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**Accelerating and Strengthening Skills for
Economic Transformation (ASSET)**

Project ID no: P167506

Technical and Madrasah Education Division (TMED)
Ministry of Education (MoE)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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Executive Summary

Accelerating and Strengthening Skills for Economic Transformation (ASSET) aims to help Bangladesh build a highly skilled labour force in priority sectors, aligned to the future of work, and inclusive of women and disadvantaged groups. The project will contribute to achieving this goal by addressing the demand and supply sides of the skills eco-system together: (i) equipping youth and workers with skills that fit the future of work and better employment, and connecting them with the labour market more efficiently, (ii) shifting skills system to be responsive, agile, and demand-driven, and (iii) lifting the skills and labour market outcomes for women and the most disadvantaged groups. The project will embrace a range of new and innovative approaches, building on experience of the two previous projects (STEP and NARI), to enhance the skills development in Bangladesh to be market-driven and inclusive.

This Stakeholder Engagement Plan (SEP) covers the activities implemented by DTE primarily with the BMET and MoHFW. The SEP ASSET involves effective engagement with all identified stakeholders including those who would be identified at any stage of the project implementation to ensure their contribution toward the successful implementation of the project benefitting from their pre-existing expertise, networks and agendas.

DTE is regularly engaging with the relevant stakeholders of the ASSET program. While implementing projects previously, DTE has learned certain lessons concerning Capacity Building for project implementation, engagement with the PAPs and VGs including women throughout the life cycle of the project.

The different group of stakeholders include Individuals, organizations and business entities besides the regulating entities. At the apex, the following are included: Ministry of Education (MoE), Ministry of Health and Family Welfare (MoHFW) and the Ministry of Expatriates Welfare and Employment (MoEWE) with DTE, and BMET.

GoB officials of different departments at the district level including District Administration, District level FBCCI office bearers, INGOs and local NGOs working on Labor, Gender and GBV issues; District, Upazilla and Union Parishad level administration and elected leadership are also included in the list of stakeholders. Besides, the local industries and Growth Center Banik Samity, Workers' Union, educational, religious and societal institutions are also included as stakeholders.

The project is in its preparatory stage awaiting finalization. Till date, PD, DTE ASSET project had a good number of meeting/ discussions at the macro and micro levels and the takeaways from these meetings which will be incorporated in the design and planning. DTE has developed ESMF and there is enthusiasm amongst the local community about the project as it would improve their lives and create many more economic opportunities.

DTE has developed this SEP to engage different stakeholder groups at different stages namely Project Preparation (Project Design, Scoping, ESMF, RPF, SEP Disclosure). The intensity of interaction and stakeholder engagements would vary depending on the various stage of the project. However, FGD, meeting, public consultation, distributing project-related brochures, their updates through a dedicated website, billboards, flyers and personal contact by project-related entities/persons including PD, PIU, DTE with the assistance of Social Development Officer (field), District Sociologist and Upazilla Community Organizer in the project area would also work as an effective means of disseminating project related information. NGOs operating in the locality could also be used to communicate the message. The ASSET DTE website would be regularly updated covering all aspects of the project including progress, the outcome of various meetings, and the grievance related issues.

1. Introduction and Project Overview

1.1 Project Background and Introduction

The ASSET project will help Bangladesh build a highly skilled labor force in priority sectors, as identified by the Government, aligned to the future of work, and inclusive of women and disadvantaged groups. The project will contribute to achieving this goal by addressing the demand and supply sides of the skills eco-system together: (i) equipping youth and workers with skills that fit the future of work and better employment, and connecting them with the labor market more efficiently, (ii) shifting skills system to be responsive, agile, and demand-driven, and (iii) lifting the skills and labor market outcomes for women and the most disadvantaged groups.

The project will embrace a range of new and innovative approaches, building on experience of the two previous projects (STEP and NARI), to enhance the skills development in Bangladesh to be market-driven and inclusive:

- a. Mainstreaming private sector integration: Strong private sector participation through innovative multi-sectoral partnerships (including enterprise-based training) and innovative strategies for matching job-seekers to jobs;
- b. Tailored skills for targeted sectors: Focus on priority sectors and economic zones;
- c. Targeting the informal sector: Skills generation and entrepreneurship for the informal sector;
- d. Cutting-edge evidence and partnerships for inclusion: Use the latest insights from behavioral economics and leverage NGO/GO networks to improve outcomes for women and disadvantaged groups; and
- e. Harnessing disruptive technology throughout: to meet the emerging skill demands, for employment generation, for job matching, and to deliver training.

Moreover, the project will prioritize the inclusiveness of women and the disadvantaged across all the components to ensure inclusive skills development programs. The project interventions aim to ensure catering to the needs of both present and future workforce through a robust private sector integration approach and holistic capacity development and filling the crucial access gaps in skills development for most disadvantaged population and informal sector workers through innovative partnerships.

The implementation arrangement shows a combination of government entities, private sector integration, and GO-NGO partnership to maximize the development outcomes. To ensure adequate technical support to the multi-sectoral approach, the project is a collaboration of multiple GPs and will cover multiple ministries. The project will leverage and complement other Bank-supported ongoing interventions that focus on the demand side of the skills development ecosystem – private sector enterprise development.

The project is designed to address the key issues affecting the skills development sector derived from extensive analytical research, stakeholder consultation, and the Bank's local and global experience. The project interventions are driven by three conceptual pillars: Fit-Shift-Lift. These three pillars are reflected in the component design, and each pillar targets different priority areas of the skills development sector, while the implementation mechanism of these interventions is carefully tailored to ensure the maximum outcome, to achieve the PDOs.

In anticipation of growing risks from climate change, the country needs to take steps to enhance the capacity of a vulnerable population to mitigate the damage and adapt to the changes to their livelihoods and build the ability of industries to reduce greenhouse gas emissions. The project will help develop the skills of vulnerable populations, mitigate the negative consequences of climate change,

including displacement and loss of livelihood. The project will also support skills training programs for enterprise workers and managers with a focus on more efficient use of resources and better environmental management to improve the resource efficiency and management of industrial production centers.

The project will adopt a multi-sectoral program approach with an integrated implementation mechanism to address the critical issues of the skills eco-system holistically. The project will aim to address a range of critical development challenges of the skills development eco-system both from supply and demand sides and in different priority sectors. This will require the project to adopt a comprehensive systematic approach to encompass the whole skills eco-system. To this end, the project will utilize a project design and implementation mechanism that covers different relevant actors and partners from multiple sectors and on both supply and demand sides of the eco-system under one umbrella with an integrated implementing entity.

The ASSET project has the following five (5) components:

- a) Component 0 - Contingent Emergency Response Component (CERC)
- b) Component 1 - Transforming Formal Skills Development for Future of Work, Inclusiveness, and Resilience
- c) Component 2 - Innovative Skills Development Programs for Employment and Empowerment
- d) Component 3 - Capacity Development, Project Management, Social Marketing and Monitoring & Evaluation

1.2 Summary of the potential social and environmental risks and impacts of the project.

The overall impact assessment of the proposed ASSET project activities to be implemented reveals that most of the likely negative impacts could be minimized or eliminated by adopting standard mitigation measures. Rather, there is also scope to enhance some of the beneficial impacts to be generated from the proposed project. Environmental and Social Risk Classification (ESRC) of the ASSET project has been rated as 'Moderate', as most of the impacts are negligible, short term, site-specific and mitigable. Environmental assessment study i.e. IEE/ESIA should clarify and further detail out this analysis as applicable, based on professional judgment and public consultations.

