

STAKEHOLDER ENGAGEMENT PLAN

**Meghalaya Logistics and Connectivity
Improvement Project (MLCIP)**

Meghalaya
Infrastructure
Development &
Finance
Corporation
(MIDFC)

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1. INTRODUCTION / PROJECT DESCRIPTION

Meghalaya stands as a vital gateway in India's northeastern landscape, stitching together the Barak and Brahmaputra Valleys like a lush green bridge of hills and clouds. Road transport forms the lifeline of this mountainous state, carrying more than 80 percent of its freight and virtually all passenger movement. Yet, for nearly half of its people, reliable all-weather roads remain a distant promise, and aging timber bridges continue to restrict mobility, like weary sentinels struggling under modern demands.

To address the challenges mentioned above holistically, the Government of Meghalaya, with financing and technical support from the World Bank, has conceptualized a project titled the Meghalaya Logistics and Corridor Improvement Project (MLCIP). MLCIP aims to provide efficient, resilient, and safe connectivity to key regional, rural corridors, and economic centers in Meghalaya by applying best practices in resource management, reducing greenhouse gas (GHG) emissions, improving road safety, and implementing an asset management system. The state aims to significantly increase agriculture's economic contribution and per capita income by improving market access through an efficient, all-weather transport and logistics infrastructure and services network. The improved network will enhance market access and logistics efficiency, reduce average cost/time for select agriculture and horticulture products along key economic corridors, and strengthen institutional capacity for managing efficient, climate-resilient, and safe transport and logistics infrastructure.

The project envisions:

- Upgrading existing roads to intermediate standards, with context-appropriate paved shoulders.
- Reconstructing and strengthening culverts and bridges to ensure durability and safety.
- Constructing new bridges and cross-drainage structures to secure all-weather connectivity and climate resilience.

1.1. Project Development Objective (PDO)

The Project Development Objective (PDO) is to enhance the climate and disaster resilience of critical public infrastructure specifically roads and bridges and strengthen agro-logistics infrastructure and services.

1.2. Project Components

The MLCIP will be implemented in Meghalaya and comprises the following components:

1. **Component 1. Climate-Resilient Roads, Bridges and Road Safety:** Upgrading of selected 740 km roads and 347.5 m of bridges with climate-resilient features against flooding and landslides, including:
 - a) Upgradation of damaged road sections to intermediate lane width;
 - b) Stabilizing hillside slopes by providing weep holes and applying civil and bio-engineering

solutions;

- c) Enhancing the resilience of side drains, culverts and bridge structures; protecting valley-side slopes; and widening the road formation;
 - d) Constructing innovative, climate-resilient bridge structures.
2. **Component 2. Agro-Logistics Infrastructure and Service:** Developing a green rural freight and public transportation system including:
- a) Establishing rural transportation hubs, including truck bays, loading and unloading ramps, container bays, sheds, container yards, offices, refreshment areas, taxi/bus bays, and installing solar panels within the compound of the hubs;
 - b) Establishing a freight terminal integrated with a district logistics park;
 - c) Establishment of ropeways for transporting farm products from hills;
 - d) Geo-referenced multipurpose bus/taxi/truck stops at farm-product collection points and habitation clusters;
 - e) High-speed internet/fiber optics connectivity to hubs and multipurpose bus/taxi stops at collection points; and
 - f) Provision of roadside amenities and marketplaces.
3. **Component 3. Institutional Strengthening:** Training programs, workshops, and exposure visits; development of technical manuals, SOPs, and guidelines; inclusion of local knowledge and traditional practices; building the institutional capacity of line departments and community organizations.
4. **Component 4. Contingent Emergency Response Component (CERC):** The CERC will support PWD/MIDFC in case of an Eligible Crisis or Emergency in responding promptly and effectively to it as per the Contingent Emergency Response Manual. Following an eligible crisis or emergency, the Recipient may request the Bank to re-allocate project funds to support emergency response and reconstruction.

The Environmental & Social Management Framework of MLCIP is being prepared in accordance with the World Bank's Environmental and Social Framework (ESF).

2. OBJECTIVE/ DESCRIPTION OF SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the implementing agencies (Public Works Department, Department of Agriculture & Farmer's Welfare (DoA), Meghalaya Basin Development Authority) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project. The details are given in *Annexure -I*

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder identification is the process of determining all individuals, groups, or institutions that may be directly or indirectly affected by the project or that may influence its outcomes. Categorization ensures that stakeholders are grouped according to their level of impact, interest, and influence, which helps design tailored engagement strategies.

Methodology

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

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

For the MLCIP, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties, other interested parties and disadvantaged/vulnerable individuals or groups.

3.1. Affected Parties

Project-Affected People (PAPs): Individuals, households, and communities residing in the project area who may be positively or negatively impacted (e.g., landowners, tenants, shopkeepers, transport users). Affected parties are local communities, community members, and other individuals or groups who may experience direct impacts from the project i.e. families residing in areas where project interventions (e.g., road construction, corridor development) are planned; Khasi, Jaintia (Pnar), and Garo communities whose land, resources, or livelihoods may be affected, Women, elderly, persons with disabilities, and marginalized households who may face disproportionate impacts; Village councils, clan leaders, and traditional authorities involved in local governance and decision making, Individuals or groups dependent on forests, rivers, or other natural resources in the project area for livelihood, cultural, or religious purposes; Traders, transport operators, and service

providers whose activities may be affected during construction or operation.

Table 3-1: List of affected Parties

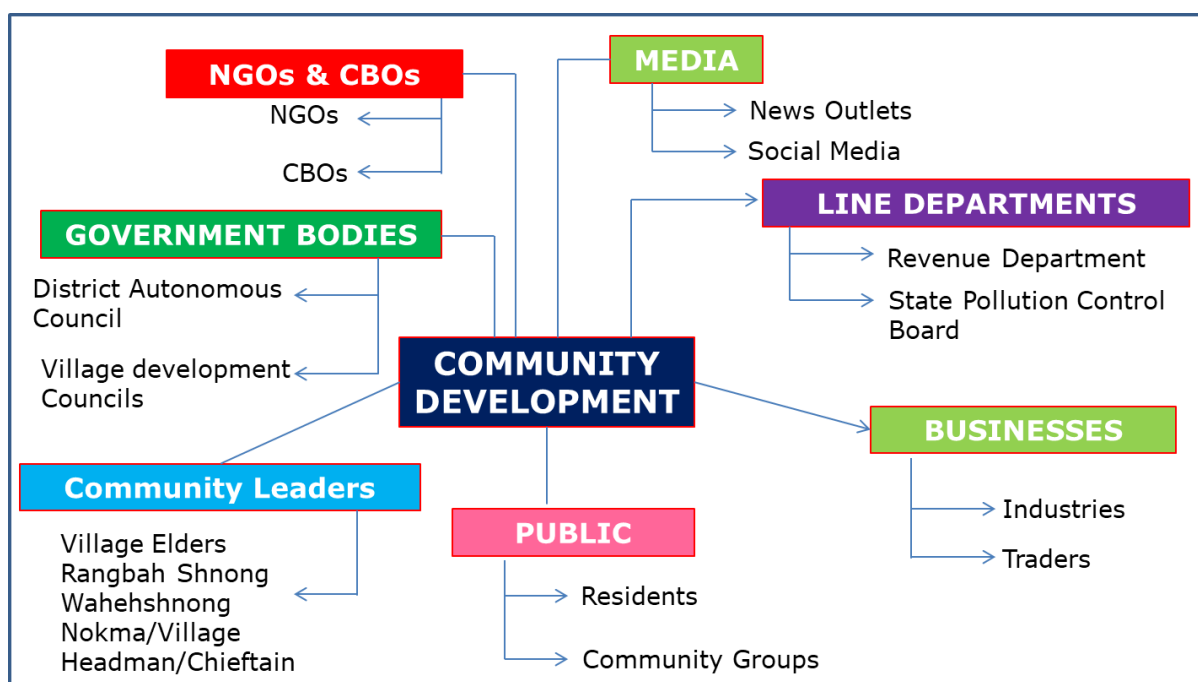
Component 1: Climate-Resilient Roads, Bridges and Road Safety	<ul style="list-style-type: none"> • Titleholders, including residential owners, commercial property owners, and tenants whose assets or land may be affected. • Non-titleholders such as squatters, encroachers, and street vendors along the right of way (RoW) whose properties or incomes may be temporarily or permanently affected by land procurement or construction activities. • Land users with cultivated land or other uses along the existing RoW who may be impacted. • Rural road users, pedestrians, residents, and communities that may face temporary inconvenience or restricted access due to construction works • Village Councils (Dorbar Shnong, Nokmas etc) whose community owned lands or assets may be affected. • Religious and Indigenous Faith Institutions whose religious structures or land may be affected.
Component 2: Agro-Logistics Infrastructure and Service	<ul style="list-style-type: none"> • Marginal and small farmers, entrepreneurs, Self-Help Groups (SHGs), and Farmer Producer Groups (FPGs) who are expected to benefit from the agricultural development initiatives. • Rural road users, residents and communities that may be temporarily inconvenienced by construction works.
Component 3: Institutional Strengthening	<ul style="list-style-type: none"> • Exposure visits to similar projects, institutions, or regions to exchange knowledge, share best practices, and adopt innovative approaches. • Preparation of standardized manuals, operating procedures, and guidelines to ensure consistency, efficiency, and sustainability in project planning, implementation, and monitoring.

