

# **STAKEHOLDER ENGAGEMENT PLAN**

## **WEST BENGAL ACCELERATED DEVELOPMENT OF MINOR IRRIGATION PROJECT - II**

**February 2023**

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**WBADMI PROJECT PHASE II**  
**Stakeholder Engagement Plan**  
**Draft**

**1.0 Introduction and Project Description**

**1.1 Introduction**

West Bengal is richly endowed with water resources but has struggled to harness these effectively in agriculture. The State's water resources account for 7.5 percent of India's total; however, 76 percent of the annual rainfall (1,740 mm) falls in the three to four monsoon months. The State has around 56 million ha in cultivable land that could utilize more than 70 billion cubic meters (BCM) annually in irrigation. However, the State has only been able to develop surface storage structures of 19.8 BCM out of a total surface water potential of 111 BCM. While surface water development has been slow in the State, West Bengal has been more proactive in utilizing its groundwater potential of 29.33 BCM, particularly in northern and southern regions where alluvium aquifers are very rich in ground water resources.

The World Bank-funded West Bengal Accelerated Development of Minor Irrigation ("WBADMI Phase I") project, implemented from 2011 to 2019, provided a successful model for developing minor irrigation schemes to enhance agricultural production. In addition to initiating the construction of small storage structures in western districts and other irrigation infrastructure in the rest of the state, it strengthened community-based irrigation management, supported agricultural development and services, encouraging crop diversification and new technologies, and created new income-generating opportunities. Overall, the project reached 124,700 beneficiaries, of which 111,203 were small and marginal farmers – approximately two per cent of West Bengal's over six million small and marginal farmers. Implementation tools, technologies and principles designed under the WBADMI project also informed the State flagship program "Jal tirtha" on minor irrigation schemes in the Western Districts and the "Matir-Sristi" mixed-fruit plantation on wastelands. Notwithstanding the achievements of the WBADMI Phase I project, Jal tirtha and related programs, there remains a vast unmet demand, estimated at over 20 BCM, for surface irrigation services and water use efficiency.

The WBADMI Phase II promotes more resource-efficient, inclusive, and diversified growth in the rural sector and enhances competitiveness and enables job creation. The proposed Project is also aligned to transform by increasing agricultural productivity in targeted areas, improving incomes of small and marginal farmers, and contributing directly to ending extreme poverty and promoting shared prosperity. The Project will also aim to leverage private sector investments by enabling access to finance and building market access. The activities will support gender equality and empowerment through targeted training of women in modern agricultural, horticultural and fishery methods, as well as by encouraging female plot holders to take up an active role in Water User Associations (WUAs), and thus in the planning, implementation and management of minor irrigation schemes supported by the project

## Project Component

**The Project expands and solidifies Phase I investments.** As in Phase I, the Project will mobilize farmer communities in rural West Bengal to establish and strengthen their WUAs to plan, operate, and manage minor irrigation schemes with a command area up to 2,00 ha. Types of schemes to be invested include check dams, small-scale storage structures, creek rehabilitation, and tube wells, and will be determined based on geo-climatological and agro-ecological characteristics of scheme locations. Further, the Project will converge with the agriculture, horticulture, and fisheries sectors so that communities can embrace good, climate resilient agricultural practices and integrate high value crops and fisheries in their harvest. Vulnerable farmers living in areas that rely on rainwater or experience water stress will be targeted. The Project will not only create new WUAs but work with existing WUAs. Those that perform well will be showcased in knowledge exchange activities, and those that are low in performance will be supported for capacity building to turn them around.

**The Project goes beyond Phase I in terms of institutionalizing its gains in view of sustainability (figure 1).** Phase I worked on institutionalizing its various aspects so that it has lasting impact after project closure (see paragraph X). Building on that, the Project aims to further reinforce the institutionalization in five ways: (a) a multidisciplinary WUA Cell will be created at the DWRID, which will include social experts performing mobilization and coordination functions taking the long view; (b) a Planning and Monitoring Cell will be created at the DWRID, which especially will help internalize site selection and clustering and robust monitoring; (c) standard scheme guidelines and design tools will be developed for each geo-climatological and agro-ecological zone, which will streamline the planning process; (d) linking major and minor irrigation schemes will be encouraged so that farmers can use water when they need it, bolstering demand-driven irrigation; and (e) Phase I pilots that proved successful—including water efficiency technologies like micro irrigation, mixed fruit plantation, market linkage development, and solar-based pumping in remote areas—will be expanded and mainstreamed so that they officially become part of DWRID and WUAs' toolbox. Hence, while the direct impact of the Project may be small, benefitting only X percent of the farmers in West Bengal, it will influence how minor irrigation schemes in the State's villages are planned, designed, constructed, operated, managed, and monitored and also how they can be converged with agricultural services in the years to come.

The project will consist of four components:

**Component 1: Strengthening community-based institutions.** The component aims to mobilize, engage, and empower farmers by building and strengthening transparent, inclusive, and self-sustaining WUAs. The focus is on poor, and vulnerable farmers and women farmers who are small, marginal farmers or sharecroppers. Those who are in the climatologically stressed watersheds and, therefore, are currently managing their livelihoods through rainfed, single-cropped subsistence farming will be targeted especially. To do so, the Project will hire support organizations (SOs) to engage with farmers throughout the process i.e. develop Scheme Development and Management Plans (SDMP); set up a performing irrigation service fee collection, recording, and accounting system for WUAs; develop an equitable and sustainable water sharing and utilization system; and make WUAs perform in the governance procedures, social accountability mechanisms, and sustainable systems for water resources management.

**Component 2: Minor irrigation services.** . The component aims to improve access to water for agricultural irrigation and other livelihood activities. The focus is on developing rainwater harvesting (storage) structures in watersheds that are water resource constrained and currently cultivated under rainfed conditions, while a limited number of tube wells will be included to pilot innovation and safeguard plantation-based crops. These investments will significantly strengthen small and marginal farmers' resilience in the face of climate change-related effects. Areas considered for borehole investments fall either in the periphery or outside the transboundary aquifer, and those schemes will

use solar-powered pumps to facilitate access in remote areas and lower the Project's carbon footprint. Water management interventions will include improved conveyance and application systems, such as flexible piped water supply, sprinkler, and drip irrigation systems. Successful measures from Phase I will be adopted for fine-tuning and scaling-up, including standardised design model, standardised technology such as GIS and remote sensing, participatory identification of site-specific constraints, and water security and livelihood planning tools at the watershed level. Investments will be tailored to the geo-climatological and agro-ecological zones of West Bengal maximize returns for the farmers. In the western districts, the micro watershed of less than 20 km<sup>2</sup> will be prioritised for integrated watershed development. These structures will be used for irrigating plantations and developing fisheries where possible. Spring shed management, a combination of landscape, watershed, and recharge management, will be the focus in Northern districts. Water detention structures with a storage capacity of less than 0.1 MCM will be the main investments in Coastal districts. They will be used for both fisheries and agriculture. Small ponds for fisheries will be supported as well. In the groundwater-rich alluvium zones focus will be on water management practices, particularly of existing tube wells, and creating and rehabilitating surface ponds for use in fisheries and agriculture.

