LAO PEOPLE'S DEMOCRATIC REPUBLIC

Peace Independence Democracy Unity Prosperity

MINISTRY OF AGRICULTURE AND FORESTRY

Community Livelihood Enhancement and Resilience (P178545)

STAKEHOLDER ENGAGEMENT PLAN

03 May 2023

Prepared by

Poverty Reduction Fund

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Abbreviations

CDD	Community Driven Development
EG	Ethnic Group
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESC	Environment and Social Consultant
ESS	Environmental and Social Standards
FGD	Focus Group Discussion
IP	Indigenous Peoples
NGO	Non-Government Organization
RP	Resettlement Plan
RPF	Resettlement Policy Framework
ESA	Environmental and Social Assessment
SEP	Stakeholder Engagement Plan
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SHG	Self-Help Group
PG	Producer Group
PMU	Project Management Unit
VAC	Violence Against Children
VIT	Village Implementation Team
VSMC	Village Self Help Group Management Committee
VMC	Village Mediation Committee
WB	The World Bank
UXO	Unexploded Ordnance

Definitions

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

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

Indigenous Peoples. According to the World Bank's Environment and Social Framework, the term "Indigenous Peoples/ Sub-Saharan African Historically Underserved Traditional Local Communities" is used in a generic sense to refer exclusively to a distinct social and cultural group possessing all the following characteristics – in varying degrees:
- Self-identification as members of a distinct indigenous social and cultural group and recognition of this identity by others; and
- Collective attachment[1] to geographically distinct habitats, ancestral territories, or areas of seasonal use or occupation, as well as to the natural resources in these areas; and
- Customary cultural, economic, social, or political institutions that are distinct or separate from those of the mainstream society or culture, and
- A distinct language or dialect, often different from the official language or languages of the country or region in which they reside.

Information disclosure. The process of disseminating project information to stakeholders to allow them to understand the risks and impacts of the project, and potential opportunities. Information disclosure should be in line with the project's Stakeholder Engagement Plan which is in line with the requirements of ESS10. It is required that the disclosure of project information include: (a) purpose, nature and scale of the project; (b) duration of proposed project activities; (c) environmental and social risks and potential impacts of the project on local communities, particularly the vulnerable/disadvantaged groups and

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

proposed mitigation measures; (d) proposed stakeholder engagement process highlighting approach that will be taken to promote meaningful participation of project affected persons; (e) time and venue of proposed public consultation meetings, and the process by which meetings will be notified, meeting results summarized, and reported back to project stakeholders; and (f) process and means by which grievances can be received and addressed timely.

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

Poor individuals/ households. Households who live below the national poverty line – as established most recently by the Government of Laos, or by the World Bank, which is LAK 280,910 per month per person (using at 2019/2020 prices). The latest national poverty line will be used during project life. Where available, poverty line for rural area should be used.

Rural livelihoods. On-farm and off-farm income-generating activities other than remittances. Rural livelihoods will be considered improved when they display greater household resilience to economic and climatic shocks, measured through diversification in sources of income.

Targeted poor communities. Participating villages, selected based on levels of poverty and vulnerability to agricultural and climate shocks.

Vulnerable individuals/ households. In this project, vulnerable individuals/ households are defined as those who live just above the national poverty line, including 1) the near-poor , and 2) those whose income is marginally above the near-poor line. People who are from Disadvantaged Groups (as defined in this project) are considered as vulnerable group (See definition for Disadvantaged individuals/groups). For Laos PDR, the WB proposes defining the near-poor as those whose daily per capita consumption lies between poverty line and 1.5 times the poverty line.

Executive Summary

The Stakeholder Engagement Plan (SEP) was prepared by the Ministry of Agriculture and Forestry (MAF) for the Laos Community Livelihood Enhancement and Resilience Project – CLEAR (P178545). The SEP will apply to all investments under the CLEAR which will be financed by the World Bank (WB) and the Government of Laos PDF. The SEP has been prepared in line with the World Bank's Environmental and Social Framework (ESF). This document is a living document and could be updated in line with the changing project situation, or adjusted scope of the activities.

PROJECT DESCRIPTION SUMMARY

The proposed project development objective is to diversify and increase household incomes and improve nutritional outcomes for targeted poor communities in selected seven provinces and in case of an Eligible Crisis or Emergency, respond promptly and effectively to it.

STAKEHOLDER ENGAGEMENT PLAN

The Stakeholder Engagement Plan (SEP) seeks to ensure that Project communities, as well as other Project stakeholders, are informed and involved in all the stages of Project preparation and implementation. The Project recognizes the need to seek representative and inclusive feedback and the SEP looks to promote the role of women and vulnerable groups in project planning and implementation. The Project also recognizes the importance of ensuring affected people are consulted on mitigation measures, as well as continuing monitoring of project activities.

The SEP outlines affected stakeholders: those directly impacted by project investment, and interested stakeholders: those with an interest or concern in the project. The SEP describes these different stakeholders and outlines specific methods and timelines to engage them at different stages of the project. The SEP also describes the type of information that will be disclosed, when consultations activities will take place, how stakeholders views will be taken into account and the process for grievance redress.

STAKEHOLDER ENGAGEMENT PROGRAM

The main purpose of the stakeholder engagement program is to ensure that relevant project stakeholders are engaged by the project and participate fully in consultations during project design and implementation, particularly during stages stakeholders' feedbacks on project's anticipated environmental and social risks and impacts, including mitigation measures, are critical to informing project's intervention strategy. The project will consult various project stakeholders at different stages of project cycles, particularly during initial design of road and bridge, before and during construction.

CONSULTATION AND INFORMATION DISCLOSURE

During project preparation, consultation sessions were organized in January 2023 at commune level. The purpose of consultation was to consult with potentially affected and interested stakeholders on environmental and social instruments that were prepared for the project.

Draft ESF instruments, including the SEP, was disclosed on 14 March 2023 on PRF's website (https://www.prflaos.org/) for public consultation. Based on feedback of the consulted people, the draft documents will be updated and re-disclosed in its final version on the same channel to keep project stakeholder informed of the updated versions.

RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

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

GRIEVANCE REDRESS MECHANISM

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

MONITORING AND REPORTING

The objective of internal monitoring of SEP implementation is to ensure activities set out in SEP is carried out timely and appropriately. Under the overall guidance of the Deputy Executive Director, the ESOs of Project Management Team is responsible for monitoring activities described in this SEP. During project implementation, the SEOs will prepare monthly internal monitoring reports for SEP activities.

COSTS AND BUDGET

Indicative costs for SEP implementation are estimated during project preparation for the purpose of budget planning. The actual costs of SEP implementation depend on scope and activities to be carried out, during project preparation and implementation. The cost may be updated once the list of subprojects is finalized. Costs incurred as disclosure materials and public consultations are covered by counterpart funding and are estimated in the project' SEP.

1. INTRODUCTION

1.1 Project Rationale

The proposed project contributes to poverty reduction and resilience in the six targeted poor rural areas. The activities would build on lessons learned from the Poverty Reduction Fund (PRF) series – in particular from PRF III currently being implemented in four northern provinces. The new operation will focus on the poorest areas in the Lao PDR based on the most recent poverty data in the following seven provinces: Phongsaly, Oudomxay, Houaphan, Xiengkhouang, Salavanh, Sekong, and Savannakhet with a total target 448 villages. The project would channel block grants to targeted villages through a well-established community-led development platform. Funding would support improved access to productive infrastructure and income-generating opportunities. This would be achieved primarily through construction or rehabilitation of basic and climate-resilient infrastructure and support to livelihood activities through village self-help groups – including nutrition-sensitive livelihood activities. Implementation of CLEAR subprojects will be directly managed at the village level and the project will therefore build the capacity of local communities to plan, implement and sustain these subprojects. It is anticipated that the Government of Lao PDR (GoL) would increase co-financing of the operation from the national budget.

1.2 Project Development Objective and Project Components

The proposed project development objective is to improve rural livelihoods and consumption of diverse foods for targeted poor communities, and respond promptly and effectively in case of Eligible Crisis or Emergency. The project promotes communities' resilience by supporting them to better withstand economic and climatic shocks – through diversification of livelihood and nutritious food sources in a manner that is approriate to the local context and in response to climatic changes.

Component 1: Local Economic Development and Community Capacity Strengthening

This component will strengthen the village communities' capacity to select, implement and oversee village-level climate-resilient economic development initiatives and related small infrastructure. This will take place in a way that is inclusive of women, all ethnic groups, and vulnerable groups. This Component include three Sub-components. Subcomponent 1.1 – Participatory Planning, will establish the process and human resources required in individual villages to identify and prioritize small infrastructure needs and agricultural production opportunities. Subcomponent 1.2 –Community Capacity Strengthening, focuses on equipping key community representatives and women leaders with the knowledge and skills to lead the community in developing and realizing a forward-looking vision of local development that is inclusive and aimed at ensuring meaningful participation and equitable outcomes. Subcomponent 1.3 – Climate-resilient community infrastructure subprojects, allocates sub-grants for new construction or renovation of climate-resilient small infrastructure serving community members and whose owner is the village.

Component 2: Community Livelihood Enhancement

This component aims to build resilience of communities through groups of households, by reducing vulnerability to economic and climatic shocks. Income generation activities will be screened to ensure they support adaptation and that maladaptive activities are avoided. Component 2 includes 3 sub-components: Sub-Component 2.1: Development and Management of Common Interest Groups (CIG), Self Help Groups (SHG), and Producers Group (PG), Sub-component 2.2: Training and Capacity Building, and Sub-Component 2.3: Delivery of Project Grants.

Component 3: Community Nutrition Interventions

The objective of this component is to improve the dietary intake (both quality and quantity) of mothers and children in the 1,000 day window through the promotion of innovative nutrition practices. Component 3 is made up of two subcomponents: Subcomponent 3.1 – Promotion of demand for enhanced nutrition practices, promotes social and behavior change communication and Subcomponent 3.2 – Promotion of community sourced nutritious food, encourages community-sourced nutritious food.

Component 4: Project Management, Capacity Building and Monitoring and Evaluation

This component will provide technical and operational assistance for the day-to-day management of the project and support institutionalization of PRF's approach. It will include a) Hiring, training, and remunerating national and district PRF staff as well as the costs of community facilitators; associated equipment and operating costs; accounting, procurement, financial management, internal controls, auditing, and other specialized support; b) Activities geared towards further improving the sustainability and institutionalization of CLEAR approaches and principles by MAF, and c) Developing and using an effective Monitoring and Evaluation (M&E) system.

Component 5: Contingent Emergency Response Component (US$0)

This component will have an initial zero value but may be financed during project implementation to allow for an agile response to an eligible crisis or emergency. The three village types are equally eligible to CERC in the event of an emergency crisis. CERC activities are predefined to be adapted to type I villages in order to prioritize food security and safe water. They provide emergency staple food and equipment for safe drinking water. Critical agricultural inputs and tools are provided in time to restart production during the following agricultural season.

1.3 Purpose of the SEP

The purpose of the Stakeholder Engagement Plan is to set forth plan to ensure project stakeholders, particularly those who are affected , are engaged reiteratively throughout project cycle to address environmental and social risks and impacts, particularly those at village level. During Implementation of this SEP, project stakeholders, particularly the affected parties, will be engaged in consultation meetings to understand about the project purpose, its environmental and social risks and impacts, proposed mitigation measures, grievance redress mechanism. Consulted stakeholders will be engaged to provide feedback based on such information to help the project avoid, minimize, and mitigate environmental and social risks and impacts during project design and during project implementation.

The SEP also sets out institutional arrangements to ensure effective engagement of project's stakeholder during project implementation. The project recognizes that the voice of vulnerable groups is important to project design and implementation and will make effort to ensure identified vulnerable groups are not adversely affected disproportionately during project implementation. The SEP sets out plans to ensure vulnerable group will provide timely and meaningful feedback to project during design and implementation, and that they could participate in monitoring the project's risks and impacts management process – through participatory monitoring of activities that may affect them.

The SEP is prepared to meet the requirements set forth in the World Bank's Social Standards as well as national legislation.

