

# REPUBLIC INDONESIA

National Disaster Management Authority  
(BNPB) and Indonesian Agency for Meteorology,  
Climatology and Geophysics (BMKG)

Indonesia Disaster Resilience Initiatives Project (P170874)

## STAKEHOLDER ENGAGEMENT PLAN

May 2019

Draft

### Disclaimer

This SEP is a draft document, which is subject to further consultation with relevant Government counterparts. It will be approved and completed after consultation with stakeholders during Project Preparation

# DRAFT – STAKEHOLDER ENGAGEMENT PLAN (*SEP*)

## A INTRODUCTION

The natural disasters that Indonesia experienced in 2018 caused the most loss of life in over a decade, particularly from three major catastrophic events. First, in July and August 2018, West Nusa Tenggara (NTB) province suffered a series of major earthquakes, the most significant occurring on 5 August 2018 measuring M7.0, which affected the entire island's population of around 3.5 million, as well as thousands of tourists. The National Disaster Management Authority (BNPB) reported that the earthquakes caused 561 fatalities and displaced over 396,000 people, damaging almost 110,000 houses, 663 schools, 52 health facilities, 6 bridges, and many roads, causing approximately US\$854 million in damages and losses. Second, in September 2018, a M7.5 earthquake with an epicentre located 81 kilometres north of Palu City in Central Sulawesi caused strong ground shaking and tsunamis that damaged coastal settlements along Palu Bay. This disaster caused an estimated 4,402 fatalities and US\$1.3 billion in economic losses estimated at 13.7 percent of regional GDP, and displaced almost 165,000 people. Third, in December 2018, the eruption and subsequent partial collapse of Anak Krakatau Volcano led to a tsunami that affected coastal settlements in Banten and Lampung provinces along Sunda Strait, causing 437 fatalities and displacing almost 34,000 people.

While Indonesia has made considerable progress in managing disaster risk since the 2004 Indian Ocean earthquake and tsunami, there are opportunities to scale up resilience efforts. Indonesia's exposure to a multitude of natural hazards, large expanse, and geographic diversity necessitate accelerated investments in strategic high-risk priority areas, increased awareness and understanding of disaster risk, technological and technical innovation, and strengthening local capacity. Recognizing these opportunities, the World Bank has been working with the Government of Indonesia on a comprehensive approach to strengthen Indonesia's resilience against disaster shocks. Key ingredients of this dialogue include financing instruments to reduce budgetary cost of responding and recovering from disasters; strong policy framework; and a combination of investments to reduce disaster impacts. Learning from recent disasters, the main priorities lie in four key areas: (i) investments in disaster risk reduction, including risk-informed development and spatial planning, seismic risk mitigation and urban flood risk management; (ii) Public awareness and preparedness, including community level contingency planning and disaster risk education; (iii) Early warning systems capacities, timely and more accurate impact-based forecasting and disaster warnings, and last-mile

communication underpinned by integrated and fit-for-purpose monitoring networks; and (iv) Emergency management capacity, particularly for local governments to be equipped adequately for rapid and reliable responses to multiple hazards for a schematic illustration). The World Bank proposes to support Indonesia's efforts in disaster risk reduction through select investments in the above four key areas through two separate projects: the Central Sulawesi Rehabilitation and Reconstruction Project (CSRRP) and the Indonesia Disaster Resilience Initiatives Project (IDRIP).

## B PROJECT DESCRIPTION

The CSRRP and IDRIP complement each other by reducing the vulnerability of people and assets to hydrometeorological and geophysical events through an integrated package of structural and non-structural investments. CSRRP will meet urgent needs to strengthen and reconstruct critical assets and infrastructure in disaster-affected areas of Central Sulawesi, whilst developing the foundations of a national platform for disaster-resilient infrastructure strengthening and future post-disaster recovery programs. Through IDRIP, accelerated investments in strategic high-risk priority areas will increase public awareness and understanding of disaster risk, better preparing local governments and communities against future disasters. These complementary investments will help to implement Indonesia's comprehensive approach to strengthening disaster resilience, aligning with the strategic priorities of both the Government and the Bank.