**Component 3: Agricultural support services.** The component aims to improve agricultural, horticultural, and fisheries production by promoting resilient technologies, raising water productivity with sustainable water management practices, and accessing market opportunities. The focus is on improving cropping intensity, promoting high-value crops requiring less water, diversifying farmer income, spreading climate-smart agriculture technologies, optimising inputs, and realising better prizes. Stress would be on integrated soil fertility and nutrient management, integrated pest management and organic farming techniques, and other good agricultural practices.

**Component 4:** Project management. The component aims to strengthen the DWRID to spearhead project implementation at all levels. The focus is reinforcing the project implementation vehicles already set up during Phase I by improving workflows, bridging skill gaps, and internalising institutional setups.

## **Project Beneficiaries**

**The Project is expected to yield significant and lasting benefits for vulnerable farmers in West Bengal.** It is estimated that about 1,120,000 people would benefit directly, resulting from extension of irrigation that allows intensification of agricultural activity and expansion of ponds for fishery. Farmer benefits in terms of higher incomes will thus stem from higher crop yields; more diversified, higher value crops; newly established fishponds; and better market access and product marketing. In addition, cost savings will be realized with the use of solar based pumping and by adopting water efficiency technologies, such as sprinkler and drip irrigation. Nonmonetary benefits include community empowerment to be realized through WUAs. The vulnerable farmers—including those who are small and marginal, belong to tribal communities, and are women—will be specifically targeted, through project area selection that would account for level of water stress, prevalence of single cropped, rainfed farms, and socio-economic factors. It is estimated that the Project will reach X percent of small and marginal farmers and X percent of tribal farmers in the State. By implementing the Project, the DWRID will benefit by gaining enhanced capacity to deliver minor irrigation services through collaboration with communities and internalizing GIS, remote sensing, and other technology advances.

## 2.0 Purpose of Stakeholder Engagement Plan

1. The main objectives of the SEP are to adopt a systematic, transparent and participatory approach to stakeholder engagement and information disclosure, and maintenance of positive stakeholder relationships, monitoring of stakeholder feedback and implementation of an accessible and responsive grievance redressal mechanism. The SEP also aims to facilitate stakeholder feedback and engagement on project design and implementation, including on identification and mitigation of environmental and social risks and impacts.

2. Project is required to engage with multiple and varied set of stakeholders for different activities under the project components. This document, forms part of the environmental and social assessment documentation. This SEP, outlines the general principles and collaborative strategy to identify stakeholders for all components under the Project, identify appropriate modes of engagement and prepare plans for engagement and meaningful consultation throughout the project cycle while ensuring transparency. The goal of this SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves project beneficiaries and other stakeholders in a timely manner and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions. The SEP will act as a guiding tool and framework for managing communications and engagement between HPFD and its stakeholders for the Project. The SEP has been adapted to the nature and scale of the project and its potential environment and social risks and impacts. The SEP takes into account the existing institutional and regulatory frameworks/acts of the Government of India (GOI) and the Government of West Bengal (GoWB) as well as the requirements of the Environmental and Social Framework (ESF), 2016 of World Bank.

3. The SEP includes multiple channels and mechanisms of engaging with the stakeholders, including Publications, website, telephone, public consultations and meetings, participatory assessments and surveys, participatory planning and existing channels of citizen’s engagement of the GoWB. Differentiated measures will be adopted to engage with vulnerable and disadvantaged households, including focus group discussions, inclusive beneficiary identification in the sub projects, inclusion amongst beneficiary groups, and lower thresholds for cost sharing for individual benefits. Other project-related information will be shared with the primary stakeholders in locally understood languages where necessary. All ESS plans and documents will be disclosed on the project’s websites.

### 3.0 National and State Legal and Regulatory Framework

4. This SEP considers the existing institutional and regulatory framework within the context of the National and State legal instruments as well as the requirements of Environmental and Social Framework (ESF), 2016 of the World Bank.

#### 3.1 National and State Acts and Policies:

5. The relevant National Acts and or Policies are described in table below.

**Table 1: Relevant Acts and Policies**

Acts/Rules/Policy	Explanation	Relevance to the Project
Right to Information Act, 2005	To provide right to information for citizens to secure access to information under the control of	It is related to all those organizations and individuals who would like to secure

	public authorities, in order to promote transparency and accountability in the working of every public authority.	information on the activities and schemes under the proposed ADMI project. It is relevant to maintaining transparency of project activities.
Panchayati Raj Act 1953, 73 <sup>rd</sup> Amendment 1994	The act leads towards village governance and establishes the bottom up approach. The Panchayati Raj Institutions considered as self-Government for rural areas whether at the level of a village or a block or a district. They are responsible for preparation of plans for the development programs include drinking water, minor irrigation, rural sanitation, natural resources management and other socio-economic and so on, mobilization of resources for relief during natural calamities, removal of encroachments on public properties, organizing voluntary labour and contribution for community works and maintenance of essential statistics of villages.	Applicable for ADMI as during the implementation of the project activities require institutional support at different levels. This Act will facilitate support for the active participation of the village communities and other democratic institutions that may yield the effective outcomes of interventions.
Extension of Panchayati Raj to Scheduled Areas (PESA) 1996	The Act provides for extension of the provisions of Part IX of the Constitution relating to the Panchayats to Scheduled Areas. The Act allows greater recognition to tribal economic and sociocultural systems, autonomy for local governance and control over natural resources in scheduled areas of the country. Every Gram Sabha shall: i. approve of the plans, programs and projects for social and economic development before such plans, programs and projects are taken up for implementation by the Panchayat at the village level; ii). be responsible for the identification or selection of persons as beneficiaries under the poverty alleviation and other programs	Any project intervention should honour and maintain the autonomy of the tribal. Applicable as project needs to take prior informed consent for project interventions, to ensure that interventions are acceptable. Introduction of new crops/ technologies /food crops should take into consideration their cultural preferences. The project needs to ensure that tribal communities participate in project activities and there will be no adverse impacts on local tribal groups.

National Policy on Tribal Development, 1999	The policy seeks to bring scheduled tribes into the mainstream of society through a multi-pronged approach for their all-round development without disturbing their distinct culture. Development and empowerment of STs is enshrined in the Constitution and the tribal subplans included covered under the Five Year Plans.	This policy will be applicable to project activities in tribal dominated districts. The need is to ensure that tribal communities participate in the project activities and there are no adverse impacts on local tribal groups. The policy is applicable in the tribal districts. The project interventions should be dovetailed with the Tribal Development Sub Plan in order to facilitate the achievement of its objectives of the sub plan.
Tribal Sub Plan	Under TSP, all funds from various programs are pooled and used strategically to support the socioeconomic development of tribal within a specified period.	The project intends to invest in upgrading agriculture and irrigation infrastructure in tribal districts. There is a need for working with the Tribal Development Department to ensure that project benefits are accessed by the tribal communities.
Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006	The Act provides three kinds of rights to Scheduled Tribes and Other Traditional Forest Dwellers: Land Rights: Right to continue cultivating land (less than or equal to four hectares) where they have been cultivating prior to 13 December 2005. Use Rights: Provides for rights to use and/or collect a) minor forest produce (tendu patta, herbs, medicinal plants) that has been traditionally collected, b) Grazing grounds and water bodies, c) Traditional areas of use by nomadic or pastoralist communities Right to protect and conserve: Gives the community the right to protect and manage the forest.	This Act is particularly relevant and will be applicable to the districts with large proportion of tribal population where agricultural improvement investments are made on lands inhabited by tribal population.