Environmental Risks and Impacts

Rehabilitation and refurbishment of facilities including civil works for renovation, rehabilitation, and refurbishment of existing facilities including hostels, sanitation facilities, workshops, training laboratories and classrooms, construction of the infrastructure for the model diploma institute, and vertical extension of DTE office may generate emissions from excavation equipment, other machinery and construction traffic.

Noise will be produced by vehicular movement, excavation machinery, concrete mixing, and other construction activities. The schools, religious places and crowded market areas adjacent to the construction sites are particularly vulnerable to the increased noise levels.

During the construction/renovation activities ponds/canals/water streams-rivers can potentially cause some localized increase in water turbidity due to poor waste management. However, this increase in turbidity is not likely to have any significant impact on overall water quality and the aquatic fauna primarily because of its temporary and localized nature.

The solid waste generated during the construction phase will include excess construction materials such as sand and soil, faulty/damaged parts, metal scraps, cardboard boxes and containers, and cotton

swaths from workshops, and domestic solid waste from construction offices and camps. In addition to the above, small quantities of hazardous waste will also be generated mainly from the vehicle maintenance activities (liquid fuels; lubricants, hydraulic oils; chemicals, such as anti-freeze; contaminated soil; spillage control materials used to absorb oil and chemical spillages; machine/engine filter cartridges; oily rags, spent filters, contaminated soil, and others).

Generally, the construction/renovation/refurbishment activities may pose health hazards to the workers at site during use of hazardous substances, lifting and handling of heavy equipment, operating machinery and electrical equipment, working near water or at height etc. The project will need fuels, oils, and asphalt during the construction in the new campus for model diploma institutes. Inappropriate handling or accidental spillage/leakage of these substances can potentially lead health hazards for the construction workers as well as the local community.

Similar to the above, various construction/renovation/expansion of facilities and setting up equipment activities in laboratory/workshops/training lab may cause safety issues including physical injuries and accidental death. This may be increased in the absence of proper training of unskilled workers to be engaged. The local community will also be vulnerable to accidental cases starting from minor injuries for careless disposal of hazardous materials to death for example movement of the heavy machinery and equipment.

Social Risks and Impacts

The proposed activities will entail the employment of a significant number of labor especially during construction/refurbishments/expansion of facilities in existing institutions and setting up of equipment in the workshops, and training labs. The majority of labor will be locally hired, except for skilled workers who may not be found in the project areas. Potential risks engaged both for the hired skilled and non-skilled workers especially during construction period includes health hazards, poor living condition, accidental hazards risks, etc.

ASSET project includes expansion and improvement of the on-campus facilities regarding security, sanitation, health-hygiene, green campus environment and practices both in academic building and hostels. Failure of maintaining those at appropriate level would increase on-campus violence against women, social insecurity and poor hygienic condition.

On the other hand, the potential social benefits and opportunities of the program are many. The ASSET project will have positive impacts on enhancing technical skills and livelihoods of disadvantaged people, youth, women, small ethnic communities, other marginalized and disadvantaged groups, labors and unskilled workers, etc. It will contribute to their income generation and poverty reduction. ASSET's activities targeting disadvantage groups, women, and youth will create employment, enhance job opportunity, and develop skilled labor and workers for various industrial sectors.

The project has included various activities targeted to uplift the capacity and skill of the disadvantaged groups of the society including vulnerable women, youth and disabled persons. As most of the activities will be in operation during implementation especially admission of students, offering scholarships, providing facilities, job placement and promotion of entrepreneurs which although overwhelmingly positive, these might also be compromised if the interventions are not designed and implemented by adopting socially inclusive policies and academic practices.

The project includes skill and capacity development activities involving Small Ethnic Communities (SECs), they can be characterized as indigenous peoples because of their unique characteristics including language, culture, occupation, and traditions. The social risk associated with the ASSET

project will ensure culturally appropriate benefits to the indigenous and other disadvantaged communities from the project's various initiatives for skill development and other interventions following the Bank's directive on Disadvantaged or Vulnerable Individuals or Groups. ASSET has triggered ESS7 and developed a Small Ethnic Community Development Framework (SECDF) to guide community participation and benefit-sharing inclusive of the SECs.

1.3 Project SEP Implementation Arrangements

The project will be implemented by DTE, BMET (MoEWOE), DGME, MoHFW and under them other agencies including skill development institutes, NGOs and private sector institutions such as Chambers of Commerce, Trade Association, etc. through a dedicated Project Implementation Unit (PIU). Other ministries that will be involved are MoYS, MoI, and possibly, MoTJ. MoE will have overall responsibility for project implementation and management through DTE. The ASSET PIU would be headed by a Project Director (PD). The management of the Environmental and Social aspect will be addressed at the PIU level. All complaints will be received at the field. A complaint Box would also be kept at the local offices for easy submission of complaints.

In the field, the respective Partner Implementing Agencies (PIAs) for the implementation of the specific sub-components or activities including for stakeholder engagement. The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within DTE PIU, its District and Upazilla offices, Contractors and sub-contractors.

2. Regulations and Requirements related to Stakeholder Engagement

2.1 Key National, Social, Legal Provisions and Citizen Engagement

Bangladesh has relevant and adequate law/regulation on right to information, information disclosure, and transparency during decision making/public hearing etc. Relevant laws and regulations on these issues are given below:

2.1.1 Constitution of the People's Republic of Bangladesh

Article 36. Freedom of movement. Subject to any reasonable restrictions imposed by law in the public interest, every citizen shall have the right to move freely throughout Bangladesh, to reside and settle in any place therein and to leave and re-enter Bangladesh.

Article 37. Freedom of assembly. Every citizen shall have the right to assemble and to participate in public meetings and processions peacefully and without arms, subject to any reasonable restrictions imposed by law in the interests of public order health.

Article 38. Freedom of association. Every citizen shall have the right to form associations or unions, subject to any reasonable restrictions imposed by law in the interests of morality or public order;

Article 39. Freedom of thought and conscience, and speech.

1. Freedom of thought and conscience is guaranteed.
2. Subject to any reasonable restrictions imposed by law in the interests of the security of the State, friendly relations with foreign states, public order, decency or morality, or concerning contempt of court, defamation or incitement to an offence-
 - (a) The right of every citizen of freedom of speech and expression; and freedom of the Press, are guaranteed.

Article 59. Local Government.

1. Local Government in every administrative unit of the Republic shall be entrusted to bodies, composed of persons elected under law.
2. Everybody such as is referred to in clause (1) shall, subject to this Constitution and any other law, perform within the appropriate administrative unit such functions as shall be prescribed by Act of Parliament, which may include functions relating to-
 - (a) Administration and the work of public officers;
 - (b) The maintenance of public order.

Article 60. Powers of local government bodies

To give full effect to the provisions of article 59 Parliament shall, by law, confer powers on the local government bodies referred to in that article, including the power to impose taxes for local purposes, to prepare their budgets and to maintain funds.

2.1.2. The Consumers' Right Protection Act, 2009

This Act aims at the protection of the rights of the consumers, prevention of anti-consumer right practices and related matters connected therewith.

2.1.3. Right to Information Act (RTIA) 2009

The Act makes provisions for ensuring the free flow of information and people’s right to information. The freedom of thought, conscience and speech is recognized in the Constitution as a fundamental right and the right to information is an alienable part of it. The right to information shall ensure that transparency and accountability in all public, autonomous and statutory organizations and private organizations run on government or foreign funding shall increase, corruption shall decrease, and good governance shall be established.

