

Uttarakhand Disaster Preparedness and Resilience Project (P179749)

**Draft
Stakeholder Engagement Plan (SEP)**

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By

**Uttarakhand State Disaster Management Authority
Government of Uttarakhand**

1. Introduction/Project Description

The Uttarakhand Disaster Preparedness and Resilience Project (U-PREPARE) aims to enhance the climate and disaster resilience of critical public infrastructure and strengthen disaster risk management capacity in Uttarakhand

The U-PREPARE comprises the following components:

Component 1 – Enhancing Infrastructure Resilience

(a) Enhancing the resilience of road infrastructure through (i) improving the condition, safety, and climate resilience of bridges and (ii) reducing the risks of landslides at slopes.

(b) Providing disaster shelter through construction pilot multi-purpose disaster shelters in disaster prone areas along major routes with resilient, inclusive, and energy-efficient designs.

Component 2 – Improving Emergency Preparedness and Response

(a) Strengthening emergency preparedness through (i) establishing a State Emergency Operations Center (SEOC) with a Centralized Incident Command System to enhance coordination; (ii) reviewing and strengthening the State’s multi-agency institutional emergency and response frameworks and standard operating procedures; and (iii) implementing community awareness campaigns.

(b) Strengthening hydromet and early warning systems (EWS) through (i) improving the accuracy of weather, climate, and hydrological forecasts; (ii) establishing an end-to-end multi-hazard early warning system to provide timely warnings directly to the vulnerable population, using multi-channel and multi-technology dissemination systems; (iii) developing customized fit-for-purpose hydromet tools and services for key stakeholder; and (iv) training and capacity building for DRM officials at State and local levels and communities.

(c) Strengthening the State Disaster Response Force through (i) constructing SDRF outdoor search and rescue training facilities and sub-team stations; (ii) providing search and rescue and communications equipment; and (iii) providing training on equipment storage, maintenance, and repair.

Component 3 – Preventing and Managing Forest and other Fires

(a) Improving general fire management capacity through (i) strengthening the capacity of fire crews by establishing fire stations and upgrading the State Command and Control Centre; (ii) constructing a fire management training facility; (iii) procuring personal protective gear, emergency response equipment, and tools; and (iv) public awareness raising activities.

(b) Improving forest fire prevention and management capacity through strengthening of: (i) prediction, mapping, and early detection capacity via upgrading the forest fire monitoring system and leveraging information from communities and upgraded technology; (ii) prevention capacity, applying approaches to sustainably managing forest biomass to reduce forest fire risk and support livelihoods through incentive-based community participation and progress monitoring; (iii) fire suppression capacity, via equipment, infrastructure development (fire crew stations and upgrading the command center), and

capacity building of fire crews and communities; and (iv) policies, processes, planning, and forest fire coordination mechanisms with the fire department and other stakeholders.

Component 4 – Project Management Support for the implementing agencies of the Project through capacity building and carrying out the day-to-day coordination, financial management, procurement, environmental and social management, communication, monitoring and evaluation, and stakeholder engagement.

Component 5 – Contingent Emergency Response Component (CERC) Reallocation of credit proceeds from other components to provide immediate recovery and reconstruction support following an eligible crisis or emergency, as needed.

The U-PREPARE is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

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

3. Stakeholder identification and analysis

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the project is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- *Flexibility*: If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.2. Affected parties and other interested parties

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

- Titleholders, non-titleholders likely to be physically and economically displaced along the proposed bridges, all-weather approach roads and other project investments (SDRF training centres, fire stations, etc.).
- Community and residents residing near the construction sites— that may be temporarily inconvenienced by construction works.
- Community members, fire crews/watchers and volunteers (*Van Prahari, Aapda Mitra, etc.*) engaged in forest fire prevention and management.
- Direct beneficiaries include the following groups: (i) people who will have access to continuous service provision due to more climate and disaster-resilient road infrastructure, and constructed emergency shelters; (ii) people who will benefit from the State’s advanced multi-hazard early warning system and the enhanced emergency response entities; and (iii) people who will be better protected from forest and other fires thanks to the strengthened capacities of UFES and FD.

The other interested parties include—

- Line departments and officials such as Uttarakhand Landslide Mitigation and Management Centre (ULMMC), Disaster Management Department (DMD), Public Works Department (PWD), Rural Works Department (RWD), Central Water Commission (CWC), Indian Meteorological Department (IMD), State Disaster Response Force (SDRF), Uttarakhand Fire and Emergency Services (UFES), Pollution Control Board (PCB) and Forest Department, among others.
- Local bodies, Gram Panchayat, Pradhan, Block Development Officers, and other elected representatives.
- Community organisations such as Van Panchayat and Village Forest Protection Committee.
- NGOs at the local and state levels.
- Contractors and sub-contractors
- Private sector
- Media groups and academia
- Public at large

3.3. Disadvantaged/vulnerable individuals or groups

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

Communities affected by construction activities: Small and marginal landowners, women headed households (WHH), trans-nomads, below poverty line (BPL), scheduled caste (SC), scheduled tribe (ST), and other backward communities (OBC).

Access to information and participation in project related activities: Women and youth in remote and hard to reach areas, elderly people, persons with disabilities (PwD), trans-nomads, SC/ST/OBC, sexual and gender minorities.¹

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

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, approximately 95 public consultation meetings were conducted with various stakeholders namely state, regional and local officials of line departments (PWD, RWD, UFES, Forest Department, SDRF, etc.), and representatives of NGOs, Van Panchayat, Village Forest Protection Committee, fire crew/watchers and community members including vulnerable groups at different locations² in Uttarakhand. Some of the key issues discussed with the stakeholders include: project information, potential impacts of such project (land, livelihood, etc.), role of the stakeholders, and challenges related to disaster management. Refer to Annex Table 1 for details.