### 3.2 The World Bank's Standard on Stakeholder Engagement Plan



18. The World Bank's Environmental and Social Framework sets out the World Bank's commitment to sustainable development, through a Bank Policy and a set of Environmental and Social Standards that are designed to support Borrowers' projects, with the aim of ending extreme poverty and promoting shared prosperity. The Environmental and Social Standards set out the requirements for Borrowers relating to the identification and assessment of environmental and social risks and impacts associated with projects supported by the Bank through Investment Project Financing. The Bank believes that the application of these standards, by focusing on the identification and management of environmental and social risks, will support Borrowers in their goal to reduce poverty and increase prosperity in a sustainable manner for the benefit of the environment and their citizens. The ten (10) Environmental and Social Standards establish the standards that the Borrower and the project will meet through the project life cycle. ESS 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not." (World Bank, 2017: 98).

19. A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It needs to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100).

#### 4.0 Brief Summary of Previous Stakeholder Engagement

20. Based on the project objective and components of the project, stakeholders were identified. Since the focus of the project is on marginalized community, the Project has identified the disadvantaged and vulnerable people as small and marginal farmers, scheduled tribes, and women headed households as well as households designated below the poverty line and people with disability. These households are more constrained than others to access benefits from the project and participate more fully in the planning and consultations. Consultations held as part of the ESA process saw large scale participation from the communities, and these disadvantaged and vulnerable groups

were part of all the consultations. Before the consultations, relevant information in local language was shared with the communities in order to give them information on the project objectives/activities and seek their feedback and concerns/issues with respect to project components.

21. Consultations were also held with the state departments of Forests, Agriculture, Animal Husbandry, Rural Development and the Science and Technology to understand the scope of their participation and sectoral interventions under the project, and the potential social and environmental risks and issues involved. During the ESA process consultations were carried out with various stakeholders. One village from each Block was randomly selected where consultations took place. Villages and Blocks were selected on the basis of agro-climatic regions in the state and indicators like high percentage of tribal population, cropping intensity, fertilizer usage, net irrigated area etc. Consultations were carried out in 8 villages with about 182 farmers, members of SHGs, FPOs and other women groups. Separate consultations were carried out in these villages with PRI representatives, traditional tribal leaders, District and Block officials.

22. During the initial process of consultations some of the issues pointed out by the primary stakeholders (the farmers and village community) varied. Small and marginal farmers pointed out issue of low productivity due to lack of irrigation, lack of availability of high-quality seeds, lack of market linkages etc. Farmers who had animals pointed out to the issue of lack of feed, fodder, medical aid etc. Other issues included lack of capacity, poor market linkages, lack of access to capital etc.

**Table 2: List of Stakeholders consulted**

<b>S. No.</b>	<b>Particular</b>	<b>Number of Participants</b>	<b>Issues raised</b>
1	Farmers (Male & Female farmers)	101 ( M – 71 , F – 30)	Benefit of solar energy uses, requirement of more irrigation schemes, Importance of crop planning, lack of availability of high-quality seeds, lack of market linkages, importance and benefit of plantation with intercropping, etc
2	Fishery group	71 (M – 55, F – 16)	Issues related to fund, availability of hatchery, non-availability of good quality feed in reasonable price, knowledge gap on disease management, stocking, home based feed making, leasing out ponds, etc.
3	Institutions	FPOs, SHGs, NGOs and Women group, District and Block Officials from agriculture, horticulture, fishery, etc. –	Benefit of working together through WUA, participatory operation and maintenance of schemes, Issues related to institutionalise linkage between women SHG and WUA, requirement of collective actions for market access, gap in convergence with line department, etc.

4	Farmers who have animals	10 ( M – 6 , F – 4)	Issue of lack of feed, fodder, medical aid, training, etc
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23. During the ESA, consultations / in-depth interviews were carried out with the above-mentioned stakeholders. Following were agreed:

- Community to be consulted various stages of the project preparation through community consultations.
- Specific consultations will be held near the proposed sub project sites to seek opinions/suggestions of the communities involved. The outcome of consultations will be incorporated as appropriate in the designs and mitigation plans.
- As part of such consultations, the draft mitigation plans if required will also be presented and explained to the people on the content and process of the implementation of the plans.
- The implementing agencies (IAs) shall also hold consultations not only with the community but also with the concerned line departments at the district and block level and provide opportunities for information sharing and collaboration measures.

#### 24. **Specific Consultation with the tribal community:**

For consultation with tribal groups, Institutional Development Specialist at district level will be primarily responsible but if required, Project will hire an appropriate specialist with knowledge of the socio-cultural aspect of the tribal community, The Social Safeguard Specialist of World Bank will participate in the consultation (i) with the tribal community; (ii) discuss tribal issues with the tribal administration; and (iii) with the Department of Agriculture.<sup>1</sup>

##### 4.1 **Stakeholder identification and analysis**

25. The direct project beneficiaries at the household level will be small and marginal farmers, women farmers, tribal community and landless through fishery activities. At the community level beneficiaries will be Farmers Producers Group and women groups. The other beneficiaries include PRI Institutions, as well as the department of minor irrigation, agriculture, horticulture, and fisheries at the State and District levels. The disadvantaged and vulnerable households include small and marinal farmers, women headed households, disabled households, and scheduled tribes. The stakeholders who will be informed and consulted about the project are summarized below.

- **Project Beneficiaries:** The proposed project will extend the achievements of the WBADMI Phase I Project by expanding minor irrigation services to more small and marginal farmers, mainstreaming modern agricultural techniques and institutionalizing the participatory WUA

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<sup>1</sup>In order to determine the applicability of ESS7, the Bank will undertake a screening in accordance with the criteria in paragraphs 8 and 9 of ESS7, to determine whether Indigenous Peoples (or as they may be referred to in the national context) are present in, or have collective attachment to, the proposed project area. In conducting this screening, the Bank may seek the technical advice of specialists with expertise on the social and cultural groups in the project area. The Bank will also consult the Indigenous Peoples concerned and the Borrower. The Bank may follow the Borrower's national processes during project screening for identification of Indigenous Peoples, where these processes meet the requirements of ESS7. Where Indigenous Peoples are present in, or have a collective attachment to, the proposed project area, the Bank will require the Borrower to undertake a process of meaningful consultation tailored to Indigenous Peoples in accordance with ESS7. The outcome of the meaningful consultation will be documented. The Bank will undertake the necessary due diligence and ascertain the outcome of the meaningful consultation, and this will contribute to the Bank's decision making as to whether to proceed with the proposed project or not.

approach to irrigation and water management. The project will also provide financing for existing minor irrigation schemes to support value additions and more efficient water management. These activities are expected to improve irrigation for up to 60,000 hectares (ha) of farmland, thus benefitting up to 150,000 farmers. These 150,000 farmers will be spread over tentatively 1770 (One Thousand Seven Hundred and Seventy) mouzas in tentatively 266 (Two Hundred Sixty-six) Development Blocks of the 23 (Twenty-Three) districts of West Bengal. In these project villages, the key project beneficiaries include farming communities (especially small and marginal farmers), including women, disadvantaged groups as well as, who will benefit from improved access to irrigation water, climate smart extension services, and improved agriculture practices. Women, and the community at large, will also benefit from employment opportunities that will come up for construction of WDS and plantation activities.