2.1.4. Law on Local Government

Bangladesh is a democratic republic with two spheres of government: national and local. Local government is enshrined in the constitution (Chapter IV Articles 59 and 60) and the main legislative texts include the Acts covering Zilla Parishads (2000), Upazilla Parishads (1998, amended 2009), Union Parishads (2009), Pourashavas (2009), City Corporations (2009) and Hill District Councils (1989). The local government division within the Ministry of Local Government, Rural Development and Cooperatives is responsible for local government, with the exception of the Hill District Councils, which are under the Ministry of Chittagong Hill Tract Affairs.

2.1.5. Bangladesh Labour Law, 2006 (Amended in 2013) and Labour Code 2015

This Law pertains to the occupational rights and safety of workers and the provision of a comfortable work environment and reasonable working conditions. The Labour Law of Bangladesh 2006 bans children under the age of 14 from working. Chapter III of the Act¹ under “**EMPLOYMENT OF ADOLESCENT WORKER**” puts restrictions on the employment of children and adolescents as follows:

1. No child shall be employed or permitted to work in any occupation or establishment.
2. No adolescent shall be employed or permitted to work in any occupation or establishment, unless:
 - (a) A certificate of fitness in the form prescribed by rules, and granted to him by a registered medical practitioner is in the custody of the employer; and
 - (b) S/he carries, while at work, a token containing a reference to such certificate.

2.2 World Bank Requirements

The World Bank’s Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, “Stakeholder Engagement and Information Disclosure”, which recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice”.

ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project’s environmental and social risks.

¹ The Bangladesh Labour Law, 2006; Act No. XLII OF 2006 [11 October, 2006]

Key elements of ESS10 include:

- “Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project.”
- “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.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

3. Project Stakeholders

The first step in preparing a SEP is mapping the Project stakeholders. This analysis is central to inform the design of the SEP, particularly in developing the Project’s approach to consultation and communication. This involves identifying relevant Project stakeholders or groups of stakeholders, characterizing the key stakeholder issues and concerns, and mapping the Project stakeholders to determine the appropriate level of engagement for each stakeholder or stakeholder group. This section describes the outputs from the stakeholder mapping process.

3.1 Stakeholder Identification and Mapping

The World Bank Environmental and Social Framework 2018 defines “stakeholder” as individuals or groups who:

- (a) Are affected or likely to be affected by the Project (project-affected parties); and
- (b) May have an interest in the Project (other interested parties).

Stakeholder identification for the ASSET (DTE) was initiated during the scoping meetings before the COVID-19 situation in December 2019 and was further developed during the stakeholder mapping workshop held by the PIU on June 2020 over Zoom taking into account the principle of Social Distancing and health safety due to the COVID-19 situation. The stakeholder mapping workshop was undertaken to:

- Confirm the stakeholders and groups who were identified in the initial scoping exercises and further revise and update the stakeholder list with input from key stakeholders;
- Analyze the level of impact the Project have on each stakeholder group, their level of interest, influence and importance, to identify the level of engagement required for each group; and
- Identify engagement strategy with each stakeholder group and assign responsibility to team members.

The stakeholders were identified through these consultations at all relevant levels. Details are shown below.

Table 1: Summary of ASSET Project (DTE) Stakeholders

Stakeholder Group	Stakeholder
Project-Affected Parties	<ul style="list-style-type: none"> • Directly Affected Population include Individuals (including the non-titled holders and the Vulnerable Groups), households, communities and business and other entities that are located within the Project Direct Area of Influence (DIA). <ul style="list-style-type: none"> • Environmental – those areas located within the Project’s footprint or area of disturbance plus the entire length of the Project. • Social – the villages, households, communities and Business entities directly affected by Project construction and operation, if any. Also, individuals residing in the Upazilla, Unions and Wards within which the Project is located. They include: <ul style="list-style-type: none"> ○ Individuals including teachers, students, children ○ Vulnerable groups including the elderly, the disabled ones, pregnant women, single mothers etc. residing in the area; ○ Public and private organizations and businesses to be identified during the ESIA baseline study and consultation activities after DTE and other IAs finalize its plan.
	<ul style="list-style-type: none"> • Indirectly Affected Populations are the individuals and organizations located within the Indirect Area of Influence. <ul style="list-style-type: none"> • Environmental – those areas located within 1 km of any project and other ancillary project facilities • Social – Individuals residing in the Upazilla, Unions and Wards within which the Project is located.
Interested Parties	<ul style="list-style-type: none"> • MoE • MoHFW • MoEWOE • MoTJ • MoYS • MoI • BRAC • TMSS • And selected Private Sector Institutions

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	<p>District and Upazilla Administration and Offices to include:</p> <ul style="list-style-type: none">• Deputy Commissioner’s Office• Civil Surgeon’s Office• District Police Super, District Ansar Adjutant• District Social Welfare Officer• District Youth Welfare Officer• Upazilla Nirbahi Officer (UNO)• Office In Charge, Police in the Upazilla and Upazilla Ansar Platoon Commander <p>Elected Officials and Local Politicians to include:</p> <ul style="list-style-type: none">• Zilla Parishad Chairperson and Members• Upazilla Parishad Chairperson and Members• Union Parishad Chairperson and Members• District level political leaders (different parties) <p>Media and Mass Communication to include:</p> <p>National</p> <ul style="list-style-type: none">• Newspapers (daily and weekly)• Dhaka-based TV stations• Dhaka-based radio stations <p>Local</p> <ul style="list-style-type: none">• Social media: Facebook• Satellite TV/ Dish Home• Local FM Radio Channel, if available <p>Businesses and Associated Groups to include:</p> <ul style="list-style-type: none">• FBCCI unit in District• District and Upazilla Truck/Bus/Van Owners President and Members• Bazar Management Committee President and Members• Traders’ Associations and their members• Labor Welfare Committee President and Members.• Bankers / Money Lenders in the area• Micro-finance Organizations <p>Other interest groups include:</p> <ul style="list-style-type: none">• Private technical training institutions• Indigenous Peoples Groups/ Organizations• Disabled Peoples Groups/ Organizations• Women’s Rights Organizations• Civil society groups and NGOs on the national and local levels that pursue environmental and socio-economic interests and may become partners;• Community-based groups and NGOs working on Labor, or Gender issues including GBV and Human Rights in the locality;• Business owners and providers of services, goods and materials that would be involved in the project’s wider supply chain and transportation business;• Residents of the other rural settlements within the project area of influence that can benefit from employment and training opportunities stemming from the project, when planned;• IT and ITeS service providers;• Training Service Providers who would be involved in the capacity building of the DTE officers and staffs, local workforce etc. when planned;
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Stakeholder Group	Stakeholder
	<ul style="list-style-type: none"> • Mass media and associated interested groups including District and local Press Club, local, regional and national print and broadcasting media, digital/web-based entities, and their associations; • International and National Non-Governmental Organizations (NGO)

3.2 Disadvantaged/ vulnerable individuals or groups

Potentially vulnerable groups were also identified during the stakeholder identification process. Table 2 provides a summary of the potentially vulnerable Project stakeholders. Vulnerable groups are those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable. Identification of the vulnerable groups helps the Project further identify individuals and sub-groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require differentiated, or separate, forms of engagement. The project, in this regard, developed a framework as per ESS 7 i.e. Small Ethnic and Vulnerable Communities Development Framework (SEVCDF) which will be the main document for ASSET.

