

STAKEHOLDER ENGAGEMENT PLAN

**Meghalaya Logistics and Connectivity
Improvement Project**

Meghalaya
Infrastructure
Development &
Finance
Corporation
(MIDFC)

(FINAL DRAFT)

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1. INTRODUCTION

Meghalaya, a hilly state located in the northeastern region of India, has an estimated population of approximately 2.9 million. Based on projected growth trends, the state's population is expected to reach around 3.9 million by the year 2025. The state is predominantly inhabited by Indigenous communities comprising of nearly 86% (2,555,861 as per 2011 census) of the total population. The Khasis, Garos and Jaintias are the three principal Indigenous groups, representing about 40-45%, 30-35% and 10-15% respectively of the state's Scheduled Tribe population. Smaller tribal communities such as the Hajong, Koch, and Rabha collectively constitute around 2% of the tribal population. Additionally, minor tribes, including the Kukis, Mizos, Hmars, and others each represent approximately 0.1% or less of Meghalaya's tribal population.

The Sixth Schedule of the Constitution provides for the administration of tribal areas, to safeguard the rights of the tribal population in the state of Meghalaya. This special provision is provided under Article 244(2) and Article 275(1) of the Constitution, creating Autonomous District Councils (ADCs) i.e. Garo Hills ADC, Khasi Hills ADC, and Jaintia Hills ADC. The land tenure¹ systems in the Sixth Schedule² areas are markedly different as large tracts of land in these regions are held by the community and managed through customary norms. For a development project, customary norms and practices for customary land are followed for transferring such land for projects.

The Government of Meghalaya, with support from the World Bank, has initiated a comprehensive road infrastructure improvement programme through the Meghalaya Integrated Transport Project (MITP, P168097). The project commenced on 21 January 2020 and is currently under implementation, with completion anticipated by October 2026.

The project is being implemented by Meghalaya Infrastructure Development Finance Corporation (MIDFC) with Public Works Department, Government of Meghalaya as the major implementing partner.

Given the requirement of further road improvement and enabling logistics support for movement of the agricultural produce from farms to markets so that the people can market their produce the Government of Meghalaya (GoM) is developing the Meghalaya Logistics & Connectivity Improvement Project (MLCIP).

The objective of the MLCIP is to enhance the climate and disaster resilience of public infrastructure, particularly roads and bridges, improve road safety, strengthen rural-logistics infrastructure, and build institutional capacity for effective emergency preparedness, including a Contingent Emergency Response Component (CERC).

PROJECT DESCRIPTION

The Meghalaya Logistics and Corridor Improvement Project (MLCIP) is a strategic initiative aimed to provide safe and climate-resilient connectivity and strengthen agriculture-related logistics to support rural livelihoods and economic development in Meghalaya.

¹ "Tenure" refers to an institution with rules that define how property rights to land are to be allocated within a community or society. These rules define rights of access, use, management, exclusion, and alienation.

² The Sixth Schedule was adopted as a part of the Constitution of India in the year 1949. "The Sixth Schedule was also suitably amended to permit the District Council to continue with their existing powers within the Autonomous state of Meghalaya" (Phira: 2014: X)

MLCIP supports resilient, efficient, and safe logistics and connectivity in Meghalaya's hill context while strengthening institutions. The development results include improved road safety outcomes, reduced travel time and transport costs on project corridors, and better movement of agri-produce through logistics improvements. The project's approach is corridor-based with an emphasis on climate-resilient engineering, slope stability and drainage, and inclusion of vulnerable users.

Project Components

Component 1 focuses on climate-resilient roads and Road Safety. The project will rehabilitate and upgrade approximately 300 km of selected state roads, MDRs and bridges integrating climate resilient features and road safety measures. Environmental and social (E&S) screening has been completed for roads encompassing approximately 300 km and remaining six are bridges. Environmental and Social Impact Assessments (ESIAs) for two sub-project ESIAs i.e., Weiloi - Mawsynram Road up to Phlangwanbroi (WMP) and Rongsai Borjhora Bajengdoba Road (RBB) of a total length of 46 kms have been completed and disclosed.

Component 2: Developing the Regional and Rural Logistics Ecosystem This component will support t blocks in developing and upgrading integrated climate-resilient agri-logistics and first-mile connectivity for priority value chains. Interventions include establishment of farm-level collection points, construction of rural trade and transport hubs, and upgradation / rehabilitation of selected markets, based on a hub-and-spoke model to improve market access.

Component 3: Institutional Strengthening and Capacity Building. This Component will strengthen the institutional capacity of Meghalaya's transport and agri-logistics sectors by supporting policy reforms, capacity building, and the establishment of a dedicated safeguards unit. It enhances climate resilience, efficiency, and inclusiveness by developing strategic frameworks, digital systems, community-focused training programs, and mechanisms to enable greater private sector participation

Component 4: entails the Contingent Emergency Response Component (CERC) to enable rapid restructuring for disaster response in line with Bank procedures.

2. OBJECTIVE/ DESCRIPTION OF SEP

The overall objective of this SEP is to define a program for meaningful and inclusive stakeholder engagement, including timely public information disclosure and consultation throughout the entire project cycle in compliance with World Bank Environmental and Social Standard 10 (ESS10) and ESS7. The SEP outlines how the implementing agencies [MIDFC and PWD along with key state departments—including Agriculture, Horticulture and the Meghalaya Basin Management Authority (MBMA)] will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, lodge complaints in access the Grievance Redressal Mechanism about project activities or any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable, and that are at risk of being left out of project benefits.

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.

3.1. Methodology

For the MLCIP, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4). A detailed stakeholder identification and mapping matrix, including stakeholder categories, potential impacts, and engagement approaches, is provided in **Annexure I**.

3.2. 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 – private, clan community, tenants, shopkeepers, road users, and others) belonging to the three tribes i.e. Khasi, Jaintia (Pnar), and Garo. Communities whose land, resources, or livelihoods may be affected. The cohort of the vulnerable stakeholders will be women, senior citizens, the persons with disabilities, and marginalized households who may face disproportionate impacts. Other affected people may also cover the traditional Institutions constituting of village councils, clan leaders, and other traditional authorities involved in local governance and decision making; Individuals or groups managing the forests, rivers, or other natural resources in the project area for livelihood, cultural, or religious purposes and 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	• 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. • Individual's usufruct rights over land and resources impacted due to widening and /or upgradation of the roads. • Rural road users, pedestrians, residents, and communities that may face temporary inconvenience or restricted access due to construction works • Road users including pedestrians, cyclists, and motorcyclists that will benefit from road safety measures. • Autonomous Hill Council and Village Council land and resources
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	(forest, water, spring, attached to the land)) whose community-owned lands or assets may be affected. Religious and Indigenous Faith Institutions whose religious structures, land, sacred groves may be affected.
Component 2: Agro-Logistics Infrastructure and Service	- 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 whose properties or incomes may be temporarily or permanently affected by land procurement or construction activities. - Individual's usufruct rights over land and resources impacted due to land procurement. - Farmers, Farmer Producer Organizations (FPOs), transporters, vendors, and households situated near storage facilities, ropeway terminals, warehousing, aggregation centers, and associated infrastructure may experience direct or indirect impacts from changes in land use, restricted access, dust, noise, safety hazards, or increased movement of goods and vehicles. - The various stakeholders will be systematically identified through baseline assessments, census data, and community consultations. Vulnerability dimensions include age, gender, disability, economic status, livelihood security, and social marginalization. Vulnerable groups mapping across project components include persons with disabilities; women-headed and below-poverty-line households, marginal farmers and informal workers, and women and minorities in institutional roles. This identification informs engagement strategies in Section 4 and safeguard instruments (RPF, RAP, IPPF, IPDP).
Component 3: Institutional Strengthening and Capacity Building	Recipient of capacity building and trainings including Village Employment Councils (VECs), Integrated Village Cooperative Societies (IVCS), women, farmers, and FPOs.