- Disadvantaged and Vulnerable Households. The Project has identified the disadvantaged and vulnerable people as landless, small and marginal farmers, scheduled castes households, scheduled tribes, women headed households, disabled households as well as households designated below the poverty line as per SECC criteria. These vulnerable households are more constrained than others to access benefits from the project and participate more fully in the planning and consultations. No adverse project impacts will fall disproportionately on these especially vulnerable groups.
- Adversely affected households. (Potential adverse impacts): At this stage, the project does not identify any directly affected population groups to be negatively affected mainly because the project does not include any land acquisition or the potential to cause involuntary physical resettlement or relocation. However, small scale, local level infrastructure planned and prioritized by the communities could involve very small scale of land donation either by individuals or the Government, which needs to be managed to avoid the potential for adverse impacts, especially on vulnerable households, following the environmental and social screening as described in ESMF.
- Other Interested parties (including government departments): The DWRID, Government of West Bengal will be the nodal department along with the line department viz; Agriculture, Animal Husbandry, Horticulture, Fisheries, and Panchayati Raj Department etc. will be the main stakeholders from the State. All department officials expressed interest in convergence modalities. These officials showed interest in training of beneficiary groups in good agriculture practices. The project will also increase the skills and capacity of the government officials as well as NGOs partners associated with the project.

#### 4.2 Summary of Stakeholder Needs.

26. The engagement needs of the key stakeholders as agreed during consultations are summarized in the table below:

**Table 3: Summary of Stakeholder Needs**

Stakeholder Group	Type of Stakeholder	Language Needs	Preferred notification means (e-mail, phone,	Specific needs (accessibility, large print, childcare,
	1. Beneficiaries			

	Households 2. Vulnerable and disadvantaged 3. Other Interested Parties		<b>radio, letter, etc.)</b>	<b>daytime meetings, etc.)</b>
Individual small and marginalised farmers, existing CBOs of farmers, agriculture and animal husbandry	Beneficiary households.	Bangla	Through phone, WUA office bearers, Gram Panchayat, village leaders, Representatives and Support Organization	Meetings held in Panchayat Office or in some community place within the village.
Women farmers and women headed households, women's federations	Vulnerable groups and affected households	Bangla	Through WUA, self-help groups, community coordinators, Anganwadi workers, Gram Panchayat Representatives and Support Organization	Meetings aligned with meeting schedule of self-help groups, village federations and other CBOs; within their habitations
Disadvantaged and Vulnerable Households, including landless and disabled households.	Vulnerable groups	Bangla	Through WUA members, self-help groups, community coordinators, Anganwadi workers Gram Panchayat Representatives and Support Organization	Special Meetings organised with advance notice organised at suitable timings and in accessible places;
Gram Panchayat Elected Leaders and Officials	Other Interested Parties	Bangla	Official notification from SPMU / DPMU through letters and emails.	Meeting with advance notice to all the elected GP members and key GP officials along with CBO leaders and NGO representatives and other village level workers of line agencies
Departments of	Other Interested	Bangla and	Official	Meetings held with

Forests, Agriculture, Fisheries, horticulture, PRI	Parties	English	notification from SPMU; DPMU; and Line Departments through letters and e-mails	suitable advance notification in block level office.
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### Roles & Responsibilities of Stakeholders

The analysis of different stakeholders, their role in the project in planning and implementing project interventions is summarized in table below.

#### **Role of stakeholders in the project**

<b>S. No.</b>	<b>Stakeholders</b>	<b>Role</b>
1	Women	<p>Women at the household level play a major role in agriculture and allied sector but often marginalize in benefit sharing and ownership.</p> <ul style="list-style-type: none"> <li>✓ Active participation of women in agri-horticulture &amp; allied sector for equitable distribution of benefits.</li> <li>✓ Participation in livelihood / fisheries groups.</li> <li>✓ Participate in training on modern agricultural, horticultural and fishery methods,</li> <li>✓ Women agriculture landowners to take up an active role in Water User Associations (WUAs),</li> <li>✓ Participate in planning, implementation and management of minor irrigation schemes</li> </ul>
2	Marginalized communities	<p>The project aims to include the tribal population and socially neglected sections of the society for inclusion combined with pro poor investments.</p> <ul style="list-style-type: none"> <li>✓ Role in various committees to be formed under the project including in executive committees</li> <li>✓ Participation in preparation and implementation of sub projects</li> <li>✓ Participation in training programs and adapt to modern technology</li> <li>✓ Participate in existing state government and central government schemes.</li> <li>✓ Participate in FPOs</li> <li>✓ Tribal families to assist project in harnessing the traditional and indigenous knowledge base of the population towards improving natural resource management</li> </ul>
3	Support Organizations	<ul style="list-style-type: none"> <li>✓ Assist project in mobilization of community for the sub projects</li> <li>✓ Assist in capacity building of FPO through business plan development including guidelines, manuals, training, organizing exposure visits etc.</li> <li>✓ Assist in capacity building of WUA through targeted trainings</li> <li>✓ Arrange for market support activities</li> </ul>

		<ul style="list-style-type: none"> <li>✓ Organize promotion activities and engage community through IEC, workshops/ events, etc.</li> <li>✓ Assist community members in accessing GRM if needed.</li> </ul>
4	Primary Producers	<ul style="list-style-type: none"> <li>✓ Participate in agriculture, horticulture and allied sectors interventions as beneficiaries</li> <li>✓ Planners and beneficiaries of individual and community-based intervention.</li> <li>✓ Responsible for planning; implementation and maintenance of individual and community resources.</li> <li>✓ Part of producer organizations as agro enterprises will be formed in the identified areas</li> <li>✓ Participate in trainings organized by the project and adapt to modern scientific knowledge and innovations</li> <li>✓ Assist project in harnessing the traditional and indigenous knowledge base of the population towards improving natural resource management.</li> </ul>
8	Community based Groups, FPOs, SHGs, PGs	<ul style="list-style-type: none"> <li>✓ Assist project in implementing <b>Behavioural Change Communication (BCC)</b>.</li> <li>✓ Assist project in social mobilization</li> <li>✓ Mobilize community to participate in project interventions</li> </ul>
9	Front line Department (site specific department & Staffs)	<ul style="list-style-type: none"> <li>✓ Disseminate project information</li> <li>✓ Ensure incorporation of community feedback in project design</li> <li>✓ Establish GRM</li> </ul>

### 4.3 Information Disclosure and Engagement Methods

27. The final draft of the Stakeholder Engagement Plan (SEP) will be re-disclosed on the projects website and shared with all the District and Block Development Offices as well as the targeted Gram Panchayats. The SEP will be disclosed and publicly accessible throughout project implementation period. All updated versions will also be re-posted on the project portal. WBADMIP will use various methods of engagement that will be used by the implementing agencies as part of their continuous interaction with the stakeholders. The method of engagement will be constantly reviewed or its appropriateness, outreach and impact, as well as inclusivity.

