrative Management of Capital, Provinces, Municipalities, Districts and Khans (dated 22 May 2008) – Section 6 on Solution of Local Conflicts;
- Sub-decree No. 22 (25 March 2002) on Decentralization of Roles, Functions, and Power to Commune Councils (Article 61: duty to promote the role of conciliating disputes between citizens);
- Sub decree No 47 ANK.BK (31 May 2002) on Organization and Functioning of the Cadastral Commission (Chapter 4 – District/Khan Level Conciliation).

## 6.3 Principles of the Project GRMs

Under CAISAR, the following principles will be applied:

- **Channels.** Different channels are established to enable affected person to submit their grievances, including submission to village committee, as well as district and provincial levels.
- **Forms.** Grievances can be submitted in writing and verbally, and either directly by the affected households, or by a person delegated by the complainant.
- **Complainant can delegate a representative who acts on their behalf.** A person lodging a grievance can ask assistance from their family or from individual to act as their representative.
- **Disclosure.** GRM procedures are disclosed in public domain (e.g., websites of PMU, public notice board at village hall, and in front of substation).
- **Documentation.** A grievance logbook will be maintained at substation (subproject level) and at PMU level (through PMU GRM focal point).
- **Transparency.** Grievance procedures include steps, time frame for grievance resolution for each step, notification to affected person, how decision is made.
- **Acknowledgement.** The unit in charge of complaint resolution will notify complainant upon complaint receipt and will initiate the complaint resolution process.
- **Appeal.** If the agency in charge does not resolve a grievance in a manner that is satisfactory to the affected person, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court.
- **Monitoring.** All grievances received are recorded by PMU and relevant substations, and are processed/resolved in a given timeframe, and are monitored by PMU GRM focal point.
- **Time-limit.** Time-limit is specified for each step in the grievance resolution process.
- **Complainants bear no costs.** Complaint resolution is free of charge to aggrieved person. However, if the complaints bring their case to court, they will bear the costs associated with their lawsuit.
- **Any grievance concerning urgent health and safety issues** shall be resolved immediately.

## 6.4 Project's Redress Procedures

The project has in place complaint handling procedures for three types of potential grievances, including grievances related to 1) land acquisition, 2) labor and working conditions, and 3) sexual exploitation and abuse and sexual harassment (SEA/SH/GBV/GBV), and 3) general complaints. These procedures are established based on the above GRM principles and are in accordance with pertinent national legislation. The GRM for complaints related to land acquisition is provided in the project's Resettlement and Policy Framework (LARPF) and that for IPs is provided in the project's IPPF. Summary for the above four procedures is provided below:

### 6.4.1 Redress Procedure for Complaints related to Land Acquisition

Under this project, to facilitate the grievance redress, the informal and formal steps are combined for convenient use of affected people, as follows:

- **Step 1 – Commune/Sangkat level.** APs will seek assistance from commune/Sangkat chief or community elderlies who will discuss with the leader of the PRSC-WG to find a solution. Verbal

grievance can be provided to the commune/Sangkat chief or community elderlies. So, no written complaint is required. It is noted that even if the complaint is made verbally, the complaint will be registered in project's logbook, including resolution process and result for such verbal grievance for monitoring purpose. Upon receipt of the verbal complaint, the PRSC-WG will consult with the IRC-WG to ensure the complaint is addressed timely. If the grievance is not resolved to the satisfaction of the AP, or if the AP prefers, s/he may lodge their complaint through the formal route which includes the steps below.