3.2. Other Interested Parties

- Local associations, cooperatives, self-help groups, and civil society organizations/NGOs working on environmental protection, social inclusion, human rights, and indigenous peoples' welfare;
- Academic and research institutions, universities, and think tanks providing technical expertise;
- Religious and cultural institutions

- Line departments and agencies such as the Revenue Department, Meghalaya State Pollution Control Board, Forest Department, Horticulture Department, Social Welfare Department, Labour Department, District Child Protection Unit, MBMA etc.;
- Industries, traders, and businesses along the corridors;
- NGOs and CBOs working in the project areas;
- Media
- The general Public

Figure 3-1: Stakeholders in Community Development



3.3. Disadvantaged/vulnerable individuals or groups

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

Table 3-2: Vulnerable Groups

Component 1: Climate-Resilient Roads, Bridges and Road Safety	<ul style="list-style-type: none"> • Affected parties that belong to the vulnerable category: elderly people, persons with disabilities, ethnic and religious minorities, children, and refugees, Women headed households, scheduled caste, scheduled tribe, and below poverty line (BPL) category— who may be disproportionately impacted due to land procurement. • Persons with disabilities (PwD), elderly who are likely to be
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	<p>affected due to temporary restriction in access.</p> <ul style="list-style-type: none"> • Indigenous communities (Khasi, Jaintia, Garo) whose customary lands, traditional territories, and natural resources may be affected, requiring FPIC procedures under ESS7
Component 2: Agro-Logistics Infrastructure and Service	<ul style="list-style-type: none"> • Rural women and girls: Often primary users of public transport for market access, education, or healthcare; they may face safety risks, harassment, or exclusion from new green systems • Low-income farmers and small-scale traders: Rely on freight for goods transport; vulnerable to increased costs or disruptions during transition • Indigenous or ethnic minority communities: In rural project areas, they could be displaced or lose traditional access routes
Component 3: Institutional Strengthening	<ul style="list-style-type: none"> • Women in technical or institutional roles: Often underrepresented in transport/rural development sectors; training may exclude them due to childcare burdens, location biases, or gender norms, perpetuating inequities in manual/SOP creation. • Ethnic minorities or indigenous staff/community representatives: May face language/cultural barriers in training; guidelines could ignore their traditional knowledge, leading to non-inclusive policies. • Persons with disabilities in institutional teams: Training formats (e.g., in-person workshops) might not accommodate mobility or accessibility needs, excluding them from skill-building and manual development.

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

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meetings were conducted:

Table 4-1: Stakeholder Consultation Summary

Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
4 Men 1 Woman Location - Paysih- Garampani Road	20-08-2025	<ul style="list-style-type: none"> Participants appreciated the project and acknowledged its positive impact on the community. Requested fair compensation and support in case of any demolitions affecting their properties or livelihoods. Strong support from the local community for the project. 	<ul style="list-style-type: none"> Construct smoother roads to enhance accessibility and improve transportation. Ensure fair compensation and support for individuals affected 	Discussion of detailed design and impact with the community during public meeting	November 2025
Commuter Location: Paysih-	20-08-2025	<ul style="list-style-type: none"> Participants raised concerns emphasizing the need for better illumination for safety. Need of aped breakers & Zebra Crossing for 	<ul style="list-style-type: none"> Ensure the installation of adequate streetlights throughout the village to 	Incorporating the suggestions in DPR.	November 2025

Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
Garampani Road		safety of pedestrians.	<p>improve safety and visibility, particularly at night.</p> <ul style="list-style-type: none"> Speed breaker and Zebra crossing required near Schools and Hospitals. 		
FGD with Youths Location: Laitsohum, Mawrapad, and Mawkasai villages	16-09-2025	<ul style="list-style-type: none"> Youth in the community highlighted the absence of structured career guidance and mentorship, leaving many uncertain about educational and professional pathways. Access to skill development initiatives and vocational training is limited, reducing their ability to pursue occupations aligned with emerging job markets. Local employment opportunities are scarce, particularly in the formal sector, compelling youth to depend on seasonal or informal work for income. 	<ul style="list-style-type: none"> Training, financial linkage, and market access support will be provided to encourage youth-led enterprises in areas such as food processing, crafts, and local product marketing, fostering sustainable livelihoods within the community. Coordination with government and private sector initiatives will be 	<ul style="list-style-type: none"> Incorporation of Training, awareness and skill development plans in Environmental and Social Assessment document, Resettlement Action Plan and 	November 2025

Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<ul style="list-style-type: none"> Financial constraints often prevent young people from pursuing higher education or specialized training outside the village. Social expectations and peer pressure sometimes influence youth decisions in ways that limit long-term career growth and personal aspirations. Agriculture and allied activities such as livestock rearing, poultry, fisheries, and small-scale production continue to be primary livelihood options, though they provide limited income growth. Youth also participate in small-scale entrepreneurship including shops, food processing, and selling local products, but lack of capital and market linkage restrict business expansion. Employment in government sectors remains a preferred choice but is highly competitive 	<p>strengthened to create more local job opportunities, particularly in agro-based industries, tourism, and service sectors, reducing the need for migration</p> <ul style="list-style-type: none"> Awareness programs on safe migration, legal rights, and labour protections will be implemented to safeguard youth who seek employment outside, ensuring access to support systems and fair working conditions 	<p>Indigenous Peoples Development Plan prepared for the projects.</p> <ul style="list-style-type: none"> Conducting the programs as planned 	

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Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<p>and not easily accessible to many.</p> <ul style="list-style-type: none"> Seasonal opportunities in tourism and hospitality are available, yet they do not offer stable year-round employment or financial security. Some youth migrate to cities like Shillong, Guwahati, Delhi, and other metros for daily wage labor, construction work, carpentry, agriculture-based jobs, or roles in retail, driven by the hope of better wages and new experiences. Those who migrate often face job insecurity, exploitative working conditions, inadequate housing, and difficulties adapting culturally in unfamiliar environments. A significant number of youths expressed their desire to remain in the village if meaningful livelihood opportunities, skill programs, and entrepreneurial support were 			

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Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<p>available locally.</p> <ul style="list-style-type: none"> • Strengthening vocational and skill development training tailored to local economic needs was strongly recommended to reduce migration driven by compulsion. • Youth emphasized promoting entrepreneurship by providing training, market access, and financial support to uplift local enterprises. • They recommended increasing government and private sector investments in the region to create more sustainable job opportunities within the community. • Awareness-building programs on safe migration, legal rights, and access to support systems were suggested to protect youth who choose to work outside. • Development of agro-based industries and eco-tourism ventures was proposed as a 			

Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		sustainable livelihood model that leverages local resources, skills, and natural beauty.			
FGD with women Location: Laitsohum, Mawrapad, and Mawkasai villages	16-09-2025	<ul style="list-style-type: none"> • Women experience limited access to skill-based training opportunities that are designed to enhance their employability and financial independence. • Social norms and cultural expectations continue to restrict women's mobility and participation in formal work environments, preventing them from exploring livelihood opportunities outside the home. • The absence of childcare support systems makes it difficult for women, especially mothers of young children, to engage in regular employment or attend vocational training programs. • Many women remain financially dependent on male family members, resulting in limited decision-making power within households 	<ul style="list-style-type: none"> • Establish women-focused training centers offering vocational, entrepreneurial, and digital skills aligned with local livelihood opportunities such as weaving, agro-processing, and crafts. • Promote women-led cooperatives and small enterprises through microfinance access, market linkages, and business development support to ensure sustainable income generation. • Conduct targeted 	<ul style="list-style-type: none"> • Incorporation of Training, awareness and skill development plans in Environmental and Social Assessment document, Resettlement Action Plan and Indigenous Peoples Development Plan prepared for the 	November 2025

Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<p>and reduced autonomy in economic choices.</p> <ul style="list-style-type: none"> Awareness about existing government schemes and welfare programs is low, which prevents women from accessing the benefits meant to support their development and livelihood security. Although women contribute significantly through agriculture and allied activities like kitchen gardening, poultry, weaving, and handicrafts, these remain small-scale and often lack proper market linkages. Seasonal employment is available in sectors such as hospitality and tourism, but stable, long-term opportunities within the region are limited, especially in the formal sector. Some women migrate to cities like Shillong and Guwahati for jobs such as domestic work, factory labor, or caregiving, but migration is usually driven by economic necessity and not 	<p>awareness programs to improve women's knowledge of government welfare schemes, financial inclusion options, and support services.</p> <ul style="list-style-type: none"> Provide guidance on legal rights, and grievance redress mechanisms for women seeking employment outside their communities 	<p>projects.</p> <ul style="list-style-type: none"> Conducting the programs as planned 	

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Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<p>by choice.</p> <ul style="list-style-type: none"> • Women who migrate often face job insecurity, poor living conditions, safety concerns, and lack of support networks, making them vulnerable to exploitation. • Many women expressed a preference to work locally and avoid migration, provided adequate livelihood options, training, and market access are available in their communities. • Women strongly suggested establishing accessible skill development centers focused on trades relevant to local livelihood opportunities, enabling them to build sustainable careers. • They emphasized the importance of promoting women-led small enterprises through training, microfinance, and reliable market platforms to ensure steady income 			

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Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<p>generation.</p> <ul style="list-style-type: none"> • Women requested better information flow and simplified processes to ensure they can access government schemes and support services meant for their welfare. • Support systems for safe migration, including guidance, pre-departure information, and grievance redress mechanisms, were recommended for women who choose to seek work outside. • Interest was shown in forming women-led cooperatives in areas like agro-processing and craft production so that collective effort can improve bargaining power and expand markets. • Improvement in basic infrastructure, especially road connectivity, was highlighted as essential for strengthening market access, reducing transportation barriers, and 			

Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		increasing women's participation in economic activities.			
<p>Community members and affected families- 53 participants (First round of FPIC)</p> <p>Location: Mawsynram village</p>	04-09-2025 and 09-09-2025	<ul style="list-style-type: none"> During the site visit, attended by representatives from Mawsynram village and the Junior Engineer (JE), several key concerns related to road safety and community welfare were raised. The junction in the area was highlighted as a critical traffic point requiring improved planning and infrastructure enhancement to support both present mobility and future development. Community members emphasized the need for constructing footpaths and installing proper fencing on both sides of the road at chainage 34+900 to ensure safe pedestrian movement. At this location, a shop owner has voluntarily agreed to relocate their shop to an alternate site arranged by the Dorbar Shnong, recognizing the significance of the 	<ul style="list-style-type: none"> The project will incorporate safety and traffic management measures at the Mawsynram junction through improved design, signage, and infrastructure planning to enhance mobility and support future area development. Construction of footpaths and installation of fencing on both sides of the road at chainage 34+900 will be prioritized to ensure pedestrian safety. The voluntary relocation of the shop by the owner, 	<ul style="list-style-type: none"> Updating and incorporating suggestions in the DPR after doing the feasibility analysis 	November 2025

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Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<p>proposed improvements for the broader community.</p> <ul style="list-style-type: none"> It was also noted that the public toilet situated at the entrance of the Mawsynram market is generating foul odors and contributing to unhygienic conditions. Relocation of this facility has been strongly supported by participants during the 1st FPIC meeting and reinforced through a subsequent transect walk. Furthermore, at chainage 34+600 on the right-hand side of the road, the construction of a breast wall was recommended. This intervention is essential not only for aesthetic enhancement but also to prevent soil erosion and maintain slope stability, safeguarding the road infrastructure in the long term. 	<p>facilitated by the Dorbar Shnong, will be duly coordinated and supported.</p> <ul style="list-style-type: none"> The existing public toilet near the Mawsynram market entrance will be relocated to a more suitable site in consultation with local authorities to eliminate odor issues and improve overall hygiene conditions. A breast wall will be constructed at chainage 34+600 (RHS) to prevent soil erosion, stabilize the slope, and maintain the long-term safety and visual appeal of the road corridor. 		

Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
<p>Community members and affected families- 39 participants (First round of FPIC)</p> <p>Location: Laitsohum, Mawrapad, and Mawkasai villages</p>	16-09-2025	<ul style="list-style-type: none"> The Law Adong (unclassified forest area protected by the villages) areas near Laitsohum, Mawrapad, and Mawkasai villages lie close to the proposed road but outside the ROW. Representatives requested clear boundary markings and strict precautionary measures during construction to prevent encroachment and protect the ecological and cultural significance of these zones. Multiple locations along the stretch have drinking water sources near the construction area. Communities emphasized the need for pollution prevention, careful handling of materials, and regular monitoring to safeguard public health. Village representatives requested the construction of breast or retaining walls, particularly on the right-hand side (RHS), where settlements are located above the 	<ul style="list-style-type: none"> Clear boundary demarcation and signage will be established near the Law Adong (protected forest) zones in Laitsohum, Mawrapad, and Mawkasai to prevent encroachment. Construction activities will follow strict environmental safeguards to preserve the ecological and cultural integrity of these areas. Pollution prevention measures—including controlled material storage, waste management, and regular water quality monitoring—will be implemented to safeguard nearby community drinking 	<ul style="list-style-type: none"> Updating and incorporating suggestions in the DPR after doing the feasibility analysis 	November 2025

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Stakeholders	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		<p>road. This measure aims to ensure slope stability and protect residents and their properties.</p> <ul style="list-style-type: none"> • At the Mawsawa water tank location, a retaining wall was additionally requested to ensure infrastructure safety. • Footpath construction on the left-hand side (LHS) was requested in settlement areas to improve pedestrian safety and accessibility. • The proposed muck dumping site was inspected, and its environmental suitability and accessibility during construction were evaluated. 	<p>water sources during construction.</p> <ul style="list-style-type: none"> • Construction of breast and retaining walls, particularly along the RHS where settlements are situated above the road, will be prioritized to ensure slope stability and protect lives and property. Additional retaining wall construction will be undertaken near the Mawsawa water tank to secure the structure. • Footpaths on the LHS will be developed in settlement areas to improve pedestrian safety. The identified muck disposal site has been assessed for environmental 		

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			suitability, and disposal activities will be managed in compliance with approved environmental management guidelines.		

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

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 4-2: Stakeholder Engagement Plan

Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
Preparation and Implementation	During Environmental and Social Impact Assessment (ESIA) and	<ul style="list-style-type: none"> Present the project and receive feedback on project activities, timelines of civil works, and physical restrictions, if any. 	<ul style="list-style-type: none"> Community consultations Public 	General Public	PWD and ESIA Consultant

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Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
stage	thereafter quarterly	<ul style="list-style-type: none"> Consult on key risks and impacts Prior information on Workplan and Work schedules Share details on GBV/ SEA/SH prevention and mitigation measures. <p>Give information on Grievance Redressal Mechanism functions, levels and compositions</p>	<ul style="list-style-type: none"> Meetings Site visits 		
Preparation stage	During ESIA, and thereafter monthly till disbursement is completed.	<ul style="list-style-type: none"> Present the project and receive feedback on project activities, Consult on key risks and impacts Seek Free, Prior, and Informed Consent (FPIC) as per the World Bank ESS7 (Annex 4) Compensation and R&R provisions as per the Entitlement Matrix in the Resettlement Policy Framework including payment modalities and disbursement status. <p>Give information on Grievance Redressal Mechanism</p>	<ul style="list-style-type: none"> Meaningful consultations (Refer to 4.3) Surveys Focus Group Meetings/ Discussions Village level meetings Site visits 	Affected Parties	PWD and ESIA Consultant
Preparation stage	During ESIA and Detailed Project Report	<ul style="list-style-type: none"> Present the project and receive feedback on key risks and challenges related to activities 	<ul style="list-style-type: none"> Focus Group Meetings/ 	<ul style="list-style-type: none"> Vulnerable groups 	ESIA Consultant PWD

Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
	(DPR) preparation	<ul style="list-style-type: none"> Propose special provisions in place for vulnerable groups. E.g. Additional assistance for ST, BPL and WHH and other vulnerable groups under entitlement matrix. Measures to address temporary restriction to access during construction period. Specific design interventions for persons with disabilities, women, children and elderly to ensure universal accessibility. Benefits provided under the project for small and marginal farmers and women entrepreneurs. <p>Give information on Grievance Redressal Mechanism in a culturally appropriate manner.</p>	<p>Discussions</p> <ul style="list-style-type: none"> One-on-one interviews <p>(Using tools and methods to ensure accessibility and full participation)</p>	<ul style="list-style-type: none"> BPL, Women headed households, Persons with disabilities, elderly, Children along with their guardians 	
Preparation and Implementation stage	During ESIA and thereafter twice a year	<ul style="list-style-type: none"> Present the project design, scope, approach, benefits, timelines, progress Process related to public engagement and entitlements prior to alignment of land for developmental activities Seek Free, Prior, and Informed Consent (FPIC) as per the World Bank ESS7 for initiating the activities. 	Consult with Heads of Traditional Institutions, Village Elders, Executive Members of the Village Councils	Village Council (Dorbar Shnongs, Nokmas, Sordars etc).	PWD

Disclaimer: This is a draft version and is being reviewed by the World Bank

Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
			(Dorbar Shnongs, Nokmas, Sordars etc).		
Preparation stage	During ESIA, and thereafter monthly till disbursement is completed.	<ul style="list-style-type: none"> • Present the project design, scope, approach, benefits, timelines, progress • Process related to land requirement for the project • Disbursement of compensation and R&R • Any prior permission required for initiating the activities 	<ul style="list-style-type: none"> • One-on-one interviews • Official letter or notification • Approvals by the district administration • Workshops and trainings 	District Administration	PWD
Preparation stage	During ESIA	<ul style="list-style-type: none"> • Present the project design, scope, approach, benefits, timelines, progress • Any prior permission required for initiating activities in tribal areas 	<ul style="list-style-type: none"> • One-on-one interview • Official letter or notification • Approvals by 		PWD

Disclaimer: This is a draft version and is being reviewed by the World Bank

Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
			<p>the department</p> <ul style="list-style-type: none"> Workshops and trainings 		
Implementation stage	During construction phase on monthly basis, till completion of civil works	<ul style="list-style-type: none"> Compliance on relevant labour norms applicable for construction related activities 	<ul style="list-style-type: none"> Site inspections Compliance Reports and Records submission workshops and trainings 	Contractor	PWD
Implementation stage	Prior to commencement of civil works and thereafter as and when reports are required.	<ul style="list-style-type: none"> Compliance on relevant environmental norms applicable for construction related activities Required permissions, certificates, etc. to be sought 	<ul style="list-style-type: none"> Official letter or notification Compliance reports and records submission and 	Meghalaya State Pollution Control Board	PWD

Disclaimer: This is a draft version and is being reviewed by the World Bank

Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
			approvals by MSPCB <ul style="list-style-type: none"> Workshops and trainings 		
Preparation stage	During ESIA	<ul style="list-style-type: none"> Present project information and planned activities Give information on Grievance Redressal Mechanism 	<ul style="list-style-type: none"> Face to face and virtual meetings Workshops and trainings 	Other Line departments- Social Welfare, Police and transport officials	PWD
Implementation stage	During construction phase on daily basis, till completion of civil works	<ul style="list-style-type: none"> Occupational and community health and safety requirements as per ESMP and LMP Workers' code of conduct and other measures to manage SEA/SH risks 	<ul style="list-style-type: none"> Face to face trainings Toolbox trainings for workers Signages in construction sites and camps 	Labor Contractors and workers	Supervision Consultants and Contractors

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Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
Preparation and Implementation stage	During ESIA and thereafter twice a year.	<ul style="list-style-type: none"> • Present project information and planned activities • Give information on workers' Grievance Redressal Mechanism • Feedback and support in SEA/SH risk management 	<ul style="list-style-type: none"> • One on one interviews • Face-to-face or virtual meetings, webinars • Seminar and workshops 	Village Council (Dorbar Shnongs, Nokmas, Sordars etc).	PWD
Preparation and Implementation stage	As and when required.	<ul style="list-style-type: none"> • Present project information and planned activities • Outputs and outcomes of the project • Role and support required from media • Success stories 	<ul style="list-style-type: none"> • Press Release/ Notes • Monthly Health Bulletins • Inputs for OpEds • Short films/ Reels/Posts for social 	Media	PWD

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Project Stage	Estimated Date/Time Period	Topic of consultation / message	Method used	Target Stakeholders	Responsibilities
			<div>media</div> <ul style="list-style-type: none">• Social Media platforms of Meghalaya Government		

4.3. Strategy to incorporate the view of vulnerable groups

The project will implement differentiated engagement measures for groups requiring special attention including women-headed households, persons with disabilities, elderly persons, economically disadvantaged families, and all indigenous communities. Engagement will ensure accessibility through sign language interpretation, large print materials, accessible meeting venues, flexible timing to accommodate care responsibilities, and culturally appropriate protocols respecting traditional governance structures. These targeted consultations will ensure that the perspectives, concerns, and priorities of vulnerable groups are meaningfully incorporated into project planning and decision-making.

To ensure that all stakeholders—especially vulnerable groups—can participate meaningfully and access information, the project will adopt the following measures:

Table 4-3: Strategy to incorporate the views of vulnerable groups

Vulnerable Group	Measures
Women headed households, and women entrepreneurs	<ul style="list-style-type: none"> Ensuring gender balance in engagement teams is critical to fostering trust and creating an environment where all participants, particularly women, feel comfortable sharing their perspectives. Surveys as well as other stakeholder engagement activities, will be designed to accommodate women in unpaid care work, ensuring that they have the opportunity to participate fully in discussions. Flexible scheduling, accessible formats, and supportive measures such as childcare or safe transport will be provided to enable their meaningful engagement. For all in-person community engagement activities, provisions will be made for childcare, safe transport, and secure meeting venues to ensure that participants—particularly women and caregivers—can attend and participate fully. These measures aim to remove practical barriers and create a safe, accessible, and enabling environment for engagement. Gender-segregated consultations and other targeted approaches will be employed to provide women and girls with safe and enabling spaces for participation. These measures aim to encourage open dialogue, ensure that their perspectives are freely expressed, and promote equitable inclusion in project decision-making.
Affected parties belonging to	<ul style="list-style-type: none"> All consultations will be scheduled during non-business or off-hours to accommodate participants' availability, ensuring that community members, particularly women and those engaged in work or care giving, can participate

Vulnerable Group	Measures
BPL categories	fully in the engagement process.
Elderly and people with existing medical conditions	<ul style="list-style-type: none"> • The project will identify stakeholders with specific needs who may be at higher risk of being excluded or adversely affected, including women-headed households, persons with disabilities, the elderly, marginalized farmers, and economically disadvantaged groups. • Information will be provided in an accessible and user-friendly manner to ensure that all stakeholders, including those with literacy or visual challenges, can understand and engage with project-related content. Measures will include - large print materials and clear, legible fonts; plain and simple local languages • All consultations will be conducted in comfortable, accessible, and well-lit venues to ensure participants can engage effectively. Venues will be chosen to accommodate persons with disabilities, the elderly, and other vulnerable groups, providing safe and welcoming environments for open dialogue.
Persons with disabilities	<ul style="list-style-type: none"> • Information will be provided in accessible formats to ensure inclusion of persons with disabilities and those using assistive technologies. Ensuring accessibility measures are implemented where needed, based on the specific requirements of participants • All stakeholder engagement activities will consider and account for gender, age, disability, socio-economic status, and other dimensions of identity and vulnerability. This ensures that consultations are inclusive, that the perspectives of marginalized groups are captured, and that project design and mitigation measures address the needs of those most at risk of exclusion or adverse impacts.
Indigenous Communities	<ul style="list-style-type: none"> • FPIC procedures conducted through traditional institutions following customary protocols <ul style="list-style-type: none"> · Consultations in local languages (Khasi/Jaintia/Garo) with cultural interpreters · Respect for traditional decision-making timelines and consensus-building processes · Integration of customary law and traditional knowledge systems · Consultation with Village Councils, Rangbah Shnong/ Nokmas, and Village Elders