28. Ensuring the participation of vulnerable individuals and groups in project consultations will require the implementation of tailored techniques. The vulnerable groups identified by the project include the rural population, people living with disabilities, women, and disadvantaged youth. Attention will be given to the vulnerable groups to ensure that they are not denied project benefits. This will be done by focus group discussions, monitoring participation rates, undertaking beneficiary assessments, using online platforms to allow access to otherwise disadvantaged groups, and ensuring that at least 30% of participant trainees are females. The table below summarizes the variety of methods that would be used for information disclosure to reach all the key stakeholders. A summary description of the engagement methods and techniques that will be applied by project developer is provided below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback as well as participation and consultation.

**Table 4: Information dissemination and modes of disclosure and engagement for consultation**

Target	Information to	Tools of	Frequency	Responsibilities
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stakeholders	be disclosed	engagement & mode of disclosure		
<b>Component 1: Strengthening Community-Based Institutions</b>				
<ul style="list-style-type: none"> <li>✓ Small and marginal farmers</li> <li>✓ women farmers</li> <li>✓ SC,</li> <li>✓ STs,</li> <li>✓ Women headed households,</li> <li>✓ village youth</li> <li>✓ Water Users Association</li> </ul>	<ul style="list-style-type: none"> <li>✓ Project Scope</li> <li>✓ sustainable design, planning and management of minor irrigation services</li> <li>✓ Process of selection of beneficiaries</li> <li>✓ Grievance mechanisms</li> <li>✓ Participatory planning process,</li> <li>✓ Activities to be undertaken and trainings to be provided</li> </ul>	<ul style="list-style-type: none"> <li>✓ Consultative meetings</li> <li>✓ Participatory integrated planning tools</li> <li>✓ Information of conducting participatory process will be available in the local GP in local language through pamphlets and other means of communication as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>✓ This is a continuous activity.</li> <li>✓ Monthly consultative meetings with the community</li> <li>✓ Monthly grievance redress meeting</li> <li>✓ Information dissemination on monthly basis</li> </ul>	<ul style="list-style-type: none"> <li>✓ Support Organization through its Community Coordinator</li> <li>✓ IDS of DPMU</li> </ul>
<b>Component 2: Minor Irrigation Services</b>				
<ul style="list-style-type: none"> <li>✓ Vulnerable households,</li> <li>✓ WUAs</li> <li>✓ Officials from relevant line departments (e.g., forest, agriculture, horticulture, and animal husbandry, fishery etc.)</li> <li>✓ Local Agriculture and Animal Husbandry Universities</li> </ul>	<p>Information dissemination on:</p> <ul style="list-style-type: none"> <li>✓ community natural resource management system,</li> <li>✓ Participatory technique for management of common infrastructure such as rainwater harvesting tanks or minor irrigation.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Village level meetings – use of audio – visual tools</li> <li>✓ Door-to-door visits,</li> <li>✓ Project leaflets,</li> <li>✓ Training</li> <li>✓ Workshops</li> <li>✓ Exposure visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Monthly village level meetings</li> <li>✓ Quarterly Door to Door visits</li> <li>✓ Workshops and exposure visits will be conducted bi-annually</li> </ul>	<ul style="list-style-type: none"> <li>✓ State PMU</li> <li>✓ Support Organization through its Community Coordinator</li> <li>✓ IDS of DPMU</li> </ul>



	<ul style="list-style-type: none"> <li>✓ benefit sharing mechanism.</li> <li>✓ Formation of livelihood groups</li> <li>✓ Inter departmental coordination mechanism</li> </ul>			
<b>Component 3: Value Addition and Market Access</b>				
<ul style="list-style-type: none"> <li>✓ Vulnerable households</li> <li>✓ WUAs</li> <li>✓ Local/national knowledge organizations</li> <li>✓ Local agriculture universities.</li> <li>✓ CBOs</li> </ul>	<p>Information dissemination on:</p> <ul style="list-style-type: none"> <li>✓ Integrated farming system</li> <li>✓ Climate smart agriculture</li> <li>✓ Nutrition and FPO promotion</li> <li>✓ Modern agriculture techniques</li> <li>✓ Post-harvest management</li> <li>✓ Training of farmers for producer's groups</li> </ul>	<ul style="list-style-type: none"> <li>✓ Consultative meetings</li> <li>✓ Participatory integrated planning tools</li> <li>✓ Workshops</li> <li>✓ Information of conducting participatory process will be available in the local WUAs/ GP office in local language through pamphlets and other means of communication as appropriate</li> </ul>	<p>Throughout the project cycle</p> <ul style="list-style-type: none"> <li>✓ Monthly consultative meetings with the community</li> <li>✓ Quarterly consultative meetings with district officials</li> <li>✓ Workshops for capacity building to be held every six months</li> </ul>	<ul style="list-style-type: none"> <li>✓ State PMU</li> <li>✓ DPMU</li> </ul>
<b>Component 4: Project monitoring and management and State capacity</b>				
<ul style="list-style-type: none"> <li>✓ DWRID,</li> <li>✓ Line departments</li> </ul>	<ul style="list-style-type: none"> <li>✓ Project coordination, implementation, financial management, procurement, and environmental and social safeguards management</li> <li>✓ Tribal Knowledge</li> </ul>	<ul style="list-style-type: none"> <li>✓ Consultative meetings</li> <li>✓ Participatory integrated planning tools</li> <li>✓ Workshops</li> </ul>	<ul style="list-style-type: none"> <li>✓ Quarterly consultative meeting with district officials</li> <li>✓ Workshops every six months</li> </ul>	<ul style="list-style-type: none"> <li>✓ SPMU</li> <li>✓ DPMU</li> </ul>

#### 4.4 Framework for Stakeholder Engagement

29. Unlike traditional types of engagement – Communication and Consultation - Citizen Engagement is an interactive two-way process that encourages participation, exchange of ideas and flow of conversation. It reflects the willingness to share information and make citizens a partner in decision making. Active engagement gives the right to hold others accountable, and accountability is the process of engaging in participation. It seeks greater accountability from the service providers through increased dialogue, consultation and monitoring and assessing performance externally and mutually.

30. **Ways of Stakeholder Engagement:** A variety of mechanisms may be adopted to incorporate and promote stakeholder engagement in Projects.

**a) Information sharing:** In order to generate awareness and to prepare the stakeholders, elected representatives and other stakeholders, a wide range of information needs to be disseminated. It includes display of services and service levels, roles and responsibilities of officials and escalation mechanism, etc. In addition, regular meetings and interfaces will also be used to share information. For many departments and services, mobile based voice or text services and web-based presence will serve as an additional channel for information sharing.

**b) Consultation:** Consultative meetings with the stakeholders are to be undertaken at different stages of the project cycle at regular intervals. Each intervention should be discussed with the community, beneficiaries, elected representatives, local civil society groups and other stakeholders to get their perspectives included in the designing of the interventions, and thereby increasing the chances of ownership among various stakeholders. Such consultations will be undertaken both online as well as face to face.