The environmental and social reports and plans were disclosed through the USDMA website. Feedback received during consultations were related to the need for structured trainings/capacity building programs of first responders, strengthening of community engagement, efficient response system, access to better equipment and tools, potential impacts of construction related activities, among others. The feedback was taken into account by the USDMA during the project design and preparation. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex table 1.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Different engagement methods are proposed and cover different stakeholder needs as stated below:

¹ Some of the organizations representing these groups include: Balaji Sewa Sansthan, Latika Roy Foundation, Shri Bhuvneshwari Mahilla Aashram, Plan India, Aayushya Prakritik Chikitsa Yoga Education Evam Vikas Samiti, Akhil Bhartiya Vikas Parishad, Aadrash Samaj Sewa Siksha Samiti, Purkul Youth Development Society, Raphael Ryder Cheshire International Centre, Aasra Trust, Hans Foundation, Society for Uttaranchal Development & Himalayan Action (SUDHA)

² 53 Hospitals of 13 Districts; Chief Conservator of Forest Department Office; Office of the Director JICA, Dehradun; Hans Foundation office Dehradun; Fire and Emergency Services office in Dehradun and 17 other units; SDRF State Headquarter, Dehradun and 04 different units; Chief Engineer, PWD HQ office in Dehradun and 15 Sub-Project sites of Bridges.

- Focus group meetings/discussions with community members, particularly women, children, and youth groups and community leaders.
- Incentive-based community consultations and participatory rural appraisal, considering provisions for childcare, transport, and safety for any in-person community engagement activities.
- Communication strategies such as advertisements, plays and other interactive methods for generating awareness on DRM, fire prevention and management, and early warning systems.
- Correspondence by mail/phone, formal meetings and workshops with Uttarakhand State Disaster Management Authority (USDMA) staff, line department officials and other state agencies.
- One-on-one interviews, workshops, and meetings with representatives of NGOs, academia, etc.
- Press release, Op-Eds, newsletters, etc. for media personnel.
- Site visits

4.3. Stakeholder engagement plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Planning, Preparation, and Implementation	<i>Throughout the project period</i>	<ul style="list-style-type: none"> - Project information; planned activities - Requirements under ESCP, SEP, LMP, ESMF. - Monitoring and reporting on E&S compliances - GRM process - Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) management procedures 	<ul style="list-style-type: none"> - Correspondence by phone/email - One-on-one interviews - Formal meetings - Workshops 	Government officials from public utilities and other departments	USDMA
Planning, Preparation, and Implementation	<i>Throughout the project period</i>	<ul style="list-style-type: none"> - Project information; planned activities - Requirements under ESCP, SEP, LMP, and ESMF. 	<ul style="list-style-type: none"> - Correspondence by phone/email - One-on-one interviews - Workshops 	NGOs/ CBOs	USDMA and line departments

		<ul style="list-style-type: none"> - Outreach, mobilization, & strengthening role of communities in DRM, early warning systems and fire management. - GRM process 			
Planning, Preparation, and Implementation	<i>Throughout the project period</i>	<ul style="list-style-type: none"> - Project information; planned activities - Requirements under ESCP, SEP, LMP, and ESMF. - GRM process - Role of local communities as first responders in DRM, early warning systems and fire management. 	<ul style="list-style-type: none"> - Letters to village leaders - Traditional notifications - Disclosure of Project documentation in a culturally appropriate and accessible manner - Community meetings/ gram sabha - Focus group discussions - Outreach activities 	Local communities/ Community institutions such as Van Panchayats, Village Forest Protection Committees	USDMA and line departments
Preparation	<i>Prior to civil works</i>	<ul style="list-style-type: none"> - Project design, scope, approach, benefits, timelines - Process for land acquisition, compensation and Resettlement & Rehabilitation (R&R) provisions as approved by the govt. - Payment modalities - Safety Signages - Prior information on 	<ul style="list-style-type: none"> - Face-to-face - Gram Sabhas/ Public hearings - Census and Socio-economic Household survey - Focus Group Discussion - Signboards - Common places and community centre notice boards - Distribution on Leaflet on R&R process, compensation, and entitlements. 	Project Affected Persons- Titleholders and Non- Titleholders, particularly WHH, SC/ST/OBC, trans-nomads, BPL families	USDMA and E&S consulting firm

		<p>Workplan and Work schedules</p> <ul style="list-style-type: none"> - GRM process - Special provisions in place for vulnerable groups, WHH, ST/SC/OBC, BPL 			
<p>Planning, Preparation, and Implementation</p>	<p><i>Throughout the project period</i></p>	<ul style="list-style-type: none"> - Project information; planned activities - Specific design interventions for vulnerable and disadvantaged. - Capacity building on DRM, early warning systems & fire management. - GRM process - GBV/ SEA and mitigation measures 	<ul style="list-style-type: none"> - Online and in-person surveys - Information in easy- to-understand and accessible formats (braille or large print) - Text captioning or signed videos - Online materials for people who use assistive technology 	<p>Vulnerable groups such as women, children, youth, elderly persons with disabilities (PwD), elderly, sexual and gender minorities, ST/SC/OBC, trans-nomads.</p>	<p>USDMA and line departments</p>
<p>Implementation</p>	<p><i>During civil works</i></p>	<ul style="list-style-type: none"> - Information on project activities and timelines of civil works, physical restrictions - R&R provisions as approved by the govt. - Payment modalities to non-titleholders - Alternate arrangements - Safety Signages - Prior information on Workplan and Work schedules 	<ul style="list-style-type: none"> - Face-to-face - Public hearings - Focus Group Discussion - Signboards - Common places and community centre notice boards - Distribution on Leaflet on R&R process 	<p>Land users and non-titleholders, residents, communities, and residents temporarily affected by construction work</p>	<p>USDMA, Supervision Consultants, Contractors</p>