The majority of Meghalaya's population belongs to Scheduled Tribes (Khasi, Garo, and Jaintia), governed by customary laws and traditional institutions. FPIC ensures that their collective rights and

decision-making processes are respected; Constitutional protections (Sixth Schedule) also require consultation and consent from Autonomous District Councils and local communities; World Bank ESS7 (Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities) mandates FPIC when projects may affect customary lands, cultural heritage, or cause relocation. Therefore, meaningful consultations will be conducted with affected tribal households, Heads of Traditional Institutions, Nokma/village headmen, and Village Development Council (VDC) chairpersons in a culturally appropriate manner and will include FPIC procedures where project activities affect customary lands or traditional territories. These consultations will take into account the following factors:

- a) **Early Engagement** – Consultations will begin early in the project planning process to gather initial views on the project proposal and inform project design.
- b) **Encouraging Feedback** – Stakeholder input will be actively solicited to inform project design and identify and mitigate environmental and social risks and impacts.
- c) **Ongoing Process** – Engagement will be continuous throughout the project lifecycle.
- d) **Prior Disclosure of Information** – Relevant, transparent, objective, meaningful, and easily accessible information will be shared in advance, in culturally appropriate formats and the relevant local language, ensuring stakeholders have adequate time for meaningful consultation.
- e) **Responsive Approach** – Feedback from stakeholders will be considered and addressed systematically.
- f) **Inclusive Engagement** – Efforts will be made to support active and inclusive participation of all project-affected parties.
- g) **Free from Manipulation or Coercion** – Consultations will be conducted without external interference, discrimination, intimidation, or coercion.
- h) **Documentation and Disclosure** – All consultations will be documented and disclosed by the Meghalaya Public Works Department (PWD) to ensure transparency and accountability.

4.4. Reporting back to stakeholders

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

- **Internal Reporting:** The Project Management Unit (PMU) and implementing agencies will maintain comprehensive records of all stakeholder engagement activities, including meeting minutes, attendance sheets, feedback received, and grievances addressed.
- **External Reporting:** Periodic reports on stakeholder engagement will be shared with

government authorities, funding agencies, and local communities, highlighting consultation activities, issues raised, and actions taken.

- **Public Disclosure:** Summaries of stakeholder engagement outcomes will be made available through community notice boards, offices of the DPIUs, and digital platforms to ensure transparency.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

The **Meghalaya Public Works Department (PWD)** will have overall responsibility for overseeing stakeholder engagement activities. The day-to-day implementation of these activities will be carried out by the **Environmental and Social Cell (E&S Cell)**, which is part of the PWD's Project Implementation Unit.

The **PWD** holds ultimate responsibility for the implementation of the Stakeholder Engagement Framework and Plans, ensuring that engagement activities are conducted in a timely, inclusive, and culturally appropriate manner, and that feedback is integrated into project planning and decision-making.

Table 5-1: Stakeholder Engagement Activities

Agency/ Individual	Role and Responsibility
PWD	<ul style="list-style-type: none">• Mobilization of External Expertise - Engage external consultants for conducting Environmental and Social Impact Assessments (ESIAs) and preparing site-specific Environmental and Social Management Plans (ESMPs), Resettlement Action Plans (RAPs), and Indigenous Peoples Development Plans (IPDPs). Undertake Free, Prior, and Informed Consent (FPIC) processes based on meaningful consultations with relevant stakeholders.• Technical Expertise for Vulnerable Groups - Mobilize technical expertise to ensure safe and culturally appropriate consultations with vulnerable groups or on sensitive topics, as required.• Approval and Oversight of Stakeholder Engagement Plan - Review and approve the content of the draft Stakeholder Engagement Plan (SEP), including any revisions.• Approval of Information, Education, and Communication (IEC) Materials -

Agency/ Individual	Role and Responsibility
	<p>Approve all IEC materials prior to release, including communication materials, PowerPoint presentations, posters, leaflets, brochures, and media inserts (TV, radio, or online).</p> <ul style="list-style-type: none"> • Authorization of Stakeholder Engagement Events -Approve and authorize all stakeholder engagement events and the disclosure of materials required to support these events, ensuring alignment with the SEP and cultural appropriateness.
PWD	<ul style="list-style-type: none"> • Provide overall guidance, oversight, and monitoring of the Stakeholder Engagement Plan (SEP) to ensure that engagement activities are conducted effectively, inclusively, and in a culturally appropriate manner. This includes tracking progress, addressing gaps, ensuring compliance with project policies and safeguards, and providing technical and operational support to the implementing teams. • Prepare and provide appropriate Information, Education, and Communication (IEC) and other communication materials tailored to different stakeholder categories. These materials will ensure that relevant project information is clearly and effectively conveyed, taking into account stakeholders' literacy levels, languages, cultural contexts, and specific information needs. • Finalize the timing, duration, and sequence of all SEP-related information disclosure and stakeholder engagement activities. This ensures that consultations and information sharing are conducted at times that maximize stakeholder participation and allow sufficient time for meaningful feedback, particularly for vulnerable and marginalized groups. • Organize orientation and capacity-building sessions for PWD staff to ensure a clear understanding of the Stakeholder Engagement Plan (SEP) and the requirements for its operationalization. This will enable staff to effectively implement engagement activities, follow culturally appropriate consultation practices, and respond to stakeholder feedback in line with project policies and safeguards.
CSC/ PMC/ PWD	<ul style="list-style-type: none"> • Participate directly in all face-to-face stakeholder meetings or identify suitable representatives to ensure effective engagement. This ensures that stakeholders have a direct point of contact, that consultations are properly facilitated, and that feedback is accurately recorded and addressed. • Review and sign off on the minutes of all stakeholder engagement events to ensure accuracy and completeness. They will also maintain an up-to-date stakeholder database, capturing details of participants, feedback received, and follow-up actions, to support monitoring, reporting, and continuous improvement of

Agency/ Individual	Role and Responsibility
	<p>stakeholder engagement activities.</p> <ul style="list-style-type: none"> Ensure the active participation and inclusion of stakeholders from vulnerable groups, such as women-headed households, persons with disabilities, the elderly, marginalized farmers, and economically disadvantaged households. Special efforts will be made to remove barriers to their engagement and ensure their perspectives are meaningfully considered in project planning and decision-making.

The stakeholder engagement activities will be documented through:

- a) During the ESIA, a record of stakeholder engagement carried out with — description of the stakeholders consulted, a summary of the feedback received, and a brief explanation of how the feedback was taken into account, or the reasons why it was not— will be documented in the ESIA, ESMP, RAP, IPDP and other E&S instruments prepared.
- b) During implementation, stakeholder engagement activities will be documented in the MIS tool prepared under MLCP project for E&S risk management.

The budget for the SEP is as follows:

Table 5-2: Budget for Stakeholder Engagement Plan

Budget Category	Quantity	Unit Costs (INR)	Duration	Total Costs (INR)	Remarks
1. Estimated staff salaries and related expenses					
1a. [E.g., communications consultant]	1 person	60,000 /month	36 months	21,60,000	Consultant engaged for SEP implementation support
1b. [E.g., travel costs for staff]	36 trips	15,000 /trip	36 months	5,40,000	For stakeholder consultations, Grievance Redressal Mechanism training, and monitoring
1c. [E.g., estimated salaries for Community Liaison Officers]	3 officers	60,000 /month	36 months	64,80,000	Responsible for village-level engagement and FPIC
2. Events					

Budget Category	Quantity	Unit Costs (INR)	Duration	Total Costs (INR)	Remarks
2a. [E.g., organization of focus groups]	36 events	5,000 /event	36 months	1,80,000	Includes venue, refreshments, logistics, and facilitation
3. Communication campaigns					
3a. [E.g., posters, flyers]	15000 copies	100 /copy	36 months	15,00,000	Awareness materials on project, GRM, and GBV
3b. [E.g., social media campaign]	36 months	25,000 /month	36 months	9,00,000	Social media posts, radio jingles, short videos
4. Trainings					
4a. [E.g., training on social/ environmental issues for PIU and contractor staff]	9 trainings	50,000 /session	36 months	4,50,000	Covers ESMP, SEP, and ESHS topics
4b. [E.g., training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff]	6 trainings	50,833 /session	36 months	3,05,000	For PIU, contractors, and workers
5. Beneficiary surveys					
5a. [E.g., mid-project perception survey]	3 surveys	250,000 /survey	Mid-term	7,50,000	Independent consultant
5b. [E.g., end-of-project perception]	1 survey	250,000 /survey	Project end	2,50,000	Independent consultant