3.3. Other Interested Parties

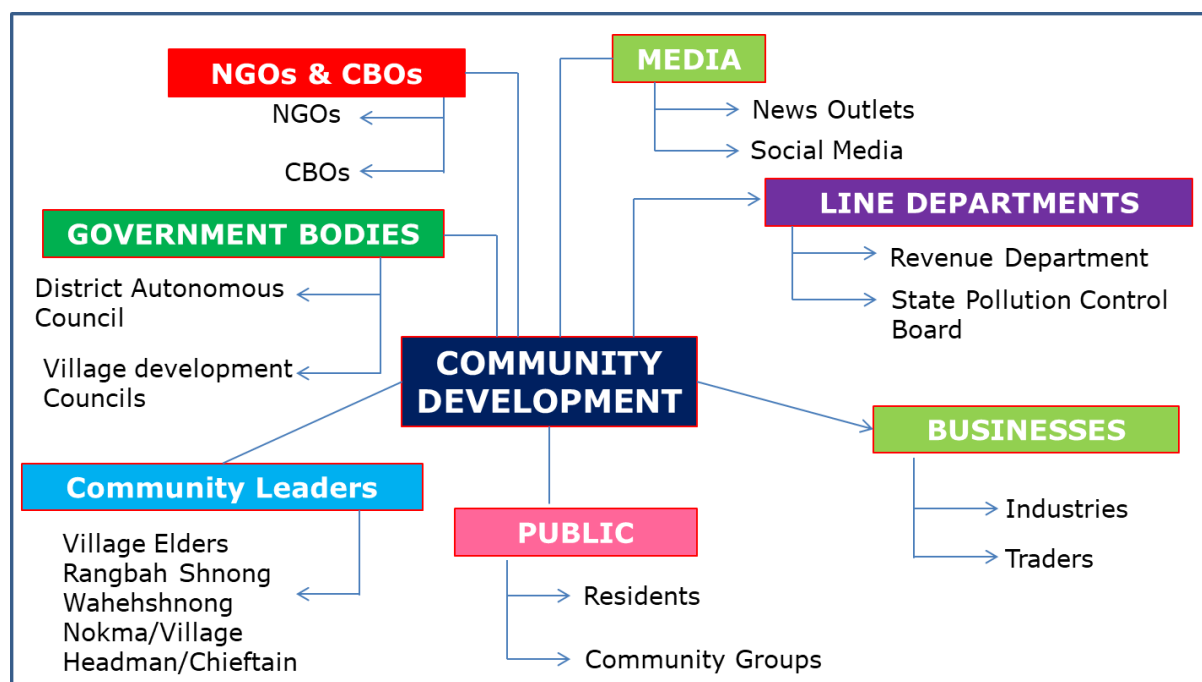
The projects' stakeholders also include parties other than the directly affected communities, including:

- Local associations such as the Khasi Students Union, Garo Students Union, Jaintia Students Union, Federation of the Khasi, Jaintia, Garo People,
- Producer cooperatives,
- Self-Help Groups (SHGs),
- Academic and research institutions, universities, and think tanks providing technical

expertise;

- Religious and cultural institutions
- Relevant line departments and agencies, including the Revenue Department, Meghalaya State Pollution Control Board (MSPCB), Forest and Environment Department, Horticulture Department, Social Welfare Department, Labour Department, District Child Protection Unit (DCPU), Meghalaya Basin Management Agency (MBMA), Meghalaya Biodiversity Board (MBB), Meghalaya Basin Management Authority (MBMA) and other concerned entities.
- Industries, traders, and businesses along the corridors;
- NGOs and CBOs working in the project with proven experience in environmental conservation, community rights, social inclusion, and Indigenous/tribal welfare;
- Media
- The general Public

Figure 3-1: Stakeholders in Community Development



3.4. 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	Project-Affected Persons (PAPs) from vulnerable or disadvantaged groups, including the elderly, persons with disabilities (PWDs), children, women-headed households, Minority Scheduled Tribes (ST), below-poverty-line (BPL)
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	households, ethnic/community minorities, and other socially or economically marginalized groups, who may experience disproportionate impacts from land acquisition and livelihood disruptions under MLCIP project activities. • Persons with disabilities (PwD), and the elderly who are likely to be affected due to temporary restrictions in access. • Indigenous communities (Khasi, Jaintia, and Garo) whose customary lands, traditional territories³, or natural resources may be affected by MLCIP activities, thereby triggering project-level FPIC requirements under World Bank ESS7.
Component 2: Agro-Logistics Infrastructure and Service	• 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 people or ethnic minority communities: In rural project areas, they could be displaced or lose traditional access routes (Indigenous and Ethnic Communities are - Bodos, Hajong, Karbis, Rabhas, and Koch.
Component 3: Institutional Strengthening	• Women in technical or institutional roles: Women remain underrepresented in technical and decision-making roles in the transport and rural development sectors. Childcare responsibilities, mobility constraints, and persistent gender norms often restrict their participation in training, capacity building, Ethnic minorities 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. A description of the methods of engagement that will be undertaken by the project is provided in the following sections.

³ Traditional territories in Meghalaya comprise ancestral lands customarily owned, occupied, and governed by Indigenous institutions, including the Dorbar Shnong, Raid, and Hima in the Khasi and Jaintia Hills, and A-king lands under Nokmas in the Garo Hills. These territories encompass community forests, settlements, water sources, sacred sites, and vital livelihood areas of profound cultural and spiritual significance. Under ESS7, they must be accurately identified, respected, and documented, with any project-related use subject to meaningful consultation and, where required, Free, Prior, and Informed Consent (FPIC).

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meetings were conducted. Detailed records of stakeholder consultations, including issues raised and project responses, are provided in **Annexure II**.