**c) Joint assessment:** Participatory assessment and monitoring with the stakeholders, particularly the identified service seekers / beneficiaries, will be used as tools for enhancing stakeholder engagement.

<b>Table 5: Mechanism for Information Sharing and Process</b>	
<b>Process</b>	<b>Mechanism</b>
Correspondences (Phone, Emails)	<ul style="list-style-type: none"> <li>• Distribute Project brief/information to Government officials, NGOs, Local Government, and organisations/agencies</li> <li>• Invite stakeholders to meetings and follow-up</li> </ul>
One-on-one meetings	<ul style="list-style-type: none"> <li>• Seeking views and opinions</li> <li>• Enable stakeholder to speak freely about sensitive issues</li> <li>• Build personal relationships</li> <li>• Record meetings</li> </ul>
Formal meetings	<ul style="list-style-type: none"> <li>• Present the Project information to a group of stakeholders</li> <li>• Allow group to comment – opinions and views</li> <li>• Build impersonal relation with high level stakeholders</li> <li>• Disseminate technical information (as required)</li> <li>• Record discussions</li> </ul>
Public meetings	<ul style="list-style-type: none"> <li>• Present Project information to a large group of stakeholders, especially communities</li> <li>• Allow the group to provide their views and opinions</li> </ul>

<b>Table 5: Mechanism for Information Sharing and Process</b>	
<b>Process</b>	<b>Mechanism</b>
	<ul style="list-style-type: none"> <li>• Build relationship with the communities, especially the vulnerable</li> <li>• Distribute non-technical information (as required)</li> <li>• Facilitate meetings with presentations, PowerPoint, posters etc.</li> <li>• Record discussions, comments, questions.</li> </ul>
Focus group meetings	<ul style="list-style-type: none"> <li>• Present Project information to a group of stakeholders</li> <li>• Allow stakeholders to provide their views on targeted baseline information</li> <li>• Build relationships with communities</li> <li>• Record responses</li> </ul>
Project website and disclosure	<ul style="list-style-type: none"> <li>• Present project information and progress updates</li> <li>• Disclose ESIA, ESMP, SEP, ESCP, GAP, Contract Progress, GAP / TDP Implementation progress, Grievances and redresses of Grievances and other relevant project documentation.</li> </ul>
Direct communication with people	<ul style="list-style-type: none"> <li>• Share information on timing of commencement of civil works, demo activities</li> <li>• Selection of beneficiaries</li> <li>• Agree options for crops and relocation of fences/structures e.g. sheds</li> </ul>
Project leaflet	<ul style="list-style-type: none"> <li>• Brief project information to provide regular update</li> <li>• Site specific project information.</li> <li>• Information on disruption of power and water supply etc.</li> </ul>

#### 4.5 Challenges of COVID-19 and Stakeholder Engagement

##### Process to be followed:

33. The DPMU will ensure effective and meaningful consultations to meet project and stakeholder needs through digital means including social media to the extent possible. In case of face-to-face meetings norms and restrictions put in place by the state government will be followed. Specifically, the SPMU / DPMU / SO will undertake the following:

- ✓ At the state level, SPMU will review the COVID-19 spread situation in the project area and the restrictions put in place by the government to contain virus spread every week to issue guidelines to DPMU and DPMU, SO and other line departments will follow.
- ✓ SPMU in consultation with district level PMU will review the Stakeholder Engagement Plan (SEP) in terms of approach, methods and forms of engagement proposed in the SEP and assess the associated potential risks of virus transmission in conducting various engagement activities;
- ✓ DPMU and SO to avoid large public gatherings including dissemination workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / community
- ✓ With due permission of District Magistrate, DPMU / SO to conduct consultations in small groups on dissemination plan. DPMU to make all reasonable efforts to conduct meetings through online channels, including WebEx, WhatsApp and skype meetings; if possible, DPMU to create dedicated online platforms and chatgroups appropriate for the purpose

- ✓ For community level information dissemination if needed, project will employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, SMS on phone, etc.) as many communities may not have access to online channels or do not use them frequently.
- ✓ In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted despite all reasonable efforts, the proposed project activities will be postponed for reasonable time in view of the virus spread risks. This would depend on the COVID-19 situation, and the government policy requirements to contain the virus spread.

### **Actions to be taken during implementation**

34. During implementation, the project will have series of public consultation and stakeholder engagement activities as planned and committed. These activities will include community meetings, focus group discussions, field surveys and individual interviews with government officials, etc. Given the risk of virus spread, SPMU in consultation with DPMU and SO will review the approach and methodology for conducting stakeholder consultations and engagement, considering the restrictions and advisory issued by state government from time to time. Specifically, the project will undertake the following:

- SPMU jointly with DPMU and SO will review the planned activities requiring stakeholder engagement and public consultations. The review will include the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.

#### **Box 1. Issues to consider while planning stakeholder engagement**

- ✓ For which project activities consultation/engagement is **critical and cannot be postponed** without having significant impact on project timelines?
- ✓ What is the **level of proposed direct engagement** with stakeholders, including location & size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local), etc.?
- ✓ What is the **risk of the virus transmission** for these engagements, and how restrictions that are in effect in the country/project area would affect the engagements?
- ✓ Which **protocols and permissions** have to be obtained from local/concerned authorities for carrying consultations or other forms of engagement?
- ✓ What is the level of **ICT penetration** among key stakeholder groups, and which communication channels can be effectively used in the local conditions?

- Assess the level of risks of the virus transmission for these engagements, and how restrictions (in case restriction continues) that are in effect in the state/ project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines.
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context. Identify specific channels of communication that should be used while conducting stakeholder consultation and engagement activities. The following are some considerations while selecting channels of communication, considering the current COVID-19 situation:
- Avoid public gatherings (considering local restrictions), including public hearings, workshops and community meetings

- If smaller meetings are permitted by the district magistrate, conduct consultations in small-group sessions, such as focus group meetings and in case it is not permitted, conduct meetings through online channels, including WebEx, WhatsApp and skype
- Use social media and online channels.
- Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders
- For reaching out to community, employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) as community members may not have access to online channels or do not use them frequently.
- In situations where none of the above means of communication are considered adequate for required consultations with stakeholders, SPMU in consultation with the DPMU and SO will reschedule project activity to a later time, when meaningful stakeholder engagement is possible.

#### 4.6 Strategy and differentiated measures for Vulnerable Groups

35. The project will be implementing differentiated measures to include the feedback of vulnerable and disadvantaged groups during the stakeholder engagement process under project implementation. These disadvantaged and vulnerable people are landless, small and marginal farmers, scheduled castes households, scheduled tribes, women headed households, as well as households designated below the poverty line. Project will employ community coordinators through SO at the sub project level. The CC will be responsible for mobilization of marginalized community including tribal families. The site-specific interventions will be discussed with the community in a village level meeting ensuring participation of all sections of the society. It will be the responsibility of SO and DPMU IDS to ensure that community feedback is incorporated in the design of the project to the extent possible.