Budget Category	Quantity	Unit Costs (INR)	Duration	Total Costs (INR)	Remarks
survey]					
6. Grievance Mechanism					
6a. [E.g., training of Grievance Redressal Mechanism committees]	9 sessions	50,000 /session	36 months	4,50,000	Grievance Redressal Mechanism awareness and handling capacity building
6b. [E.g., suggestion boxes in villages]	90 units	3,000 /unit	One-time	2,70,000	Installation in community offices, markets
6c. [E.g., Grievance Redressal Mechanism communication materials]	15000 units	100 /copy	One-time	15,00,000	Public disclosure on Grievance Redressal Mechanism and hotline info
7. Other expenses					
7a. [Miscellaneous]	Lump sum	2,50,000	One-time	2,50,000	For unforeseen communication/travel costs
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				1,59,85,000	≈ INR 15.985 million

**Note:* *Salary costs can be indicative.

5.2. Management functions and responsibilities

PWD will be responsible to carry out the Stakeholder Engagement activities. At the same time the PMC supports the Project Management Unit (PMU) in overall coordination, planning, and supervision of the project, preparing and reviewing designs, drawings, DPRs, and bid documents. Ensuring compliance with environmental and social safeguard instruments (ESMF, ESMP, RAP, SEP, LMP, etc.). Whereas The CSC provides field-level supervision, quality assurance, and compliance monitoring during construction. Supervising contractor's performance and ensuring adherence to technical specifications and timelines. Monitoring implementation of Environmental, Health, Safety, and Social (EHS&S) measures on-site. Supporting the Environmental and Social Cell and PIUs in verifying ESMP and labour management compliance.

The stakeholder engagement activities will be documented through:

- (a) During the ESIA, a record of stakeholder engagement carried out with — description of the stakeholders consulted, a summary of the feedback received, and a brief explanation of how the feedback was taken into account, or the reasons why it was not— will be documented in the ESIA, ESMP, RAP-IPDP and other E&S instruments prepared.
- (b) During implementation, stakeholder engagement activities will be documented through MoMs, written consents, videography, geo tagged photos, attendance sheets and the monitoring app prepared by E&S Cell of the PWD.

6. GRIEVANCE REDRESSAL MECHANISM

1. A Grievance Redressal Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.
2. Effective grievance redressal mechanisms ensure good governance, accountability, and transparency in managing and mitigating the environmental and social issues of a particular project. This consists of defining the process for recording/receiving complaints and their redressal in respect of environmental and social matters.
3. An integrated system will be established with Grievance Redressal Cells (GRCs), with necessary officers, officials, and systems at MIDFC (PMU). Grievances, if any, may be submitted through various mediums, including in person, in written form to a noted address, e-mail, or through direct calls to concerned official/s. The Social and Environmental Expert within PMU shall be responsible for coordination of grievance/complaints received.
4. The grievance redress mechanism should be in place at the time of initiating the implementation of R&RAP and civil construction activities in the project area. A platform for grievance redressal should be organized and its regular meetings may be conducted so as to allow people to put forth their grievances. It will help the appropriate authority to find solutions and amicably address the issues. The project, apart from web-based mechanism, will have a two-tier grievance redressal mechanism, i.e., (1) at the project site level, (2) State level (PMU level) .
5. **Web-based grievance mechanism:** MIDFC website will include a link where affected person(s) can register their complaints online. A telephone number will also be on the website of MIDFC and the project sites, so that the general public can register their complaint with the PMU office. In case of grievances received through a toll-free number or web-based system, a person should be made in-charge of screening and resolution of the same/communicating with the concerned divisions for resolution of the same. The person in-charge, based on the nature of the complaint, should forward the same to the concerned official. A ticket or a unique number will be generated for all such complaints. The complainant should follow up based on that unique number. All calls and messages should be responded to within 15 days. If a response is not received within 15 days, the complaint should be escalated to the Project Director.
6. **Tier I:** Under this project, the local Village Employment Councils (VECs) and community-level organizations will function as nodal point for the first-tier grievance redress mechanism. The local Headman will serve as the focal point responsible for receiving, documenting, and addressing complaints and feedback from stakeholders.
7. The Tier I Grievance Redress Cell shall operate under the Chairmanship of the Village Head or any representative nominated by the Village Councils and will include the Resident Engineer (representing the Engineer), Environmental and Social (E&S) Experts of Construction Supervision Consultant (CSC), Environmental and Social Officers from the Divisional Project Implementation Unit (DPIU), representatives from relevant line departments, and representatives from local institutions.
8. Upon receipt of a grievance, the focal point shall review and assess the complaint for resolution at the local level. If the grievance or dispute cannot be satisfactorily resolved at the project level within fifteen (15) days from the date of submission, the matter shall be escalated to the Project Management Unit (PMU)/ State Level for further review and mediation.

9. **Tier II:** If the aggrieved person is not satisfied with the decision of the site-level Grievance Cell, the grievance may be escalated to the PMU/State-level Grievance Redress Cell (Tier II). The Tier II Cell shall be chaired by the Secretary, Department of Planning, and shall include the Chief Engineer, Project Director, and Social Development Expert of the PIU as members. The State-level Grievance Redress Cell shall review the case and provide its decision or recommendations within fifteen (15) days of receiving the grievance.

10. If the aggrieved person is not satisfied with the decision of the State-level Grievance Cell, they shall have the right to seek redress through the judiciary. The Project Proponent shall extend all necessary assistance and support to the aggrieved person in pursuing the matter before the judicial authorities.

Grievance Redressal Mechanism (GRM) Flowchart

The following flowchart illustrates the Two-Tier grievance redressal mechanism with responsibilities and timelines for resolution.

Tier I: Project Site Level	Responsibility: Village Head/Representative of the Village Council Timeline: Resolution within 15 days If unresolved → Escalate to PMU (Tier II)
Tier II: State Level (PMU)	Responsibility: Secretary Planning, Chief Engineer, Project Director, Social Expert Timeline: Resolution within 15 days

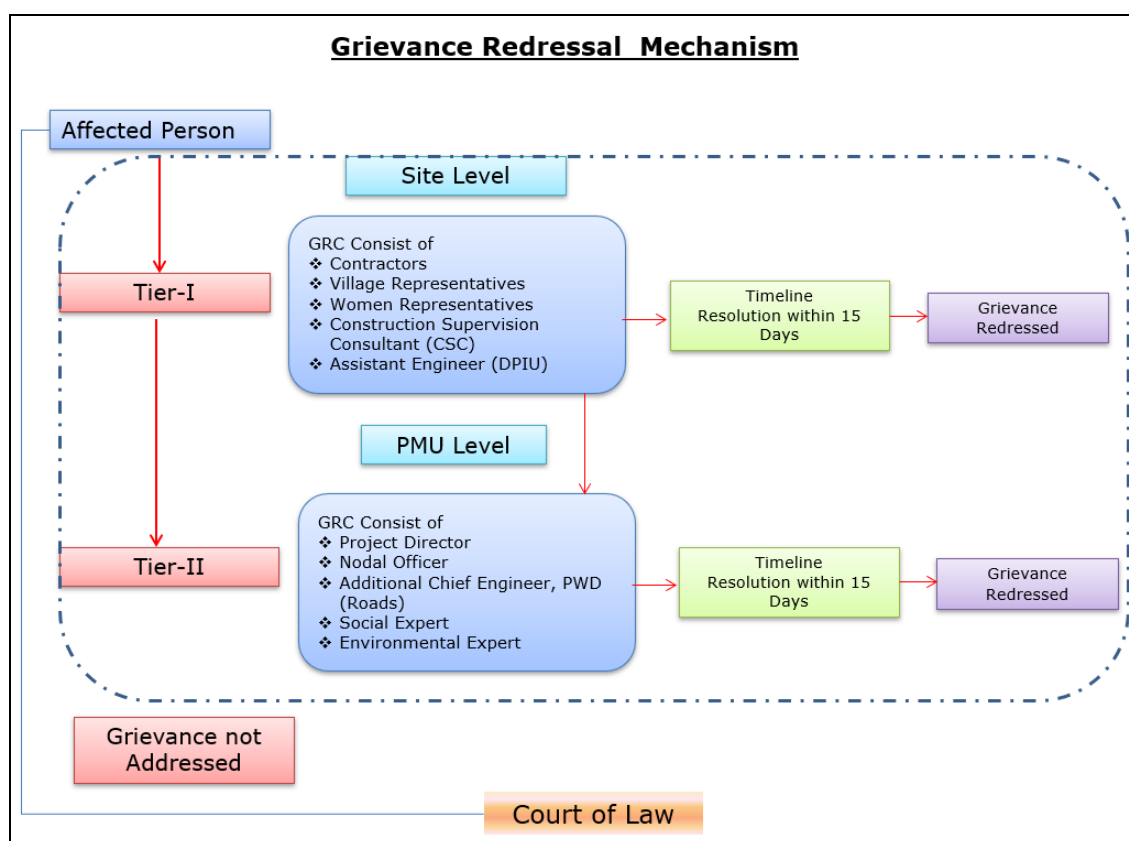


Figure 6-1: Grievance redressal Mechanism

(A telephone number will also be on the website of MIDFC and the project sites, so that the general public can register their complaint with the PMU office)

7. MONITORING AND REPORTING

Summary of how SEP implementation will be monitored and reported

11. The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.
12. SEP reporting will include the following:
 - (i) Progress reporting on the Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP).
 - (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Action Plan- Indigenous Peoples Development Plan (RAP-IPDP), or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
 - (iii) Quantitative reporting based on the indicators included in the SEP.