2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

During project preparation, various meetings have been conducted with project stakeholders from Poverty Reduction Fund Project III (Additional Financing) during December 2022 to February 2023 to draw

lessons learned for CLEAR project. Meetings include learning, discussion, exchange with project staff of Poverty Reduction Fund of the Ministry of Agriculture and Forestry, and staff based at provincial and district level. At village level, meetings were held from 9–11 January 2023 with project beneficiaries who are from ethnic groups (e.g., Khmou, H'mong) and with village facilitators. It is planned that a national consultation will be held on 3 March 2023 with the participation of various stakeholders such as representatives of concerned Ministries, NGOs, and other development partners. Below are the key points distilled from the consultation with community. Details of community feedback are presented in Annex 1 of this document.

Engagement with villagers

- There is a dominance of female community members (50-80%) who join the project activities is beneficiaries.
- The need of female members is given high priority.
- Project implementation activities are grounded on the needs and feedback from community members
- Language is a challenging for female and the elderlies who prefer having assistance of translators to ensure they understand the communication messages.
- Disadvantaged/vulnerable group are reluctant to participate in project activities and thus do not receive benefit from the project. Most member of this group has little or no income, limited labor. So they focus working on their own limited the land, feeling inferior to other and do not have respect from their own community members.
- The poor is risk-adverse.

Consultation with ethnic group

- The process typically takes time to ensure consultation achieves its intended purpose.
- Challenges include languages (need translator in case of female and elderly members attend), notification should be made well in advance to ensure invited participants show up at the meetings (most are busy with farm work, especially during high-season).
- Young women, children, elderlies need translators from their own ethnic group.

Non-Timber Forest Product

- PRF III has not promoted use of NTFP. But it is now recognized that NTFP which does not result in deforestation and is appropriate to traditional nutrition practices should be promoted

Gender stereotype

- It seems there is a prevailing thought among male members that female's opinions have not been yet taken seriously – in both consideration and translation into practice.
- Participation of female members in activities that involve reading is challenge to part of female beneficiaries. They have to ask their husband for help in reading.
- Women of ethnic groups do not like to talk, or give comments/feedback because when they talk, they may be seen as offending to men. Men also don't seem to like talking to women.
- Women's view is not taken seriously by male and elderly community members
- Women are interested in joining community members. However, they are not supported by their husbands and their mother-in-law.
- Extra effort by female member in home gardening bring benefit to their whole family. However, their extra works are not well appreciated by their husband as men think home gardening is female's work.

- When husband and wife do not have the same understanding about project activities (because more female are invited to meetings designed for female and men are left out), husband and wife may argue. In the past, project staff have to explain to men for their understanding
- Men often fear that their wives think bad of them and thus are not interested in having their wives join project activities.

Information, Education and Communication

- There has been an effort to produce IEC material in local language, e.g. audio-visual communication materials for the H'mong.

Land acquisition.

- Most land required for civil works were acquired through voluntary land donation (under RPF III-AF).
- Where land exceeded threshold for land donation at household level, communal land is used to compensated for the land the household lost for project's civil works
- There us a lack of government budget to compensate affected assets (if land acquisition could not be avoided because of civil is site specific)

Infrastructure work:

- It is important that infrastructure that is selected for project investment should serve the community purpose and needs
- Personal protection equipment (PPE) is available only to technicians, and not the villagers who is hired to work for the project.
- More time should be allocated to infrastructure planning with community participation to ensure the needs of community are reflected in the infrastructure that serve the community at large.

Road Safety

- Female beneficiary and staff do not feel safe when traveling on their own, particularly in remote areas
- Road condition in remote, mountainous areas are not good. It is slippery during wet season. Road accident could happen if care is not taken by riders.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Affected Parties

Under this Project, affected parties refer to two key groups who are impacted by the project: 1) positively affected group include individuals and groups who will benefit from project investment, 2) adversely affected parties who include individuals who may be affected permanently due to very minor loss of agricultural land, crops, structures on land, and/or affected temporarily (due to air pollution, noise …) during rehabilitation of agricultural and access roads, small irrigation, installation of water supply system and sanitation, . While the first group is the majority because it is the project's target beneficiary group, the second group is minority because this is the unintended negative impact that project could not avoid completely but minimize.

The adversely affected group may also comprise of individual and groups who are prone to environmental and social risks (as identified in Section 1.3 above). This may include also the vulnerable/disadvantaged

group which is a subset of the broad adversely affected group. Vulnerable group may include the poor, including Lao and ethnic individual/households, female-headed households, family with people with disabilities, and households in especially difficult circumstances, such as those who experience difficult life due to economic shocks or due to natural disasters.

Figure 1 – Project's Target Group

CLEAR PROJECT

Non-poor

Vulnerable

2020 Poverty Line
LAK 280,910

Poor

TARGET BENEFICIARY GROUP

Extreme poor
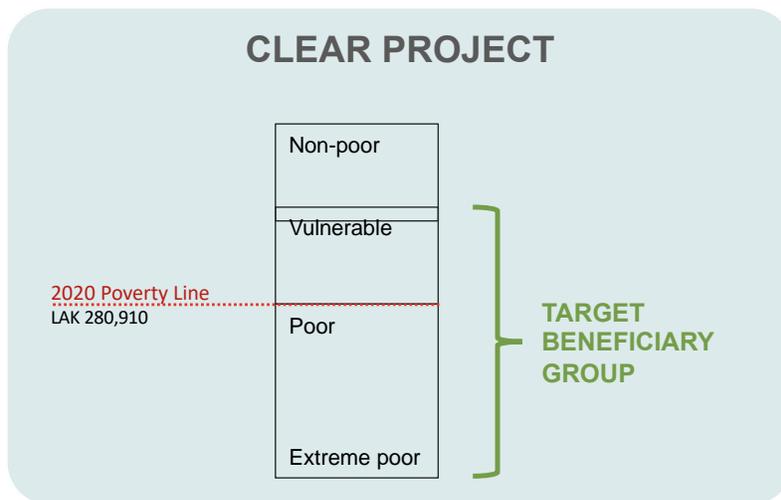
3.2 Other Interested Parties

Interested Stakeholders include those who are interested in project activities, and/or have certain level of influence on project design and implementation process but are not affected by the Project. These may be government officials, community leaders, and civil society organizations, particularly those who work in, or work with the affected communities under their own project/program. These interested parties are identified below by different levels: village, district, provincial and central levels.

Village level

- Local people (who are not targeted as project beneficiaries)
- Local village leaders
- Local opinion leaders
- Local ethnic spiritual leaders
- Middlemen (who is interested in buying farm produce from farmers)
- Other businesses who are active in buying farmers produce from project's producer group

District level

- NGOs which project team based at district level
- Governmental official such as those from DAFO, Lao Women's Union, Lao Youth Union

Provincial level

- NGOs which have offices based at provincial level
- Governmental official such as those from PAFO, Lao Women's Union, Lao Youth Union, Department of Health, Department of Public Works and Transport, Department of Education
- Local commercial banks

Central level

- Ministry of Planning and Investment (MPI)
- Ministry of Public Works and Transport (MPWT)
- Ministry of Health (MOH)
- Ministry of Finance (MOF)
- Lao Women's Union
- Lao Youth's Union
- NGOs and civil society groups with an interest in Indigenous Peoples' issues;

3.3 Disadvantaged Groups

The project's beneficiary group (the affected parties) include the poor and vulnerable households. Within this group, there is a subset who is disadvantaged because they are not only poor, or vulnerable, but face other disadvantages that put them at risk of being further marginalized – due to project impact, or due to exclusion (See Venn chart in the Figure below).

Figure 2 – Disadvantaged Group as a Subset of Project's Target Groups
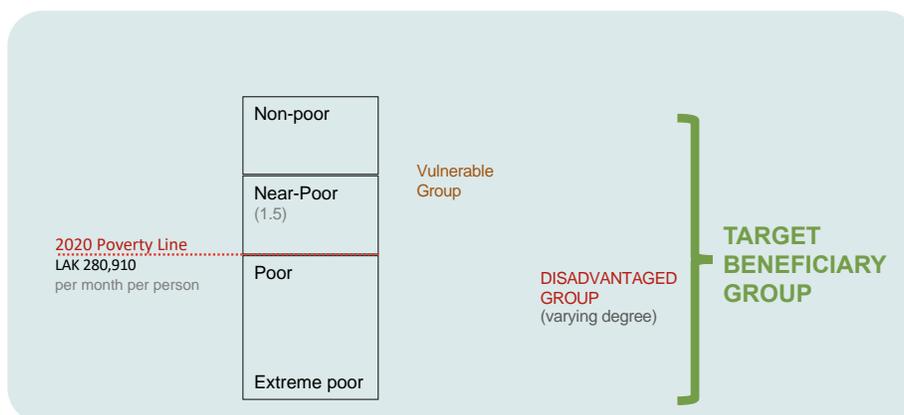
Under this project, disadvantaged households are households who are poor, or vulnerable, and have the following characteristics:

- Households who are landless, or have limited production land (e.g. less than 1 hectare, less productive, various small land plot scattered);
- Households with limited/no main labor at home (e.g. seasonal migrant worker(s);
- Households with key labor being jobless, or have limited economic opportunities;
- Household with one family member chronically ill, or live with disability and needs daily care;
- Elderlies who live on their own;
- Very young couple with more than two children, e.g. early marriage;
- Live in especially difficult circumstances (as agreed by local communities)
- Household who lives in certain geographical area (e.g. remote, mountainous area) that are prone to natural disasters (e.g. flash flood)[2].

Because of varying degree of disadvantage (as described above and illustrated in the Figure 3 below), individual and households of disadvantaged group are affected disproportionately because of their

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[2] Field observation suggested that in areas where deforestation is present, and/or slash-and burn agriculture is commonly practiced, such areas are prone to flash floods during rainy season.

precarious ability in absorbing project's intended impacts, and/or avoid/minimize project's unintended adverse risks and impacts. Disproportionate risks and impacts (on disadvantaged group) is also dependent up on whether project has effective measures in place to assist them in coping with project's identified environmental and social risks and impacts, particularly in preventing such risks from realization, and to maximize the project's socioeconomic benefit for them – to promote inclusion and leave no one behind. It is anticipated the poor the household is, the more disadvantaged they become (See Figure 3).

Figure 3 – Degree of Disadvantage of Part of Project Target Groups
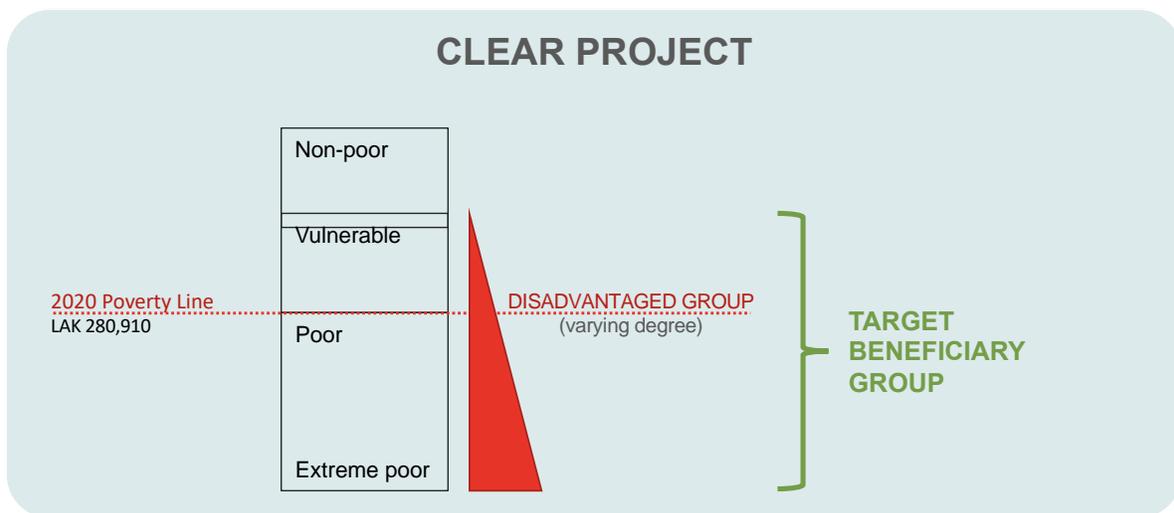
Because of the inherent disadvantages, individuals and households of this group may be left out of the mainstream consultation process. Even when they are included in consultation, they may not be able to provide meaningful feedback if specific measures and/or assistance are not in place to enable them to participate fully in consultation during project design and project implementation (because they are poor, live in a remote area, no or very limited assets/lands, limited labor access, and thus reluctant to join meeting/give feedback when consulted, etc.