- **Step 2 – District level.** AH can lodge a written complaint to the Head of the District Office (where the subproject is located). The AH can bring a community elderly or their representative to discuss their grievance at the District Office. A conciliation meeting shall be held and a decision be made within 15 working days from the date of complaint is received by the District Office. If the complaint is resolved to the satisfaction of the AH, the IRC-WG will inform GDR's Department of Internal Monitoring and Data Management (DIMDM) who will review and seek the approval of the Director General of GDR for appropriate remedial action. GDR will inform the AF of the decision/ remedial action within 15 working days from the receipt of the grievance by the District Office. If the complaint is rejected at this step, District Office will inform the AH of the rejection in writing. If the complainant is not satisfied with the decision/resolution result, s/he can proceed to step 3 (below).
- **Step 3 – GDR level.** The complainant who is not satisfied with proposed resolution from Step 2 shall lodge a written complaint to the GDR for resolution. The GDR, through its DIMDM, will carry out a holistic review of the complaint and submit a report on its findings with the relevant recommendations, if any, to the Director General of GDR for review and decision. GDR may conduct a field visit to meet the complainant and the IRC-WG to gather relevant information. The final report must be completed within 30 working days from the date of receipt of the complaint by GDR for submission to the Director General of GDR who will make a final decision within 5 working days of receipt of the final report. In the event that the subject matter requires a policy level intervention, it will be referred to the IRC for a decision which may require that an additional 10 working days be extended from the original deadline for final decision.
- **Step 4 – Provincial level.** AH will submit a written complaint to the PGRC through the Provincial Governor's Office. The complainant or a representative will be given an opportunity to present its case during a meeting and the PGRC may consider any compelling and special circumstances of the AH to inform their decision. The GDR will send a representative, as a non-voting member, to provide an explanation to the rejection of the complaint at Step 3 with the GDR. The decision of the PGRC must be made on a consensus basis and will be final and binding except when the matter relates to government's policy. Decisions related to government's policy matters on land acquisition and resettlement are decided by the IRC. The PGRC will have 40 working days from the date of receipt of the complaint to reach a final decision. The decision of the PGRC will be sent to the IRC (through the GDR) for endorsement before any remedial action is taken. There are no fees or charges levied on the AH for their lodgment of complaint and for complaint resolution for the above 4 steps.
- **Step 5 – Court of Law.** If the aggrieved person prefers filing a lawsuit at the Provincial/Municipal Courts, as applicable, to seek a resolution, AP can do so but will bear cost related to the lawsuit as per the Expropriation Law. When the case is brought to a Court of Law, there is no involvement of the GDR, PRSC or IRC-WG unless there is a judicial order from the competent courts.

#### *6.4.2 Redress Procedure for Complaints related to Labor and Working Conditions*

Project workers can lodge their grievance/complaint as follows:

- **Step 1 – Employer Level (Contractor and Subcontractor).** Aggrieved person (AP) can submit their grievance to their Employer who serves as the first focal point for receiving and resolving grievance. Grievance can be lodged verbally or in writing, in person or by phone, text message, mail or email (anonymous complaint is accepted). The Employer involved will resolve the case no later than 15 working days. Once resolved and the AP is satisfactory, the Employer will report the case, including resolution process and results, to the SEO of the MOWRAM for information and record. If the AP is not satisfied with the resolution of their Employer, the Employer will refer the AP to the SEO of MOWRAM, if needed and inform the AP of this referral. It is noted that if a complaint concerns the safety and health of one or several individuals, such complaint shall be resolved as soon as possible – depending on the nature and urgency of the grievance.
- **Step 2 – PMU level.** MOWRAM SEO will resolve the complaint referred to by the Employer (Step 1) and acknowledge receipt of the AP’s complaints within two weeks from the date of complaint receipt. If the SEO of MOWRAM cannot resolve the complaint, the SEO Team will consult with the Project Manager/Director for resolution. The SEO of the MOWRAM will inform the AP (in writing) of the PMU’s resolution result within 30 days from the date of complaint receipt. If the AP is not satisfied with the resolution result proposed by PMU, PMU will refer the case to the Project Steering Committee of the project and shall inform the AP (in writing) of this referral.
- **Step 3 – Project Steering Committee level.** At this level, the case will be resolved no later than 21 days. The AP will be informed of the resolution decision in writing. In case the grievance has not been solved within the specified timeframe, or the AP does not agree with the proposed resolution, the AP can approach the Labor Inspector of his/her province or municipality.
- **Step 4 – Court of Law.** If the AP is not satisfied with the resolution proposed above, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court. If the grievance could not be resolved satisfactorily by the multistakeholder committee, the affected person may resort to the court of law. The cost associated with the lawsuit shall be borne by the AP. The decision of the Court will be final.

#### *6.4.3 Redress Procedure for Complaints related to SEA/SH/GBV*

Under the project, the GRM for SEA/SH/GBV mainly serves to: (i) refer complainants to a local GBV service provider; and (ii) record resolution of the complaint. In line with the above, the following principles apply so as to recognize SEA/SH/GBV victim as principal decision makers in their own care, and treat them with agency, dignity and respect for their needs and wishes:

- **Multiple channels** are in place for easy access and lodge complaints.
- **SEA/SH/GBV survivors will be referred to a local GBV service provider** for immediate support if they make a complaint directly to PMU.
- **Confidentiality of survivors is protected.** GM operator (at PMU and local GBV service providers) will keep confidential for SEA/SH/GBV allegation report.
- **No identifiable information on the survivor shall be collected and stored** in Project Grievance Logbook.
- **Costs of operating the SEA/SH/GBV GRM will be covered by the project.**

**It is noted that under this project, GBV service provider will be engaged** for subprojects that are rated “High” or “Substantial” for SEA/SH/GBV risks – based on SEA/SH/GBV risk assessment as part of site-specific ESMP.