Table 2: ASSET Project Potentially Vulnerable and Disadvantaged Groups

Stakeholder Group	Stakeholder
Women	<p>The most vulnerable women include:</p> <ul style="list-style-type: none"> • Single women-headed households and Widows • Pregnant Women, women with physical and mental disabilities • Elderly and disabled women who are jobless and dependent on children whose homestead/ business may be adversely affected owing to the project, particularly due to civil constructions • Women who may lose their livelihoods due to project • Women that are resettled, particularly squatters • Girls and adolescents impacted by the project construction • Women who might face harassment or GBV etc. at home or from the migrant workers as a byproduct of the project implementation
Children, Adolescents and Elderly	<p>They can neither go for a job leaving aside the elderly and the minor children at home, nor can they involve themselves with any small-scale business for lack of money. They are also vulnerable to lack of ability to influence decisions affecting their lives.</p>
People with Disability	<ul style="list-style-type: none"> • People with some form of physical disability could still work suiting his/her physical condition like running a Tea Stall in a rural market or selling vegetables etc. and his/her livelihood will not be affected that much. • There are people of different age group and gender, whose physical and mental disability forces them to be dependent on their children/relatives/others. When these groups livelihood is adversely affected by the project looking for an alternative livelihood, these disabled persons are also indirectly and severely affected.

Stakeholder Group	Stakeholder
Minority Transgender Community	In the Bangladesh context, the minority transgender community live in a commune of their own and work in a group for their safety and to avoid harassment. This group would then become vulnerable and need special attention and care from DTE and other IAs, the project contractors, local administration including local police. During the project preparation stage, this group is to be identified by DTE and other IAs in close coordination with local administration, whenever possible with the help of District and Upazilla administration and given jobs at the project site to earn their livelihood.
Households in “Extreme Poverty”*	If any construction work imposes access challenges to the labour markets for these individuals, they might become economically vulnerable. Vulnerable groups are likely to be economically benefitted by the project and the impact on them during operation is likely to be low. However, if anyone of this group is dislocated, special care is to be taken about rebuilding their shelter as their livelihood is being arranged under the Government’s Social Safety Net Program.

* The World Bank uses an updated international poverty line of US \$1.90 a day as a line for extreme poverty.

4. Stakeholder Engagement Program

4.1 Information Disclosure

As a standard practice, the project E&S documents (ESMF/P, ESIA, SEP, RPF/RAP, LMP, SECVDF/P, etc.) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently formally documented by the project management. The PD will continue applying a similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development.

The ESMF report (together with the associated environmental and social management plan – ESMP) in Bangla and English will be made available for public review following the Bank’s requirements. The SEP will be released in the public domain simultaneously with the ESMF and will be available for stakeholder review during the same period.

Distributions of the disclosure materials will be made available at venues and locations frequented by the community and places to which the public have unhindered access. Free printed copies of the ESMF/ESMPs and the SEP (along with the other E&S documents) in Bangla and English will be made accessible for the general public at the following locations:

- DTE Headquarters, Agargaon and affected District DTE Offices
- The District Administration offices
- Local NGO offices;
- Other designated public locations to ensure wide dissemination of the materials.
- Newspapers, posters, radio, television;
- Information centers and exhibitions or other visual displays;
- Brochures, leaflets, posters, nontechnical summary documents and reports;
- Official correspondence, meetings

Electronic copies of the ESMF/ESMPs, LMP, RPF/RAP, SECVDF, Gender/GBV Action Plan and SEP will be placed on the project website. This will allow stakeholders with access to the Internet to view information about the planned development and to initiate their involvement in the public

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consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments concerning the disclosed materials. The mechanisms will be used for facilitating input from stakeholders. Proposed Information Disclosure Mechanism is given below.

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Table 3: Information Disclosure Mechanism

Project stage	List of Information to be disclosed	Methods proposed	Timetable: Locations/Dates	Target stakeholders	Percentage reached	Responsibilities
Project Preparation Phase	SEP/ ESMF/LMP/ES CP/ ESIA	DTE website National and Local Newspaper advertisement District and Upazilla administration website and notice board Project office at the DTE HQ	As soon as the concerned documents are uploaded in the website/published	Expert in the field of E&S, Journalists, NGOs/CBOs, Local Population including local administration and local businessmen	85% of local peoples will be made aware of the project through the process	DTE/ PD
Construction	LMPs	RHD website, Meeting Signboard Brochures	As per need	Contractors, Villagers, including pedestrians and drivers along and using the Highway Local and Migrant Workers of the project		
Operation	Actions taken	Meeting Brochures FGD	Quarterly/ As per need	Youth, Women, Business Community at the Growth Centers, NGOs, local elected leadership	85% of local peoples will be made aware through the process	DTE/ PD in coordination with local administration

4.2 Proposed strategy for stakeholder engagement

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them. The table below presents the stakeholder engagement activities that DTE will undertake for the project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), implementation, and post-implementation operation and maintenance.

Following the Bank’s guideline in this regard during the COVID-19 situation and given the restrictions imposed on public gatherings and meetings, nuanced planning is necessary to ensure that stakeholder engagement and consultation activities fully comply with local COVID-19 behavior protocols while enabling meaningful communication, consultation, and discussion.

The methods used would vary considering the COVID-19 situation, as applied, according to the target audience and would include:

- i. Public/community meetings, separate meetings for women and vulnerable
- ii. Face-to-face meetings
- iii. Focus Group Discussions/Key Informant Interviews
- iv. Workshop with the Experts
- v. Surveys, polls etc.
- vi. Interviewing stakeholders and relevant organizations
- vii. Mass/social media communication (as needed)
- viii. Disclosure of written information: brochures, posters, flyers, website

Issues to consider while planning stakeholder engagement

- i. For which project activities consultation/engagement is critical and cannot be postponed without having a significant impact on project timelines?
- ii. 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.?
- iii. 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?
- iv. Which protocols and permissions have to be obtained from local/concerned authorities for carrying consultations or other forms of engagement?
- v. What is the level of ICT penetration among key stakeholder groups, and which communication channels can be effectively used in the local conditions?

General principles for stakeholder engagement during COVID-19

- i. Be sure that all task team and PIU members have a good understanding of social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- ii. Avoid public gatherings (taking into account national restrictions), including public hearings,

workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people;

- iii. If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings.
- iv. Where direct engagement with project-affected people or beneficiaries is necessary and cannot be postponed, identify channels for direct communication with each affected household via a context-specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators.
- v. If physical meetings are not permitted, diversify means of communication and consider which communication channels are applicable in the local context. Rely on local engagement partners to understand which channels are used by local community members in this non-normal situation to determine which mechanisms can be used to reach the right audience. List out both ICT-based mechanisms and non-ICT approaches that suit local conditions.

Online Consultations

The format of such workshops could include the following steps:

- i. Preparation before the event is key: to test technology, develop key messages, develop FAQs.
- ii. Virtual registration of participants: Participants can register online through a dedicated platform.
- iii. Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics: These can be distributed online to participants.
- iv. Review of distributed information materials: Participants are given a scheduled duration for this, before scheduling a discussion on the information provided.
- v. Discussion, feedback collection and sharing: Participants can be organized and assigned to different topic groups, teams or virtual “tables” provided they agree to this. 60-90 minutes is about the maximum you want people to be online at a time.
- vi. Group, team and table discussions can be organized through social media means, such as WebEx, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back. Use voice responses for groups under 10. Use chat function more for groups 10-20. Use polling and other interactive technologies for groups over 20.
- vii. Conclusion and summary: The chair of the workshop should summarize the virtual workshop discussion, formulate conclusions and share electronically with all participants.