To address this, the project will take into account potential differences in terms of the development needs, project accessibility, and communication needs of vulnerable individuals, especially those who are from indigenous groups who could not understand Lao language and may have cultural practices, norms, taboos, and belief in terms of nutrition that may be different from the other groups. The project will take into account challenges that disadvantage group may face in accessing project's information, and the mobility of the elderlies, people with disabilities, and women with children under two years of age, and those with heavy home chores (e.g. taking care of sick family member). To incorporate the opinions of disadvantage groups into project design, meanwhile addressing inherent obstacles that may affect their full participation, strategy has been prepared to promote full participation of the vulnerable and disadvantaged group in Section 4.4 (Proposed Strategy to Incorporate the Views of Vulnerable Disadvantaged Groups).

3.4 Analysis of Stakeholders

Different project stakeholders will have different levels of interest in project activities. They may also have different level of influence on project design and implementation, and are affected differently by project activities. Target beneficiary groups from different cultural background may also have different level of

interest in project activities and level of participation during project implementation. Therefore, it is important to understand a) the level of interest of each stakeholder as to project's investments, b) the magnitude of impact that the project may have on them, particularly those who are affected adversely, and c) level of influence that each stakeholder may have on project design, project implementation process, and project outcomes.

In the Stakeholder Analysis Matrix below (Table 1), based on the roles and responsibilities of key stakeholders as to project design and implementation, Table 1 summarizes estimated static levels of interest, impact, and influence of each project stakeholder – as identified during project design. As shown in the Stakeholder Analysis Matrix (Table 1), stakeholders that are highly influential to project design and project implementation process include a) central governmental agencies (particularly during project design and implementation), b) provincial and district governmental agencies (particularly during project implementation). It is noted that while project affected groups have high level of interest in project activities (because of the impact level that the project has on them), they seem to be less influential to project design, particularly for vulnerable groups, because of the role they plan in project implementation.

This analysis informs the design of overall consultation strategy of the project, particularly how the views of vulnerable groups are solicited, processed and incorporated into project design and implementation process (See Section 4.4 – Proposed Strategy to Incorporate the View of Vulnerable Groups), including how feedback from project stakeholder are maintained continuously during project implementation to consider timely feedback from all project stakeholders (See Section 4.2 – Proposed Strategy for Information Disclosure, and Section 4.3 –Consultation Strategy).

Table 1 – Stakeholder Analysis Matrix

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ Medium / Low		
	COMMUNITY LEVELS				
	Positively affected (Vulnerable and Poor Beneficiaries)				
	Component 1 – Local Economic Development Initiatives Sub-grants and Capacity Building				
Affected parties (Community level)	▪ Beneficiary individuals/households of rehabilitated/newly built village-level water supply and sanitation infrastructure	▪ Participate in project's consultation/ meetings during subproject design and implementation ▪ Provide questions/comments/suggestions as stakeholder feedback ▪ Participate in household survey/ beneficiary satisfaction survey			
	▪ Beneficiary individuals/households of rehabilitated on-farm irrigation systems				
	▪ Beneficiary individuals/households of rehabilitated tertiary roads through the provision of subgrants to selected beneficiaries within the ▪ project area and technical assistance				
	▪ Beneficiary individuals/households of newly constructed/ rehabilitated small-scale storage or processing facilities (for horticultural products, animal husbandry, solar driers, etc.)				
	Component 2 – Community Livelihood Enhancement				
	▪ Beneficiary individuals/households participating in Self-Help Groups				
	▪ Beneficiary individuals/households participating in Producer Groups				
	Component 3 – Community Nutrition Interventions				
	▪ Beneficiary individuals/households participating in Self-Help Groups who will benefit from improved community level				

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ **Medium** / **Low**		
	nutrition outcomes (with focus on children under 2 years of age)				
	▪ Children, particularly those under 2 years of age				
	Positively affected (Disadvantaged Beneficiaries)				
	▪ Individuals/ households who are marginalized because of one or a combination of various socioeconomic characteristics	▪ Limited asset (land, animals, house type) ▪ Limited home lab or (e.g., seasonal migrant workers…) ▪ Limited job opportunity ▪ Have members with disability/ chronic disease ▪ Lonely elderlies			
	Adversely affected				
	▪ Individuals/ households permanently affected (e.g., minor loss of permanent land/assets on land) due to rehabilitation of tertiary road, on-farm irrigation	▪ Attend consultation, provide feedback on mitigation measures, compensation package, financial assistance, and support. ▪ Attend consultation, provide feedback re compensation ▪ Participate in focus group discussions, key informant interviews.			
	▪ Individuals/ households temporarily affected during construction (due to environmental impacts: air pollution, noise, limited access to farmland, houses…)				
	▪ Vulnerable/ disadvantaged individuals and households as a subgroup of the broad adversely affected households: ethnic people, female-headed households, single-headed households, landless households, and so on) who are prone to risk of exclusion from project's target group				
Interested Parties	**PUBLIC SECTOR**				
	Central-level authorities				
	▪ Ministry of Agriculture and Forestry	▪ Minister of MAF serves as the Chair of the Administrative Board of the Poverty Reduction Fund			
	▪ Administrative Board of Poverty Reduction Fund (PRF)	▪ Select and recruit the PRF executive director in consultation with donor agencies			

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ Medium / Low		
		▪ Endorse and review policies, rules, and regulations, as well as the manual of operations ▪ Endorse plans, financial disbursement, and project progress reports ▪ Mobilize funds to contribute to the PRF III AF activities ▪ Help resolve inter-agency issues at the national level.	High	Medium	High
	▪ Project Management Team at PRF	▪ Lead and oversee the project implementation process, including monitoring and evaluation of project outcome and project impacts ▪ Prepare regular progress reports and maintain regular correspondence with the government and donors at the central level ▪ Develops capacity building strategy for staff involved in project implementation – at central, provincial, district and village levels.	High	High	High
	▪ Ministry of Planning and Investment (MPI)	▪ Provide comments/suggestions on project content, budget allocation, capacity assessment and development, arrange short-term and annual capital plans ▪ Submit to Prime Minister for approval of project proposal, project operational procedures for loan agreements	High	High	High
	▪ Ministry of Public Works and Transport (MPWT)	▪ Provide technical advice on technical standards and requirement of tertiary roads to be selected at village level. ▪ Oversee the quality of tertiary roads built/improved under the project	Medium	Low	Low
	▪ Ministry of Health (MOH)	▪ Provide technical advice to the project, particularly Social Behavior Change Communication approach that targets mother and children under 2 years of age on nutrition practices under another nutrition convergence project.	High	Low	Medium
	▪ Ministry of Finance (MOF)	▪ Provide advice on financial mechanism for project implementation ▪ Preside the project negotiation and signing agreements with the WB	High	Medium	Low

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ **Medium** / **Low**		
	▪ Ministry of Education (MOE)	▪ Provide advice on education aspect of project implementation, particularly technical aspect of pedagogy related to capacity building for staff at district and village level, and project beneficiaries at village level.			
	▪ Bank of Lao PDR	▪ Support the project implementation through transfer of project fund and assist in financial settlement/transactions			
	▪ Lao Women's Union	▪ Provide strategic advice to the project in terms of how to engage the participation of female beneficiary in first three project components, particularly mothers with children under two years of age.			
	▪ Lao Youth's Union	▪ Provide strategic advice to the project in terms of how to engage the participation of youth beneficiary in project implementation, particularly under the first three project components.			
	Provincial and District authorities				
	▪ Provincial Agriculture and Forestry Office (PAFO)	▪ Communicate with and facilitate district teams in project implementation at district level ▪ Report to provincial vice-governor and keep Provincial Agriculture and Forestry Office and relevant agencies informed of and updated on the status of project implementation ▪ Attend some district meetings to discuss and provide strategic advice to resolve operational issues that arise			
	▪ District Agriculture and Forestry Office (DAFO)	▪ Provide direct implementation support and oversee implementation process at district level			
	▪ Provincial Lao Women's Union	▪ Provide implementation support and oversee the involvement and participation of District Lao Youth's Union in promoting the participation of female project beneficiary members			
	▪ District Lao Youth's Union	▪ Provide direct support in engagement and promote participation of female project beneficiary members in project implementation – in a manner that promote the voice and decision making of female members in subproject			

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ Medium / Low		
		design and implementation, including participatory monitoring and evaluation			
	Village level				
	▪ Village implementation team (VIT)	▪ Lead infrastructure sub-project implementation in their own communities ▪ Responsible for the survey design, procurement, implementation/ supervision, and operations and maintenance of the sub-project			
	▪ Village Mediation Committee	▪ Serve as an independent committee at village level to ensure downward accountability towards infrastructure sub-project preparation, implementation, operation, and maintenance, as well as the livelihood and nutrition activities. ▪ Oversee process of CLEAR to ensure that agreed project implementation principles are followed, and that those who hold positions representing others are accountable for their decisions and actions, and benefits go to targeted people.			
	▪ Village Self-Help Group Management Committee (VSMC)	▪ Manage the account at a commercial bank to receive seed grants from the Project. ▪ Conduct monthly VSMC meeting			
	▪ Producer Groups	▪ Lead members in the Producer Group in development business plan, particularly support members to improve product quality and yield to enhance marketability of the produce			
	▪ Self-Help Groups	▪ Lead members in Self-Help Group in working together to leverage group advantage such as collective voice and support to promote participation and improve effectiveness of project activities that members benefit, e.g., nutrition improvement, loan use…			
	▪ Livelihood and Nutrition Young Graduates	▪ Provide hands-on technical support to SHGs and livelihood activities			
	PRIVATE SECTOR/ NON—GOVERNMENTAL				

Parties	Key stakeholders	Key functions related to project/ characteristics	Interest	Impact	Influence
			High/ **Medium** / **Low**		
	▪ Non-governmental organizations	▪ Provide comments/advice to the PMU on community engagement/ participation/development support for vulnerable groups			
	▪ Private sector (companies, corporations)	▪ Provide project-related information to the public			
	▪ Academia (university, institutes, etc.)	▪ Do research, advise on technical issues related to environment, social, technical designs, surveys, monitoring's			
	▪ Media	▪ Disseminate project related information to the general public			
	▪ GBV service providers	▪ Advise the project on specific GBV situation, GBV related services (counselling, shelters, first-aid...) available at provincial level on GBV issues ▪ Provide GBV support in emergencies for GBV survivors			

3.5 Summary of Project Stakeholder Needs

Different groups of stakeholders prefer different ways of communication with them – to notify them of project's consultation schedule and how consultation is organized. For instance, for local governments, use of electronic mails, telephone, online and face-to-face meetings, etc. could be used when consulting with them because these channels are used daily in their day-to-day work. For community people, however, communication is typically through home visit, public loudspeakers, or sometime phone calls. For vulnerable individual and households who may not have phone access and may not be at home all the time, home visit in the evening may be more feasible. In the situation of COVID-19, gatherings in big group for face-to-face consultation may not be encouraged. Face-to-face consultation in small group had been adopted during project design, and project implementation, to reach out to project's target groups, particularly vulnerable group identified during project design. The table below summarizes communication methods that can be applied during project implementation to ensure communication and consultation with project stakeholder are effectively maintained during project implementation, particularly with identified vulnerable groups who face the risk of disproportionate project impacts, are prone to environmental and social risks.