The following channels can be used to submit a grievance related to SEA/SH/GBV:

+ **Channel 1** – AP who believe the SEA/SH/GBV incidence is related to project workers can follow steps outlined in Section 6.4.2 (above) to lodge a SEA/SH/GBV complaint.

+ **Channel 2** – Alternatively, AP can lodge their complaint, verbally or in writing, to the GRM’s Focal Point within the SEO of MOWRAM for advice and resolution (contact of GRM Focal Point is provided in Section 5.1 (Resources)).

+ **Channel 3** – If AP wants to bring the case to the Court of Law, AP can follow steps below for prosecution. Prosecution related to SEA/SH/GBV is administered under the Criminal Code and the Code of Criminal Procedure and is as follows:

- **Step 1 – Judicial Police.** SEA/SH/GBV victim or a representative can submit their grievance to a local Judicial Police (JP) Officer. JPs include a) Commune/ Sangkat Chief, b) Commune/ Sangkat/ District/ Provincial/ National Police, and c) District/ Provincial/ National Military Police. The JP is responsible for receiving, recording complaints, and may conduct preliminary investigations to identify and arrest the perpetrator. The JP will also collect evidence to support the prosecutors. If the SEA/SH/GBV happens at home and/or falls under the domain of domestic violence (as per Law on the Prevention of Domestic Violence and Protection of Victims), the SEA/SH/GBV survivor may seek support from a local qualified Judiciary Police Officer (appointed by the Ministry of Women’s Affairs) who can act as a complaining party on behalf of the SEA/SH/GBV survivor<sup>6</sup>.
- **Step 2 – Prosecutor.** Upon receiving the completed written record from the JP, the prosecutor can decide on if the prosecutor will hold a file without processing it further or conduct proceedings against the perpetrator. The prosecutor may bring the case to the Court of Law and present the evidence in Court hearings.
- **Step 3 – Investigation by Judge.** During this step, the investigating Judge will conduct interrogation of the charged person and perform other required investigation procedure.
- **Step 4 – Hearing.** After issuing an order of indictment, the investigating Judge will submit the case to the trial court president who shall arrange a date for the trial. The decision of the Court on SEA/SH/GBV resolution is final.

#### *6.4.4 Redress Procedure for General Complaints*

In case individuals, households, or communities are affected by any other aspects, for instance, environmental impacts such as increased dust, noise, or lack of safety measures that increase risks of traffic accident to road users or to local IP, various channels will be established for convenient use by affected parties, including IPs. These include:

- **PMU GRM focal point’s telephone** (See Section 5.1 – Resources).

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<sup>6</sup> In 2007, Inter-Ministerial Prakas No. 64 was issued by the Ministry of Women's Affairs (MoWA) and the Ministry of Justice (MoJ) appointing MoWA officials who have legal qualifications to be officials of the MoWA Judicial Police. The roles and authority of the JPO under MoWA is defined in the MoWA’s Prakas No. 072 KKN/BS (2007) and is as follows: (1) act as a plaintiff representing the victim (2) prepare reports and records (3) monitor and follow up on relevant investigations (4) follow up on Court’s procedures (decisions and convictions). In addition, Prakas of the Ministry of the Interior (No. 3840, 2020) on Establishment and Functioning of the Commune/ Sangkat Committee for Women and Children, has defined the roles and responsibilities of these Committees in prevention, mitigation and collaboration with juridical agencies to prevent, resolve cases related to domestic violence, sexual abuses, sexual harassment, human trafficking (such as exportations of women and children in commune/ sangkat for sexual exploitation).



- **Local IP leaders** (in case affected individual/households are IP)
- **Contractor's hotline:** to report cases that they think contractors can solve timely (contact detail of Contractos will be posted at construction sites, and distributed to IPs (through Subproject Information Booklet) during consultation, and post at public billboard of Commune/Sangkat offices, pagodas, etc.
- **Commune/Sangkat offices**

## 6.5 Registration of Project Grievance

The SEO, Project Managers within MOWRAM is responsible to establishing and maintaining the project grievance logbook (PGL). The PGL will be established by the SEO to record all concerns/ grievance that are submitted by project stakeholders during project implementation. In case there is serious complaint, AIB and IFAD should be notified of these complaints within 24 hours of complaint receipt (See Annex 3 for Guidance for establishing and maintaining Project Grievance Logbook).