Reporting back to stakeholder groups

13. The SEP will be revised and updated as necessary during project implementation.
14. *Quarterly* summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the project managers.
15. Specific mechanisms to report back to the stakeholders include the following: annual reports, newsletters and articles disclosed on the MPWD's websites and workshops. This reporting back to the stakeholders will be done on an annual basis.

Table 7-1: Reporting back to stakeholder groups

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
Local Communities	<ul style="list-style-type: none"> Participants expressed strong support for the project, recognizing that the improved road infrastructure would enhance connectivity, market access, and overall community development. They appreciated the initiative and its potential to bring long-term benefits to the local population. At the same time, they requested fair and transparent compensation in cases where land, structures, or livelihoods may be affected, along with necessary support measures to ensure no household is left disadvantaged. Overall, the feedback reflected a positive and cooperative community outlook, with a clear expectation that their concerns and rights will be respected throughout project implementation. 	<ul style="list-style-type: none"> The Project Implementation Team assured that road development works will focus on ensuring smooth and durable surfaces, greatly enhancing mobility and transportation for the community. The team also reaffirmed its commitment to fair and transparent procedures regarding land acquisition or any impacts on properties or livelihoods, ensuring that all affected individuals will receive appropriate compensation and necessary support in accordance with government and World Bank safeguard guidelines. 	Intimation of the final design and the interventions to be undertaken to minimize impacts will be provided, based on the feedback received from stakeholders during consultations.
Commuters	<ul style="list-style-type: none"> Participants highlighted the importance of strengthening road safety measures within the community. They emphasized the need for improved street lighting to ensure better visibility during evening hours, particularly in 	<ul style="list-style-type: none"> The Project Implementation Team assured the community that their concerns on road safety have been duly noted and will be integrated into 	Design interventions regarding the road safety will be

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
	<p>areas with higher pedestrian movement.</p> <ul style="list-style-type: none"> • Additionally, they suggested installing speed breakers and zebra crossings to safeguard pedestrians and reduce the risk of accidents, especially near market zones and residential stretches. • Overall, the feedback reflected a strong community priority on safer mobility for all road users. 	<p>the project planning.</p> <ul style="list-style-type: none"> • Adequate streetlights will be installed at necessary locations to improve visibility and enhance nighttime safety for residents. • Additionally, the request for a speed breaker and zebra crossing near the LP School will be considered in the design to ensure the protection of schoolchildren and pedestrians, reinforcing the project's commitment to safe and inclusive mobility. 	<p>communicated to the community through public meetings</p>
Youth	<ul style="list-style-type: none"> • Youth from the community shared that limited career guidance, lack of vocational training, and scarce formal employment opportunities are major challenges affecting their future prospects. • Many struggle to pursue higher education due to financial constraints and often rely on agriculture, small businesses, or seasonal tourism-related work, which provide minimal income growth or stability. • Some migrate to cities for better opportunities but 	<ul style="list-style-type: none"> • It was acknowledged that the concerns and suggestions shared by the youth are highly valuable. • It was communicated that initiatives promoting skill development, entrepreneurship, and sustainable livelihoods will be encouraged. • It was further intimated that project interventions will align with 	<p>Training related schemes will be communicated to the youth through the implanting agency.</p>

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
	<p>frequently encounter job insecurity, exploitation, and poor living conditions, leading many to express a strong preference to remain in the village if viable livelihoods were available locally.</p> <ul style="list-style-type: none"> They suggested strengthening skill development programs tailored to local needs, promoting youth entrepreneurship through financial and market support, enhancing safe migration awareness, and encouraging greater government and private investment. They also recommended the development of agro-based industries and eco-tourism to create sustainable local employment and enable youth to build their future within their community. 	community priorities to foster long-term growth and opportunities.	
Women	<ul style="list-style-type: none"> Women in the community highlighted significant barriers to economic participation, including limited access to skill-based training, restrictions imposed by social norms, and the lack of childcare support, which affects their ability to work or pursue vocational programs. Many remain financially dependent on male family members and have limited awareness of government schemes that could enhance their empowerment. While women actively contribute to agriculture, weaving, and small household enterprises, these activities often 	<ul style="list-style-type: none"> It was acknowledged that the issues raised by women reflect critical gaps in access to training, finance, and market opportunities. It was communicated that strengthening women-focused livelihood programs, improving awareness of welfare schemes, and supporting women-led enterprises will be prioritized. 	Interventions to be included in the project to encourage economic participation of women. Proper training awareness program to be design to achieve

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
	<p>remain informal and lack access to larger markets.</p> <ul style="list-style-type: none"> Seasonal work in tourism offers some earnings but does not provide stable livelihoods, leading some women to migrate for domestic or factory jobs under conditions that can be insecure and exploitative. Women expressed a strong desire to work locally and emphasized the need for accessible skill development centres, support for women-led enterprises through microfinance and market linkages, and better access to welfare programs designed for them. They also suggested the formation of cooperatives in agro-processing and crafts to strengthen collective economic opportunities. Improved infrastructure, especially road connectivity, was seen as a key enabler for enhancing market access and increasing women's participation in the workforce. 	<ul style="list-style-type: none"> It was further intimated that enhancing infrastructure and promoting collective initiatives such as cooperatives can significantly improve women's economic participation and empowerment. 	<p>skill upgradation, market access and access to relevant government schemes.</p>

8. ANNEXURES

Annexure 1 – Details of the Stakeholder Engagement Plan

Table 8-1: Stakeholder Engagement Plan details

Sl. No.	Location / District	Bridge Location / Name	Date of Consultation	No. of Participants	Key Stakeholders Consulted	Key Issues and Suggestions Raised by Participants	Response / Action by Project Implementation Team (PIT)	Follow-up Actions / Next Steps	Timeline / Responsibility (Tentative)
1	West Garo Hills District	2/1 Bridge near Road to NH-62 at Paulpara Village	12/9/2025	22	Village Head (Baburambil), Khuntukpara Headman, Local Residents	Bridge critical for connectivity to Bangladesh border; used by BSF. Requested permanent bridge replacing existing semi-temporary one. Dependence on bridge for access to school, hospital, and markets. Strong community support for the	Design to include permanent RCC bridge suitable for heavy vehicle movement. Ensure uninterrupted access during construction.	Incorporate safety and drainage features in design. Maintain liaison with BSF for coordination.	Design Phase – Nov 2025 / PWD, DPR Consultants

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Sl. No.	Location / District	Bridge Location / Name	Date of Consultation	No. of Participants	Key Stakeholders Consulted	Key Issues and Suggestions Raised by Participants	Response / Action by Project Implementation Team (PIT)	Follow-up Actions / Next Steps	Timeline / Responsibility (Tentative)
						project.			
2	South Garo Hills District	Proposed Dumnikura Bridge	13-09-2025	25	Local Residents, Village Head, Women Representatives	Bridge crucial for BSF and villagers; diversion bridge washed away (June 2022). Requested permanent bridge to maintain connectivity during floods; mentioned lack of water supply and dependency on private wells.	Design permanent RCC bridge with improved flood resilience. Coordinate with PHED for water supply improvements.	Provide temporary connectivity during construction. Explore water supply linkage with Jal Jeevan Mission.	Construction Phase – Q1 2026 / PWD, DPR Consultant
3	West Garo District	Br. No. 15/3 on SH-2 (AMPT Road) at	14-09-2025	10	Nokma (Village Head), Farmers,	Difficulty in transporting goods due to poor bridge	Design to include raised approaches based on HFL	Conduct crop verification and compensate	Pre-construction – Dec 2025 / PWD