		<ul style="list-style-type: none"> - GRM process - GBV/ SEA and mitigation measures 			
Planning, Preparation and Implementation	<i>Throughout the project period</i>	<ul style="list-style-type: none"> - Project concept and planned activities - Engagement events and activities - Outputs and outcomes of the project - Role and support required from media - Success stories 	<ul style="list-style-type: none"> - Press Release/ Notes - Newsletters - Inputs for OpEds - Short films/ Reels/Posts for social media 	Media	USDMA

Information will be disclosed as follows: A Stakeholder Workshop will be held to disclose and seek feedback on the draft Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Stakeholder Engagement Plan (SEP), and Labor Management Procedures (LMP), following which the ESF documents will be finalized and re-disclosed on USDMA website (including the World Bank external website). The site-specific plans (ESMPs, RAPs/IPPs) to be prepared subsequently will also be disclosed and made accessible to all stakeholders. The information will be disclosed through all possible means, ranging from face-to-face consultations with the project stakeholders, distribution of hard copies, posters, leaflets, and brochures, USDMA and PIU websites and local media in local languages (Hindi, Garhwali and Kumauni) so that the documents are accessible to all project beneficiaries of the project, including those in residing in the remote areas.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project’s overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The Project Management Unit established in the Uttarakhand State Disaster Management Authority (USDMA) will be in charge of stakeholder engagement activities, with the support of project implementing units (PIUs). The budget for the SEP is USD 302,000 and is included in Component 4 of the project.

Budget Category	Quantity	Unit Costs in USD	Times/Years	Total Costs in USD	Remarks
1. Estimated staff salaries* and related expenses					
1a. Communications consultant/ consultancy firm	60	975	-	58,500	On monthly salary basis for 05 years
1b. Travel costs for staff	60	2000		120,000	On average once a month for 5 years
2. Events					
2a. Logistics for organization of focus groups/workshops/ public events	-	-	-	10,000	Lump-sum (around 2,000 US\$ per year for five years)
3. Communication campaigns					
3a. Posters, flyers, pamphlets, etc.	5	1200	-	6000	Lump sum
3b. Social media campaign (Advertisements, radio jingles, etc.)	5	2400	-	12000	From time to time
4. Trainings					
4a. Training on social/environmental issues for staff and contractor staff	25	500		12,500	On average once a quarter for 5 years
4b. Training on gender-based violence (GBV)/SEA/SH for staff and contractor staff	25	500		12,500	On average once a quarter for 5 years
5. Beneficiary surveys					
5a. Mid-project perception survey	1	16,000		16,000	
5b. End-of-project perception survey	1	16,000		16,000	
6. Grievance Mechanism					
6a. Training of GM representatives	20	500		12500	Once a quarter for 5 years
6b. GM communication materials	5	1200		6000	Once a year
7. Other expenses					
7a. Stakeholder Engagement Management System (Operations, collecting and processing grievances, and maintaining database)	-	-	-	20,000	Lump-sum (around 4,000 US\$ per year for five years)

TOTAL STAKEHOLDER ENGAGEMENT BUDGET:	302,000	
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Note: *Salary costs can be indicative.

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are the Social Specialists in the PMU and social experts at the PIUs. The stakeholder engagement activities will be documented through a *Stakeholder Engagement Management System* (community engagement operations, collecting and processing of grievances, and maintaining database) developed and maintained by the PMU.

6. Grievance Mechanism (GM)

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>The GM functions at three levels. If the grievance is registered online or through the Helpline no., the complainant receives the SMS in the registered mobile number with automated registration ID number to track the progress of the complaint.</p> <p>If grievance is not resolved at site within 14 days (depending on the nature of the grievance) the grievance is forwarded to PIU office (5 days).</p> <p>After 5 days when no resolution is made at PIU level the grievance is forwarded to PMU level which need to be resolved within 3 days.</p>		<p>At Site: Executive Engineer/Sr. Resident Engineer at FPIU(Chairman), Social Expert at DSC/CSC, Asst Engineer FPIU, RE-CSC/DSC</p> <p>PIU: PM/DPM, Social Expert, ESHS CSC/DSC, AE-FPIU.</p> <p>PMU: Project Director, DPM (PIU), Social & Environment Expert (PMU), Social & Environment Expert (concerned PIU), SRE/ EE of FPIU.</p>
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Helpline no. / Short Message Service (SMS) line- 8272020703 • Online registration at www.ukdisasterrecovery.in • Letter to Grievance focal points/ESHS experts at the labour camp and site • Complaint form to be lodged via any of the above channels 		