## 7. MONITORING AND REPORTING

### 7.1 Monitoring

The objective of internal monitoring of SEP implementation is to ensure activities set out in SEP are carried out timely and appropriately. Under the overall guidance of the Project Director and Manager, the ESOs of MOWRAM are responsible for monitoring activities described in this SEP. During project implementation, the SEOs will prepare monthly internal monitoring reports for SEP activities, including activities to be carried out under IPP. Activities undertaken under RPs will be monitored by the GDR as described in the project's LARPF.

Internal monitoring by MOWRAM will focus on:

- Level of understanding of the project and project objectives, including in relation to labor and community health and safety;
- Levels of impacts within expected parameters (more/less);
- Community feedback incorporated into project design and planning;
- Adequacy and success of implementation of mitigation measures;
- Main grievances and efficacy of GRM;
- Overall community satisfaction;
- The process for voluntary land donations;
- Ease of approaching contractors and/or the SEOs, including timely acknowledgement and resolution of questions and/or complaints;
- Type of information disclosed;
- Methods used for stakeholder engagement;
- Minutes of consultation meetings;
- Number of staff working on Stakeholder Engagement, and
- Plans for the next month and long-term plans.

## 7.2 Monitoring of Project Stakeholders

During project implementation, communities who will benefit from the project and people who are potentially affected adversely by the project will be encouraged to join in participatory monitoring of activities which potentially affect them. These activities may include construction/rehabilitation of civil works at subproject level that may cause temporary environmental risks and impact, as well as impacts related to land acquisition, potential risks related to the influx of labor, road safety, community health and safety.

## 7.3 Reporting Back to Stakeholders

MOWRAM's SEOs will ensure feedback from affected and interested parties, including grievances submitted by affected persons will be processed/resolved adequately and reported timely to affected parties. The method of reporting back to stakeholders will depend on the stakeholder itself. There are essentially two main methods:

- For National-level stakeholders, an email and/or official letter will be sent after workshops on how comments/suggestions were considered;
- For local stakeholders, follow-up meetings/consultations will be conducted to let stakeholders know on how comments/suggestions were taken into account;

For Indigenous Peoples, ongoing consultations will be conducted in line with this SEP and IPPF will ensure that IP's view/concerns/suggestions are incorporated into project implementation and are informed of how project responds to their feedback.

## 8. COSTS AND BUDGET

During project preparation, costs incurred for stakeholder consultation meetings and surveys is covered by MoWRAM's own fund. During project implementation, costs to be spent for consultation with project stakeholders, e.g. for the purpose of preparing IPP and other project development activities will be covered by the project's financing and be mainstreamed through consultation exercises planned and carried out for respective project activities under Component 1,2 and 3.

Costs for consultation with affected people that are associated with land acquisition, and physical resettlement, if any, will not be covered by project's financing, and will be funded by the RGC– through the General Department of Resettlement.

## ANNEXES

### Annex 1 – Guidance for Establishing Project Grievance Logbook

A Project Grievance Logbook (PGL) should be established by the MOWRAM’ SEO as soon as the project becomes effective. The PGL summarizes concerns/complaints received as a list, along with key statistics on the number of complaints, time spent for each complaint from receipt to final resolution. Each case should be assigned a unique number. A good practice is to assign the case by the date of receipt, such 2022-01, 2022-02 etc.). Supporting documents associated with each case should be documented electronically or in hard copy for convenient retrieval when needed. These supporting documents may include a letter, email, record of conversation, etc.

The sample table below can be used. The table should include:

- Name and contact details of aggrieved persons;
- Details of the nature of the grievance;
- Date received,
- How it was submitted, acknowledged, resolved, and closed down.

Grievances can be submitted anonymously or the aggrieved person can also request their name be kept confidential.

Project Grievance Logbook (PGL)								
Name of Complainant (or anonymous)	Sex (M/F)	Contact info	Date Received	Details of the nature of the grievance (Environmental impacts, social impacts, labor, health, etc.)	To whom was grievance submitted	Actions to resolve grievance	Date grievance was settled (And what stage)	How was the response provided?