These projects aim to contribute to the Government of Indonesia's vision of an equitable and prosperous Indonesia, and the World Bank Group's twin goals of eliminating extreme poverty and increasing shared prosperity. Natural disasters have socioeconomic consequences that go beyond their most obvious impacts. Small shocks, including natural disasters, can drive vulnerable and poor people into poverty.<sup>1</sup> Investments in infrastructure and in social recovery will facilitate recovery and help authorities to meet the needs of those affected by the disaster. A comprehensive approach needs investments in both post-disaster recovery support and ex-ante resilience. Investing in resilience pays off – firstly by saving lives and avoiding destruction and losses, but also by improving the quality of development. Proposed investments under CSRRP to upgrade infrastructure will increase Indonesia's disaster and climate change resilience, whilst investments under IDRIP to enhance hydrometeorological and geophysical early warning systems will help prevent or lessen losses of lives and damages to assets through more reliable and timely risk information, and improved end-user communication. The following describes the project activities under IDRIP.

### **Component 1: Disaster preparedness and emergency management capacity**

This component will be implemented by BNPB and strengthen the capacity of Gol and communities to better prepare for, and respond to, future natural hazards. This will be achieved through investments to scale up community preparedness activities,

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<sup>1</sup> Hallegatte et al. 2017. Unbreakable: Building the Resilience of the Poor in the Face of Natural Disasters.

refine the design of a multi-hazard early warning system platform for Indonesia, and strengthen national and subnational emergency management systems for faster and more effective disaster responses.

### **Component 2: Hydrometeorological and geophysical early warning services**

This component will be implemented by BMKG and support Gol to advance its services toward impact-based information services through the strengthening of monitoring and ‘nowcasting’<sup>2</sup> capacity for hydrometeorological and geophysical hazards, development of impact-based forecast and warning products, and institutional strengthening and capacity development. The aim is to improve service delivery systems to support disaster risk management operations and strengthen future planning for disaster and climate resilience.

### **Component 3: Project Implementation Support (15 million)**

This component will be implemented by BNPB and strengthen the capacity of implementing agencies especially BNPB, to oversee project implementation at the national and subnational levels. The project will support: project management, procurement, financial management activities, technical audits, oversight of compliance with agreed social and environmental standards, and monitoring and evaluation activities.

## **C STAKEHOLDER IDENTIFICATION AND ENGAGEMENT APPROACH**

In identifying appropriate and important communications and engagement processes among stakeholders, several groups were distinguished to be involved and affected in the project implementation. This SEP has been developed to enable participation of both affected and interested stakeholders and ensure that project design, approaches, and activities are being implemented in a participatory and inclusive manner, and in a way that minimizes potential environmental and social risks.

People, social groups, and organizations that will gain direct and indirect benefits from the project include local communities<sup>3</sup> where community preparedness programs (subcomponent 1.1) will be implemented, and areas where BPBD and local government disaster preparedness and response capacity will be improved. These groups represent the target beneficiaries of the project.

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<sup>2</sup> Nowcasting comprises the detailed description of the current weather along with forecasts obtained by extrapolation for a period of 0 to 6 hours ahead. In this time range it is possible to forecast small features such as individual storms with reasonable accuracy. It is, therefore, a powerful tool in warning the public of hazardous, high-impact weather including tropical cyclones, thunderstorms and tornados which cause flash floods, lightning strikes and destructive winds.

<sup>3</sup> Specific locations have not been identified and hence the reference to “*local communities*” who will be benefitting from the project.

Implementing agencies and agencies with authorities for the management of environmental and social risks include institutions and agencies that influence and make decisions on the project implementation. This group mainly includes central government agencies such as Ministry of Public Works and Housing (PUPR), Ministry of Energy and Mineral Resources (ESDM), Ministry of Communication and Information (KEMENKOMINFO) as well as sub-national government agencies (BPBD) at the Provincial and District/Municipal levels. The level of engagement will be contingent upon their respective roles and authorities in the management of environmental and social risks.

The level of stakeholder engagement is informed by the level of involvement and potential benefits the stakeholder would receive from program implementation.