Table 4-1: Stakeholder Consultation Summary

Stakeholders	Dates of Consultation	No of Participants	Summary of Key Feedback
Divisional Forest Officer (DFO), East & North Garo Hills	21 August 2025	4 nos	Road alignment passes through community forests and elephant routes; habitat/clearance concerns.
Forest Ranger Office East & North Garo Hills	23 August 2025	3 nos	High forest dependence; medicinal & key floral species.
PCCF, Shillong	28 August 2025	4 nos	Elephant corridors intersect; HWC & safety; governance/dependence.
Street Vendors	18 September 2025	40 Nos (Male – 25 Female – 15)	Expect higher footfall; want clean, organized zones, waste mgmt., temporary space during works.
Shopkeepers	18 September 2025	20 Nos (Male – 12 Female – 8)	Better access/visibility; flooding from poor drainage; need footpaths & loading space.

Stakeholder Engagement Plan

Stakeholders	Dates of Consultation	No of Participants	Summary of Key Feedback
		Female – 8)	
Youth Groups	15 & 23 September 2025	13 Nos (Male – 8 Female – 5)	Limited skill/jobs; risky migration; want entrepreneurship & better goods/service connectivity.
Women FGD, Laitsohum, Mawrapad, Mawkasai	16 September 2025	10 Nos	Low skill access; norms restrict mobility/work; no childcare; poor scheme awareness; keen on cooperatives & local enterprise.
Consultations held during FPIC for Priority Projects			
Community Members & Project Affected Households & Families	August 2025 to December 2025	80 Consultations 2349 Nos (Male – 1908 Female – 441)	Major key Agreements: - Improvement of the existing road to Intermediate Lane with provision of safety measures, drainage, and protection works in habitation and market areas, subject to technical feasibility. - Construction of passenger waiting sheds at specific village locations - Construction of drains cum footpath near settlement areas etc. - Construction of boundary walls for schools and churches along the alignment - Construction of separate toilets for males and females - Construction of spring water collection tanks - Installation of solar street lights.

Photographic documentation of stakeholder consultations is provided in **Annexure V**.

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	Target Stakeholders	Topic of Consultation / Message	Method Used	Estimated Period	Responsibilities
Screening	Forest Department	Preliminary understanding of land, forest areas, and environmental sensitivities	Meetings, joint site visits	During initial project planning	Divisional Engineers
Preparation / ESIA	General public	Present project scope and feedback on project activities, timelines, civil works details, key risks and impacts; inform about GRM, inform about FPIC process	Community consultations, public meetings, site visits	During ESIA and DPR preparation	PWD, ESIA Consultant
Preparation stage	Affected parties, landowners, and indigenous communities	Present project scope and updates; seek feedback on impacts; obtain FPIC as per ESS7; provide details on entitlements (compensation & R&R); inform about GRM	Meaningful consultations, surveys, FGDs, village-level meetings, site visits, FPIC consultations, community meetings, transect walk	During ESIA until disbursement completion	PWD, ESIA Consultant

Stakeholder Engagement Plan

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Estimated Period	Responsibilities
Preparation and Implementation stage	Vulnerable groups, BPL households, WHH, PWD, elderly, children & guardians	Discuss project risks; propose special provisions (ST, BPL, WHH, PWD, elderly); temporary access restrictions; benefits for small farmers & women entrepreneurs; culturally appropriate GRM, project progress	FGDs, one-on-one interviews (accessible tools), social audit, community meetings	During ESIA & DPR including implementation	PWD, ESIA Consultant
Preparation stage	Forest Department, Meghalaya Basin Management Authority	Identification of forest land and springsheds	Meetings, exchange of information	During ESIA & DPR	DPR Consultant, Divisional PWD Engineers
Preparation and implementation stage	Village Councils, traditional leaders	Present design, scope, benefits, timelines; FPIC for activities; public engagement process, project progress, GRM, social audit and community monitoring of progress	FPIC and other consultations with village heads, elders, Dorbar Shnongs, Nokmas, Sordars, community meetings, social audit	During ESIA & thereafter twice a year	PWD
Preparation stage	District administration	Share land requirements, compensation and R&R disbursement, and prior	One-on-one interviews, official letters, workshops, and trainings	During ESIA & DPR till completion of disbursement	PWD

Stakeholder Engagement Plan

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Estimated Period	Responsibilities
		permissions			
Preparation and implementation stage	Autonomous District Councils	Present project design, activities, timelines; obtain permissions within their jurisdiction, convening of meeting with village councils	One-on-one interviews, official letters, workshops, and trainings	During ESIA till project completion, as and when required.	PWD
Implementation stage	Contractor, Labourers	Labour norms compliance, OHS, workers' code of conduct, SEA/SH risk management	Site inspections, compliance reporting, workshops, toolbox trainings	Monthly during civil works	PWD, Supervision Consultants
Preparation and Implementation stage	Meghalaya State Pollution Control Board	Environmental compliance, permits, certificates	Official letters, compliance reports, approvals, MSPCB workshops	Before & during civil works	PWD
Preparation and Implementation stage	Social Welfare, Police, Transport Departments, Other Line Departments	Present project plan & activities; partnership and collaboration, inform GRM	Face-to-face & virtual meetings, workshops, trainings	During ESIA till project completion, as and when required.	PWD
Implementation stage	Forest Department	Guidance on mitigation (AI cameras, table-top crossings), monitoring and data collation	Meetings, site visits	During construction through the forest	Contractor, PWD
Implementation stage	Women's wing of Village Councils, SHGs,	Project progress, GRM, GBV and SEA/SH risk	One-on-one interviews, webinars, seminars,	During ESIA & twice a year	PWD

Stakeholder Engagement Plan

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Estimated Period	Responsibilities
	NGOs	management, employment opportunities	workshops	thereafter	
Implementation stage	Affected parties, landowners, and indigenous communities in remaining investments in Component 1 and 2	Present project scope and updates; seek feedback on impacts; obtain FPIC as per ESS7; provide details on entitlements (compensation & R&R); inform about GRM	Meaningful consultations, surveys, FGDs, village-level meetings, site visits, FPIC consultations, community meetings	During ESIA until disbursement completion	PWD, ESIA Consultant
Implementation stage	Village Employment Councils (VECs), Integrated Village Cooperative Societies (IVCS), women, farmers, and FPOs	Feedback on project design on Components 2 and 3, training needs on community-based logistics planning and management, cluster development and value chain management, capacity building plan, inform about GRM	Consultations, workshops, survey, trainings and study tours	As needed	PWD and implementing partners- Horticulture Department, MBMA
Preparation and Implementation stage	Media	Project outputs, success stories, role of media	Press releases, health bulletins, OpEds, social media content	As needed	PWD

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 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

Stakeholder Group	Engagement Strategies
Women-Headed Households and Women Entrepreneurs	• Maintain gender balance in engagement teams. • Flexible scheduling to consider unpaid care responsibilities. • Provide support services: childcare, safe transportation, secure venues for consultations. • Employ gender-segregated consultations and targeted approaches. • Ensure safe spaces for active contribution to decision-making on road safety enhancements, connectivity planning, and agro-logistics services.
Households Below the Poverty Line (BPL)	• Hold consultations outside normal business hours to accommodate schedules. • Disseminate information in local language, using simple and non-technical terms • Provide support services: childcare, transportation, and preferably venues near their hamlets or villages.
Elderly Persons and Individuals with Pre-existing Medical Conditions	• Disseminate project information in accessible formats (large-print, clear fonts, simplified translations). • Conduct consultations in comfortable, fully accessible, and well-lit venues.