## Annex 2 – Facilitator’s Guide for Conducting Meaningful Consultation with Ethnic Groups

### 3. Introduction

This guide provides a brief introduction and first-hand guidance to individuals who are tasked to directly facilitate a meeting with ethnic group or are involved in a team whose task is to moderate a meeting with an individual or a group of people who are from ethnic groups. By ethnic group, it refers to those who have a spoken language other than Khmer language.

### 4. Objective

This guide is grounded on the following key objectives of AIIB’s ESS3 (Indigenous Peoples), IFAD’s Standard 4 (Indigenous Peoples) and GCF (PS7) to ensure the project is designed and implemented in a way that fosters full respect for Indigenous Peoples’ identity, dignity, human rights, economies and cultures, as defined by the Indigenous Peoples themselves, so that IPs: (a) receive culturally appropriate social and economic benefits; (b) do not suffer adverse impacts as a result of Projects; and (c) can participate actively in Projects that affect them.

### 5. Steps to Engaging a Meaningful Consultation with Ethnic Groups

- **Step 1 – Get to know about EG**
  - Study about EG to be consulted with
  - Meet with local village chief, EG opinion leaders to learn about local practices, taboos
  - Conduct field observation/ exchange with experienced colleagues
  - As part of consultation with the EG, identify disadvantaged individuals/groups in EG community.
- **Step 2 – Prepare before fielding for consultation**
  - Prepare IEC materials (booklet, manuals, guidance note...)
  - Prepare meeting outline, key topics, and agenda for consultation, question guide, meeting template
  - Share meeting agenda and key information with EG peoples with whom the meeting will be conducted (“prior, and “informed”)<sup>7</sup>. Information should reach the consulted group two weeks in ahead of the scheduled meeting to allow them sufficient time to review and discuss the information among themselves
  - Make interpretation arrangement for the meeting
- **Step 3 – Meeting with target EG group/individuals**
  - Build rapport
  - Conduct consultation (based on meeting agenda in Step 2)
  - Manage and maintain a “free” conversation.
  - Take notes
  - Share/validate key consultation results with participants by the end of meeting
  - Inform participants of possible next consultation to follow up on issues raised
- **Step 4 – Review and Process Consultation Feedback**

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<sup>7</sup> “Free” refers to a consent given voluntarily and absent of coercion, intimidation, or manipulation. “Prior”: consent is sought sufficiently in advance of any authorization or commencement of activities. “Informed” refers mainly to the nature of the engagement and type of information that should be provided prior to seeking consent and also as part of the ongoing consent process.

- Peruse and process consultation feedback
- Prepare meeting minutes/ documentation
- Share meeting minutes with relevant stakeholder (e.g., management)
- **Step 5 – Incorporate consultation feedback into project design/implementation**
  - Conduct meeting with relevant stakeholder to discuss consultation feedback
  - Incorporate feedback into project design/implementation
  - Report back to consulted people on decision/progress made as to concerns, issues, expectation raised by consultation participants.

## 6. Commonly used consultation techniques

- **Focus Group Discussion:**
  - A focus group discussion (FGD) is a way to gather together people from similar backgrounds or experiences to discuss a specific topic of interest.
  - The group of participants (8-10 persons) is guided by a moderator (facilitator) who introduces topics for discussion and helps the group to participate in a lively and natural discussion amongst themselves.
  - Allow participants to agree or disagree with each other to obtain an insight into how a group thinks about an issue, about the range of opinion and ideas, and the inconsistencies and variation that exists in a particular community in terms of beliefs, experiences and practices.
- **Key Informant Interview:**
  - To get information about a pressing issue or problem in the community from a limited number of well-connected and informed community experts.
  - To understand the motivation and beliefs of community residents on a particular issue.
  - To get information from people with diverse backgrounds and opinions and be able to ask in-depth and probing questions.
  - To discuss sensitive topics, get respondents' candid discussion of the topic, or to get the depth of information you need.

- **Tips for Facilitators**

### Preparing the room

- Arrive at least half an hour early to set up the room
- Check your laptop, papers, pens

### Opening the session

- Introduce yourself, your assistant
- Introduce purpose of the focus group.
- Explain to participants that they have been invited to share their opinions and that you will guide the discussion by asking the group to reflect on specific questions.
- Tell them what time the session will conclude.

### Explain the ground rules for the focus group discussion

- These will set the tone and expectations for behavior so that everyone will feel safe and willing to participate.
- Participation in the focus group is voluntary.
- It's all right to abstain from discussing specific topics if you are not comfortable.