Table 2 – Communication Needs of Key Stakeholder Groups

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred means of notification	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
AFFECTED GROUPS				
1.1 BENEFICIARY GROUP WHO ARE POOR OR VULNERABLE				
1. Individuals/ households from self-help group and producer groups 2. Individuals/ households who can benefit from improved rehabilitated/ upgraded on-farm irrigation channels, tertiary road, water supply system and sanitation facilities	▪ Live in remote areas ▪ Ethnic group	▪ Local indigenous language for Ethnic peoples ▪ Lao for Lao group	▪ Public loudspeakers ▪ Home visit ▪ Project webpage, social media ▪ Leaflets	▪ Public meetings organized at places conveniently accessible (e.g. village-level meeting hall..). ▪ Meeting time convenient for consulted participants, particularly mothers. Avoid peak season (e.g. crop establishment, harvest time).
3. Other beneficiary households who benefit public works repaired/upgraded by the project (e.g., tertiary roads, on-farm irrigation, water supply and sanitation)	▪ Live in remote areas ▪ Ethnic group	▪ Local indigenous language for Ethnic peoples ▪ Lao for Lao group	▪ Public loudspeakers ▪ Home visit ▪ Project webpage, social media ▪ Leaflets	▪ Meetings organized at places conveniently accessible. ▪ Meeting during off-farm seasons
4. Community at large	***Communities located near civil works*** ▪ Living near the construction site ▪ There is need for occasional job such as unskilled workers under project's civil works	▪ Local indigenous language for Ethnic peoples ▪ Lao for Lao group	▪ Public loudspeaker ▪ Media campaign ▪ Leaflets	▪ Village meeting hall, or other local places conveniently accessible ▪ Consultation to be conducted at convenient time (e.g. evening) for those who are busy during daytime, or work far away from home

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred means of notification	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
	▪ Possibly affected by environmental pollution during construction ▪ Prone to risks related to labor influx (e.g., public health, SEA/SH…)			
1.2 BENEFICIARY GROUP WHO ARE DISADVANTAGED				
	▪ Elderly people in especially difficult circumstance (e.g. living on their own, or having limited or no daily care) ▪ Elderly people who are covered under government's support program ▪ People with disabilities (such as amputee, those who have long-term or short-term physical, mental, intellectual, or sensory impairments	▪ Local indigenous language for Ethnic peoples ▪ Lao for Lao groups	▪ Invitation letter delivered to home ▪ Home visit ▪ Leaflets	▪ Meeting at their home. ▪ Where needed, further assistance should be sought (such as from caregiver, use of visual aids…) for affected people to understand and provide meaningful feedback
	▪ Limited asset (land, animals, house type) ▪ Limited home labor (e.g. seasonal migrant workers…) ▪ Limited job opportunity ▪ Have members with disability/ chronic disease	▪ Local indigenous language for Ethnic peoples ▪ Lao for Lao group	▪ Public loudspeaker ▪ Home visit ▪ Media campaign ▪	▪ Meetings to be organized in small groups at places accessible and comfortable for them (e.g. community house, village houses, or at their own house). ▪ Meeting time convenient for them (not affecting their daily subsistence activities)

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred means of notification	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
	▪ Female-headed households, and ▪ Single mothers with dependent who may be busy with home chore (e.g. childcare, cooking, income generation activities for daily subsistence ▪ Very young parents with more than two children			▪ Individual meeting may be required with female facilitator (for women-headed households and single mothers) ▪ Transport allowance provided if travel to meeting place affect their income generation
NON-POOR GROUPS	*Ordinary people* ▪ This group is diversified in terms of means of livelihoods (e.g. farming, non-farm business, hired labor; wage workers, etc.	▪ Local indigenous language for ETHNIC peoples ▪ Lao for Lao group	▪ Public loudspeaker ▪ Home visit ▪ Media campaign ▪ Leaflets	▪ Meeting at their home; village meeting hall, or other local places conveniently accessible ▪ Consultation to be conducted at convenient time (e.g. evening) for those who are busy during daytime, or work far away from home
COMMUNITY AT LARGE	*Communities located near civil works* ▪ Living near the construction site ▪ There is need for occasional job such as unskilled workers under project's civil works	▪ Local indigenous language for ETHNIC peoples ▪ Lao for Lao group	▪ Public loudspeaker ▪ Media campaign ▪ Leaflets	▪ Meeting at their home; village meeting hall, or other local places conveniently accessible ▪ Consultation to be conducted at convenient time (e.g. evening) for those who are busy during daytime, or work far away from home

Key Groups of Stakeholders	Key characteristics	Language needs	Preferred means of notification	Specific Needs (accessibility, audio-visual aid, meeting time, venue)
	▪ Possibly affected by environmental pollution during construction ▪ Prone to risks related to labor influx (e.g., public health, SEA/SH…)			
INTERESTED GROUPS				
● **Government at central levels**	▪ Have well established communication and correspondence system in place	▪ Lao language	▪ Postal mail, emails, telephone	▪ Provision of relevant technical information, documents on proposed project investments/ plans/ proposals
● **Government at provincial level** ● **Services providers** ● **SEA/SH service providers** ● **NGOs**	▪ Have well established communication and correspondence system in place	▪ Lao language	▪ Postal mail, emails, telephone	▪ Project leaflet ▪ Consultation meetings during project implementation ▪ Consultation meeting/project progress update during project implementation

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Purpose and Timing of Stakeholder Engagement Program

The main purpose of the stakeholder engagement program is to ensure that project stakeholders are engaged in and participate in meaningful consultations during project design and implementation. Consultation will particularly focus on stakeholders who may be adversely affected as a result of the project and those who benefit from project activities. In this case, the project will consult affected people (including potential beneficiaries, i.e. vulnerable and marginalized groups) to solicit their feedback on the project's environmental and social risks and impacts that affect them, including mitigation measures for such risks and impacts, grievance redress procedure as well as project's development opportunities . The project will consult various project stakeholders at different stages of project cycle, particularly during initial design of village development plans, as well as design of on-farm irrigation, water distribution system and sanitation, tertiary road, etc.. While both affected and interested stakeholders are invited to consultations, emphasis would be on people who are potentially adversely affected as a result of project activities, particularly vulnerable groups, including IPs. The SEP should be read in conjunction with project's ESMF.

4.2 Proposed Strategy for Information Disclosure

Project information will be disclosed timely for convenient access by targeted stakeholders. The information will be disclosed in a form that is understandable to target stakeholders. For instance, when information is disclosed to certain ethnic groups, the language, format, and presentation used need to be familiar and culturally appropriate to that ethnic group. For ethnic group that have no written language, information disclosed will be presented to the target group in verbal form, and in their own language, to ensure they understand about information disclosed and provide meaningful feedback. Under the project, all affected stakeholders will be notified when certain project information is disclosed. This is to ensure affected and interested parties know and can timely access such information for their perusal and for providing their feedback on the disclosed information which may be about project activities that affect them.

4.3 Proposed Consultation Strategy

Under this project, different consultation methods will be used to consult with each of the stakeholder groups. Depending on the purpose of consultation, and data to be collected, key consultation methods include focus group discussion, key information interview, community meeting, and household survey. Depending on each group, such as ethnic group vs Lao group, appropriate language will be used to ensure consulted people understand fully the purpose and content of the consultation and provide feedback that are meaningful.

Table 3 – Proposed Consultation Approach

No.	Groups by Socioeconomic Status	Characteristics	Proposed Consultation Strategy
1	Indigenous Peoples	▪ Most speak only their own language	▪ Engaging potential beneficiary community members in all proposed project investment;

		• Have no/very limited spoken Lao language • Shy and reluctant to speak in public meetings • Limited mobility because of unfavorable road conditions	• Engaging ethnic communities' representative bodies and organizations and other community members, where appropriate; • Use of audio-visual when consulting with Ethnic Groups and translation into local ethnic language; Use also written language of Ethnic Groups where possible; • Provision of sufficient time for internal decision-making process; and; • Promote their effective participation during project design, particularly at subproject level to solicit their feedback for proposed mitigation measures to site-specific risks and impacts.
2	People with disability	• Could not travel to meeting places without support from their family members • Hard of hearing • Poor eye visuality/ blindness • Speak native ethnic language only	• Use of sign language and other assistive tools, as required; • Translation into local language if they are from ethnic groups; • Providing transportation to the meeting venues; where possible, visit them at the home for planned consultation; • Provision of sufficient time for internal decision-making process; • Meeting timing and duration based are suitable to participants
3	Women	•	• Having small, focused, and short meetings where women will be comfortable asking questions or raising concerns; • Meeting schedules that do not to interfere with domestic activities; • Venues should be located close to their homes; • Translation into local language; • Meetings with female participants are facilitated by female facilitators. • Separate meetings for female for particular gender-sensitive discussion
4	Elderlies	• Slow and have difficulties traveling on their own • Hard of hearing. • Speak their native language only	• Providing transportation to the meeting venue; • Time and duration of meetings based on the input of potential participants; • Translation into local language; • Separate meetings for the elderlies; • Option of one-on-one interviews • Meeting at their home

		▪ Not familiar with new project concepts	▪ Provide more time for their understanding and inputs/advice
5	Children	▪ Shy ▪ Not available at daytime during school ▪ Speak only native language	▪ Getting verbal consent of their parents/ guardians; ▪ Ask about issues that are important to children– that are part of their day-to-day experiences; ▪ Choose a child-friendly or familiar venue; ▪ Use language that is clear, appropriate to their age, and jargon free; ▪ Separate meetings for boys and girls.
6	Disadvantaged group	▪ Limited asset (land, animals, house type) ▪ Limited home labor (e.g. seasonal migrant workers…) ▪ Limited income generation opportunity ▪ Have members with disability/ chronic disease ▪ Lonely elderlies	▪ In each project village, identify individuals/households that fall under this group (using characteristics in the left column ▪ Depending on their mobility, organize meeting with them at their home, or invite them to village meeting hall. ▪ Where possible, individuals/ households of this group should be invited to small group (8 max) to learn more above their current livelihoods (which make them disadvantaged, and thus marginalized) ▪

4.4 Proposed Strategy to Incorporate the View of Vulnerable and Disadvantaged Groups

Feedback of vulnerable/disadvantaged individuals and groups are key to designing mitigation measures that minimize project negative impacts on them when these impacts are not avoidable. This section describes how the views and concerns of vulnerable or disadvantaged groups will be sought during the project design and implementation, and measures to be taken to address potential barriers to the full participation of vulnerable individuals/households in project consultation. It also describes separate mechanisms for consultation, grievances redress, and measures that allow vulnerable group to minimize potential adverse impact and receive project benefits. As mentioned in Section 3.3, the vulnerable group identified under the project may include Lao, ethnic individual/households, female-headed households, family with people with disabilities, and households in especially difficult circumstances, such as those who experience difficult life due to economic shocks or due to natural disasters.

Individuals and households from vulnerable/disadvantaged groups are generally poor to extremely poor. Some may lead precarious life (e.g. disadvantaged group), and may not connected to the local mainstream population. Given the generally loose connection with the local mainstream group, the vulnerable may have limited access to day-to-day support to earn a living – particularly from outside their family and kin. Contact them to notify of project's consultation events may face certain difficulties because they may not be at home most of the time, and have phone access. Poor individuals may work in far away

their home – as hired labor, with unstable working times. Liaison with them for handing consultation invitation may require patience. There are cases where no family members are at home to receive the invitation, and to be clarified on the consultation purpose. This also reduces the likelihood of them attending the consultation. Some families may have dependents, such as the elderly, or young children. As caregivers, these members would not join consultations unless their daily routine can be arranged, or consultation time is adjusted to avoid conflict with their daily work. In most cases, financial assistance needs to be provided (to cover the opportunity cost) to encourage them to take a day off for consultation.

Special effort to reach out to the vulnerable group during consultation process is important to ensure their full participation in – either they are adversely affected, or are project beneficiaries. Tailoring engagement interventions – through methods, time schedule, format, including financial assistance, etc., to accommodate the characteristics of target vulnerable group, is essential to ensuring their full participation. In addition, due consideration needs to be given to issues related to gender, language, local culture, traits of their day-to-day living activities, etc. to promote their participation and actively engage to raise up their concerns, questions, or asking for clarification as well as support that they may need. Without this due attention, their full participation to project consultation cannot be ensured, which may affect the way they are affected by the project, and/or receive intended project benefits. To ensure view of vulnerable groups are incorporated into project design, it is important the entire process of consultation be well planned and carried out. This process includes a) notification, b) consultation organization, and c) incorporation of feedback into project design and implementation.

- *NOTIFICATION*

Identified individuals and households (both negatively affected group and potential beneficiaries) should be visited at their home to deliver invitation to attend consultation sessions. Home visits help consultation organizing unit understand the living conditions of the affected vulnerable, assess the likelihood of their participation, and explore how the invitation letter can be arranged to reach planned target households. In cases household members are not at home at the time of home visit, effort should be made to visit them again at another time, or visit in the evening. Leaving a sealed invitation letter to their neighbor who is willing to pass onto them in case various attempts to contact them fail could be an option.