Step	Description of Process	Time Frame	Responsibility
	<ul style="list-style-type: none"> Walk-ins may register a complaint in a grievance logbook at the site. 		
Sorting, processing	Any complaint received online or through Helpline is forwarded to the concerned local grievance focal points, based on the category of complaint types selected by the complainant: U PREPARE-PIU-Public Building-SDRF, Fire Service Stations, Retrofitting of Hospitals, UPREPARE-PIU-Bridges, Slopes, UPREPARE- PIU-Forest Fire, UPREPARE-PMU.	Upon receipt of complaint	Person-in-charge of back-end system
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS in the registered mobile number with automated registration ID number.	Within 2 days of receipt	Person-in-charge of back-end system
Verification, investigation, action	Investigation of the complaint is led by Complaint Committee at the Site. A proposed resolution is formulated after investigation and communicated to the complainant by SMS.	Within 14 working days	Complaint Committee on Site composed of Executive Engineer/Sr. Resident Engineer at FPIU(Chairman), Social Expert at DSC/CSC, Asst Engineer FPIU, RE-CSC/DSC
Monitoring and evaluation	Data on complaints are collected in the Stakeholder Engagement Management System maintained by the PMU and reported to the World Bank every quarter.		PMU, PIUs and FPIUs
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected once the complaint is resolved. Feedback will also be sought during the beneficiary surveys.		Person-in-charge of back-end system
Training	<p>Training needs for staff/consultants in the PIU, FPIU, Contractors, and Supervision Consultants are as follows:</p> <ul style="list-style-type: none"> Grievance management and documentation Stakeholder engagement and documentation Gender sensitization and handling of grievances related to SEA/SH 		PMU

Step	Description of Process	Time Frame	Responsibility
If relevant, payment of reparations following complaint resolution	Payment of reparations following complaint resolution will be documented and signed by both parties on receipt of the amount. [Note: Payment of reparation related to employee accidents and fatalities will be undertaken as per the requirements of the Employee Compensation Act, 1923.]		PMU and PIUs

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

In the case of SEA/SH grievances, the project has a mechanism to address grievances through a survivor-centric approach. With the consent of the survivor, only three elements of an allegation of SEA/SH should be taken into account: (i) the allegation in the survivor’s own words; (ii) if the alleged perpetrator is, to the best of the survivor’s knowledge, related to the project; and, if possible, (iii) the age and sex of the survivor. The GRM operator of the PIU reports minimal information to the PMU, which in turn informs the Bank task team. Information should be provided along these four lines: (i) the type of case; (ii) whether the case is project-related; (iii) the age and sex of the survivor (if available); and (iv) whether the survivor was referred to services.

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

Additionally, a Labor Grievance Mechanism will be setup which workers can use for filing complaints including SEA/SH related issues. The Labor GM has been described in detail in the Labor Management Procedures.

The Borrower does not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

The project will adopt the following mechanisms to monitor and report on SEP implementation:

- The project will develop a *Stakeholder Engagement Management System* wherein database of all activities related to stakeholder engagement (e.g., community engagement, training and capacity building, awareness generation, grievance redressal, beneficiary feedback, etc.) will be collected, documented, and periodically monitored by the PMU to inform planning, measure impact and take remedial actions. Some of the indicators to be monitored are:

- Types and no. of awareness creation/information dissemination activities held on community-level DRM plans, early warning systems, and fires.
 - No. of community consultation for citizen feedback conducted during project implementation. No. of participants in each consultation (gender disaggregated data)
 - No. of trainings and workshops organised on occupational health and safety for fire crews/watchers. No. of participants in each training (gender disaggregated data)
 - No. complaints registered and resolved during the stipulated time.
 - No. of information boards on GRM displayed at the project sites.
- A periodic review of the implementation of the SEP will continue to incorporate new issues that have come to light, and concerns and queries raised by the stakeholders during the project implementation. It will also provide information on how the feedback has been considered and addressed by the project.
 - In addition, a beneficiary satisfaction survey will be carried out under the project, for which an independent consultant will be onboarded. The first survey will be conducted after two years of implementation, and the second survey in the last year of implementation.

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: annual reports, newsletters and articles disclosed on the project website.

Annexes

Annexure 1- Table 1. Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
SDRF officials	27 th April	<p>There are standardized training modules in place, however there are no training plans/calendars for structured trainings on disaster risk management. The SDRF approaches the Pradhan and Block Development Officers to seek support while organizing trainings for community members, school children, etc. SDRF also provide periodic trainings to Aapda Mitra, disaster management community volunteers selected for relief, search and rescue operations. Mock drills are done as a part of these trainings.</p> <p>For construction of each SDRF centre, approx. 440-600 sqm of land will be required.</p>	<p>Project information</p> <p>ESF requirements under the project</p> <p>Concerns duly noted and to be addressed in the project.</p> <p>Request for access to additional data and follow-up for any future consultations</p>	<p>Additional information sought through email.</p>	Completed
Rural Works Department (RWD) officials	27 th April	<p>RWD has four circles namely, Dehradun, Pauri, Nainital and Pithoragarh. Each circle comprises of four to five divisions. The department has 17 general divisions, each led by an Executive Engineer.</p> <p>Division-level Executive Engineer from RWD will be responsible for supervising the execution of civil works pertaining to SDRF centres, and fire stations under the project.</p> <p>The discussion revealed that construction labors are mostly from Nepal, Bihar, Jharkhand, Chhattisgarh, etc., which may result in impacts associated with labor influx. While contracts mandate the need for complying with labour laws, no uniform practice has been adopted by the RWD staff to monitor its compliance on the ground.</p>	<p>Project information</p> <p>ESF requirements under the project</p> <p>Concerns duly noted and to be addressed in the project.</p> <p>Request for access to additional data and follow-up for any future consultations</p>	<p>Additional information sought through email.</p>	Completed