Stakeholder Engagement Plan

	Facilitate meaningful participation in discussions on road improvements, bridge safety, and agro-logistics infrastructure.
Persons with Disabilities	- Deliver information and engagement activities in accessible formats compatible with assistive technologies. - Explicitly consider gender, age, disability, and socio-economic status in engagement processes. - Ensure venue for consultation is accessible. - Incorporate universal access design principles into project design, safety measures, and infrastructure planning.
Indigenous Communities (Khasi, Jaintia, and Garo)	- Implement Free, Prior, and Informed Consent (FPIC) through traditional institutions and customary protocols. - Respect local governance structures and timelines. - Conduct consultations in local languages with interpreters and community mobilizers, in neutral venues (community halls, dorbar shnong premises, etc.) and culturally acceptable days. - Actively involve Village Councils, Rangbah Shnong/Nokmas, and Village Elders, and ensure discussions on the project are also taken up during the community meetings (dorbar/nokma). - Integrate customary laws, traditional knowledge, and consensus-based decision-making into project planning and implementation. - Reflect cultural and environmental sensitivities in infrastructure planning for roads, bridges, and agro-logistics hubs. - Ensure the Grievance Redress Mechanism (GRM) is culturally appropriate and accessible, including use of local languages, traditional institutions (Dorbar Shnong/Nokma), as appropriate.

Meaningful Consultation tailored to Indigenous People

The majority of Meghalaya's population belongs to the Scheduled Tribes (Khasi, Garo, and Jaintia), governed by customary laws and traditional institutions. Free Prior Informed Consent (FPIC) is required to ensure that their collective rights and decision-making processes are respected. The Constitutional protections (Sixth Schedule) also require consultation and consent from Autonomous District Councils, village councils/traditional institutions and local communities. The World Bank ESS7 (Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities) mandates FPIC when projects may adversely affect customary lands, cultural heritage, or cause relocation of tribal groups. 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. *For details related to FPIC procedure, refer to the Indigenous People Planning Framework (IPPF) of the Project.* In addition to the points covered in the aforementioned table, the meaningful consultations with indigenous people 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 and affected communities' 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 (notices in community halls, public announcements, etc.) and the relevant local language (Khasi, and Garo), 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 persons.
- 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 Infrastructure Development & Finance Corporation (MIDFC) and Meghalaya Public Works Department (PWD) appropriately to ensure transparency and accountability.
- i) **Culturally Appropriate Grievance Redress**: The project will ensure that the Grievance Redress Mechanism (GRM) is accessible to Indigenous Peoples through local language support and facilitation through traditional institutions, as appropriate, ensuring concerns are addressed in a culturally sensitive manner. For more details refer to Section 6.1.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Implementation arrangements

The Meghalaya Infrastructure Development and Finance Corporation (MIDFC), through the Project Management Unit (PMU), including the Environmental and Social Management Unit (ESMU), is responsible for overall coordination, oversight, and monitoring of stakeholder engagement under the Meghalaya Logistics and Connectivity Improvement Project (MLCIP). The Public Works Department (PWD), through the Project Implementation Unit (PIU), is responsible for implementation of stakeholder engagement activities.

The Environmental and Social (E&S) Cell within the PWD (PIU) will lead the day-to-day implementation of stakeholder consultations, information disclosure, documentation, and grievance redress, in coordination with the PMU (ESMU).

To ensure stakeholder engagement is inclusive, well-coordinated, and culturally appropriate, the PWD will collaborate with the (a) MIDFC-PMU, relevant line departments - Agriculture, Horticulture, and the Meghalaya Basin Management Authority (MBMA) ; (b) Supervision consultants (PMC and CSC with Environmental, Labour, Gender, Tribal & Social specialists), and (c) grassroots institutions including Dorbar Shnong, Nokma/Sordar, village councils, Farmer Producer Organizations (FPOs), Self-Help Groups (SHGs), and cooperatives to support community mobilization, information disclosure, and localized grievance redress.

Table 5-1: Responsibility Matrix

Implementing Agency / Institution	Designated Stakeholder Engagement Resources	Stakeholder Engagement and Disclosure Responsibilities (ESS10 / ESS7 Aligned)
Project Management Unit (PMU) – MIDFC	- Project Director - Additional Project Director - Social cum Tribal Specialist - Grievance Helpline and Grievance Management System Operators	- Approve, disclose, update and enforce the SEP as a living document for MLCIP. - Ensure state-level disclosure of project objectives, scope, timelines, risks, and mitigation measures in accordance with ESS10. - Oversee implementation of the Grievance Redress Mechanism (GRM), including monitoring of acknowledgement, escalation, and resolution timelines. - Monitor stakeholder engagement performance indicators and grievance resolution KPIs. - Maintain coordination with the World Bank and submit quarterly SEP and GRM performance reports.
Project Implementation Units (PIUs)	- Social Specialist - Gender Specialist - Environmental	- Support implementation of SEP activities at the corridor, district, and sub-project levels. - Ensure integration of social inclusion, labour

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Implementing Agency / Institution	Designated Stakeholder Engagement Resources	Stakeholder Engagement and Disclosure Responsibilities (ESS10 / ESS7 Aligned)
Public Works Department (PWD) – Roads & Bridges, with support from Agriculture, and Horticulture Departments (E & S Cell)	Specialist - Labour Specialist - Land Expert	standards, environmental safeguards, and tribal considerations into project implementation. - Coordinate with PMC/CSC and district offices to address site-specific stakeholder concerns. - Support identification and engagement of vulnerable groups, including Scheduled Tribes, women, and economically disadvantaged households.
Project Management Consultant (PMC) and Construction Supervision Consultant (CSC)	- Social Specialist - Gender Specialist - Environmental Specialist - Labour Specialist - Tribal Development Specialist	- Execute stakeholder engagement activities at corridor and site levels in line with the SEP. - Conduct public consultations, household surveys, focus group discussions (FGDs), and structured documentation of stakeholder feedback. - Monitor stakeholder engagement process, community health and safety risks, social impacts, and inclusion measures during construction and logistics facility planning. - Facilitate, document, and report on Free, Prior, and Informed Consent (FPIC) processes, where applicable, in accordance with ESS7. - Submit monthly stakeholder engagement progress reports and bi-monthly outcome reports to the PMU.
Divisional and District Offices of PWD / Department of Agriculture (DoA)	Divisional E&S Officers District Nodal Officers (Agro-Logistics Component) Partner NGOs and local facilitators	- Co-lead community-level consultations, information disclosure, and awareness campaigns. - Facilitate receipt, preliminary screening, and registration of grievances at the district and local levels. - Maintain district-level grievance registers and supporting documentation. - Ensure effective participation of women-headed households, smallholder farmers, elderly persons, persons with disabilities, and economically disadvantaged groups. - Conduct annual capacity-building sessions on environmental, social, and stakeholder engagement requirements.
Farmer-Producer Organizations (FPOs), Self-Help Groups (SHGs), and Cooperatives	Trained producer representatives Community facilitators	- Mobilize smallholder farmers and producer households for agrologistics-related consultations. - Co-facilitate producer forums, consultation meetings, and consensus-building processes. - Support inclusive feedback collection, dissemination of project information, and grievance awareness.