In case COVID-19 restricts face-to-face contact for notifying people of consultation event, and further delay is not possible, letter of invitation may be dropped in front of their house – at place easily found. In village where community radio is available, radio announcement can be made at time when people can listen. Radio announcement should be repeated for a number of times to reach as much people as possible. An alternative way is to use communication vehicle, such as car, or even motorcycle. These communication vehicle/motorbike could be equipped with battery-operated loudspeakers that can play a recorded message on consultation purpose, participants and tentative time and place. Thus, these methods could reach target audience when COVID-19 restriction does not allow face-to-face contact for consultation invitation. It is important that the notification be made very much well in advance of the planned consultation event to allow time for target people to make necessary preparation, particularly for the case of Ethnic peoples, or people who are mostly away to work as hired labor.

When inviting/notifying people of a scheduled consultation meeting, it is important to include consultation purpose, time duration, meeting venue, etc. A leaflet should be attached to the invitation summarizing information that people can read beforehand to come to the consultation prepared. Detailed information will be disclosed, clarified, and explained to invited participants for comments and feedback at the meeting (face-to-face or online). Where possible, link to these materials should be provided (e.g. PMU's webpage, project's dedicated Facebook, public billboard of village hall). For vulnerable groups, a

small amount of financial assistance should be provided to them to compensate for the time they spend for the consultation for their potential loss of income on that day to participating in the consultation. Where possible, such assistance should be provided in the letter or public announcement to encourage people to attend the consultation.

- *ORGANIZATION OF CONSULTATION*

For general feedback, public hearings or community meetings can be used. However, for specific issues that are specific to certain groups, particularly vulnerable groups, focus group discussion should be used. When focus group discussion is planned, depending on the topics, individuals with homogenous characteristics should be invited to one group. For example, ethnic people should be invited to one group. This should not be mixed with Lao participants because of language issue at least. For people who are affected by type of impact (loss of land for instance), these households should be invited to one group discussion. Similarly, women who are expected to share the gender-sensitive information, such as labor division within their family, issues such as GBV, etc., should be invited to group with women only. Female facilitators should be arranged in these cases.

If COVID-19 restrictions last longer than expected, whereas feedback from local people, particularly from adversely affected group are required, consultation will be done online using project's dedicated website, telephone, social media, with support of local collaborators at consultation site. It is noted for vulnerable group who may not have access to smart phone to attend online consultation (via project's dedicated channels), effort should be made telephone interview (using telephone of local collaborator), or face-to-face, on-one-one meeting between affected household representative and local collaborators. Local collaborators will be trained to familiarize themselves with consultation topics, questionnaires, and practical ways to conduct the interview, as well as documentation of interviewees' feedback, such as comments, suggestions, questions, and expectations, etc.

When consultation is done face-to-face, vulnerable people will be guided by local collaborators to read/ comprehend the consultation contents that was delivered to them prior to consultation, or through village radio, public loudspeakers. A simple form (included in the letter of consultation invitation) can be used by households preferring writing back. These households can drop their written feedback, including their phone number (if any), at the one-stop shop at the office of village hall who will gather and send back to Project Implementation Team for review, process, and report back to consulted people at a later stage.

Health safety measures must be in place to reduce the risks of COVID-19 contraction. When face-to-face consultation is carried out, PMU and their consultants will ensure free sanitizers and medical masks are available if consultation participants need. Seat spacing are also arranged as informed by local government's instruction by the time of consultation. As a good practice, instruction by local government for COVID-19 should be strictly followed when it comes to face-to-face consultation.

- *INCORPORATION OF FEEDBACKS*

Incorporating vulnerable groups' feedback into project design and implementation is important in many ways. Approach, environmental and social mitigation measures, including compensation package, including other financial and non-financial assistance for full livelihood restoration is of vital importance. Without incorporating vulnerable group's feedback into respective project design and implementation measures and process, the consultation with vulnerable groups does not make sense.

Grievance Redress Procedures will be disclosed to identified vulnerable groups that are consulted. This aims to make sure that vulnerable group know how to raise their concerns and/or feedback on any project activity that they think affect them. Since vulnerable groups have been identified during project

preparation and have been consulted on a representative basis, they will be consulted again during project implementation at district level where vulnerable groups are identified.

All feedback of consulted vulnerable groups will be recorded, consolidated by project staff who do the consultation, and will be shared with Project Implementation Team at Central, Provincial and District level regularly (monthly as a minimum) for their information and for consideration into project design and implementation.

4.5 Review of Comments

The stakeholder engagement process involves three key steps 1) share project information, 2) gather feedback (concerns, grievances), and 3) act on feedbacks and report back. This section focuses on step 2 and 3, describing how comments are gathered, reviewed, taken into account, and reported back to stakeholders on the final decision.

- *GATHERING FEEDBACK*

Multiple channels will be established to gather feedbacks from project stakeholders through channels that are convenient for them (Section 4.2 and 4.3 above). At village level where most affected people live, feedback of local people (both verbal and written) can be provided through the village authority. Village authority will serve as a one-stop shop at village level that collect all types of feedback that project stakeholders want to provide, including grievances/complaints submitted by adversely affected households. In addition to village-level channel, feedback/grievance can be lodged through PMU using dedicated PMU's telephone number, email address, website (with comment box function), and postal address. The channels at PMU will be managed by PMU GRM focal points who will register all feedback received, inform feedback providers how comments/grievances will be processed, including informing them that their feedback/grievance will be transferred by PMU to respective agencies who are responsible for direct handling of such comments and grievances.

In addition, online channel will be established by PMU to carry out online consultation under COVID-19 restrictions and to gather feedback from people consulted online, including those consulted face-to-face. Popular social media in Laos, such as Whatsapp, Facebook, etc. will be used to establish a dedicated two-way communication line with project stakeholders, where needed. This line will be useful to stakeholder, particularly to adversely affected group that cannot be consulted face-to-face during COVID-19 restrictions and who want to submit comments, using written or voice messages. Stakeholders, including affected groups and interested groups, will be informed of channels available to them to attend consultation sessions intended for them, and/or submit comments/feedback via these channels.

- *REVIEWING FEEDBACK*

Feedback/grievances submitted by stakeholders through project's multiple dedicated channels will be registered and processed by the agencies in charge, including village authority, and VITs (for matter related to construction, labor and working conditions), and other governmental agencies, particularly when affected parities move on to subsequent steps of the GRM procedures. Important feedback, such as grievances, will be acknowledged in writing by the respective grievance receiving units (village authority, VITs, etc.) within the timeframe set forth in project's respective GRM procedure (See Section 6.2.3 for a summary). It is noted that if a grievance is submitted through PMU dedicated channels (as mentioned above), PMU GRM focal points will acknowledge the receipt of grievance (as first thing first), meanwhile notifying the aggrieved persons that their grievance(s) will be transferred to the agency in charge who will then contact them within a period of time (Section 6.2.3) to acknowledge the receipt of grievance, and inform how their grievance will be addressed, including next steps in the GRM process.

PMU will oversee the entire process, including receiving, registering, transferring, following up with agencies in charge with regards to resolution process and results. PMU will work closely with all village authority, VIT, and other governmental agencies responsible for grievance resolution, to maintain and update their grievance register, and follow up on grievance resolution process that are ongoing with the agencies in charge. With PMU, the GRM focal founts will be responsible these tasks and report regularly to PMU management

PMU acts as focal point that determines how comments and grievances provided by affected parties are considered, resolved, and incorporated into project. PMU needs to classify feedbacks into two main groups: 1) grievances, and 2) questions, comments, suggestions. For grievances, depending on the types, grievances will be resolved by responsible agencies within the specified timeframes (described in projects GRM). For questions, comments, suggestions submitted by affected and interested parties – through face-to-face and online consultation channels, simple questions can be responded face-to-face and online. For comments, suggestions related to project design, these will be registered and considered by PMU in consultation with relevant stakeholders (e.g. government agencies, technical consultants…) before response can be made.

- *REPORTING BACK*

Communicating back to stakeholders to provide a tangible response to the feedback raised is essential to maintaining their continued participation throughout project cycle. As mentioned above, feedback and grievances raised by affected parties will be processed/resolved in due time and reported back to the affected people. The agencies directly responsible for grievance resolution will solve and report back. For example, a grievance related to compensation rate, submitted through a village leader, will be resolved, and reported back by responsible agencies who directly solve the raised issues. Similarly, a contracted worker's complaint related to working condition, submitted to his/her employer (VIT), will be resolved, and reported back by the responsible VIT, or by provincial Chief Labor Inspector if the contracted work escalates his/her complaints to the provincial Chief Labor Inspector.

Responses to general questions/ comments/ suggestion will be made as soon as possible. For example, response will be made at consultation meetings if answer to questions could be given during the consultation. For questions/ comments/ suggestion that take time to consider, a summary of responses will be prepared and reported back to the affected and interested groups in the next consultation with the same group. At the same time, a summary of these responses will be shared to the general public through PMU's dedicated webpage on a quarterly basis, or sooner when available. Figure 1 (below) summarizes the entire consultation process loop, covering 1) share project information, 2) gather feedback, and 3) act on feedback and report back.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

The PMU will be in charge of overall implementation of stakeholder engagement activities – both project and subproject levels, throughout project life. PMU will ensure adequate budget will be allocated toward stakeholder engagement (See Section 8 – Costs and Budgets), and engage consultants – at both levels, and ensure consultants directly involved in the design of each subproject carry out consultation with

subproject stakeholders timely and appropriately, and using the stakeholder engagement approach set forth in this document.

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

Contact information	Deputy Executive Director	Social Officer	Environmental Officer	GRM Focal Point
Name	Dr. Vongpaphane Manivong	Mr. Sengphet Vannavong	Mr. Hong Sadettan	Mr. Sengphet Vannavong
Postal address	Poverty Reduction Fund Nahaidiao Rd, Sisavathtai village, Chanhthabuly district, Vientiane Capital			
Email	vongpaphane@prflaos.org	sengphet@prflaos.org	hongngern@prflaos.org	sengphet@prflaos.org
Phone number	+856 20 54 178 945	+856 20 55 605 344	+856 20 55 587 815	+856 20 55 605 344

5.2 Management Functions and Responsibilities

The Project Director, Environment and Social Officers within PMU will be directly responsible for leading and overseeing the implementation of the SEP during project implementation. Consultant will be engaged by PMU to oversee the SEP implementation on behalf of PMU. VIT or consultants will be responsible for implementing certain part of the SEP under the supervision of PMU's SEOs. Under the guidance of the Project Director, the SEOs will be responsible for:

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

6. GRIEVANCE REDRESS MECHANISM

6.1 Objectives of the Project GRMs

The objective of the project's GRM is to provide affected parties/persons with redress procedures that they can conveniently used to raise a project related concern, or grievance. The GRM specifies how a project related complaint can be made, including forms and channels through which a complaint can be lodged. To facilitate the grievance resolution process, grievances received will be acknowledged in writing and solved within a specified timeframe. During the resolution process, where necessary, dialogue will be hold between PMU and aggrieved persons for effective resolution. Once a complaint is resolved, the aggrieved person will be notified of the resolution results. The GRM has sequential steps that aggrieved person can use. If the aggrieved person is not satisfied with the grievance resolution result, or if their complaint is not resolved within a timeframe specified for a particular step, aggrieved person can move

on to the next step in the GRM hierarchy. The project has an appeal process that complainant can resort to if they are not satisfied with a resolution decision at a particular step, or their complaints are not resolved within a specified timeframe.

6.2 Summary of national legislation related to grievance and complaint Description of the Project GRMs

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

- Law on Complaint (amended version), No. 05/NA dated: 9/11/2016
- Law on Economic Conflict (amended version), No. 51/NA dated: 22/06/2018
- Prime Minister Decree on Grievance Redress for the Resettlement under Development Project No. 84/PM dated: 05/04/2016.