**Under Component 1** on Disaster preparedness and emergency management capacity, engagement will be made with local governments, communities and vulnerable groups, along with BPBD for community preparedness programs (Subcomponent 1.1); technical agencies (ESDM, BMKG, PUPR) for the development of the MHEWS plans (Subcomponent 1.2); BPBD, SAR, and for emergency management capacity building (Subcomponent 1.3); and BPBD, Ministry of Social Affairs and SAR for logistic warehouses in priority regional hubs (Subcomponent 1.4).

**Under Component 2** on hydrometeorological and geophysical early warning services, engagement will be made with technical agencies (PUPR, ESDM, BNPB), local governments, and KEMENKOMINFO for service delivery systems (Subcomponent 2.1).

**Table 1: Stakeholder Analysis**

**Table 1** outlines an initial stakeholder analysis which will be subject to further assessments once the project overall activities and targets have been confirmed.

Themes	Stakeholders	Role	Engagement Strategy	Expected Timeline for Engagement
<ul style="list-style-type: none"> <li>The role of community leaders and village government</li> <li>Community Preparedness Program</li> <li>Awareness raising on evacuation, early warning system and type of information available.</li> </ul> <p>Method: Focus Group Discussions</p>	<p>Stage 1: BPBD and local governments Community leaders</p> <p>Stage 2: Community members</p>	<ul style="list-style-type: none"> <li>Responsible for disaster emergency operations and management</li> <li>Involved in public consultations as part of project preparation and implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Regular consultations and/or coordination meetings to provide inputs to the overall design of community preparedness programs (1.1)</li> </ul>	<p>Stage 1: Within 6 months of Loan Effectiveness.</p> <p>Stage 2: To be conducted after consultation with stakeholders from Stage 1.</p>
<ul style="list-style-type: none"> <li>Design on the Multi-Hazard Early Warning System (MHEWS)</li> </ul>	<p>Technical ministries (ESDM, BMKG, PUPR)</p>	<ul style="list-style-type: none"> <li>Responsible for operations in risk knowledge, monitoring, information dissemination and response for floods, earthquakes, tsunami and landslide disasters.</li> </ul>	<ul style="list-style-type: none"> <li>Regular consultations to provide inputs to the overall design of relevant components for MHEWS development plans and preparations (1.2) as well as service delivery systems (2.1)</li> </ul>	<ul style="list-style-type: none"> <li>First consultation will within 6 months of Loan Effectiveness.</li> <li>It will be organized in stages with different working Ministries.</li> </ul>
<ul style="list-style-type: none"> <li>The role of community workers</li> </ul>	<p>(a) Local communities and potentially</p>	<ul style="list-style-type: none"> <li>These groups may consist of women-headed households,</li> </ul>	<ul style="list-style-type: none"> <li>E&amp;S capacity building and awareness raising;</li> </ul>	<ul style="list-style-type: none"> <li>First consultation will within 6 months of Loan Effectiveness.</li> </ul>

<ul style="list-style-type: none"> <li>• Early engagement and building community preparedness on the project design.</li> <li>• Awareness raising on evacuation, early warning system and type of information available.</li> <li>• Project GRM mechanism</li> <li>• Location and design of the three logistic warehouses</li> </ul>	<p>vulnerable groups in select areas (where subcomponents 1.1 and 1.3 will be implemented)</p> <p>(b) Local communities living close-by to the location of the logistic warehouses.</p>	<p>children, and people with disabilities</p> <ul style="list-style-type: none"> <li>• Involved in public consultations during project preparation and implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Beneficiary feedback form;</li> <li>• FGRM</li> </ul>	<ul style="list-style-type: none"> <li>• It will be organized in stages and different provinces.</li> <li>• For (b), it will be only carried out once the final locations have been determined.</li> </ul>
<ul style="list-style-type: none"> <li>• The role of Provincial and District BPBD and other sub-national government agencies;</li> <li>• Early engagement on project coordination with community preparedness program.</li> <li>• Awareness raising on evacuation and early warning system.</li> <li>• The design and building of three logistic warehouses.</li> </ul>	<p>Search and Rescue Agency (SAR) and Ministry of Social Affairs</p>	<ul style="list-style-type: none"> <li>• Responsible for various aspects of disaster response operations</li> </ul>	<ul style="list-style-type: none"> <li>• Regular consultations to provide inputs to the overall design of emergency management capacity building programs (1.3)</li> </ul>	<ul style="list-style-type: none"> <li>• First consultation will within 6 months of Loan Effectiveness.</li> <li>• It will be organized in stages and different provinces.</li> </ul>