- All responses are welcome – are no right or wrong answers.
- Please respect the opinions of others even if you don't agree.
- Try to stay on topic; we may need to interrupt so that we can cover all the material.
- Speak as openly as you feel comfortable.
- Avoid revealing very detailed information about your personal health.
- Help protect others' privacy by not discussing details outside the group.

*Closing the session*

- End the discussion by summarizing the main points. If there is time, invite participants to reflect on the main ideas
- Ask if they have any additional thoughts to share.
- Thank the group for participating; let them know how the discussion results will be used.
- Collect and save all notes (save the file if you type in on laptop)
- Their ideas/suggestion will be used to a) design the project, b) prepare documents that help ensure avoid/minimize the adverse impact on local people while enhancing project's positive impacts.

**7. List of Do and Don't Do**

- ✓ Show respect to consulted people who are the poor, vulnerable, disadvantaged people
- ✓ Being on time,
- ✓ Speaking slowly and clearly. Repeat as necessary. Check if people understand. Explain as necessary.
- ✓ Using local ethnic spoken language if possible, or through the assistance of native interpreter
- Do not use slang
- Avoid talking about issues that should not be spoken/discussed (based on initial information gathered from Step 1)

Method	What it Used For
<b>Information Boards in Commune Offices, worker's camp and other relevant locations</b>	<ul style="list-style-type: none"> <li>• To disseminate information, announce meetings, advertise jobs</li> </ul>
<b>Project Information Booklets</b>	<ul style="list-style-type: none"> <li>• To provide clear and summarized information about the project and particular impacts and mitigation measures (such as land acquisition and environment)</li> </ul>
<b>Summaries of Environmental and Social Impact Reports</b>	<ul style="list-style-type: none"> <li>• To provide summaries of main environmental and social documents (ESMP and RPs) and how project impacts are being mitigated</li> </ul>
<b>Correspondence by phone/ email/SMS</b>	<ul style="list-style-type: none"> <li>• Distribute project information to government officials, CSOs and NGOs</li> <li>• Invite stakeholders to meetings</li> </ul>

<b>Print media and radio announcements</b>	<ul style="list-style-type: none"> <li>Disseminate project information to large audiences, announce meetings, advertise jobs</li> </ul>
<b>One-on-one interviews and/or Focus Group Discussions (FGDs)</b>	<ul style="list-style-type: none"> <li>Solicit views and opinions</li> <li>Enable stakeholders to speak freely and confidentially about ideas or concerns</li> <li>Get information regarding sensitive issues such as Gender Based Violence (GBV), labor influx, women workers, child labor, etc.</li> <li>Information gathering on, and consultation with, IP groups (if relevant)</li> <li>Social due diligence (on supply chain, IP issues, voluntary land donations, involuntary land acquisition, other)</li> <li>Project monitoring</li> </ul>
<b>Formal meetings and consultations (national/ provincial)</b>	<ul style="list-style-type: none"> <li>Present project information</li> <li>Allow stakeholders to provide their views and opinions</li> <li>Build relations with high level stakeholders and ensure initiatives of different ministries, donors and/or NGOs are well aligned</li> <li>Distribute/disclose technical or other project documents</li> </ul>
<b>Village-level meetings</b>	<ul style="list-style-type: none"> <li>Present/disclose project information to communities and other stakeholders in the project area</li> <li>Allow stakeholders to provide their views and opinions on the project, including proposed Grievance Mechanism</li> <li>Announce project initiatives/jobs (such as hiring local people, including women)</li> <li>Conduct trainings on relevant topics (such as road safety, gender)</li> <li>Discuss IP issues (if relevant), involuntary land acquisition and/or voluntary land donations</li> <li>Build relationships</li> <li>Project monitoring</li> </ul>
<b>Small group trainings</b>	<ul style="list-style-type: none"> <li>Target specific groups of people in trainings or meetings (for instance, targeting contractors to train on GBV, conducting community trainings on road safety, etc.)</li> </ul>
<b>Surveys (i.e., socioeconomic, inventory of losses, other)</b>	<ul style="list-style-type: none"> <li>Gather information from individual stakeholders that may be specifically impacted by the project, such as by loss of assets or relocation, or who are voluntarily donating land</li> <li>Gather information on a specific topic (such as IPs)</li> </ul>
<b>Website and social media</b>	<ul style="list-style-type: none"> <li>Disclose project information, project reports, timelines, project updates</li> </ul>