<p>Forest department officials</p>	<p>28th April</p>	<p>Presently, the forest department has 80 crew stations. Each crew station houses a kitchen area, washroom, storage for fire-fighting equipment, resting area to accommodate a maximum of 25 fire watchers.</p> <p>In one range, there might be 5 crew stations. Each crew station engages approx. 25 fire watchers, who are seasonal daily watchers to respond and prevent fire for four months (February- June) of the fire season.</p> <p>Presently, the fire department uses two methods to put off forest fires; 1) to beat the fire with brooms and 2) to pull away the combustible material with hand rakes. The department doesn't have sufficient fire-fighting equipment or PPE gears.</p> <p>Trainings/Orientation is provided to the fire watchers at the beginning of the season by the range officer. The training is on personal safety (OHS), types of equipment needed, followed by mock drills.</p> <p>The scheduled rate of scale of unskilled workers applies for fire watchers. At present, approx. 7000 persons have been employed as fire watchers. Dependency to the forest is less so fewer people are interested in being employed as fire watchers.</p> <p>In some areas, group insurance for accident and emergency have been provided to the fire watchers. Recently, an order for implementing this across the state has been issued by the Forest Department. The Hans Foundation is facilitating the process of providing the insurance.</p> <p>Van Panchayat & Village Forest Protection Committee are other stakeholders that play a critical role in forest fire management.</p> <p>Information on forest fire is disseminated through the Helpline No., and HQ State Command Centre, including newspapers,</p>	<p>Project information</p> <p>ESF requirements under the project</p> <p>Concerns duly noted and to be addressed in the project.</p> <p>Request for access to additional data and follow-up for any future consultations</p>	<p>Additional information sought through email.</p>	<p>Completed</p>
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		<p>radio, etc. to the communities. A WhatsApp group comprising of media, influential persons, Gram Pradhan, etc. has also been formed for circulation of information. For inter-departmental coordination, district level meetings are organised once a month where the DM is the presiding officer.</p> <p>Internal Complaints Committee (ICC) have been established in each division.</p>			
Uttarakhand Fire & Emergency Services (UFES) officials	28 th April	<p>Trainings to Van Panchayat and engagement with communities by the UFES on general awareness is done depending on where the forest fire is more. UFES has also carried out mock drills, distributed pamphlets, observed Fire Service Week or Fire Prevention Week (14-20 April), and conducted trainings in schools, colleges, commercial buildings, etc. Under the National Green India Mission and National Afforestation Mission, funds have been allocated to Van Panchayats for fire management.</p> <p>Design of fire stations are done based on the scaling and requirements/features needed. It is estimated that a maximum of 10,000 sq m per station is required. The Fire Department says that the land for these fire stations is with them.</p> <p>District Disaster Management Committee and Mutual Aid programs have been setup which allows for coordinated response to forest fire. Further, Van Prahari have been engaged for coordination with communities, fire stations, and forest department. Van Panchayat also has the nos. of local fire stations and Helpline 112 for seeking assistance.</p> <p>The fire department has portable foam/ water mist pumps, 32 m high ladder, etc.</p>	<p>Project information</p> <p>ESF requirements under the project</p> <p>Request for access to additional data and follow-up for any future consultations</p>	<p>Additional information sought through email.</p>	Completed
Public Works Department officials	28 th April and 1 st June, 2023	<p>A meeting was held in the month of June, 2023 to discuss about the requirement of bridges and road protection works.</p> <p>139 bridges out of 328 bridges and 23 road protection work out of 46 have been finalized under the project. It was informed that in some places people are using trolley to cross</p>	<p>Project information</p> <p>ESF requirements under the project</p>	<p>Additional information sought through email.</p>	Completed



		<p>the river therefore, pedestrian bridges can be built in such places.</p> <p>Total 26 Bridges has been finalized for the bidding. The discussion revealed____(05 private land, 9 civil land, 9 forest land and 03 dual land will be acquired in the 26 bridge.)</p> <p>Some of the challenges faced by the PWD is related to supervision of construction sites, particularly on E&S aspects. Labor employed at the sites are mostly from outside the state, while a few are from Nepal.</p> <p>Using MIS, Lack of Monitoring due to scattered working area are the highest skills gaps. Enhancement of MIS knowledge, improvement of trainings facilities, increment of awareness on safeguards is necessary to address these gaps.</p> <p>At present, all complaints related to PWD is addressed to either at divisional level or through the CM helpline portal.</p>	Request for access to additional data and follow-up for any future consultations		
JICA (funding agency)	27 th April, 2023	<p>The JICA project is to enhance eco-restoration of the forest area in conformity with the improvement of the livelihoods of the forest dependent people by undertaking afforestation, regeneration, income generation activities, and disaster management.</p> <p>The Director of the JICA project emphasized on involving community in the mitigation of the Forest Fire by providing them with livelihood opportunities.</p>	Project information	-	Completed
Hans Foundation (NGO)	22 nd May, 2023 and 5 th June, 2023.	<p>Hans foundation is working to reduce the incidence of forest fires in 1000 villages of 04 district (Tehri, Pauri, Bageshwar, Almora) of Uttarakhand. The forest fire reduced by 80 percent as compared to average of last five years' fire incidents in the area. Their focus is on four major component of the forest fire i.e. mitigation, preparedness, response and recovery. They have provided 4725 nos. of firefighting gears, developed 450 village level plans, through Participatory Rural Appraisal (PRA) for the long-term planning for prevention and mitigation. These plans include mapping of existing resources like forest area, fire prone locations, human settlement, agriculture land,</p>	Project information	-	Completed