## D ENGAGEMENT APPROACH

The project's broader stakeholder engagement will inform the project through: (a) consultations and community participation during project implementation, e.g., communities will participate in the planning and design of community preparedness programs and people-oriented early warning systems; (b) transparent feedback and grievance redress mechanisms; (c) communication campaigns and capacity building; and (d) development of risk management processes and engagement required under the World Bank's Environmental and Social Framework (ESF).

The level and approach for stakeholder engagement will depend on the level of risks and influence each stakeholder shall manage anticipated environmental and social risks. Another important dimension is engagement to enhance project benefits by promoting participatory and inclusive project implementation and responding to community needs. The engagement approach for each component is summarized below:

### **Component 1: Disaster preparedness and emergency management capacity**

The SEP will be implemented as early as possible at the planning stage to ensure that community participation and their early feedback are fully integrated as part of the overall implementation approach.

### **Component 2: Hydrometeorological and geophysical early warning services**

The SEP will be implemented as early as possible at the planning stage to ensure lessons learned from previous projects are well incorporated to better inform the design and planning of project implementation.

For both components, further consultations with target communities will be conducted once the target locations have been determined. Such consultations will focus on types of engagement approaches amongst a wide range of population groups, including vulnerable groups and remote communities occupying disaster-prone areas, awareness raising materials and media for public information dissemination (disaster warning), capacity building to village stakeholders and first responders in the event of disasters, use of village resources, including village funds in the management of post disaster events and recovery. Communities will be sensitized on topics such as early warning, disaster prevention, post disaster management, as well as access to information with regards to imminent disasters or disaster risks.

Local wisdoms on disaster prevention and management, which are often observed in some regions in Indonesia, will be identified and revitalized as part of the overall awareness raising and community capacity building.

## E INSTITUTIONAL ARRANGEMENTS

The institutional arrangement for the SEP will follow the project's overall implementation arrangements to ensure that stakeholder engagement is fully mainstreamed into the project implementation.

BNPB will act as the EA for this project, with day-to-day project management and project coordination under a Central Project Management Unit (CPMU). As the EA, BNPB will be responsible to coordinate the results achieved by each of the Project Implementation Units (PIUs) and measure progress towards the project's objectives. The CPMU will also facilitate



regular coordination meetings with PIUs; implement Environmental and Social Standards (ESSs) in accordance with the ESF; manage and report on the Results Framework; and develop, utilize, and update the Project Operations Manual (POM) with PIUs. It will be led by a dedicated Project Coordinator, who will be responsible for managing the project's technical, fiduciary, safeguards, and monitoring and evaluation (M&E) activities.

## F STAKEHOLDER COMMUNICATION

The purpose of using different methods of communication are (1) to promote easy, transparent, direct, open and interactive communication with all stakeholders and (2) to elicit feedback in the project preparation and implementation phase.

The methods vary according to the target group as follows.

- Regular meetings with government – central, provincial and city;
- Community facilitation;
- Public information dissemination and disclosure (i.e. through local media, information boards, village representatives and/or leaders);
- Interview with representatives of local communities and organizations;
- Public meetings (in provinces, regency/city, village), and workshops.

Public information materials to enable wider access to project information as well as progress will be developed during project implementation. This includes the types and forms of information dissemination, as well as timing which will be determined during project implementation based on assessments of communities' access to such information and barriers. In the event of disasters, socio-political situations will be carefully navigated to reduce the risks of social ramifications, confusion, and other social implications which may be common in a post-disaster context. Stakeholders' communication and consultation preferences, particularly those of target communities will also be carefully assessed to promote greater participation and social inclusion.

The principles of communication and stakeholder engagement include as follows.