36. These main measures are presented below.
- identification of these disadvantaged and vulnerable households, as part of the participatory assessment exercise that will be undertaken in the planning process.
  - Dedicated consultations with vulnerable households during planning, as well as during periodic review
  - inclusion amongst beneficiaries of individual benefits as well as common assets and demonstrations
  - Participatory planning and Implementation of animal husbandry focused interventions, especially targeting the tribal as per their cultural norms
  - Differential, and lower, cost sharing requirements for vulnerable households in accessing individual benefits related to agriculture, horticulture, animal husbandry
  - Screening and mitigation planning to ensure vulnerable and disadvantaged groups are not adversely and disproportionately by project interventions.

#### 4.7 Roles, Responsibilities and Resources for Stakeholder Engagement

37. Though the State Project Management Unit (PMU) under the Department of Water Resource Investigation and Development, Government of West Bengal at state level will be overall responsible

for implementation of SEP, the IDS of DPMU along with the community coordinator of SO at the village level are primarily responsible for implementation of SEP. The community coordinator under the supervision of IDS of DPMU will engage with community through community consultations. The IDS will be responsible for in-depth interview / consultations with concerned line departments. The IDS at SPMU will be responsible for guiding district specialists for the implementation of SEP. The table below summarises the role and responsibilities:

**Table 6: Summary of Role of Officials responsible for implementation of SEP**

<b>Sl. No.</b>	<b>Level</b>	<b>Official Responsible</b>	<b>Role</b>	<b>Official Responsible for documentation and frequency</b>
1	Sub project	Community Coordinator	<ul style="list-style-type: none"> <li>• Community to be mobilized and consulted during various stages of the sub project preparation through community consultations.</li> <li>• Conduct consultations near the sites proposed to seek opinions/suggestions of the communities involved.</li> <li>• Document the outcome of the consultations</li> <li>• Share the outcome of the consultations with the DPMU</li> <li>• Take feedback from the community on the project implementation and grievances</li> </ul>	Community Coordinator  Every Month
3	District	Institutional Development Specialist	<ul style="list-style-type: none"> <li>• Engage with the district level officials of concerned line department for information dissemination and collaboration measures</li> <li>• Prepare minutes of the meeting and disseminate the same</li> <li>• Assist in resolution of grievances.</li> </ul>	IDS of DPMU  Every Quarter
4	State	Institutional Development Specialist	<ul style="list-style-type: none"> <li>• Engage with the state level officials of concerned line department for</li> </ul>	IDS of SPMU  Every Quarter

			information dissemination and collaboration measures <ul style="list-style-type: none"> <li>• Prepare minutes of the meeting and disseminate the same</li> <li>• Assist in resolution of grievances.</li> </ul>	
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## 5.0 The Institutional Structure of Grievance Redress Mechanism

38. The Project will establish a Grievance Redress Mechanism (GRM) with the aim to respond to queries or clarifications or complaints about the project and address complaints/concerns and grievances of the stakeholders. The GRM will focus on corrective actions that can be implemented quickly and at a relatively low cost to resolve identified implementation concerns, GRM will also serve as a channel for early warning, helping to target supervision to where it is most needed and identify systemic issues.

The institutional arrangement for the GRM will be established as following:

39. The grievance redress mechanism should be in place to identify Schemes and WUA and civil construction activities in the area. A platform for grievance redressal should be organized, and regular meetings may be conducted to allow people to express their grievances. It will help the appropriate authority find solutions and amicably address the issues. The project, apart from the web-based mechanism, will have a three-tier grievance redressal mechanism, i.e., (1) at the project site level (up to DPMU level), (2) State level (SPMU level) and (3) at the Judiciary level.

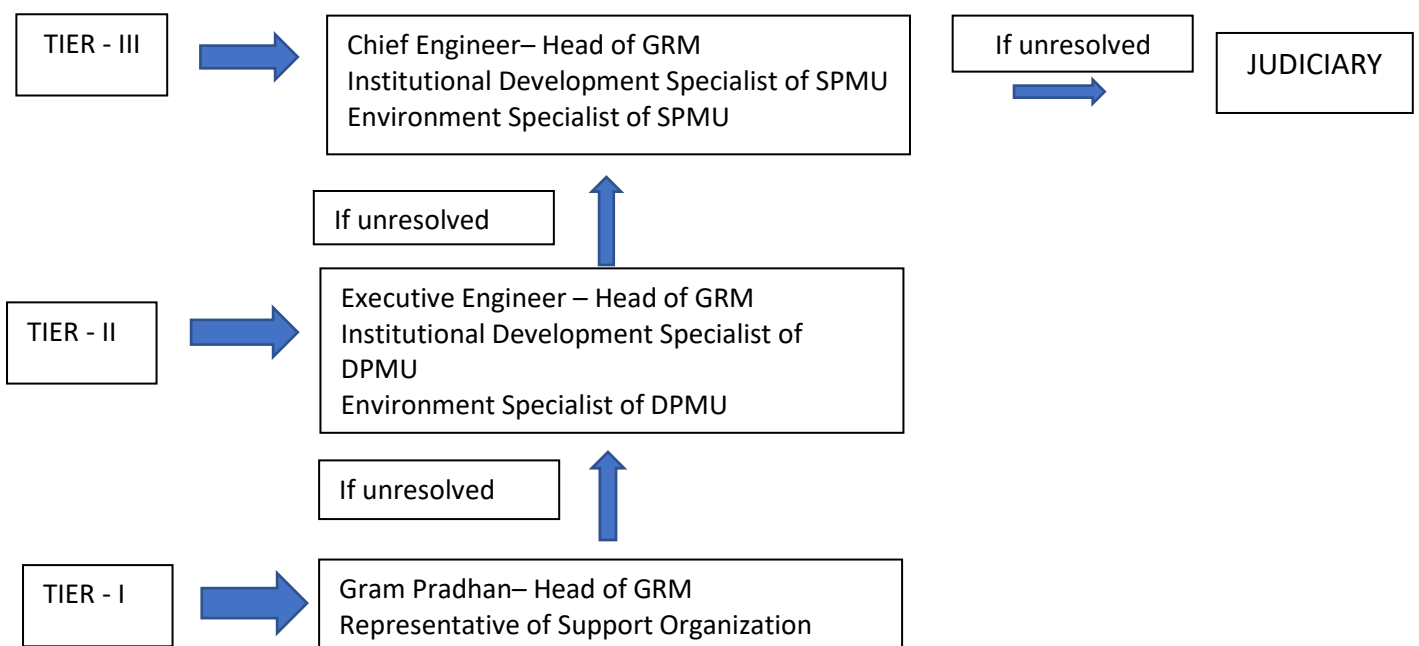
40. Web-based grievance mechanism: In case of grievances received through a toll-free number or web-based system, a person will be made in charge of screening and resolution of the same /communicating with the concerned divisions for resolution of the same. Based on the nature of the complaint, the person in charge will forward the same to the concerned official. A ticket or a unique number will be generated for all such complaints. The complainant will follow up based on that unique number. The system will also record anonymous complaint. All calls and messages will be responded to within two weeks. If a response is not received within 15 days, the complaint will be escalated to the project head.