		spots for soil-moisture conservation, water bodies etc. A total number of 2561 Volunteer based firefighters are identified by them. In addition, they have insured total 1004 firefighters and regular awareness programs, trainings, afforestation activities are also ongoing in their project area.			
Community members/ Patients	In the month of April, and May 2023.	<p>85 Meetings and one-to-one consultations have been conducted with the community members. Requirement of bridges and upgradation of the hospitals were found very crucial. With regard to bridges, communities are facing difficulties in shipping material, safety issues are there due to old bridges and they face difficulties while crossing the river or valley for going to school, market, hospital which makes their travel difficult.</p> <p>In terms of Hospital infrastructure, community members emphasized on building a sustainable design which is essential to provide a safe environment and sufficient space for the patients. To minimize all type of risk some changes in the infrastructure and in the facilities need to be modified. Especially for the people who are differently abled and vulnerable due to access, facilities and space of the hospitals. It was observed that patients sometimes struggle due to insufficient and unclean sanitation facilities and water at the Hospitals. Waiting area, in sufficient lighting, insufficient OPD's space has been observed in few hospitals. Leakage in hospital and their broken boundaries create unsafe environment for the community, staff and patient.</p>	Project information	-	Completed
Van Panchayat	26 th April, 2023	The discussions revealed that a total no. of 9929 Van Panchayats is there in 11 Divisions of Forest Department, out of which 367 are under UPREPARE-Forest Fire Component. The main functions of van panchayat are to protect the forest by preventing indiscriminate cutting of trees, to undertake steps to promote silvic culture. To ensure that any land in the VP is not encroached and immediately reporting of any violations. To fix and construct the boundary pillars and to carry out the directives of the divisional forest officer in developing and protecting forests. Fore effective result revenue department guides the forest communities. The	<p>Project information</p> <p>ESF requirements under the project</p> <p>Request for access to additional data and follow-up for any future consultations</p>	Additional information sought through email.	Completed




		<p>formation of the van panchayat falls under Revenue Department but management of the van panchayat specially to protect and ensure the objective of van panchayat has been monitored by the Forest Department.</p> <p>During discussion with the VP following challenges and learnings were perceived-</p> <p>Challenges -</p> <ol style="list-style-type: none"> 1. Lack of funds with VPs 2. The capacity of VP members is not sufficient. 3. Conflict between GP and VP regarding fund utilisation. 4. Improper formation of VPs and its members. 5. VPs members don't know their rights and duties. <p>Learnings-</p> <ol style="list-style-type: none"> 1. Some of the VPs make their own rules and regulations for VPs conservation. 2. Some of the VPs are using traditional practices for forest conservation. 3. VPs are active where NTFP (non-timber forest product) resources are available. 4. In some places individuals are giving their contribution for conservation. 			
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Annexure 2- Consultation held with stakeholders related to Environment Management



Si.No.	Name of the Sub-Project	Number of Participants	Issue Raised	Photographs




1	Road Protection works at Km 2 of Tharali-Ghat Motor Road	Total - 6 (Male-3 Female-3)	<ul style="list-style-type: none"> • There is no slope protection in Project area people want a permanent solution of their problem. • Villagers informed that cracks observed after construction of road. They informed that they have raised complains to stop the construction works during rainy period. • Villagers as well as locals are in favor for work as earliest. •The villagers of Dungri, Bunga Chak Goptiyara, Bursol and Ratgaon are always troubled by the problem of landslides and are worried about future landslides. Reducing the overall impact of landslides on risk-prone populations and critical infrastructure is an economic and social necessity. 	
2	Steel Truss Bridge Including Approaches on both sides over Nayar River at Badkholu Village in District Pauri	Total - 19 (Male-11, Female-8)	<ul style="list-style-type: none"> • Participants want implementation of the project as earliest. • They go to Satpuli which is 22 km to access the other site of river through vehicle. • They also expressed their concern about safety of children during construction and operation. • Compensation for the land has been paid to PAP 	









3	Steel Truss Bridge from gram panchayat Chaura Mehta to gurudwara.	Total - 23 (Male- 19, Female- 4)	<ul style="list-style-type: none"> • Few of Locals and some of family members of Families were presented from Chaura Mehta village. Whom are presently using the different passages/ objective routes to cross the river for market access at Chaura pita and highway for reaching to Champawat. They face problem to approach vehicles to reach the destinations from village Chauramehta. • The condition of the existing location is very risky and there was no existing bridge for the locals to go to the villages across the river; therefore, for easy movement there is a need to construct new bridge. The alternate access route to another side of the river is very long and time consuming. The construction of the new pedestrian bridge is an urgent need for the people living in the surrounding areas such as Parewa, Dabri and Chaurapita inhabitants of the nearby villages. • According to the inhabitants of villages of both side; it is very important to construct bridge with follow all the safety and mitigation measures. • According to the participants incident of disaster like flood, cloudburst in the past, this new proposed bridge brings them option as an alternative route to the local commuters. • Local inhabitant's wants employment of local people during construction. • Installation of appropriate road signs is also suggested by them. 	
4	Steel girder bridge on Gairsain to village Devalkot Motor Road in Km. 3 in Chamoli District	Total - 13 (Male- 10, Female- 3)	<ul style="list-style-type: none"> • Participates want implementation of the project as earliest. • Safety measures should be taken during implementation of the project. 	