1. **Participation:** It is necessary to ensure broad and inclusive participation of disaster affected people. Such participation will be conducted through a culturally sensitive approach and is based on meaningful engagement and Free, Prior and Informed Consent (FPIC) in the event of adverse impacts on Indigenous Peoples (or customary law community/traditional communities). Communities will be provided with options to enable them to participate and a targeted outreach will be made available to ensure that vulnerable groups have access to overall project implementation.
2. **Access to information and disclosure:** Relevant information will be disclosed in a language and forms accessible to target communities and the wider public. Communities will retain the rights to ask information about the status of the project, their entitlements, eligibility criteria as well as responsibilities and FGRM channels will be made accessible
3. **Social inclusion:** Community engagement should take into considerations various factors which may inhibit and/or prevent participation such as gender inequality, illiteracy, disability, ethnicity, and other exclusion factors amongst vulnerable groups. Hence, consultations and facilitation will be targeted to ensure tailored engagement approach. Risk mitigation measures shall be prepared in consultations with vulnerable groups.

4. Transparency: Environmental and social risks and benefits generated and/or associated with project activities shall be communicated through open and constructive dialogues. Agreement on mitigation measures, including alternative designs shall be documented and made available to the public. A regular monitoring and tracking of FGRM will be made publicly available, including status of resolution.
5. Informed consultation without coercion: Prior engagement and information dissemination should precede consultations to allow such consultations to be meaningful. Project stakeholders will be provided with options on a range of consultation modalities and/or approaches and retain the rights to refuse participation despite such options.

The public consultation plan related to environmental and social management will be developed once the target locations have become clear.

## G FINANCING PLAN

Initially, the Project Management Unit (PMU) will be formed by appointing a Project Director under the responsibility of BNPB. This unit aims to engage and work with stakeholders to build and maintain constructive coordination/relationships. All PMU members are representatives of the BNPB staff.

The implementation of SEP will be funded by the BNPB under the control and responsibility of the Project Director through **Component 3** on overall project management. The main task of the Central PMU is to be responsible for the overall project operation, solve project problems, and coordinate with the Steering Committee.

The Central PMU will work and communicate with the Provincial and District/Municipal Governments at the Regency / City level and other stakeholders and will use it to:

- Deliver the latest information and keep stakeholders/community informed of the progress;
- Deliver the information to stakeholders about the complaints mechanisms and procedures described in this SEP
- Consult with the interest groups and ensure that consultation is inclusive and can be accessed both in format and location according to the group characteristics.

A preliminary assessment of the financing needs is currently being undertaken, with the main components as follows:

**Table 2: Financing Needs**

<b>Expenditure Items</b>	<b>Est. Amount</b>	<b>Source</b>
Recruitment of environmental and social specialists, including community engagement specialist.	TBD	Comp. 2 and Comp. 3 on project implementation support
Public consultations at the national level	TBD	Comp. 2 and Comp. 3 on project implementation support
Public consultations at the provincial and district levels	TBD	Comp. 2 and Comp. 3 on project implementation support

Community facilitators	TBD	Comp. 3 on project implementation support
Capacity building on community engagement for facilitators and sub-national governments	TBD	Comp. 3 on project implementation support
Stakeholder engagement and community awareness materials and campaign	TBD	Comp. 2 and Comp. 3 on project implementation support
FGRM operationalization	TBD	Comp. 3 on project implementation support

## H PUBLICATION (INFORMATION DISCLOSURE)

Documentation and information about the update of project activities and the results of consultation with stakeholders will be published by PMU in two places as follows.

- a. National Disaster Management Authority Website → <https://bnpb.go.id/>. A separate webpage will be established at the beginning of the project.
- b. Indonesian Agency for Meteorology, Climatology and Geophysics Website → <https://www.bmkg.go.id/>. A separate webpage will be established at the beginning of the project.

## I GRIEVANCE REDRESS MECHANISM (GRM)

The project will use the Grievance Redress Mechanism (GRM) to identify and solve the problems related to the project. It facilitates the process of receiving, evaluating, and handling complaints from citizens, affected persons, or beneficiaries related to the project. The aims of GRM is to: (i) strengthen accountability to the beneficiaries; and (ii) provide a means for project stakeholders to provide feedback and/or express complaints related to project activities.