Implementing Agency / Institution	Designated Stakeholder Engagement Resources	Stakeholder Engagement and Disclosure Responsibilities (ESS10 / ESS7 Aligned)
		Promote transparent and equitable access to project-supported logistics services.
Traditional Governance Institutions (Dorbar Shnong – Khasi & Jaintia Hills; Nokma/Laskar System – Garo Hills)	Recognized village heads (Rangbah Shnong, Waheh Chnong, Nokmas) Executive members of Village Councils / Dorbar Shnong	- Facilitate culturally appropriate and endorse FPIC processes at the village level. - Support village-level disclosure of project information and SEP provisions. - Validate and endorse community resolutions, consultation records, and FPIC documentation, where applicable. - Act as Tier-I grievance focal points and assist in mediation of minor village-level grievances in accordance with customary practices.

The stakeholder engagement activities will be documented through:

- Project MIS and/or ICT tool which will include indicators related to stakeholder engagement and grievance management
- Progress reports (quarterly, six monthly, etc.), project mid-term review report and project completion report
- Minutes of the meeting, photos, copies of pamphlets etc. will be included in sub-project ESIA, RAP and IPDP, including FPIC report of all remaining project investments
- Social audit, beneficiary feedback survey, and third-party audit reports on E&S risk management.
- Grievance registers which are maintained at construction sites, which will be collated monthly and documented in the Project MIS and/or ICT tool. Grievances received by GRCs Tier I & II and through other channels (e.g. CM Connect Centre's Toll-Free Helpline, WhatsApp Helpline and Email) will also be documented in the Project MIS and/or ICT tool.
- Videography, website, media reports, minutes of the meeting (MoM), etc.

The budget estimate for the preparing and implementing SEP is **INR 2.32 Crores**. The detailed budget breakdown can be found in **Annex III**.

6. GRIEVANCE REDRESSAL MECHANISM

A Grievance 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.

6.1. Description of Grievance Mechanism (GM)

Table: Grievance Management Steps

[Step]	Description of process (e.g.)	Timeframe	Responsibility
GM implementation structure	<i>At the project level, the PWD has the following two-tiered structure for grievance management:</i> Tier I: Project/Site-Level Grievance Redress The Tier I Grievance Redress Cell (GRC) shall function at the sub-project or site level and shall be chaired by the Village Head or a representative nominated by the Village Council. The GRC shall include the Resident Engineer of the Construction Supervision Consultant (CSC), Environmental and Social Experts of the CSC, a representative of the Contractor, and Environmental and Social Officers from the Divisional Project Implementation Unit (DPIU). Upon receipt of a grievance, the Tier I GRC shall review the complaint, conduct consultations with the complainant and relevant stakeholders as necessary, and propose appropriate corrective or remedial actions. The Tier I GRC shall endeavour to resolve the grievance within fifteen (15) days from the date of registration. If the grievance is resolved to the satisfaction of the complainant, the case shall be closed and documented accordingly. Tier II: State/PMU-Level Grievance Redress If a grievance cannot be resolved at the project/site level within the stipulated timeframe, or if the complainant is not satisfied with the proposed resolution,	Continuous, reported Quarterly	Designated GRM officer at the PMU, PIU GRC-Tier I and PMU GRC– Tier II

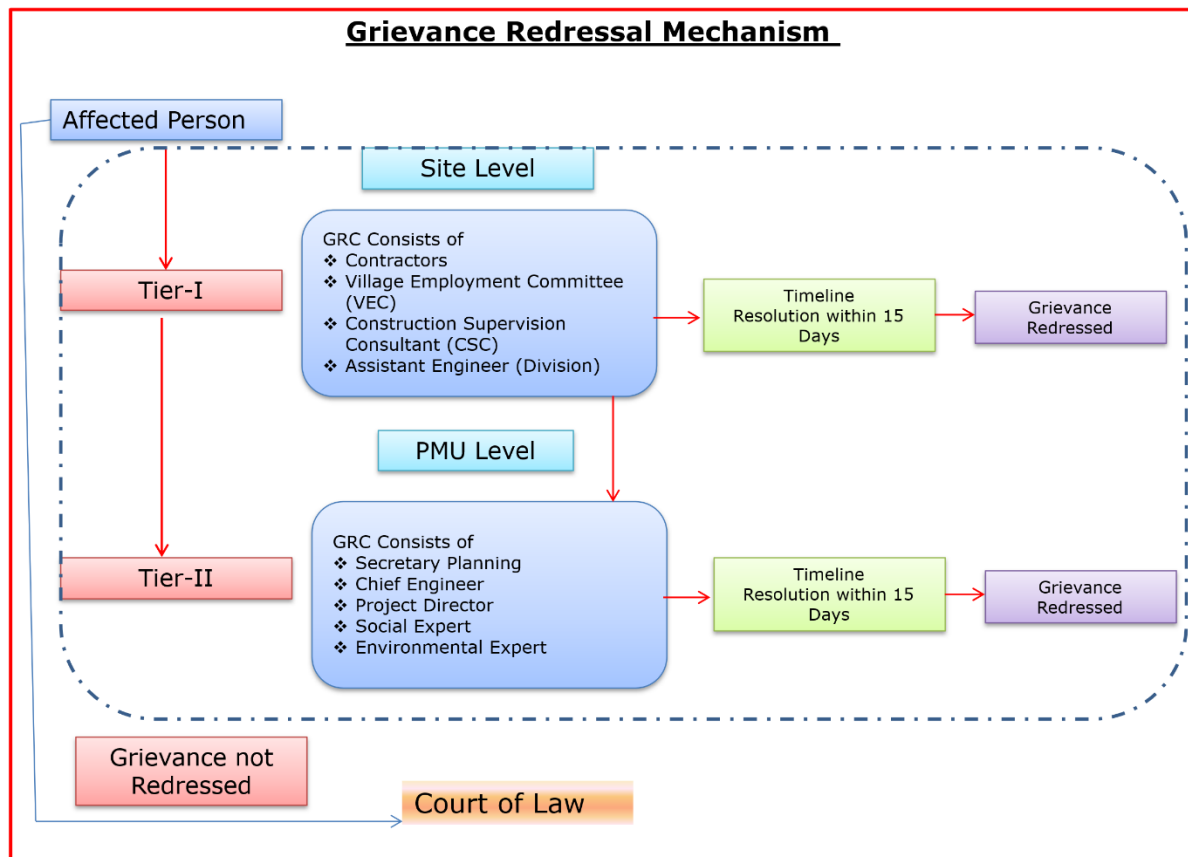
[Step]	Description of process (e.g.)	Timeframe	Responsibility
	the grievance shall be escalated to the Tier II State/PMU-Level Grievance Redress Cell. The Tier II GRC shall be chaired by the Secretary, Department of Planning, and shall include the Chief Engineer, the Project Director (PMU), the Social Development Expert and the Environmental Expert of the PIU/PMU as members. The Tier II GRC shall review the grievance, seek additional information or conduct hearings as required, and issue its decision or recommendations within fifteen (15) days of receiving the escalated grievance. The outcome shall be communicated formally to the complainant. Complaints can also be filed through the CM Connect Centre's Toll-Free Helpline, WhatsApp Helpline and Email, wherein complaints are re-directed to the concerned officials in the PWD (Grievance officer in PMU, GRC Tier I and II) for redressal. In addition, a toll-free no. will be setup at the PWD to address project related grievances.		
Grievance uptake	Grievances can be submitted via the following channels • Toll-free telephone hotline: 1971/1800-345-651 operated by Meghalaya CM Connect Centre • WhatsApp helpline: 94363-94363 operated by Meghalaya CM Connect Centre • PWD telephone helpline: 0364-3572466 • E-mail to esmlcip@gmail.com and cmconnect1971@outlook.com operated by Meghalaya CM Connect Centre • MIDFC website: http://megpwd.gov.in/contacts.html • In-person at project sites, DPIU offices, or the PMU	Upon receipt of complaint	Designated GRM officer at the PMU, PIU GRC-Tier I and PMU GRC– Tier II