5	Steel Truss Pedestrian Bridge over Alakananda River at Devprayag	Total-47 Male-26, Female-21	<ul style="list-style-type: none"> The condition of the existing is risky and therefore movement on this bridge has been closed for more than six months by the Government. The alternate access route to another side of the river is very long time consuming. The construction of the new pedestrian bridge is an urgent need for the people living in the surrounding areas. Proper lighting should be provided on the approach road and pedestrian bridge for safety of people to cross the river. Participants expressed happiness as the construction of new bridge would provide quick access to hospitals and schools and market area. It is reported that gender disparity is not an issue in this area as most of the female respondents informed that they have equal say in the major family decisions. Due to closure of the existing pedestrian bridge, female face more problem than the male for crossing from one side of river to other as generally they are dependent on male for movement outside their house. Both male and female faces problem in commuting across river 	
6	Steel Truss Bridge on GandaKhali village to Ucholigoth village road (Bridle Path).	Total-51 (Male-32, Female-19)	<ul style="list-style-type: none"> Presently the villagers cross the stream when there is no water. In rainy period this route is closed due to heavy water flow in the Kaligad water stream, and people have to travel around 4-5 km extra for crossing the stream. A school is located at Gandakhali-3 and during rainy period it become difficult and unsafe for the students of Gandakhali-1 to reach the school. So, the construction of bridge will provide benefits to the villagers of Gandakhali in general and the students in particular Construction of 3.5m motor bridge instead of pedestrian bridge so that their tractor can cross from Gandakhali-1 to Gandakhali-3. 	
7	steel girder bridge in KM 01 of Seraghat – Golpha Bona Motor Bridge over Jimba river, Pithoragarh	Total-8 (Male-7, Female-1)	<ul style="list-style-type: none"> Presently, they are using the trolley for crossing the river. They show their happiness stating that a new bridge will improve their connectivity for crossing river. Suggested that proposed bridge should be built as early as possible. There is no common property which need to be relocated due to construction of Bridge. 	

8	Steel Truss Motor Bridge on Kulsari to Sunau Motor Road on Pinder River and Its Approches	Total-9 (Male-8, Female-1)	<ul style="list-style-type: none"> • PAPs as well as locals are in favor of construction of new motorable bridge as earliest. • Locals of Sunaun village are presently using the existing pedestrian bridge for crossing the river for market access at Kulsari and highway for reaching to Karanprayag. They face problem for vehicular movement in their village. 	
9	Steel Girder Pedestrian Bridge near Charbang over Lwani Gadera at Silwani Tok in Chamoli	Total-6 (Male-6, Female-0)	<ul style="list-style-type: none"> • Villagers as well as locals are well aware of the project and are in favor of construction of new bridge as earliest. • Presently, People crosses river through a wooden bridge during lean period however during rainy period where water level is high in river, the crossing can happen through existing Trolley Bridge. • Lwani and Kunda Bagar villagers gets cut off during rainy period and there is no access to market, healthcare facilities the villagers and often faces problems in case of health emergencies 	 
10	Steel girder bridge on Meeng Gadera to Gadhani Motor Road in Km.1	Total – 9 (Male - 8, Female - 1)	<ul style="list-style-type: none"> • Villagers as well as locals are in favor of construction of new bridge as earliest. • There is no bridge in Project area people want a permanent solution of their problem. • They felt that even school going children would be benefited largely. At present, they walk up to 2-4 kms more due to destruction of connecting bridge. It was also felt that the improved connectivity would facilitate larger social gatherings. Reduced travel time will give them the opportunity to utilize time in other activities. 	 

11	Suspension bridge over Pinder river for Odar village in Chamoli	Total – 9 (Male - 6, Female - 3)	<ul style="list-style-type: none"> • Trolley Bridge and Wooden log bridge are available to cross the river. However, trolley bridge is available only during the rainy season. • Villagers informed that they are not comfortable for crossing the river through container/trolley as there are frequent incidence of sticking of public in trolley at midway. • Presently, People crosses river through a wooden bridge during lean period however during rainy period where water level is high in river, the crossing can happen through existing Trolley Bridge. • Villagers are requested for employment opportunity in the project during the construction period • The villagers get cut off during rainy period and there is no access to market, healthcare facilities the villagers and often faces problems in case of health emergencies. • People have to walk additionally 5 km in absence of bridge at proposed location. • Public demanded for safety railing at steps for crossing and wanted a separate kuccha route for mules as they are main mode of transportation 	
12	Bridle Suspension Bridge on Paithani Garkot Bridle Road	Total – 8 (Male - 8, Female - 0)	<ul style="list-style-type: none"> • Villagers as well as locals are in favor of construction of new bridge as earliest. • There was an old bridge at same location to cross the Perennial nala River. It was washed away during 2013 disaster. • The villagers and often faces problems in case of health emergencies. • They felt that even school going children would be benefited largely. At present, they walk up to 1-4 kms more due to destruction of connecting bridge. It was also felt that the improved connectivity would facilitate larger social gatherings. Reduced travel time will give them the opportunity to utilize time in other activities 	