By increasing transparency and accountability, GRM could reduce the risk when the project inadvertently affects citizens/beneficiaries and serves as important feedback and learning mechanisms that can help increase the project's impact. This mechanism will not only to receive and record complaints but also seek to resolve them. Although feedback must be handled at the level that is closest to the complaint, all complaints must be recorded and follow the basic procedures as required in the SEP.

The draft Grievance Redress Mechanism (GRM) will be developed based on the existing complaints handling system. The GRM design is detailed below.

**Definition of GRM:** Regarding Operational Guidelines, the Grievance Handling Mechanism is a process for receiving, evaluating, and handling complaints from residents and casualties.

**Scope and user of GRM:**

Scope: Complaints Handling Mechanisms will be provided for stakeholders and other interested parties to raise questions, comments, suggestions and/or complaints, or provide any feedback from all activities funded by the project.

GRM users include (1) project beneficiaries, people who affected by the project (i.e. people who will and/or directly or indirectly affected by the project), (2) project workers, including construction workers and (3) other citizens who can use GRM for the purposes aforementioned (see Scope).

**Management of GRM:** GRM will be managed by PMU, under the direct responsibility of the Project Director.

**Submission of complaints:** Complaints can be disclosed at any time during the implementation of the Project.

## **Procedure**

### ***How to file a complaint***

The PMU will provide the channels where residents/beneficiaries/ affected residents can make a complaint by:

- a. Social media: Twitter, Facebook (will be established before starting the project)
- b. Email: project email address: (will be established before starting the project)
- c. Letter: send to the Project Office, National Disaster Management Authority, Jl. Pramuka Kav. 38, Jakarta Timur, 13120. T: (021) 29827793; contact@pu.go.id.
- d. Hotline number will be made before starting a project that can also be accessed via text – WhatsApp or SMS

The project must ensure the availability of all channels and accessibility to the complainant contact.

**Confidentiality and conflict of interest:** Complaints can be made anonymously. Confidentiality is a fundamental aspect of the project. It is a legal obligation to guarantee all cases, even when the complainant is identified. From that, to avoid conflicts of interest, many channels were made to file complaints.

***Receiving and recording:*** a person who receives complaints will fill out the complaint form (see Appendix 2), records them in the Complaints List, and are saved by the person in charge of GRM. Next, complaints must be immediately submitted to the tracking system. In the tracking system, complaints are sorted and transferred to the division that is responsible for investigating and handling complaints, or to staff if the complaint is related to a particular project activity. The Project Director is responsible to choose a person who will direct the complaint, whether or not the complainant needs an investigation and the time period to respond.

To appoint an investigating officer, the Project Director must ensure that there is no conflict of interest. All people involved in the investigation process must not have material, personal, or professional interests to the investigation and there is no personal or professional relationship with the complainant or witness.

After the investigation process is well-managed, the person in charge will organize the GRM records and enter these data into the Complaints List.

The number and type of suggestions and questions must also be recorded and reported so that they can be analyzed to improve project communication.

### ***Review complaints or/and questions***

Complaints must be checked within 10 (ten) working days. The person who takes in charge of investigating complaints will gather the facts to get a clear situation. Investigation/follow-up can include site visits, document review, and meetings with parties who can solve the problem.

The results of the investigation and response will be submitted for consideration to the Project Director, who will decide what action to take. After a decision is made and the complainant receives the information, the investigation specialist will explain the action to be taken in the complaint form (see Appendix 2), as well as details of the investigation and findings, and submit a response to the Project Director for signing.

### ***Response to complaints***

The complainant will receive verification by mail or e-mail. Responses are made in answer to a question based on the materials of the investigation and, if appropriate, must refer to national law.

The deadline of investigating complaints can be extended to 10-30 business days by the Project Director approval, and the complainant must be informed whether:

- a) additional consultation is needed to respond to a complaint;
- b) complaints need to be answered by complex information and need to learn additional materials to respond.

**Awareness raising:** Information is provided in an accessible format. Information about the Grievance Handling Mechanism will be available on the website (<https://bnpb.go.id>) and will be included in communication with stakeholders.