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Sl. No.	Location / District	Bridge Location / Name	Date of Consultation	No. of Participants	Key Stakeholders Consulted	Key Issues and Suggestions Raised by Participants	Response / Action by Project Implementation Team (PIT)	Follow-up Actions / Next Steps	Timeline / Responsibility (Tentative)
		Bondukmal i Village			Traders	condition. Requested design to consider HFL. Fishing prohibited near bridge for conservation.	data. Respect community fish protection norms.	as per ESS5, if any losses occur.	
4	East Garo District	Br. No. 52/11 on Rongram–Rongrenggre–Darugre Road at Bansamgre Village	15-09-2025	22	Local Residents, Village Head (Nallith Marak), Farmers, Traders	Bridge connects ~75–80 villages and serves quarry transport. Requested fair compensation for affected assets and safety improvements near curve.	Include geometric safety improvements and signage. Compensation per R&R policy.	Verify affected structures; add curve protection measures.	Design & Pre-construction – Q4 2025 / PWD, DPR Consultant
5	North Garo Hills	Br. No. 54/3 on RMA Road	16-09-2025	21	PWD Officials, Nokma,	Requested footpaths for pedestrians.	Confirmed footpath provision in	Expedite DPR approval; include	Q1 2026 / PWD, DPR Consultant

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Sl. No.	Location / District	Bridge Location / Name	Date of Consultation	No. of Participants	Key Stakeholders Consulted	Key Issues and Suggestions Raised by Participants	Response / Action by Project Implementation Team (PIT)	Follow-up Actions / Next Steps	Timeline / Responsibility (Tentative)
	District	at Adokgre Village			Local Residents	Bridge connects ~100 villages. Sought early construction.	design; schedule shared post-DPR approval.	footpath in detailed design.	
6	West Jaintia Hills District	Br. No. 43/2 on PG Road at Myllep (Saphai & lawthymme Villages)	17-09-2025	21	Local Farmers, Traders, Women's Group	Requested permanent steel bridge. Agriculture and tourism activities depend on connectivity.	Evaluate bridge type (RCC vs. Steel). Integrate into tourism corridor.	Finalize bridge design and coordinate with Tourism Department.	Q1 2026 / PWD, DPR Consultant
7	East Khasi Hills District	Br. No. 13/1 on Laitkor–Pomlakarai-Laitlyngkot Road at Myllem Village	18-09-2025	21	Nokma, Local Farmers, Transporters	Bridge connects two NH roads and supports heavy traffic. Requested permanent structure with pedestrian safety.	Plan RCC bridge with pedestrian paths; coordinate with JJM to protect pipelines.	Conduct joint inspection with JJM; integrate signage and safety barriers.	Q2 2026 / PWD

Annexure 2 – Monitoring and Reporting

Table 8-2: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GRM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	<ul style="list-style-type: none"> Are project-affected parties raising issues and grievances? How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> Usage of GRM and/or feedback mechanisms Requests for information from relevant agencies. Use of suggestion boxes placed in the villages/project communities. Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	Records from the implementing agency and other relevant agencies

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>Stakeholder engagement impact on project design and implementation.</p> <p>How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> Was there interest and support for the project? Were there any adjustments made during project design and implementation based on the feedback received? Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> Active participation of stakeholders in activities Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<ul style="list-style-type: none"> Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional media entries on the project results
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> Were the activities implemented as planned? Why or why not? Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> Percentage of SEP activities implemented. Key barriers to participation identified with stakeholder representatives. Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<ul style="list-style-type: none"> Communication Strategy (Consultation Schedule) Periodic Focus Group Discussions Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives

Annexure 3 – Requirements for Free, Prior and Informed Consent (FPIC) aligned with the World Bank ESS7

The essential six steps for conducting successful FPIC

Step 1: Preliminary meetings. Initial meeting with representatives of village level traditional institutions (Rangbah Shnong/Nokma/Waheh Chnong) of the Project area informing them about the proposed consultations and FPIC process prior to E&S screening for the feasibility study of each road package. Internal discussion and consensus with the representative of the traditional institutions on the FPIC approach, to be documented in Minutes of Meeting (MoM) and countersigned by the traditional institution representatives.

Step 2: First round of consultations. A first round of consultations will be undertaken with the community representatives, including village heads (Rangbah Shnong/Nokma/Waheh Chnong) and community members, to raise awareness about the Project and the need for FPIC during the feasibility study of each package, to be documented in MoM and countersigned by the village representatives.

Step 3: Second round of consultations. A second round of consultations will be carried out to further discuss Project design, benefits, and impacts, and to provide the communities' priorities and inputs to the drafting of IPDP. The Indigenous Peoples' written consent and dissent (if any) to proceed with the Project and agreements reached with the Indigenous Peoples will be recorded through a Resolution or Memorandum of Understanding (MoU). The resolution or MoU (annexed with attendance sheets, photos, etc.) will be countersigned by all the participants of the consultation and endorsed by the village head (Rangbah Shnong/Nokma/Waheh Chnong).

Step 4: Third round of consultations. At the third round of consultations, the findings of the previous consultations, along with the MoU/resolution (s) endorsed by the village head (Rangbah Shnong/Nokma/Waheh Chnong), will be shared with indigenous communities residing in the sub project areas, and a formal Declaration/No Objection Certificate (NOC) [signed letter] consenting to the Project on behalf of the tribal communities will be sought during finalization of the DPR of each package.

Step 5: Fourth round of consultations. A fourth round of consultation will be carried out to disclose and to seek feedback on the draft IPDP [to be documented in MoM, attendance sheets, photos, etc.], and to finalize the IPDP for redisclosure.

The procedure outlined below for FPIC is as per the requirements of World Bank ESS7 and with reference to the PWDs ESMF.

Table 8-3: Procedure for Free, Prior and Informed Consent (FPIC)

Requirements	World Bank ESF (ESS 7)	National Laws (India)	Measures to be Adopted
Application of Free, Prior and Informed Consent (FPIC)	FPIC is required in circumstances where the project will: have adverse impacts on land and natural resources under traditional ownership or customary use; cause relocation of Indigenous Peoples; or have significant impacts on Indigenous Peoples' cultural heritage (ESS7 Paras 25–26).	The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act 2013 (RFCTLARR), Forest Rights Act 2006 (FRA), and AMASR Act 1958 mandate community consent in Scheduled Areas for land acquisition and cultural heritage protection.	FPIC will be undertaken at all bridge sites and road stretches where customary or community land and resources are affected. The requirement extends beyond Scheduled Areas to all Indigenous communities under the Sixth Schedule districts of Meghalaya.
Risk Identification for FPIC	Borrower engages independent social specialists to identify risks and potential impacts to Indigenous communities (Para 24 of ESS7).	Rule 5 of RFCTLARR Rules 2015: Independent organization to conduct Social Impact Assessment (SIA).	coordination with traditional institutions, local authorities, and project implementation agencies to ensure full participation and culturally appropriate decision-making by affected communities.
Whose Consent is Needed	Consent is the collective support of affected Indigenous Peoples reached through a culturally appropriate process (Para 26 of ESS7).	Consent of Gram Sabha required in Scheduled Areas; if not constituted, Panchayats or Autonomous District Councils can provide consent (Section 41(3) of RFCTLARR).	For Meghalaya, FPIC will be obtained through the Heads of Traditional Institutions such as the Dorbar ShnongNokmas, Waheh Chnong, , ensuring at least 50% participation and one-third women attendees.
Documentation Process	Borrower documents mutually agreed processes for good-faith negotiations and outcomes, including dissenting	RFCTLARR (SIA and Consent) Rules 2014 require signed records and resolutions of Gram Sabha meetings	FPIC documentation will include: minutes of meetings, signatures of attendees, video/photo records, consent resolutions, Records will be

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Requirements	World Bank ESF (ESS 7)	National Laws (India)	Measures to be Adopted
	views (Para 25(c) of ESS7).	with terms and conditions of consent (Rule 17).	disclosed publicly at village and district levels.
Validity of Consent	FPIC valid when collective consent is confirmed through transparent and inclusive process; if FPIC cannot be ascertained, project elements cannot proceed (Paras 25(d) and 27).	Resolution without explicit consent statement considered invalid (Rule 17(7) of RFCTLARR Rules 2014).	Only subprojects and bridge sites receiving documented community consent will proceed; others will be redesigned or relocated in consultation with communities.

Annexure 4 – Photographic documentation of Stakeholder Consultation

Table 8-4: Pictures showcasing community engagement