6.3 Principles of Project GRMs

Under this project, the following principles are applied:
- **Channels.** Different channels are established to enable affected person to submit their grievances, including submission to village committee, as well as district and provincial levels. Grievance can also be submitted to:
    i. **PMU's email and SMS messages** administered by PMU GRM focal point (See Section 5.1 above) (response within 1-7 days);
    ii. **PMU's toll-free hotline** (accessible 24 hours, response within one week);
    iii. **Mailboxes** at project villages (checked every 2 weeks), and central **PO Box** (4625) using forms available near mailboxes, or any blank paper;
    iv. **Electronic platform** (e.g. Whatsapp, Facebook which will be explored first year of project implementation;
    v. **CLEAR offices** at district and provincial levels;
    vi. **CLEAR staff** during meetings or during site visit;
    vii. **Regular village meetings** (hosted monthly by respective project established groups such as VSMC, SHG, PG (response within 1–7 days)
    viii. **Village mediation village** (independent from any other committees established for project purpose (response within 1-3 weeks).

- **Forms.** Grievances can be submitted in writing and verbally, and either directly by the affected households, or by a person delegated by the complainant if they are sick, the elderly, or people with disabilities, or with vision or hearing impairment, etc.

- **Complainant can delegate a representative who act on their behalf.** Person lodging a grievance can ask assistance from their family or from individual that they trust to transcribe their complaint, and act as their representative to submit their complaint.

- **Disclosure.** GRM procedures are disclosed in public domain (e.g. websites of PMU, at public notice board located at village hall). GRM procedure will be explained to people attending consultation meetings.

- **Documentation.** A grievance logbook will be maintained at village hall (subproject level) and at PMU level (through PMU GRM focal point). A grievance logbook will be established and regularly updated/maintained at village hall and PMU level.

- **Transparency.** The grievance procedures include steps, expected time frame grievance resolution for each step, notification to affected person, how decision is made, decision makers, mediation options, and

- **Complaint will be acknowledged within 15 days from the date of complaint receipt.** The unit in charge of complaint resolution will notify complainant upon complaint receipt and will initiate the complaint resolution process.

- **Appeal.** If the agency in charge does not resolve a grievance in a manner that is satisfactory to the affected person, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court. If the grievance could not be resolved satisfactorily by the multistakeholder committee, the affected person may resort to the court of law.

- **Monitoring.** All grievances received are recorded by PMU and relevant Village Mediation Committees, and are processed/resolved in a given timeframe, and are monitored by PMU GRM focal point.

- **Time-limit for grievance resolution is specified for each step.**

- **Complainants bear no costs associated with the entire complaint resolution process**. Costs incurred as a result of grievance resolution will be borne by the project. However, if the complaints bring their case to the court of law as they wish, they will bear the costs associated with their lawsuit.

6.4 Project's Redress Procedures

Based on the above GRM principles, the project will establish four complaint handling procedures for four types of potential grievances, including grievances related to 1) land acquisition/economic displacement, 2) labor and working conditions, 3) sexual exploitation and abuse and sexual harassment (SEA/SH), and 4) environmental impacts (during construction). All four grievance redress procedures come under the overall management of the PMU's Grievance Focal Points who oversee the receipt of, and resolution of all grievances submitted under the Project (See also SEP – Section 5.2 Management Functions and Responsibilities).

It is noted that the GRM for complaints related to labor and working condition will follow the procedure described in the project's Labor Management Procedures whereas the GRM related to SEA/SH established under this project will be in accordance with the pertinent national laws and the World Bank's guidance on SEA/SH and is described in project's LMP (see LMP for details).

In case community workers (engaged as described in Section 12 of LMP) have complaint, they lodge their complaints through one of the following procedures: 1) Procedure for general complaints (as described in Section 6.4.4 of this document), 2) Procedure for SEA/SH issues (as in Section 6.4.3 of this document).

The four grievance redress procedures are summarized below.

6.4.1 Redress Procedure for Complaints related to Land Acquisition/Economic Displacement

A complaint related to land acquisition could be resolved through the following Steps. However, as part the law in Lao PDR, the complainant retains the right to bypass this procedure by addressing their complaint directly to the PMU office or the national assembly.

Step 1   If PAP and PAH are not satisfied with the land acquisition plan or its implementation, PAP and PAH can make oral or written complaint to the village authority or Village Mediation Committee (VMC). If it is verbal complaint, the village should deal with this complaint and make written records. The Village authority or VMC should solve the complaint within two weeks.

Step 2   If PAP and PAH are not satisfied with the result of step 1, PAP and PAH can file an appeal with the District Office of Justice (DOJ) via DAFOs after PAP and PAH receives the decision made in Step 1. The DOJ should decide within two weeks.

Step 3   If PAP and PAH are not satisfied with the result of step 2, PAP and PAH can file an appeal with the Provincial Assembly (PA) via PAFO for administrative arbitration after receiving the decision made by the DOJ. The administrative arbitration organization should make the arbitrated decision within three weeks.

Step 4   If PAP and PAH are still unsatisfied with the arbitrated decision made by the administrative arbitration organization, after receiving the arbitrated decision, he/she can file a lawsuit in a civil court according to relevant laws and regulations in Lao PDR.

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┌─────────────────────────────────────┐
│  Step 1 – Village Mediation Committee/│
│  Village Authorities (Village Level)  │
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            ╭─────────────╮          ╭─────────────╮
            │  Resolved   │─────────▶│ Case closed │
            │  In 2 weeks │          ╰─────────────╯
            ╰─────────────╯
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┌─────────────────────────────────────┐
│   Step 2 – District Justice Department│
│             (via DAFO)                │
│           (District Level)            │
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            ╭─────────────╮          ╭─────────────╮
            │  Resolved   │─────────▶│ Case closed │
            │  In 2 weeks │          ╰─────────────╯
            ╰─────────────╯
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                    ▼
┌─────────────────────────────────────┐
│    Step 3 – Provincial Assembly       │
│             (via PAFO)                │
└─────────────────────────────────────┘
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            ╭─────────────╮          ╭─────────────╮
            │  Resolved   │─────────▶│ Case closed │
            │  In 3 weeks │          ╰─────────────╯
            ╰─────────────╯
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│  Step 4 – Aggrieved Persons may initiate│
│    the case to the Court of Law       │
└─────────────────────────────────────┘
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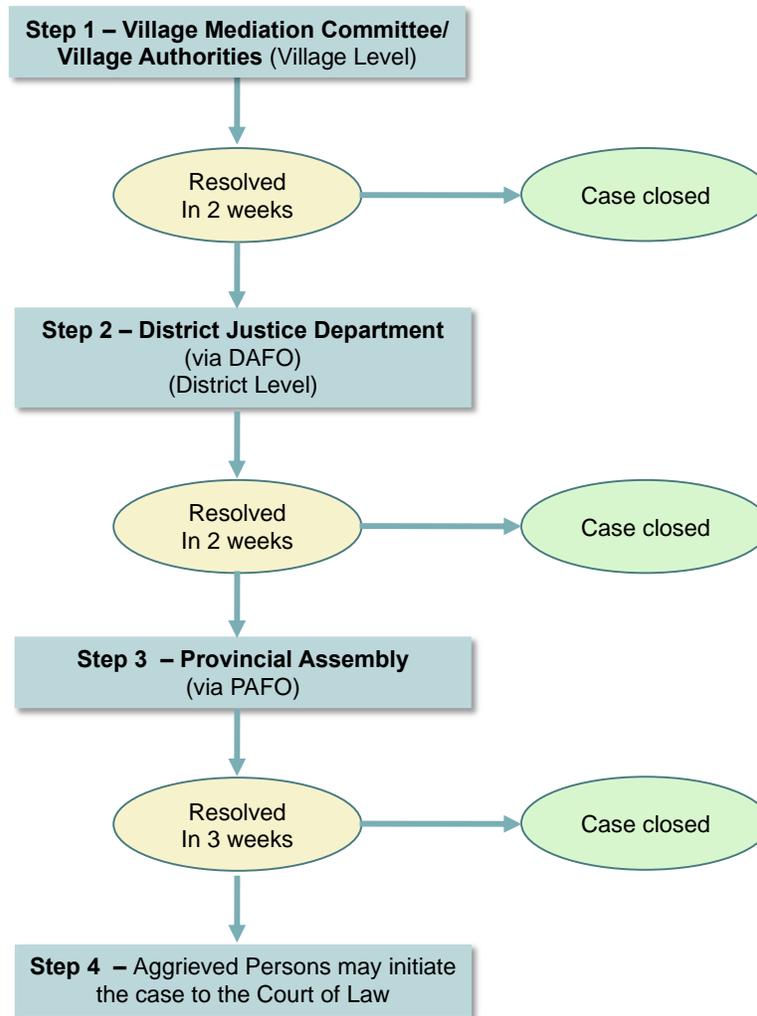
6.4.3 Redress Procedure for Complaints related to labor and working conditions

Project workers can lodge their grievance/complaint as follows:

- **Step 1 – Employer Level.** Affected person (AP) can submit their grievance to their Employer who serves as the first focal point for receiving and resolving grievance. Grievance can be lodged verbally or in writing, in person or by phone, text message, mail or email (anonymous complaint is accepted). The Employer involved will resolve the case no later than 15 days. Once resolved and the AP is satisfactory, the Employer will report the case, including resolution process and results, to the PMU for information and record. If the AP is not satisfied with the resolution of their Employer, the Employer will refer the AP to the GRM focal point of PMU, and PMU if needed, and inform the AP of this referral. It is noted that if a complaint is concerned of the safety and health of one or several individuals, such complaint shall be resolved as soon as possible – depending on the nature and urgency of the grievance.

- **Step 2 – PMU level.** PMU will resolve the complaint referred by the Employer and acknowledge the receipt of the AP's complaints within two weeks from the date of complaint receipt. If the GRM of PMU cannot resolve the complaint, the GRM focal point of PMU will consult with the Project Manager for resolution. The GRM focal point of PMU will inform the AP of the PMU's resolution result in writing within 30 days from the date of complaint receipt. If the AP is not satisfied with the resolution outcome proposed by PMU, PMU will refer the case to the PMU for resolving and inform the AP of this referral in writing.

- **Step 3 – Court of Law.** If the AP is not satisfied with the resolution proposed above, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court. If the grievance could not be resolved satisfactorily by the multistakeholder committee, the affected person may resort to the court of law. The cost associated to the lawsuit shall be borne by the AP. The decision of the Court will be final.

6.4.3 Redress Procedure for Complaints related to SEA/SH

Under this Project, GRM for SH/SEA mainly serves in: (i) referring the complainants to local Gender-Based Violence service provider; and (ii) recording resolution of the complaint. The following principles, which will be applied under the Project, recognize victim as principal decision makers in their own care, and treat them with agency, dignity and respect for their needs and wishes.

- Multiple channels are in place for easy access and lodge complaints.
- SH/SEA victims will be referred to local SEA/SH service provider for immediate support if they make a complaint directly to PMU.
- Confidentiality of victims are protected. GM operator of PMU will keep SH/SEA allegation report confidential.
- No identifiable information on the victim shall be collected and stored in subproject Grievance Logbook.
- Costs of operating the SH/SEA GRM will be financed by the subproject.

Channels for lodging SH/SEA complaints:

- Channel 1 – AP can submit a complaint, verbally or in writing, to Village Mediation Committee/Village Authorities
- Channel 2 – Alternatively, AP can lodge their complaint, verbally or in writing, to GRM Social Focal Point of PMU.
- Channel 3 – AP can submit a complaint to, or seek counselling support from local Lao Women's Union, as they wish.

All SH/SEA related grievance (no matter which channel through which their complaint is lodged) will be processed and resolved directly by Lao Women Union (LWU) who will be engaged by PMU to assist in addressing potential grievances on SEA/SH.

The Project, and organizations resolving PAP complaint, and appeal process, will not charge any fees to affected people. Any expenses incurred due to submission of complaints and/or appeals and phone calls should be classified as unexpected expenses and covered by the Project.