13	Suspension bridge over Pilang gaad, Uttarkashi	Total – 26 (Male -14, Female - 12)	<ul style="list-style-type: none"> • PAs as well as locals are in favor of construction of new suspension bridge as earliest. • Locals of Pilang village are presently using the another existing pedestrian bridge connecting to for crossing the river for market access to market area and other places. . They face problem for movement in their village. • The existing wooden bridge is not in good condition. • Presently, they are using the existing pedestrian wooden bridge to access the market and other places for their day-to-day activities. • Suggested that proposed bridge should be built as first as possible. • Most of the agricultural land of the Pilang villagers are in Jurab village which is other side of the Pilang gad. • There is no common property which need to be relocated due to construction of road. 	
14	Suspension Bridge at Mainagad River in Pipalkoti- Math- Syun- Bemru Bridle Road in Block Dasholi District Chamoli	Total-6 (Male-5, Female- 1)	<ul style="list-style-type: none"> • Villagers as well as locals are in favor of construction of new bridge as earliest. • According to the inhabitants of Syuna village it is very important to construct permanent Motor Bridge. • The local people were happy that their children could go to schools easily during monsoon season 	
15	Steel Truss motor bridge over Dholi river at Sela village Uttarakhand Disaster Recovery Project-AF (UDRP-AF)	Total-12 (Male-7, Female- 5)	<ul style="list-style-type: none"> • The existing bridge is not good condition and frequently get closed creating blockage of roads thereby inconvenience of commuters. • People ask for permanent solutions to avoid such type of issues. • The new bridge must be completed in shortest possible time. • A footpath for safe pedestrian movement is to be provided on the bridge. • Participants demanded proper safety measures during construction. • Care should be taken to avoid obstruction of access to the temple during construction of the period. • Participants demanded improvement in water supply in the village. • Proper arrangement for smooth traffic flow to avoid traffic jam. 	

16	Bridle Steel Truss Bridge over Supligad.	Total-23 (Male-9, Female-14)	<ul style="list-style-type: none"> • Villagers as well as locals are in favor of construction of new bridge as earliest. • Presently, People crosses river through a wooden bridge during lean period however during rainy period where water level is high in river, the crossing can happen through existing Trolley Bridge 	 
17	Steel girder bridge in Km 01 of Tikochi-Duchanu-Kiranu-Sirtoli motor road	Total – 11 (Male -6, Female - 5)	<ul style="list-style-type: none"> • Participants are aware of the proposed project. • There is no any alternative connectivity or bridge over Kotkigaad river. Only trolley services are available for transportation. • They show their happiness stating that a new bridge will establish their connectivity for crossing Kotki gaad. • The new bridge will connect the Tikochi-Duchanu-Kiranu- Sirtoli motor road with Bhatadi village directly. • They also requested for Health centre which got destroyed in 2019 flood. • There is no common property which need to be relocated due to construction of Bridge except a telephone poll. 	 
18	Steel girder bridge on Ujjawalpur to Gwad Dungri Jaspur Motor Road in Km. 2 in District of Chamoli	Total – 13 (Male -13, Female - 0)	<ul style="list-style-type: none"> • Presently, they are using the existing pedestrian bridge and Access through Motor Road through bridge is unsafe. • They show their happiness stating that a new motor road will improve their connectivity for crossing 	 
19	Double lane Steel Truss bridge over Bhagirathi River near Tamakhani at Uttarkashi	Total – 10 (Male -9, Female - 1)	<ul style="list-style-type: none"> • Implementation of the sub- project should be at earliest. • There will be issue of traffic at NH34 side during implementation of the project. • There is need of sifting of utilities like transformer within COI. 	 

20	Road Protection work at km 38.85 of Teri Hindolakhali Devprayag Vyasghat Bilkhet	Total – 12 (Male - 7, Female - 5)	<ul style="list-style-type: none"> • The condition of the project location is risky and therefore movement on the project location is risky. . • According to the inhabitants of market areas it is very important to implementation of the project with all safety measures. • Participants expressed happiness as the implementation of the project would provide safely access to hospitals and schools and market area. • It is reported that gender disparity is not an issue in this area as most of the female respondents informed that they have equal say in the major family decisions. • Due to closure of the project location from the market area, female face more problem than the male for crossing the project location as generally they are dependent on male for movement outside their house. • Both male and female faces problem in commuting the project location. • No SEA/SH issues for women are reported by female respondents in the surrounding areas 	
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Annexure:3- Local Stakeholder Consultation and Engagement Reporting Format

Section A: Information made available to stakeholders:

- A.1. Preliminary agenda for the meeting
- A.2. A non-technical summary of the project
- A.3. Contact details of technical person to get further technical details and project information.
- A.4. Summary of economic, social and environmental impacts of the project
- A.5. Other relevant information to help stakeholders to understand the project.

Section B: Report of the Consultation Process

B.1. Date and time of the Meeting

B.2. List of Participants

S.No.	Name of the Participant	Job/Position in the Community	Male/Female	Contact Details	Organization Name (if relevant)	Signature
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B.3. Photographs of the consultation meeting (s) (Best Practice)

B.4. Minutes of the Physical Meeting

B.5. Minutes of other consultation (if any)

B.6. Evaluation Forms (best practice)

Note: - The consultant may use the table format below to collect feedback of the consultation with stakeholders.

Name	
Male/Female	
What is stakeholders impression of the Meeting?	
What do stakeholders like about the project?	

What do stakeholders not like about the project?	
Signature	

B.7. Assessment of comments from all consultation above

S.No.	Name of the Participant	Male/ Female	Stakeholder Comment	Was comment taken into account (Yes/No)?	Justification (why? / how?)
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Section C: Continuous Input/Grievance Mechanism

Grievance Expression Process Register	Yes/No
Grievance Number	
Website/Email/Access?	Yes/No
Nominated Person for Grievance Redressal and Contact Number	