- Tier I: Under this project, the WUA, local Gram Panchayat and the officer of the DPMU on site will serve as the first-tier mechanism to handle complaints and grievances. The local Pradhan of the Gram panchayat would be the key person. The Support Organisation will be the focal point to receive, address, and record the complaints and feedback. The grievance focal point will first review the grievances submitted. If grievances or disputes cannot be solved at the GP level within 30 days of submitting the grievances, the issue will be brought to the DPMU level for mediation. DPMU is expected to inform aggrieved persons or parties to disputes of the resolution in 30 days.

- Tier II: If the aggrieved person is not satisfied with the verdict of the local level grievance cell, they can escalate the grievance to the district level grievance cell. The tier II cell will be under the Chairmanship of the Executive Engineer. The other members will include the Institutional Development specialist and Environmental Specialist at district level. The second level of the grievance cell will provide its view within 30 days of receiving the grievance.
- Tier III: If not satisfied with the verdict given by the district grievance cell, the aggrieved person will have the right to approach the State level Mechanism. The tier III cell will be under the Chairmanship of the Chief engineer. The other members will include the Environmental and Institutional Development Specialist of the SPMU. The second level of the grievance cell will provide its view within 30 days of receiving the grievance.

41. If not satisfied with the verdict given by State level grievance cell, the aggrieved person will have the right to approach the Judiciary. The project will help the aggrieved person if a person wants to approach the judiciary.

### Grievance Redress Mechanism





39. Grievance Channels. Project beneficiaries and stakeholders will be able to submit their grievances, feedback, and inquiries to the Project through multiple channels that are summarized below.
- State Government Portal. The state government has its own grievance portal which is managed and monitored by the office of Chief Minister. Apart from the web site (cmo.wb.gov.in) where one can also register the grievance through email (wbcmro@gmail.com), SMS (9073300524) and a Toll-Free number (18003458244)
  - Project specific Portal. Project will maintain a portal with dedicated mechanisms for receiving stakeholder grievances. All grievances, feedback and queries received through the project portal will be collated and compiled by the State Social Expert and included in the progress report. The portal will also provide relevant information on the multiple channels that can be used for submitting grievances to the project.
  - Grievance Registers. Grievance Registers will be maintained at District/sub project levels to record, track and report on the inflow of stakeholder grievances, enquiries and feedback. The Grievance Registers will help with monitoring and evaluation of the functioning of GRMS.
40. Grievance Process. All grievances, enquiries and feedback received through the multiple channels will be tracked through a grievance log that would be maintained through the MIS. Grievances will be directed to the competent nodal grievance officer at the state, district, and block levels for resolution, with recommended timelines. The concerned Grievance Officer will be responding to the grievance/query through phone calls, meetings and letters, in order to resolve the issues. If needed site visits will be undertaken to appraise the exact nature of the stakeholder concerns. The Complainant will be made part of the grievance resolution process and kept updated of the resolution process through phone calls and formal letters. Information material on GRM will also inform the stakeholders about grievance escalation hierarchy that would help the complainant to escalate any unresolved issues to higher level officers, as well as the existing state level GRM channels of government portal and grievance committee chaired by the district collectors. The grievance redress process will be a continuous, transparent and participatory process that would be an integral part of the project's accountability and governance agenda.
41. GRM Monitoring and Reporting. The functioning of the GRM will be monitored by the IDS of SPMU and the PD. Status and function of the GRM will be documented and shared by the IDS of SPMU through quarterly reports and review meetings. GRMs will also be tracked through the project MIS. GRM Review Meetings will held every three months chaired by the PD and convened by the IDS of SPMU. The IDS will be responsible for presenting status of all matters/ grievances received during the last quarter/month, and the action taken to resolve them. The GRM mechanism will be notified to the public and stakeholders within 6 months of project effectiveness. The project website will be posting the status of the GRM every month on the website of the project.

#### **Assistance for aggrieved persons belonging to vulnerable groups for accessing legal recourse**

42. If an aggrieved person is not satisfied with the results of grievance redress by the project grievance redress mechanism, such a person can approach the Courts, under the laws of the

Country, and the verdicts of the Courts will be final, as per the judicial processes established in India. In general, the legal system is accessible to all such aggrieved persons. However, there might be cases where vulnerable sections face hurdles in accessing the legal recourse system. These hurdles usually include the cost of litigation, knowledge about the legal system, or the lack of awareness about formal legal procedures. To help citizens to access the legal recourse system, each State has an operational mechanism called the Legal Aid Centre, which provides free services including services of lawyers without any cost to the litigants. The IDS of SPMU will engage with State legal Aid Centre to provide such services to the aggrieved persons. As part of the partnership, the project will reimburse all additional costs that accrue to the State Legal Aid Centres. This facilitation will be available to the aggrieved person(s) if they fulfil the following two conditions: (1) that such aggrieved person(s) belong to any of the following vulnerable sections of the society - below poverty line families, scheduled castes, scheduled tribes; or is disabled, women headed households; and (2) such a person or persons those who have exhausted the provisions of GRM.

- 43. Grievance mechanism for SEA/SH:** Though the risk of SEA/SH is low in the project, in case of any such incident the Institutional Development Specialist of SPMU will be the first level of contact. The IDS will be specially trained for handling SEA/SH related grievances. The IDS in turn will inform the Project Director. The IDS will get in touch with the service provider / all women police station in the district for necessary support to the victim. The name and cell phone number of IDS will be displayed in all work sites especially at check dam sites

## **6.0 Monitoring and Reporting**

- 44.** The Project Director will be providing regular updates on implementation of the SEP based on information received from DPMU and endorsed by SPMU. The SEP will be annually revised and updated as necessary in the course of capacity building program implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified stakeholders and methods of engagement remain appropriate and effective in relation to the project context and specific stages of the implementation. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.
- 45. Reporting.** The main instrument for reporting on SEP implementation will be the Bi-annual ESF implementation progress report, which would cover implementation of the ESMF, ESCP as well as the SEP. The biannual report will be based on regular monthly and quarterly updates from the block and district units, and these will include public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative. These periodic updates will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. The project will be using newsletters and communication campaigns/products on the GRM and the SEP status.

46. The SEP update will cover key indicators related to stakeholder meetings, GP meetings, grievances received and resolved, enquiries received, participation of vulnerable people in project activities, stakeholder facing events and publications.

## 7.0 Budget

47. An estimated amount of INR 1.9 crores has been earmarked to cover the costs related with publications, communication material, engagement of resource persons/consultants and organization of stakeholder engagement and meetings. The breakdown is as under:

Activity	Unit	Cost per unit	Tentative Budget
Public meetings	4500	250	1,125,000
Focus group meetings/community consultations	4500	300	1,350,000
Project website and disclosure in newspapers etc.	Lumpsum		1,000,000
Printing of IEC materials	Lumpsum		1,000,000
Setting up of GRM	4500	150	675,000
Maintaining Grievance Redress Mechanism	4500	400	1,800,000
Publications in local language: Pamphlets, booklets, short films etc.	Lumpsum		1,000,000
Workshops	50	100,000	5,000,000
Hiring consultants for beneficiary satisfaction survey	Lumpsum		6,000,000
<b>TOTAL</b>			<b>18,950,000</b>

Additional resources from the communication, consultancy and training budget will be used for implementing the SEP.