Table 4: Proposed Strategy for Stakeholder Engagement

Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used <i>(following COVID-19 safety measures)</i>	Location/ frequency	Responsibilities
STAGE 1: PROJECT PREPARATION (PROJECT DESIGN, SCOPING, RESETTLEMENT PLANNING, ESMF/RPF/SEP DISCLOSURE)	Project Affected People: <ul style="list-style-type: none"> People residing in the project area (within 1` milometer of the project’s radius) Local administration and local leadership 	<ul style="list-style-type: none"> Project scope and rationale ESMF, ESMP, RPF, SEP, RAP, LMP disclosures Project E&S principles Resettlement and livelihood restoration options Grievance redress mechanism process including GRC Composition 	<ul style="list-style-type: none"> Public meetings, separate meetings for women and vulnerable Face-to-face meetings Mass/social media communication (as needed) Disclosure of written information: brochures, posters, flyers, Information boards at the project area in Bangla, Grievance redress mechanism DTE newsletter and website (in English) Discussion and public consultation, technical assessment 	<ul style="list-style-type: none"> The project area for disclosure of Drafts ESMF, ESIA, ESCP, SEP, RAP and LMP Continuous communication through mass/social media and routine interactions Throughout SEP development as needed At a central place convenient for all stakeholders Immediately after finalizing of ESMF, ESIA, SEP, RAP, LMP etc. and then as and when required As and when required- at different stages 	<ul style="list-style-type: none"> DTE ASSET team, PD
	Other Interested Parties (Internal) <ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> Project scope, rationale and E&S principles ESMF, ESMP, RPF, SEP, RAP disclosures Grievance redress mechanism process 	<ul style="list-style-type: none"> Face-to-face meetings Joint public/community meetings with PAPs Public Disclosure 	<ul style="list-style-type: none"> Throughout SEP development as needed or as and when demanded by the affected community Disclosure meetings in the nearby location 	<ul style="list-style-type: none"> DTE ASSET team, PD
	Other Interested Parties (External) <ul style="list-style-type: none"> Press and media NGOs Businesses and business organizations 	<ul style="list-style-type: none"> Project scope, rationale and E&S principles ESMF, ESMP, RPF, SEP, RAP and LMP disclosures Grievance redress mechanism 	<ul style="list-style-type: none"> Public meetings, training/workshops (separate meetings specifically for women and vulnerable as needed) 	<ul style="list-style-type: none"> Project launch meetings in District/Upazilla/Union/Growth Centers Communication through mass/social media (as needed) 	<ul style="list-style-type: none"> DTE ASSET team, PD

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Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used <i>(following COVID-19 safety measures)</i>	Location/ frequency	Responsibilities
	<ul style="list-style-type: none"> Workers' organizations Academic institutions National Government Ministries Government Departments The general public, jobseekers 		<ul style="list-style-type: none"> Mass/social media communication Disclosure of written information: Brochures, posters, flyers, website Information boards at the Project Site Grievance redressal mechanism Notice board for employment recruitment 	<ul style="list-style-type: none"> Information desks with brochures/posters in project-affected locations (Bangla and English) Public forums in Dhaka 	
	<p>Other Interested Parties (External)</p> <ul style="list-style-type: none"> Other Government Departments including DoE from which permissions/clearances are required; Development partners 	<ul style="list-style-type: none"> Legal compliance issues Project information scope and rationale and E&S principles Coordination activities Grievance redressal mechanism process ESMF/ESMP/RPF/SEP disclosures 	<ul style="list-style-type: none"> Face-to-face meetings Invitations to public/community meetings Submission of required reports 	<ul style="list-style-type: none"> Disclosure meetings Reports as required 	<ul style="list-style-type: none"> DTE ASSET team PD
	<p>Other Interested Parties (Internal)</p> <ul style="list-style-type: none"> Other DTE staff Supervision Consultants Third-Party Monitoring Agency Supervision contractors, sub-contractors, service providers, suppliers, and their workers 	<ul style="list-style-type: none"> Project information: scope and rationale and E&S principles Training ESMF/ESMP requirements and other management plans Grievance redressal mechanism process E&S requirements Feedback on consultant/contractor reports 	<ul style="list-style-type: none"> Face-to-face meetings Training/workshops Invitations to public/community meetings 	<ul style="list-style-type: none"> As needed 	<ul style="list-style-type: none"> DTE ASSET team PD

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Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used <i>(following COVID-19 safety measures)</i>	Location/ frequency	Responsibilities
STAGE 2: IMPLEMENTATION PHASE	Project Affected People <ul style="list-style-type: none"> • People residing in the project area • Vulnerable households 	<ul style="list-style-type: none"> • Grievance redressal mechanism • Health and safety impacts (EMF, community H&S, community concerns) • Employment opportunities • Project status 	<ul style="list-style-type: none"> • Public meetings, workshops • Separate meetings as needed for women and vulnerable • Individual outreach to PAPs/VGs and minority Transgender community as needed • Disclosure of written information: brochures, posters, flyers in Bangla, website (in English) • Notice board(s) at construction sites (Bangla) • Grievance redressal mechanism • DTE Quarterly newsletter 	<ul style="list-style-type: none"> • Quarterly meetings during the construction stage • Communication through mass/social media as needed • Notice boards updated weekly • Routine interactions • Brochures in local offices 	<ul style="list-style-type: none"> • DTE ASSET team PD • Consultants • Contractor/sub-contractors
	Other Interested Parties (External) <ul style="list-style-type: none"> • Affected community's representatives 	<ul style="list-style-type: none"> • Project scope, rationale and E&S principles • Grievance redressal mechanism • Project status 	<ul style="list-style-type: none"> • Face-to-face meetings • Joint public/community meetings 	<ul style="list-style-type: none"> • As needed 	<ul style="list-style-type: none"> • DTE ASSET team • PD • Consultants • Contractor/sub-contractors
	Other Interested Parties (External) <ul style="list-style-type: none"> • Press and media • NGOs • Businesses and business organizations • Workers' organizations • Academic institutions • National Government Ministries 	<ul style="list-style-type: none"> • Project information - scope and rationale and E&S principles • Project status • Health and safety impacts • Employment opportunities • Environmental concerns • Grievance redressal mechanism process 	<ul style="list-style-type: none"> • Public meetings, open houses, training/workshops • Disclosure of written information: brochures, posters, flyers, website, Information boards in DTE • Notice board(s) at construction sites • Grievance redressal mechanism 	<ul style="list-style-type: none"> • Quarterly meetings during the construction stage • Communication through mass/social media as needed • Notice boards updated weekly • Routine interactions • Brochures in local offices 	<ul style="list-style-type: none"> • DTE ASSET team PD