[Step]	Description of process (e.g.)	Timeframe	Responsibility
	- Grievance Redress Cell (GRC) at the site/project and state level - Grievance or suggestion boxes located at the construction sites - Social media (Facebook) - Toll-free no. to be setup at PWD Anonymous complaints will also be accepted and recorded. While direct feedback may not be possible in such cases, they will be reviewed and addressed to the extent feasible based on available information.		
Sorting, processing	Any complaint related to the project received through the Meghalaya CM Connect Centre (Helpline, WhatsApp or email) is forwarded to the concerned department— in this case the PWD (designated GRM officer at the PMU, Tier I and II GRC); logged in the Public Grievance Redressal and Monitoring System; the complaints are categorized based on the intent: (a) grievance/complaint- service delivery failure; delay, denial or poor quality (b) service request- request for repair, inspection or action (c) information/query- clarification on the project/scheme, eligibility, procedures (d) suggestion/ feedback. PWD complaints can be related to road damages, poor construction quality, construction delays, safety hazards, drainage issues, land/ RoW related, drainage issues, contractor behaviour, etc.	Upon receipt of complaint	Designated GRM officer at the PMU, PIU GRC- Tier I and PMU GRC– Tier II
Acknowledgement and follow-up	Receipt of the grievance by the Meghalaya CM Connect Centre (Helpline, WhatsApp or email) is acknowledged to the complainant by assigning a unique reference number. Similarly, for grievances received directly by GRC- Tier I and II, the GRC will formally acknowledge to the complainant through SMS or a letter.	Within 2 days of receipt	Designated GRM officer at the PMU, PIU, GRC- Tier I and PMU GRC– Tier II

[Step]	Description of process (e.g.)	Timeframe	Responsibility
Verification, investigation, action	Investigation of the complaint is led by the GRC/ officials of the PWD. A proposed resolution is formulated by Tier 1 GRC/ officials of the PWD and communicated to the complainant by Meghalaya CM Connect Centre (Helpline, WhatsApp or email).	Within 15 working days	GRC Tier, I composed of Village Head or representative nominated by the Village Council (chairperson), Resident Engineer of CSC, Environmental and Social Experts of CSC, Contractor, and Environmental and Social Officers from the Divisional Project Implementation Unit (DPIU) GRC Tier II composed of Secretary, Department of Planning, Chief Engineer, the Project Director (PMU), the Social Development Expert and the Environmental Expert of the PIU/PMU as members.
Monitoring and evaluation	Data on project-related complaints received and resolved through multiple channels will be collated in the project MIS and reported to the World Bank every quarter through the quarterly progress report (QPR).	Continuous; reported quarterly	PMU, PIU, GRM Officer
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by the Tier I and II GRCs and the Meghalaya CM Connect Centre (Helpline, WhatsApp or email), respectively after resolution of the complaints.	Within 3 days of resolution	GRC Tier I and Tier II, Meghalaya CM Connect Centre

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[Step]	Description of process (e.g.)	Timeframe	Responsibility
Training	Training needs for staff/consultants in the PIU, Contractors and Supervision Consultants are: - Grievance management and documentation - Stakeholder engagement and documentation - Gender sensitization and handling of grievances related to SEA/SH including maintaining confidentiality	Every 6 months	PMU, PIU
If relevant, payment of reparations following complaint resolution	Payment of reparations following complaint resolution will be documented and signed by both parties on receipt of the amount. [Note: Payment of reparation related to employee accidents and fatalities will be undertaken as per the requirements of the Employee Compensation Act, 1923.]	As per legal requirements	PMU, PIU
Appeals process	If the complainants are not satisfied with the proposed resolution of the complaint, they can escalate the complaint to the Tier II GRC. The complainants are also free to approach the court of law at any time of their own will at any stage, and accessing the country's legal system can run parallel to accessing the GM and is not dependent on the negative outcome of the GM. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.	Within 15 days of escalation	GRC Tier II (PMU level)



To ensure that affected tribal communities can voice concerns and grievances and have them addressed taking into consideration their socio-economic and cultural attributes, a member of the ST community/ village council (tribal traditional institution) will be represented in the GRC at Tier 1 (Project sites) and 2 level (PMU). Further, the Meghalaya CM Connect Centre Helpline no. provides multi-lingual support (English, Khasi, Garo, Pnar, and Hindi) and is supported by 470 village volunteers to ensure last-mile connectivity. The call centre providing backend support to Meghalaya CM Connect Centre has 25 trained agents and operates from 8 AM to 8 PM.

The grievance mechanism for workers will be setup by the contractors prior to convening of civil works. The grievance mechanism process has been described in detail in the Labor Management Procedures.