6.4.4 Redress Procedure for General Complaints

In case individuals, households, or communities are affected by any other aspects, for instance, environmental impacts (e.g. dust, noise, or lack of safety measures that increase risks of traffic accident to road users or to local ethnic group), their complaints could be submitted through various channels that will be established for their convenient use, including people from Ethnic Groups. These include:

- PMU's GRM focal point's telephone;
- Local EG leaders (in case affected individual/households are EG)
- VIT's dedicated phone: to report cases that they think VITs can solve timely (contact detail of VIT's will be posted at construction sites, distributed to project's stakeholder through Subproject Information Booklet during consultation, and posted at public billboard of village offices, etc.)
- The following steps could be followed:

Steps	Channels	Time Limit/ Prescriptive Period	Responsible Units	Means of Verification/ Documentation
Step 1 – Village Level	▪ Village Mediation Committee/ PMU GRM Focal Point. ▪ Feedback Box at the PRF information board). Public place accessible to informant/ complainant/ beneficiaries or PAPs ▪ Toll free hotline. ▪ Regular PRF meeting at the village level during the project cycle preparation and implementation.	▪ Resolution within 1-3 weeks. ▪ Feedback box opened every 2 weeks. Response within 1-3 weeks. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. ▪ Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback on a monthly basis. ▪ Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.	▪ VILLAGE MEDIATION COMMITTEE at the village level (Neo Hom and Village Chief). ▪ Upper level if the case cannot be solved at this level	▪ Written Feedback and Resolution form, through the Village Mediation Committee. ▪ Monthly submission of the Feedback and Resolution Report to the Village Mediation Committee with all relevant information and progress.
Step 2- District Level	▪ PRF Office (feedback box at the PRF information board) ▪ Toll free hot line ▪ Regular PRF meeting at the district level during the project	▪ Feedback boxes open every 2 weeks. Response within 1-3 weeks. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. ▪ Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis. ▪ Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries	▪ District level (PRF Project Coordinator). ▪ Upper level if the case cannot be solved at this level	▪ Written Feedback and Resolution form, through the district PRF Project District Coordinator. ▪ Monthly submission of the Feedback and Resolution Report to the PRF Project Provincial Coordinator at the provincial level with

	cycle preparation and implementation ▪ Dedicated E-mail and website	regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. ▪ Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.		all relevant information and progress
Step 3 – Provincial Level	▪ PRF Office (feedback box at the PRF information board) ▪ Toll free hot line ▪ Regular PRF meeting at the provincial level during the project cycle preparation and implementation ▪ Dedicated E-mail and website	▪ Feedback boxes open every 2 weeks. Response within 1-3 weeks. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. ▪ Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis. ▪ Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. ▪ Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.	▪ PRF Project Provincial Coordinator. ▪ Upper level if the case cannot be solved at this level	▪ Written Feedback and Resolution form, through the provincial FRC. ▪ Monthly submission of the Feedback and Resolution Report to the PMU (M&E Unit) with all relevant information and progress
Step 4 – National Level	▪ Toll free hot line ▪ Regular PRF meeting at the National level during the project cycle preparation and implementation	▪ Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis. ▪ Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.	▪ M&E Unit at the PRF Central level	▪ Written Feedback and Resolution form, through the M&E Unit at the central level. ▪ Feedback Quarterly submission of the Feedback and Resolution Report to the PMU (M&E Unit)

	▪ Dedicated E-mail and website	▪ Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.		with all relevant information and progress

7. MONITORING AND REPORTING

7.1 Involvement of Stakeholders in Monitoring Activities

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

Internal monitoring by PMU will focus on:

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

7.2 Reporting Back to Stakeholders

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

- For National-level stakeholders, an email and/or official letter will be sent after workshops on how comments/suggestions were taken into account;
- For local stakeholders, follow-up meetings/consultations will be conducted to let stakeholders know on how comments/suggestions were taken into account;
- For Indigenous Peoples, ongoing consultations will be conducted in line with this SEP and will ensure that EG's view/concerns/suggestions are incorporated into project implementation, and are informed of how project responds to their feedback.

8. COSTS AND BUDGET

8.1 Costs

Indicative costs for SEP implementation are estimated during project preparation (see Table below) for the purpose of budget planning. The actual costs of SEP implementation depend on scope and activities to be carried out, during project preparation and implementation. The estimated cost below may be updated once the list of subprojects is finalized. Costs incurred as disclosure materials and public

consultations are covered by counterpart funding and are estimated in the project's SEP.

8.2 Budget

The budget for implementing SEP will be allocated from source of counterpart funding. Budget sources are indicated for each anticipated activity – as indicated in below.

Table 4 – Key activities and costs for supporting SEP implementation (in US Dollars)

No.	Key activities	Stakeholders involved	Estimated costs	Sub-Total
Consultation During Project Preparation: Conceptual Design, Prior to World Bank Appraisal				
1	**Disclosure materials::** Project Information Booklet, poster, leaflets, project billboards and Executive Summary of ESMF (summary of risks/impacts and mitigation measures) in both English and Lao version	• PMU (oversight) • SEO and Consultant (implement)	5,000 x 6 provinces	30,000
2	National consultations to disclose and discuss documents (ESMF, SEP)	• PMU (lead) • SEO (coordinate) • Consultant (implement)	500	500
3	Public consultation at district and village levels	• PMU (oversight) • SEO (lead) • Consultant (implement)	3,000 x 6 provinces	21,000
Consultation During Project Implementation: Detailed Design				
4	Local consultations, to introduce project, screening of EMs, extent of land acquisition, etc.	• PMU (lead) • Consultant (implement)	3,000 x 7 provinces	21,000
5	If land acquisition impacts, detailed measurement, and preparation of RPs.	• PMU (lead), • PMU's consultants (implement)	10,000 x 7 provinces	70,000
6	Disclosure of ESMP, abbreviated RPs if applicable	• PMU (lead) • SEO and consultants (implement)	500 x 7 provinces	3,500
Civil Works				
7	Transport		500 x 7 provinces	3,500
8	Data collection		1,000 x 7 provinces	7,000
9	Contingency		500 x 7 provinces	3,500
			TOTAL	**160,000**

ANNEXES

Annex 1 – Summary of Consultation Results During Project Preparation

Date	Time/ Location	Total local participants			Consultation Purposes/ Content	Feedback from local people	Notes (e.g. Name of EG)
		Male	Female	Ethnic Group			
25 Nov 2022	PRF Implement ation Team	4	0	0	**Assessment capacity of PRF-District to manage ESF risks**	**ESF Management** • PRF has extensive experience in managing social and environment related issues as they have been working in the areas of poverty reduction from more than 20 years . • Since PRF often involved in in infrastructure development, PRF team also suggested that they have extensive managing and implementing land acquisition, compensation, and resettlement-related issues • Under CLEAR, PRF it will continue to assume overall responsibility for the implementation. • CLEAR implementation will follow the existing arrangement for PRFIII-Additional Financing (PRFIII-AF) comprising a CLEAR/project central office led by the Project Management Team under the leadership of the Executive Director. • Despite having implementation experience, ESF is new and thus PRF core staff need to understand the be to ESF instruments. ESF training is therefore inserted in the ESF project preparation consultants. • PRF will schedule a time to receive ESF related trainings **Staffing:** • PRF has few staff and most of them are taking multiple roles. While some multiple roles are easier to manage, some tasks required more inputs and time consuming. This issue should be solved under CLEAR **Official Documentations** • There are too many farms and steps for both sides, WB, and Lao government, making harder/difficult to work on time. This applies not only to ES works but to all other project related works. Under CLEAR, official document processes should be must simpler **Social inclusion:** • PRF is in the process of developing a gender action plan with the aim to engage more women, mother with young children and benefit sharing plan with the aim to make sure that project provide benefits fairly, especially to the poorest.	Lao

					• PRF main beneficiaries are poor households in poor districts, thus the project works are involved engaging ethnic groups community, women, young mothers with children under two and promote livelihoods support program. **Monitoring and reporting** • The engineering/Infrastructure team is taking care of the environmental safeguards monitoring • The Livelihoods/Nutrition team is taking care of the social safeguards monitoring • Issues and Concerns • Minor issues were found (not cleaning after the construction completion) and those issues were managed; rural access road provided by the project were used by loggers and these issues need to be dealt with at the local district level. • The E&S monitoring/due diligence is conducted two time a year (6/12month) • Mostly people/villagers are happy with the project's activities **Main issues and concerns** • Under staff • No key inhouse experts for social and environmental safeguards. Under CLEAR, these experts should be recruited to support PRF • Limited budget for ESF monitoring works and no budget for mitigation/restoration works	
9 Jan 2023	District Implement ation Team	7	2	4	**Assessment capacity of PRF-District to manage ESF risks**	**Engagement with villagers during project periods** • Selection of activities: organizing village meetings (use bottom-up model), engaged about >50% women to 80% because project asked for women to participate. • Divide the group between men and women, give priority to women (each meeting, we take 80% of women's comments). • The implementation activities are based on the opinions of the female + male group. • Planning meeting at the district level: we required 3 representatives from each village (2 of them must be women). • We encourage women to join meetings and groups, but men are not taking women seriously. We have to talk to men many times. • We want to have Khmu staff to communicate with the Khmu villagers, we have only Hmong **ES impact management:**	Hmong

					- No impacts. because work in community work. For example, the water pipes laying from irrigation project, if it goes through people's land , it must be buried deep into the land. - All construction activities are in communal land, and we are not allowed more than 5% impacted land, if any. - If land impact, not here, but in Mok district, villagers compensate each other as they all want the water. There is one case where the irrigation intake is built on a villager's land of about 300 m2, after discussions, the villagers agreed to allocate another piece of village land (1 hectare) to the impacted household. - Under CLEAR we will the same, only work on community land, to avoid impact. - If there is an impact, whether it is a tree, crops or small strip of land, the community must solve them before submitted their proposal to us. We don't have budget to cover compensation **Livelihood improvement:** - each village establish a group comprise of six people per group (Chairman, Vice President, Finance 2 people, Seed, Procurement); - Village representatives opened village accounts (3 people, 2 out of 3 signed); - The village fund is used for providing small loan to villagers to raise small animals (pigs, goats...) **Food nutrition Promotion:** - In 36 villages, 39 groups were established to carry out activities: nutritious cooking, home garden, friends teaching friends (villages teach each other and teach other villages); - Set up FB, WhatsApp, create audio-video materials in Hmong language to educate the community and get more involved in project activities; - More and more villagers, mothers and young children like to project food. The villagers cook 2-3 times a month. - In the past, we did not promote the collection of forest products, but we promote home gardening. under CLEAR, we should include forest products to add a food menu. **Procurement work:** - After choosing the activities, select the responsible committee at the village level, train them; - Tenders open envelopes - village notified to Thalia - central district notified - operation;	

					- Bid packets are distributed free of charge; - The PRF central approves the budget, the district transfers it to the village, the village procures products (but through the confirmation process from the district); - There is a village-level team in charge (disbursement, monitoring); - villagers don't have knowledge on procurement, we want more training for them. **Infrastructure work:** - Documentation of each activity is taking too long, involved many steps. We want to reduce this process - We have to make sure that 90% must serve the common interests; - Construction: if involved villagers, we need to closely monitor as they do not familiar with construction works. - Personal protection equipment (PPE) only for advisors/technicians not the villagers, so they work without PPE - Selection of an infrastructure activity is to short, limited time to work with the villagers, we want more time to consult during project design, collect data from time to time before survey-design, help them to develop the village plan and select suitable activity. **Social and environmental aspects (customs and gender roles)** - The project asks for more female participants m than male: but in reality, some villages are still not able to do it; - Financial related activities are difficult for all women, e.g. when women go to withdraw money in the districts, traveling is difficult and risky for them, riding or driving is not possible, some women take their husbands with them when withdrawing project money, some are illiterate make it harder for them. - The women in some villages do not know how to read, so they have to get men to help them; - Communicate with ethnic groups is difficult as ethnic groups women do not like to talk, if they talk too much it is seen as they are offended the men or their men don't like them to talk to us. - Communicate with the elderly must use translators - Poor families do not participate in project activities and do not benefit from the project (mostly due to no income, little labor so they only work in the land, they feel inferior, rarely respected by their own community members) For example: don't have 5,000 kip per month to pay monthly membership condition. But some poor families are because they are just lazy to work.	