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Stage	Target stakeholders	List of Information to be Disclosed	Method(s) used <i>(following COVID-19 safety measures)</i>	Location/ frequency	Responsibilities
	Other Interested Parties (Internal) <ul style="list-style-type: none"> Other DTE staff Supervision Consultants Contractor, sub-contractors, service providers, suppliers and their workers 	<ul style="list-style-type: none"> Project information: scope and rationale and E&S principles Training on ESMF/ESMP requirements and other sub-management plans Worker grievance redressal mechanism 	<ul style="list-style-type: none"> Face-to-face meetings Training/workshops Invitations to public/community meetings 	<ul style="list-style-type: none"> As needed 	<ul style="list-style-type: none"> DTE ASSET team PD
STAGE 3: POST-IMPLEMENTATION OPERATION AND MAINTENANCE	Project Affected People: <ul style="list-style-type: none"> People residing in the project area Vulnerable households/persons 	<ul style="list-style-type: none"> Satisfaction with engagement activities and GRM Grievance redressal mechanism process Damage claim process 	<ul style="list-style-type: none"> Outreach to individual PAPs DTE website Grievance redressal mechanism DTE newsletter 	<ul style="list-style-type: none"> Outreach as needed Meetings in affected Area (as needed/requested) Monthly (newsletter) 	<ul style="list-style-type: none"> DTE ASSET team PD
	Other Interested Parties (External) <ul style="list-style-type: none"> Press and media NGOs Businesses and business organizations Workers' organizations Academic institutions Local Government Departments, Local Leadership General public 	<ul style="list-style-type: none"> Grievance redressal mechanism process Issues of concern Status and compliance reports 	<ul style="list-style-type: none"> Grievance redressal mechanism DTE website Face-to-face meetings Submission of reports as required 	<ul style="list-style-type: none"> As needed 	<ul style="list-style-type: none"> DTE ASSET team PD

4.3 Review of Comments and closing of feedback loop

The comments will be gathered (written and oral comments) and reviewed, and necessary actions will be taken by the project management on the feedback/comments. To close the feedback loop, these follow-up actions by the project will be reported back to stakeholders through the following process:

- Comments are received from stakeholders orally or in the written form at the project level
- The responsible Officer would summarize the comments and bring to the notice of the PD ASSET, DTE
- The PD would respond to the comments by oral or written means at the project level (If the comments are in the written form, then the answer will be also in the written form)
- The PD may also himself organize the meeting with respective stakeholders
- If it is not solved by PD, then it will be addressed by Ministerial Project Steering Committee (PSC)
- The responsible Officer will share the summary of the comments to stakeholders at every level.
- A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all

In the existing project, DTE welcomes suggestion and comments from the stakeholders. Based on suggestions from the local peoples and elected representatives, DTE would take necessary action in addressing the suggestions.

5. Roles, Responsibilities and Resources for Stakeholder Engagement

5.1 Resources

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within DTE PIU, its District offices, Contractors and local sub-contractors. The project will ensure necessary logistics and budget to implement the SEP as per above-mentioned discussion. The contact information of DTE is given below:

Description	Contact details
Company:	DTE
To:	Project Director, ASSET Project
Address:	
E-mail:	
Website:	
Telephone:	

Tentative budget for implementation of SEP

1	Stakeholder Engagement Activities	Quantity	Unit Cost (BDT)	Times/Month	Total Cost (BDT)
1.1	Staff salaries *Specialist (as assigned)	1	350,000	36	12,600,000
1.2	Travel expenses	1 specialist	15,000	36	540,000
1.3	Stakeholder/Community/ Sensitization meeting	10/year	25,000	3	750,000
1.4	Meeting with Upazilla Administration and Union Parishad	6/year	25,000	3	450,000
1.5	Meeting with District Administration	5/year	50,000	3	750,000
1.6	Communication Materials (Posters, Brochure, Flyers, Billboard, website, etc.)	Lmpsum/year	300,000	3	900,000
2	Grievance Redress Activities				
2.1	GRM MIS Database	Lump sum	300,000	==	300,000
2.2	Expenses for GRC meetings	Lump sum	1,000,000	3	3,000,000
2.3	Contingency (5%)				9,64,500
Total					20,254,500

Or, USD \$ (1 US\$ = 85 taka)

238,289**5.2 Management functions and responsibilities**

The stakeholder engagement activities will be incorporated into the project management system with the formation of the PIU where relevant specialists will assist the PD and the DPD to implement the activities.

The roles and responsibilities of the organizations are presented below:

The Project Implementation Unit (PIU) will be responsible for the preparation and physical implementation of the project. This unit will be under the oversight of the Project Director and DTE, comprising the pool of specialists.

Responsibilities of the delegated specialist engaging stakeholders include the following:

- Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;
- Oversee all stakeholder engagement related activities for the Project;
- Manage the Grievance redressal mechanism;
- Interact with related and complementary support activities that require *ad hoc* or intensive stakeholder engagement;
- Liaise with the PD to ensure that stakeholder engagement requirements/protocols are understood; and
- Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.

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S/he shall be recruited to provide institutional capacity and support to the Project Implementation Unit (PIU) with (a) overall project management and supervision including procurement, design, and contract management; and (b) oversee the overall implementation, monitoring, and reporting of safeguards aspects such as ESMPs, LMP, SEP and RPF/RAPs. After familiarizing themselves with the project area through reading and consultations with the DTE Project Unit, the consultants will design appropriate questionnaires intended for data collection at project location levels. The consultations will be on-going and an integral part of the project as set out in this SEP.

To advance the Project, the PIU will work collaboratively and other government departments and stakeholders. The roles and responsibilities, their interest and potential influence, and the internal coordination and communication arrangements are summarized below. These roles and responsibilities will be conveyed during the orientation of all PIU and other staffs in all IAs.

Table 5: Roles and responsibilities of the Stakeholder Engagement Process

Actor/ Stakeholder	Responsibilities
PIU	<ul style="list-style-type: none"> ○ The PIU will be responsible for the preparation and physical implementation of the project; ○ It would organize a regular meeting with stakeholders; ○ The PD would oversee the activities of the specialists and monitor the ongoing activities; ○ Activities will be posted with a photograph for the information of relevant stakeholders.
Specialists (Skills Development, Social Development, E&S and Private Sector Development)	<ul style="list-style-type: none"> ○ Quarterly reporting on SEP and the GRM to the WB. ○ Responds to stakeholder feedback ○ Keep PD posted on all matters relating SE ○ Activities will be posted with a photograph ○ Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA; ○ Oversee all stakeholder engagement related activities for the Project; ○ Manage the Grievance redressal mechanism; there would be a separate arrangement for posting grievance issues where the affected person could post complain directly. ○ Interact with related and complementary support activities that require <i>ad hoc</i> or intensive stakeholder engagement; ○ Liaise with the PD DTE to ensure that stakeholder engagement requirements/protocols are understood; and ○ Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities. ○ Supervision/monitoring of contractor; ○ Management of engagement activities during the construction phase; ○ To develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA; ○ To oversee all stakeholder engagement related activities for the Project.
Others government departments and stakeholders	<ul style="list-style-type: none"> ○ Supervision/monitoring of contractor ○ Management of engagement activities during the construction phase.

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Actor/ Stakeholder	Responsibilities
	<ul style="list-style-type: none"> ○ To develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA; ○ To oversee all stakeholder engagement related activities for the Project.

6. Grievance Mechanism (GM)

Considering the overall need for the total project period, DTE will establish a GM to address complaints and grievances. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons resorting to expensive, time-consuming legal actions. The mechanism will, however, not bar an aggrieved person to go to the courts of law. DTE, with past experiences of working with the Bank, has developed an effective GM that is working well in the ongoing projects. The GM and related processes will be sensitized during the orientation of all PIU and other staffs in all IAs.