Recourse for Sexual Exploitation Abuse/ Sexual Harassment (SEA/SH): The MIDFC and PWD has setup an Internal Complaints Committee (ICC) for addressing any SEA/SH-related complaints at the workplace. The committee is constituted as per the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act). The MIDFC and PWD has in place necessary mechanisms and procedures following a survivor-centered approach that prioritizes survivors' dignity, confidential reporting with safe and ethical documentation of SEA/SH issues. The ICC is also mandated to handle SEA/SH related complaints from community members, if the worker is directly or indirectly employed by the contractor or project. Additionally, SEA/SH referral pathways will be established (details specified in the Project level SEA/SH Prevention and Response Plan) and communicated to all the staff, supervision consultants, including contractors and sub-contractors. Further, all contractors will be mandated to setup an Internal Complaints Committee as per the POSH

Act. The contractors will also prepare and implement the workers' code of conduct to be always adhered by the workers.

7. MONITORING AND REPORTING

7.1. Summary of how SEP implementation will be monitored and reported

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.

SEP reporting will include the following:

- i. Progress reporting on the ESS10-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, sub-project Environmental and Social Impact Assessment, Resettlement Action Plan, Indigenous Peoples Development Plan, or SEA/SH Response and Prevention Plan; (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. An illustrative set of indicators for monitoring and reporting is included in **Annex IV**.

7.2. Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation.

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 PMU.

Specific mechanisms to report back to the stakeholders include the following: annual reports, newsletters, website disclosures, social audits, and stakeholder workshops. This reporting back to the stakeholders will be undertaken on an annual basis, unless more frequent disclosure is required due to emerging issues or stakeholder demand.

ANNEXURES

ANNEXURE I– STAKEHOLDER IDENTIFICATION AND MAPPING

Stakeholder Category	Stakeholder Group	Potential Impact (Positive/Negative)	Engagement Approach	Frequency	Responsibility	Influence
Affected Parties	Titleholders (landowners, households)	Land impacts, livelihood impacts, compensation benefits	Consultations, FPIC, surveys, meetings	Continuous	PWD & Independent Consultants	High
Affected Parties	Non-titleholders (vendors, squatters, encroachers)	Risk of economic displacement, access restriction	Consultations, disclosure meetings, GRM awareness	Continuous	PWD & Independent Consultants	High
Affected Parties	Shopkeepers, traders, small businesses	Temporary access restriction, income loss, improved market access	Consultations, disclosure meetings, GRM awareness	During ESIA & construction	PWD & Independent Consultants	High
Affected Parties	Indigenous Communities (Khasi, Garo, Jaintia)	Land, cultural impacts, FPIC requirement	FPIC, culturally appropriate consultations	Continuous	PWD & Independent Consultants	High
Affected Parties	Vulnerable groups (BPL, WHH, elderly, PwD)	Risk of exclusion, livelihood impacts	FGDs, Targeted consultations, inclusive engagement	Continuous	PWD & Independent Consultants	High
Other Interested Parties	Traditional Institutions (Dorbar Shnong, Nokma)	Governance, consent, community mobilization	FPIC, community meetings	Continuous	PWD & Independent Consultants	High
Other Interested Parties	Line Departments (Forest, MSPCB, etc.)	Regulatory compliance	Official meetings, coordination	Periodic	PWD & Independent Consultants	Moderate
Other Interested Parties	NGOs/CBOs	Social inclusion, outreach	Workshops, consultations	Periodic	PWD & Independent Consultants	Moderate
Other Interested Parties	Media	Public awareness	Press releases, communication	As needed	PWD & Independent Consultants	Low
Other Interested Parties	General Public	Indirect benefits	Public disclosure, meetings	Periodic	PWD & Independent Consultants	Low

ANNEXURE II– DETAILS OF THE STAKEHOLDER CONSULTATIONS

Sl. N o.	Locati on / Distri ct	Bridge Location / Name	Date of Consulta tion	No. of Participants	Key Stakeholder s Consulted	Key Issues and Suggestions Raised by Participants	Response / Action by Project Implementation Team (PIT)	Follow-up Actions / Next Steps
1	West Garo Hills Distric t	2/1 Bridge near Road to NH-62 at Paulpara Village	12/9/202 5	22 • Men: 13 • Women: 6 • Youth: 3	Village Head (Baburambil) , Khuntukpara Headman, Local Residents	The bridge is critical for connectivity to the Bangladesh border, used by the BSF. Requested a permanent bridge replacing the existing semi-temporary one. Dependence on the bridge for access to the school, hospital, and markets. Strong community support for the project.	Design to include a permanent RCC bridge suitable for heavy vehicle movement. Ensure uninterrupted access during construction.	Incorporate safety and drainage features in the design. Maintain liaison with BSF for coordination.
2	South Garo Hills Distric t	Proposed Dumnikur a Bridge	13-09-2025	25 • Men: 14 • Women: 7 • Youth: 4	Local Residents, Village Head, Women Representati ves	Bridge crucial for BSF and villagers; diversion bridge washed away (June 2022). Requested a permanent bridge to maintain connectivity during floods;	Design a permanent RCC bridge with improved flood resilience. Coordinate with PHED for water supply improvements.	Provide temporary connectivity during construction. Explore the water supply linkage with the Jal Jeevan Mission.

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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
						mentioned the lack of water supply and dependency on private wells.		
3	West Garo District	Br. No. 15/3 on SH-2 (AMPT Road) at Bondukmali Village	14-09-2025	10 • Men: 6 • Women: 2 • Youth: 2	Nokma (Village Head), Farmers, Traders	Difficulty in transporting goods due to poor bridge conditions. Requested design to consider HFL. Fishing is prohibited near the bridge for conservation.	Design to include raised approaches based on HFL data. Respect community fish protection norms.	Conduct crop verification and compensate as per ESS5 if any losses occur.
4	East Garo District	Br. No. 52/11 on Rongram–Rongrengre–Darugre Road at Bansamgre Village	15-09-2025	22 • Men: 12 • Women: 6 • Youth: 4	Local Residents, Village Head (Nallith Marak), Farmers, Traders	The bridge connects ~75–80 villages and serves quarry transport. Requested fair compensation for affected assets and safety improvements near the curve.	Include geometric safety improvements and signage. Compensation per R&R policy.	Verify affected structures; add curve protection measures.
5	North Garo	Br. No. 54/3 on	16-09-2025	21 • Men: 11	PWD Officials,	Requested footpaths for pedestrians. The	Confirmed footpath provision in design;	Expedite DPR approval; include footpath in detailed design.