| 10 Jan 2023 | Ban Nong-Lae Morning | 9 | 14 | 20 | Village meeting and then Village authority focus groups | **Village Overview:**
• Nong-Lae Village is located 14km away from Nong Het Municipality
• There are 2 ethnic groups (Hmong and Khmu);
• Population 387 people;
• The main income of the village is growing corn, raising cattle and pigs.
• There are 3 poorest, 1 poor family.
Issues with Community Engagement
• Women's voices are not respect by the men and the elders
• Women like to join public meetings, but they are not supported by their husbands and their mother-in-law.
• poor families are not joining the meetings or groups
Food Nutritional Promotion:
• Members learn how to cook based on the provided menu-about eight courses/types and they are happy to learn how to cook together.
• Happy with the vegetable seeds to plant in their home gardens;
• The first 2-3 times the child didn't like to eat, later they eat, they also enjoy the food.
• women want to have more activities together and learn from each other
Livelihoods Improvement:
• The village development fund is good/useful for lending during emergencies - school supply for children or sickness;
• Although the money is good for the poor, the poor don't want to borrow. They know they cannot pay back. Other members use it for starting up business/trade, raising animals and investing in corn fields (e.g., borrow money to buy pigs for LAK6 million and selling them at LAK 12 million. Pig is one of the best investments. | Hmong and Khmu |
| | Afternoon | 0 | 14 | 14 | **Women Focus group** | • In each meeting, there are more women than men, they discussed and decided on activities, but sometimes men are not accepting or they reject the ideas. next time the project should ask for both men and women to attend a meeting.
• It is difficult for men to respect women's decisions.
• Women's activities also benefits men like home garden improve nutrition and wellbeing. Men still don't understand and thinks it is women's works.
• Women go to meetings but many don't not understand Lao language and if there are many elderly people joining the meetings, the project should use translated language. | Hmong |

					• The poor people are not able to participate in activities because they do not understand and are afraid of taking risks • Some people are not joining the groups and they are waiting see how others are doing first. they also don't want to take risks in saving and borrow money from village fund. • In some cases, the husbands are not allowed their wives to go to the meeting (because of fear, anger, worry that the wives meet other men, especially outside the village, the wives dress up to the meeting...) • Women who take care of project fund also fear of robbery when withdrawing money and traveling from local Banks to the village.	
Later afternoon	7	5	9	**Village Facilitators Focus groups**	**Main concerns include:** • One person is in charge of many villages • Many ethnic groups need time to communicate; • Men sometime not listened, must approach the chief to help explain to the villagers; • Older people always need translators from their own tribes • It is necessary to create confidence among the villagers (after the village training, the savings budget must be given to the village to manage). villagers need more financial management training; • In some villages, the village faciliatory is still young, the villagers don't listen to them, they have to ask the elders for help; • Sometimes, we have to meet and explain to the husband, so the family don't fight after men understand about the benefits that the wife and children will receive from the project, and that the husbands can allow the wives to join meetings; • The poor people do not understand and are persuaded by others to leave the membership. The poor cause delay and difficult for others. • Some larger ethnic groups in the village are not difficult to encourage to join a group or a meeting, but smaller ethnic groups sometimes is difficult to get them to participate (e.g. they don't listen, they are afraid, they don't have money, they go to work, they are sick, etc...); • In nutrition related work, poor people will participate, they sometimes come to eat, people who don't eat much (they say eating at home is more delicious); • In some cases, poor people do not have money to save, but their husband smokes. We suggested that if the husband stop smoking for 1 day and then give the money to his wife to save, then they can withdraw later with interest,	

						but the poor still decided to smoke and not save); Sometimes we also lower the saving down to LAK2,000, but the poor still don't save • Some villages do not have electricity to watch video produced and/or provided by the project.	
11 Jan 2023 Morning	PhaLin Village	12	4	14	Village meeting and then Village authority focus groups	**Village Overview:** • PhaLin Village is located 16 km away from Nonghet district; • There is one Ethnic group (Hmong) 43 households; • The village does not have electricity; • The road to the village is dirt and rocky (the road is quite difficult); • There is an extremely poor family of 1 family (only 2 old people, no workers, children left home). **Infrastructure work:** • no issue, but want project to help with (i) improve road condition, (ii) water supply, and (iii) electricity connection **Food Nutrition Promotion:** • villagers have started to move from having garden in the field to having home gardens • women and children enjoy the cooking classes and sharing food • Poor households also join • No problems, and want more support from the project **Livelihoods Improvement:** • want more village fund, the current is too small, want to work with the project, especially have fund to raise pigs, ducks, see that it is profitable; • The villagers take turn to borrow money, but those who have borrowed once, are waiting to see if no one else borrows, they will borrow again; • head of the group, when going to withdraw money, sometimes takes her husband or a relative with her for safety reason. • **Social and environmental assessment (customs and gender roles)** • There are still UXO in the areas, all constructions must notify the UXO clearance and must check first; • most women, young, old, children are not speaking Lao and must use an interpreter • The village does not have electricity, phone signal is not possible at the village but at the mountain/hill nearby the village	Hmong
	Afternoon	0	29	29	**Women Focus group**	• Women join group because thinking that they can get a chance to borrow money for raising pig	Hmong

						• Some women don't join the groups for the following reasons: husband did not allow for fear that they could not pay back monthly fee. Their husband could not help earning income to enable them to pay back. Mothers-in-law don't allow them to borrow money. • There are 4 self-help groups: only one woman can speak Lao and she is a village women union, so other three groups have men as a leader to deal with communication and collecting ad saving money (women in these three groups are all illiterate). • Want more help, especially access to funding.	
	Later afternoon	2	2	2	**Village Facilitators Focus groups**	• For nutrition work, one village facilitator is responsible for about 8 to 12 village and that is too much for one person to take care of. Six villages are the right size to work of the road is to too far. • Road is in poor condition, cannot ride fast, ride like walking in the rainy season. One village facilitator is working for three years and each year she has an accident due to bad road condition, but the injury is not severe as she ride slowly • Want to have health insurance for home workers (accident insurance already available); • Difficult journey. Villages are far away, take all day just to travel, (the farthest village used to travel 37-40 km), • some villages do not have electricity, so they have to stay at the village without be able to charge their phones; • In some villages, the villagers do not listen to them because they are female and young; • In some Lao villages and since we are Hmong employees, the Lao people don't understand our words because of our pronunciations; • Working with men is more difficult than working with women, especially older men. We get help from village authority • As an employee to work with the villagers, men often fear that their wives will think badly of them and don't like their wives to join activities; • Some villages where people used to visit, such as PS Company, Asia Face makes the villagers not want to cooperate and fear being attacked; • Village facilitators want to work in groups, a team of 2-3 people, go to each village, exchange lessons, and enjoy working.	Hmong

Annex 2 – Guidance for Establishing Project Grievance Logbook

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

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

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

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

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

Annex 3 – Facilitator's Guide for Conducting Meaningful Consultation with Ethnic Minority Peoples

1. **Introduction**

This guide provides a brief introduction and first-hand guidance to individuals who are tasked to directly facilitate a meeting with ethnic group, or are involved in a team whose task is to moderate a meeting with an individual or a group of people who are from ethnic groups. By ethnic group, it refers to those who has a spoken language other than Lao language, such as languages of the Khmou, H'mong, Akha, Phong, and so forth.

2. **Principles**

This guide is grounded on the following key principles of the World Bank's ESS7 (Indigenous People). It is required that under the WB financed project, projects are expected to make every effort to:

- **Ensure that development process fosters full respect** for the human rights, dignity, aspirations, identity, culture, and natural resource-based livelihoods of Indigenous Peoples.
- **Avoid adverse impacts** of projects on Indigenous Peoples, or when avoidance is not possible, to **minimize, mitigate and/or compensate** for such adverse impacts.
- **Promote sustainable development benefits and opportunities** for Indigenous Peoples in a manner that is accessible, culturally appropriate and inclusive.
- **Improve project design and promote local support** by establishing and maintaining an ongoing relationship based on meaningful consultation with the Indigenous
- **Recognize, respect, and preserve the culture, knowledge, and practices** of Indigenous Peoples, and to provide them with an opportunity to adapt to changing conditions in a manner and in a timeframe acceptable to them.

3. **Steps to Engaging a Meaningful Consultation with Ethnic Groups**
   - **Step 1 – Get to know about EG**
     - Study about EG to be consulted with
     - Meet with local village chief, EG opinion leaders to learn about local practices, taboos
     - Conduct field observation/ Exchange with experienced colleagues
   - **Step 2 – Prepare before fielding for consultation**
     - Prepare IEC materials (booklet, manuals, guidance note…)
     - Prepare meeting outline, key topics, and agenda for consultation, question guide, meeting template
     - Share meeting agenda and key information with EG peoples with whom the meeting will be conducted ("prior, and "informed")[3]
     - Make interpretation arrangement
   - **Step 3 – Meeting with target EG group/individuals**
     - Build rapport

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

- Conduct consultation (based on meeting agenda in Step 2)
- Manage and maintain a "free" conversation.
- Take notes
- Share/validate key consultation results with participants by the end of meeting
- Inform participants of possible next consultation to follow up on issues raised
- **Step 4 – Review and Process Consultation Feedback**
  - Peruse and process consultation feedback
  - Prepare meeting minutes/ documentation
  - Share meeting minutes with relevant stakeholder (e.g. management)
- **Step 5 – Incorporate consultation feedback into project design/implementation**
  - Conduct meeting with relevant stakeholder to discuss consultation feedback
  - Incorporate feedback into project design/implementation
  - Report back to consulted people on decision/progress made as to concerns, issues, expectation raised by consultation participants.

4. Commonly used consultation techniques

- **Focus Group Discussion:**
  - A focus group discussion (FGD) is a way to gather together people from similar backgrounds or experiences to discuss a specific topic of interest.
  - The group of participants (8-10 persons) is guided by a moderator (facilitator) who introduces topics for discussion and helps the group to participate in a lively and natural discussion amongst themselves.
  - Allow participants to agree or disagree with each other to obtain an insight into how a group thinks about an issue, about the range of opinion and ideas, and the inconsistencies and variation that exists in a particular community in terms of beliefs, experiences, and practices.

- **Key Informant Interview:**
  - To get information about a pressing issue or problem in the community from a limited number of well-connected and informed community experts.
  - To understand the motivation and beliefs of community residents on a particular issue.
  - To get information from people with diverse backgrounds and opinions and be able to ask in-depth and probing questions.
  - To discuss sensitive topics, get respondents' candid discussion of the topic, or to get the depth of information you need.

- **Tips for Facilitators**

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

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

  Explain the ground rules for the focus group discussion

- These will set the tone and expectations for behavior so that everyone will feel safe and willing to participate.
- Participation in the focus group is voluntary.
- It's all right to abstain from discussing specific topics if you are not comfortable.
- All responses are welcome – are no right or wrong answers.
- Please respect the opinions of others even if you don't agree.
- Try to stay on topic; we may need to interrupt so that we can cover all the material.
- Speak as openly as you feel comfortable.
- Avoid revealing very detailed information about your personal health.
- Help protect others' privacy by not discussing details outside the group.

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

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

Annex 4 – Sample Outline for Consultation using Focus Group Discussion

FOCUS GROUP DISCUSSION

Name of project   Laos PDR – Community Livelihood Enhancement and Resilience (CLEAR)

Donor   The World Bank

Implement agency   **Poverty Reduction Fund** (Ministry of Agriculture and Forestry)

1. PROJECT OVERVIEW

2. PROJECT OBJECTIVES

3. KEY PROJECT ACTIVITIES

4. SPECIFIC ACTIVITIES TO BE CONSULTED

5. PROJECT'S POTENTIAL RISKS AND IMPACTS

5.1   POSITIVE IMPACT

5.2   ADVERSE IMPACTS AND RISKS

5.2.1   Adverse Social & Environmental Impacts:

5.2.2   Adverse Social and Environment Risks

6. FEEDBACK FROM LOCAL PEOPLE

PROJECT POTENTIAL IMPACT

- ✓ Positive Impacts (+)

- ✓ Adverse Risks and Impacts (-)

✓ Any local concerns

DEVELOPMENT NEEDS/ EXPECTATIONS/CONCERNS RELATED TO PROJECT ACTIVITIES?

SUGGESTIONS FOR PROJECT IMPLEMENTATION ARRANGEMENTS

ANY OTHER QUESTIONS, IDEAS, SUGGESTIONS, IF ANY?

Please note to the participants that the project will conduct further focus group discussion and/or public meetings in the future. These meetings aim to inform the local community of the progress of project preparation, with focus on the social and environmental risks and impacts that are updated as the project design evolves for local feedback and suggestions.

NOTE TO THE FACILITATORS:

When concluding the focus group discussion,

1. Please make a list of people and organizations participating this FGD discussion, with signature of meeting participants.
2. Prepare a minute of meeting summarizing the key points of discussion and feedback of participants, following the key topics discussed above, including questions/concerns that may be raised during the meeting.