- The purpose of the GRM is to record and address any complaint that may arise during the life cycle of the project period effectively and efficiently.
- The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project-affected people and the other complainants.
- The GRM works within existing social management & resettlement frameworks, providing an additional opportunity to resolve grievances at the local, project, operations and the apex, DTE level. Necessary signposting/billboard would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level. There will be three-tier grievance redress mechanism; 1st at district level, 2nd PIU level and the final one is for ministry level.
- The GM Brochure in Bangla will be distributed among the affected persons before the project implementation starts. The affected persons and their communities will be informed of the project's grievance redress mechanism in open meetings at important locations and in group meetings.
- The project beneficiaries will also be briefed on the scope of the GRM, the procedure for lodging grievances cases and the procedure of grievance resolution at the project level.
- Complaints would be received at the District Office of the project.
- A complaint Box would be kept at the Office for ease of submission of complaints.
- District responsible Officer would make a periodic visit to the sites and interact with the communities and affected persons to pick up issues of concerns, complaints and suggestions to register with the GRM books.
- It would be ensured that all cases at the local level will be heard within four weeks of their receipt. It would be further ensured that grievances received through any channel is registered and notification of receipt with the assurance of necessary review and resolution given in writing to the aggrieved persons.
- For the ease and convenience of the PAPs and others having an interest in the project, DTE would introduce a mechanism for communicating Grievances where an aggrieved person can log in to OMAS system using his/her National ID Card Number. This is hassle-free and one could also upload pictures as visual proof along with grievances. It is expected that once launched, DTE would be able to monitor project-related activities more efficiently.

Composition of Local GRC

A Grievance Redressal Committee (GRC) will be formed for each skill development institutions and civil construction sites. The GRC will ensure proper presentation of complaints and grievances as well as impartial hearings and investigations and transparent resolutions. Where grievances are among the affected persons, the membership composition of the GRCs will take into account any traditional conflict resolution arrangements that communities may practice. If the aggrieved person is a female, DTE will ask the concerned female UP Member or Vice-Chairperson (Female, Upazilla or Municipal Ward Councillor (Female) to participate in the hearings. Members of the GRCs will be nominated by the Upazilla Engineer and approved by the Project Director.

- All cases at the local level will be heard within two weeks and in the case of GBV cases, the matter will be immediately report to the DTE/PIU and as well the World Bank. Grievances received through any channel will be registered and notification of receipt with the assurance of necessary review and resolution given in writing to the aggrieved persons.
- Areas of responsibility should be specific in every phase of GRC and List of the members of the committee could be reviewed further because of the changed situation on the ground. The GBV related grievances will be handled as per the protocol laid down in the project’s GBV Action Plan which will maintain confidentiality and uphold the principles of survivor centric approach.

Composition at PIU level

If a decision at the local level is found unacceptable by the aggrieved person(s), the case will be referred to the PIU with the minutes of the hearings at local levels. PD will be the convener while the specialist delegated will be the secretary for the PIU level GRC.

A decision agreed with the aggrieved person(s) at any level of the hearing will be binding upon DTE. There will be a budgetary allocation for local GRC members for participating meetings and refreshments during meeting. To ensure that grievance redress decision are made in official hearings and a transparent manner, the Convener will apply the following guidelines:

- Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- Remove a recommendation by any person that may separately accompany the grievance redress application.
- Disqualify a GRC member who has made a recommendation on the application or separately before the formal hearing: Where a GRC member is removed, appoint another person in consultation with the Project Director.
- The Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this RPF and the mitigation standards, such as compensation rates established through market price surveys.

To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures. DTE will maintain the following three Grievance Registers:

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- **Intake Register:** (1) Case number, (2) Date of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection, (8) Complainants' story and expectation with evidence, and (8) Previous records of similar grievances.
- **Resolution Register:** (1) Serial no., (2) Case no.,(3) Name of the complainant, (4) Complainant's story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.
- **Closing Register:** (1) Serial no., (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants' satisfaction, and (8) Management actions to avoid recurrence.

Grievance resolution will be a continuous process in subproject level activities and implementation of those. The PMU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank and any other interested persons/entities. The PMU will also prepare periodic reports on the grievance resolution process and publish these on the DTE website. The format in **Annex 1** may be used for grievance reporting.

Any GBV related complaints will be handled in a survivor-centric manner in line with the GBV Action Plan prepared for ASSET. The issues related with the GBV and related processes will be sensitized during the orientation of all PIU and other staffs in all IAs. GBV-related complaints will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor will be referred to an NGO assigned for the project by DTE to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint.

6.1 GM Monitoring and Reporting

Day-to-day implementation of the GM and reporting to the World Bank will be the responsibility of the PD-ASSET DTE. The PD will ensure that GM cases and their timely mitigation measures are informed to the General Public at the earliest through UE/ Upazilla Community Organizer/ District Sociologist as it is relevant. The dedicated project website at the DTE HQ should always be updated with all GM cases on time. To ensure management oversight of grievance handling, the internal team will be responsible for monitoring the overall process, including verification that agreed resolutions are implemented.

There could be instances where an aggrieved person is not satisfied with the measures taken by DTE GM. In such cases, the individual would be advised to take the issue to the justice system of the country and seek redressal of his/her grievances. Details of the issue will be recorded in relevant register, PD and PIU informed and details are uploaded in the website.

6.2 GRM contact information - DTE

Information on the project and future stakeholder engagement programs will be available on the project's website and will be posted on information boards in the project.

The point of contact regarding the stakeholder engagement program at DTE is given below:

Description	Contact details
Company:	DTE
To:	Project Director, ASSET Project
Address:	
E-mail:	
Website:	
Telephone:	

7. Monitoring and Reporting

7.1 Involvement of stakeholders in monitoring activities

The SEP will be periodically revised and updated by the assigned specialist under the overall guidance of the PD. The revisions will be carried out as necessary in the course of ASSET project planning and implementations to ensure that the information presented herein is consistent and is the most recent and that the identified methods of engagement remain appropriate and effective concerning the project context and specific phases of the development. Any major changes to the project related activities and its schedule will be duly reflected in the SEP. This way there would also be room to include a freshly identified stakeholder group who might have been missed/were absent during the initial SEP preparation.

7.2 Reporting back to stakeholder groups

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project(s). The monthly summaries 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.

As mentioned before, the intensity of interaction and stakeholder engagements would vary depending on various stages of the project. However, on receipt of any grievance, the necessary timeframe would be strictly followed to communicate solution reached/if referred to hierarchy/is in the Court of Law awaiting the final decision to the local community and the interested groups verbally/through meetings/interactions/local elected leadership/local administration, etc. NGOs operating in the locality could also be used to communicate the message.

The ASSET website would be regularly updated covering all aspects of the project including progress, outcome of various meetings, and the Grievance related issues. Close and intense monitoring by the PIU in the project area would work as an effective means of disseminating related information.

Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

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- Publication of a standard standalone annual report on the project’s interaction with the stakeholders.
- Several Key Performance Indicators (KPIs) will also be monitored by the project regularly, including the following parameters:
 - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
 - Frequency of public engagement activities;
 - Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
 - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
 - Type of public grievances received;
 - Number of press materials published/broadcasted in the local, regional, and national media;
 - Amount of Project’s charitable investments in the local communities in the Project Area of Influence.

7.3 Reporting to the World Bank

The project director with the support of social and environment specialist will share the progress and results of the stakeholder engagement activities to the World Bank quarterly and annually where Stakeholder related activities will be described broadly. These reports will also include detailed reports on the GM effectiveness, including a list of grievances, received, addressed and the pending ones.

Annex 1: Sample ‘Grievance Form’ and Grievance redressal mechanism of ASSET – DTE

Grievance Form: DTE			
Grievance reference number (to be completed by Project):			
Contact details (maybe submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like DTE or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	Email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In-person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of DTE official assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgement signature
1 st proposed solution			
2 nd proposed solution			
3 rd proposed solution			

Annex 2: Minutes of Consultations

Accelerating and Strengthening Skills for Economic Transformation Stakeholders Consultation Workshop Institute of Diploma Engineers Bangladesh (IDEB) - December 11, 2019

A stakeholder's consultation workshop was held at IDEB on December 11, 2019, to hear the thoughts of the different potential partners and agencies of the project. The workshop was chaired by the Secretary of Technical and Madrasah Education Division (TMED) Mr Munshi Sahabuddin Ahmed. Mr Rawnak Mahmud, DG of Directorate of Technical Education; Mr AKMA Hamid, president of IDEB were present among others.