**Staff placement and capacity building:** The Project Director will assign roles and responsibilities to PMU staff. This will be documented in the Project Operation Manual and will be updated regularly.

- Management of the entire GRM system
- Develop and maintain the improvement of awareness
- Collecting the complaints
- Recording the complaints
- Notification to complainants about receipts and deadlines for reviewing complaints
- Sorting / categorizing complaints
- Observing the entire problems, including the causal relationship between project activities and suspected damage/danger/ disturbance
- Decision making based on the observation
- Processing appeals or ongoing communication to complainants with the aim of resolving the issue peacefully
- Publishing the responses to a complaint (need to be confirmed by the complainant)
- Organizing and applying information delivery and awareness raising campaigns
- Reporting and handling GRM results.

### **Transparency, monitoring, and reporting**

#### Transparency

Regular policies, procedures, and updates on the GRM system, complaints made and resolved, will be available on the website (<https://bnpb.go.id>). This component will be updated every mid-year.

### Routine internal monitoring and reporting

The PMU will assess the GRM function on a quarterly basis to:

- Make summaries of GRM results on a monthly & quarterly basis, including suggestions and questions, to the project team and management.
- Review the status of complaints that have not been resolved and suggest corrective actions as needed.

On the quarterly meeting, there will be a discussion and review the effectiveness and use of GRM and collect suggestions on how to improve it.

### **Submitting the midterm and annual progress report to the World Bank**

In the midterm (semester) and annual implementation reports that are submitted to the Bank, the Ministry of Public Works and Housing will include GRM results, which provide the latest information as follows:

- Status of GRM formation (procedures, staffing, awareness raising, etc.);
- Quantitative data about the number of complaints received, the relevant number, and the amount completed;
- Qualitative data about the types of complaints and answers given, unresolved problems;
- The time needed to resolve complaints;
- Number of complaints resolved at the lowest level, rising to a higher level;
- Any special problems solved by procedures/staffing;
- Factors that can influence the use of the GRM / beneficiary feedback system;
- All corrective actions used.

## **J MONITORING AND REPORTING**

Mid-year and annual progress reports on project activities will be available at the Project office and published on the Ministry of Public Works and Housing Website (<https://bnpb.go.id>). The special webpage will be established at the beginning of the project.

**APPENDIX 1 - COMPLAINTS / QUESTIONS RECORD FORM**

COMPLAINTS / QUESTIONS RECORD FORM (Form A)				
Instructions: This form must be completed by staff who receive questions or complaints and are stored in the project file. Please attach relevant supporting documentation/letters.				
Date of Complaint:		Name of Staff:		
Complaints Received by (please tick (√) the appropriate box):				
<input type="checkbox"/> National <input type="checkbox"/> City <input type="checkbox"/> Municipality <input type="checkbox"/> Village				
Complaint made via (please tick (√) the appropriate box):				
<input type="checkbox"/> In person <input type="checkbox"/> Phone <input type="checkbox"/> E-mail <input type="checkbox"/> SMS <input type="checkbox"/> Website				
<input type="checkbox"/> Complaint Box / Other advice <input type="checkbox"/> Community Meeting <input type="checkbox"/> General Consultation				
<input type="checkbox"/> Others _____				
Name of Complainant: (information is optional and confidential)				
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female				
Address or contact information of complainant: (information is optional and confidential)				
Location of complaints/problems occurred [please write]				
National:	City:	Province:	Village:	
A Brief Explanation of Complaints or Questions: (please write as detail as possible)				

Category 1	Social Issues
Category 2	Environmental Issues
Category 3	Complaints related to violations of policies, guidelines, and procedures
Category 4	Complaints related to breach of contract
Category 5	Complaints regarding misuse of funds/lack of transparency, or other financial management problems
Category 6	Complaints related to abuse of power/intervention by the project or government
Category 7	Complaints regarding staff performance
Category 8	Force majeure report
Category 9	Complaints about Project intervention
Category 10	Others
Handle and follow up required by:	
Progress in resolving complaints (e.g. answered, resolved):	