The World Bank presented an overview of the ASSET project to the audience and explained the different scopes of support available under the project. The World Bank also presented an overview of the Environmental and Social frameworks and the different fiduciary aspects that entail with the project.

A discussion session followed the presentation where the participants shared their views, comments and suggestions for a better design of the project.

Key highlights from the meeting:

- The project should create harmony between the government agencies and the private sector to ensure a multilateral approach in skilling up the people and ensure jobs.
- The project should not only address the developments of the 4th industrial revolution but also go beyond to ensure future-proofing. The project should have technology-based training to ensure future skills of the people.
- The activities of the project should be designed in such a way that they sustain even after the completion of the project.
- The project must ensure that there is no resource duplication and is aligned with the vision, mission and roadmap of the government.
- The project should also look to develop and strengthen the skills system and administrative agencies.
- Private technical institutions should be supported to ensure that they are strengthened.
- The project should have ample opportunity for teachers training and capacity development.
- There should be the provision of modern equipment for institutions.
- The project should also have a good monitoring system to ensure the effective implementation of the project.

ASSET – STAKEHOLDER ENGAGEMENT PLAN

List of Participants:

1. Mr Munshi Shahabuddin, Secretary
2. Mr AKM Zakir Hossain Bhuiyan, Addl. Secretary
3. Mr Ashoke Kumar Ghosh, Joint Secretary
4. Mr Noor Mohammad Masum, Deputy Secretary
5. Mr Md. Abdur Rakib, Deputy Chief
6. Mr Rawnak Mahmud, Director General, Directorate of Technical Education
7. Mr Md. Jahangir Alam, Director (Planning and development), Directorate of Technical Education
8. Mr Biplab Bikash, DTE
9. Mr Md. Golam Sarwar Khan, TMED
10. Mr Md. Monjurul Islam, DTE
11. Mr Khondakar Humayunn Kabir, DTE
12. Mr Mohammad Zahangir Alam, DME
13. Ms Mst. Ayesha Akhtar, DTE
14. Mr Shishir Kumar Dhar, DTE
15. Mr Md. Abdus Salam Khan, Deputy Chief
16. Mr Md. Sirajul Islam, Chief Urban Planner
17. Mr Md. Shahadat Hossain, BMET
18. MR Mokbul Hossain, JTSC
19. Mr Md. Babulur Rahman Khan, Central Store
20. Mr M. Amenoor SMC, BIM
21. Mr Kazi Kamrul Ahsan, NTRCA
22. Mr MD. Shafiul Islam, NTACAR
23. Dr Sultan Mahmud Bhuiyan, UGC
24. Ms Shahin Islam, DG, NIMC
25. Ms Aniq Raiza Chowdhury, DSHE
26. Mr Khondokar Abdullah Mahruf, RISDA Bangladesh
27. Mr Md. Mozzammel Hussain, RISDA Bangladesh
28. Mr Md. Nazul Islam, NIMC
29. Mr SM Shahjahan, BTEB
30. Ms Farzana Yeasmin, ICTD
31. Mr MD. Enamul Haque, IDEB
32. Mr Mohammad Sayedur Rahman, BIM
33. Mr Subrata Sikder, Ministry of Youth and Sports
34. Mr Sanowar, DPDT
35. Mr Md. Shamsur Rahman, IDEB
36. Engr. Md. Shahabuddin, BIIT
37. Mr Mohammed Abdul Mannan, PIB
38. Mr Suman Barua, Chattogram City Corporation
39. Mr Jakir Hossain, DMC Ministry of Information
40. Mr Md. Abdus Sobhan, BOESL
41. Mr Sharif Rayhan Kabir, Ministry of Commerce
42. Mr Md. Abdur Rob, TSC Gazipur
43. Prof. Dr Md. Mizanur Rahman, Faridpur Engineering College
44. Mr Md. Dilpear Hossain, TSC Narshingdi
45. Mr Md. Golam Mostafa, DPI
46. Mr Ahsan Habib, NIT
47. Dr Engr. Md. Shakhawat Ali, BKTTTC
48. Representative, Sheikh Fazilatunnesa Mujib TTC
49. Representative, BGTTC

**Accelerating and Strengthening Skills for Economic Transformation (ASSET)
Virtual Stakeholders Consultation Workshop - June 17, 2020**

A virtual stakeholder's consultation workshop was held virtually over zoom on June 17. The meeting was chaired by Mr Md. Jahangir Alam, Director of Directorate of Technical Education. The event was participated by institution heads, teachers, students from different public and private technical institutions. Many officials from the technical education administration of the government agencies also joined the meeting.

The World Bank presented an overview of the ASSET project to the audience and explained the different scopes of support available under the project. The World Bank also presented an overview of the Environmental and Social frameworks and the different fiduciary aspects that entail with the project.

Following the presentation, the floor was opened for discussion. The key discussions from the meeting are as follows:

- Development of digital learning is important especially in the COVID era. There is also a need to ensure access to digital learning to all students.
- Reskilling of unemployed and returnee migrants is important,
- Special focus should be given towards marginalized and students from hard to reach areas.
- The gaps between private and public institutions need to be bridged.
- Provide increased teachers training especially in digital pedagogy.
- There need to be a meaningful job placements done by all institutions.
- There need to be increased communication efforts to attract more students and continue efforts from STEP.
- The innovations from the Skills Competition should be sustained and think about commercialization.
- Introduce Skills competition for teachers.
- Increased cooperation and mobilization of the private sector is especially important.

List of Participants:

1. Mr Md. Jahangir Alam, Director, DTE
2. Ms Nazmun Naher, Assistant Director, DTE
3. Mr Benjir Ahmed, Project Officer (P&D)
4. Mr Rezwatul Haque, Equipment Officer (P&D)
5. Mr Md. Khaled Hossain , Principal, Rangpur polytechnic
6. Ms Shahana Begum, Principal, Dhaka Mohila polytechnic
7. Mr Mohammad Abdul Matin Howlader, Principal, Bangladesh Sweden Polytechnic Institute
8. Dr Syed Abdul Aziz, Principal, Jessore TSC
9. Dr Sheikh Abu Reza, Director, Ideal Institute of Science & Technology
10. Mr Ahasan Habib, Principal, National Institute of Technology, Chattogram
11. Mr Mohammad. Abdus Salam Chowdhury, Chief Instructor, Chattogram Polytechnic Institute
12. Mr Sujit Bikash Chakma TT Instructor, TTTC, Dhaka
13. Mr Paban Kumar Sarker, Instructor, Parbatipur Technical School and College
14. Ms Farhana Yeasmin, Instructor, Dhaka Polytechnic Institute
15. Ms Rokshana Khatun, Instructor, Rajshahi Mohila Polytechnic Institute
16. Mr Shofiqul Islam, Student
17. Ms Nahida Jannat Mayooree, Student
18. Ms Maryam Arfin Fima, Student
19. Mr Abdullah Al Masud, Student
20. Ms Noor A Jannat Maisha, Student
21. Mr Sugata Chakma, Student
22. Ms Me Swe Ching Marma, Student