Stakeholder Engagement Plan

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
	Hills District	RMA Road at Adokgre Village		• Women: 6 • Youth: 4	Nokma, Local Residents	bridge connects ~100 villages. Sought early construction.	schedule shared post-DPR approval.	
6	West Jaintia Hills District	Br. No. 43/2 on PG Road at Myllep (Saphai & lawthym me Villages)	17-09-2025	21 • Men: 10 • Women: 7 • Youth: 4	Local Farmers, Traders, Women's Group	Requested a permanent steel bridge. Agriculture and tourism activities depend on connectivity.	Evaluate bridge type (RCC vs. Steel). Integrate into the tourism corridor.	Finalize bridge design and coordinate with the Tourism Department.
7	East Khasi Hills District	Br. No. 13/1 on Laitkor– Pomlakai- Laitlyngkot Road at Myllem Village	18-09-2025	21 • Men: 12 • Women: 5 • Youth: 4	Nokma, Local Farmers, Transporters	The bridge connects two NH roads and supports heavy traffic. Requested a 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.

Stakeholder Engagement Plan

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
Local Communities	- 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.	- 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	- 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 areas with higher pedestrian movement. - Additionally, they suggested installing speed breakers and zebra crossings to safeguard pedestrians and reduce the	- The Project Implementation Team assured the community that their concerns about road safety have been duly noted and will be integrated into the project planning. - Adequate streetlights will be installed at necessary locations to improve visibility and enhance nighttime safety	Design interventions regarding road safety will be communicated to the community through public meetings

Stakeholder Engagement Plan

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
	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.	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.	
Youth	- 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 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. - They suggested strengthening skill development programs	- 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 community priorities to foster long-term growth and opportunities.	Training related schemes will be communicated to the youth through the implanting agency.

Stakeholder Engagement Plan

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
	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.		
Women	- 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 remain informal and lack access to larger markets. - 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.	- 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. - It was further intimated that enhancing infrastructure and promoting collective initiatives such as cooperatives can significantly improve women's economic participation and empowerment.	Interventions to be included in the project to encourage the economic participation of women. A proper training awareness program is to be designed to achieve skill upgradation, market access and access to relevant government schemes.

Stakeholder Engagement Plan

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/ Next Steps
	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.		

ANNEXURE III– BUDGET FOR STAKEHOLDER ENGAGEMENT PLAN**Table 0-1: Budget for Stakeholder Engagement Plan**

Budget Category	Quantity	Unit Costs (INR)	Frequency	Duration	Total Costs (INR)	Remarks
1. Estimated staff salaries and related expenses						
1a. Communications consultant*	Nos	60,000	Monthly	60 months	36,00,000	Consultant engaged for SEP implementation support
1b. Travel costs for staff	Nos	20,000	Quarterly	60 months	12,00,000	For stakeholder consultations, Grievance Redressal Mechanism training, and monitoring
1c. Estimated salaries for Community Liaison Officers*	3 officers	60,000	Monthly	60 months	1,08,00,000	Responsible for village-level engagement and FPIC
2. Events						
2a. Organization of focus groups, workshops	36 events	5,000	Need basis	60 months	3,00,000	Includes venue, refreshments, logistics, and facilitation
3. Communication campaigns						
3a. Posters, flyers	15000 copies	100	Need basis	60 months	15,00,000	Awareness materials on project, GRM, and GBV
3b. Social media campaign	40 Campaigns	25,000	Need basis	60 months	10,00,000	Social media posts, radio jingles, short videos
4. Trainings						
4a. Training on social/ environmental issues for PIU and contractor staff	9 trainings	50,000	Need basis	60 months	4,50,000	Covers ESMP, SEP, and ESHS topics

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Budget Category	Quantity	Unit Costs (INR)	Frequency	Duration	Total Costs (INR)	Remarks
4b. Training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff	6 trainings	50,000	Need basis	60 months	3,00,000	For PIU, contractors, and workers
5. Independent Social Audit and Beneficiary Feedback						
5a. Social audit	Recurring	2,50,000	Every year	Mid-term	12,50,000	Third-party verification of SEP, FPIC, GRM, inclusion outcomes
5b. End-term independent beneficiary feedback survey	Baseline and endline survey	2,50,000	Need basis	Project end	2,50,000	Validation of social outcomes and beneficiary satisfaction
6. Grievance Mechanism						
6a. Training of Grievance Redressal Mechanism committees	10 sessions	50,000	Need basis	60 months	5,00,000	Grievance Redressal Mechanism awareness and handling capacity building
6b. Suggestion boxes in villages	100 units	3,000	Need basis	One-time	3,00,000	Installation in community offices, markets
6c. Grievance Redressal Mechanism communication materials	15000 units	100	Need basis	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
GRAND TOTAL					2,32,00,000	

*Note: *Salary costs can be indicative.

ANNEXURE IV: MONITORING AND REPORTING ON THE SEP

Project Component	Vulnerable Group	Key Vulnerability Characteristics
Component 1: Climate-Resilient Roads, Bridges and Road Safety	Elderly persons	Limited physical mobility; dependence on family support for travel; reduced capacity to relocate temporarily during construction; higher vulnerability to dust, noise, and vibration impacts
Component 1: Climate-Resilient Roads, Bridges and Road Safety	Persons with Disabilities (PwD)	Physical disabilities limiting mobility during construction; visual/hearing impairments affecting communication; reduced access to alternative routes; economic vulnerability due to limited livelihood options
Component 1: Climate-Resilient Roads, Bridges and Road Safety	Women-headed households	Limited male labour support for livelihood activities; primary childcare responsibilities; restricted mobility during construction; economic vulnerability; limited participation in community decision-making structures
Component 1: Climate-Resilient Roads, Bridges and Road Safety	Below Poverty Line (BPL) households	Daily wage labour dependency; inability to absorb temporary income loss; limited savings; vulnerable to construction-related livelihood disruption; seasonal food insecurity
Component 2: Agro-Logistics Infrastructure and Services	Rural women and girls (15+ years)	Primary agricultural labourers and food processors; limited formal land ownership (predominantly under customary tribal tenure held by clans); restricted mobility due to domestic responsibilities; lower literacy rates (female literacy: 73% vs male: 77%); limited participation in market value chains
Component 2: Agro-Logistics Infrastructure and Services	Marginal and small farmers	Landholdings <2 acres (marginal) or 2-4 acres (small); predominantly rain-fed cultivation; limited market linkages; dependence on middlemen/traders; lack of storage facilities leading to distress sales; seasonal income patterns
Component 2: Agro-Logistics Infrastructure and Services	Indigenous/ethnic minority communities (Scheduled Tribes)	Scheduled Tribes (86% of state population); customary land tenure systems under Sixth Schedule; traditional livelihood patterns (jhum cultivation, community forests, NTFPs); distinct languages and cultural practices; ESS7 Indigenous Peoples requirements triggered
Component 2: Agro-Logistics Infrastructure and Services	Low-income traders and street vendors	Informal economy workers; no fixed shop ownership; daily/weekly income dependency; limited capital for business expansion; vulnerable to displacement from improved market infrastructure
Component 3: Institutional Strengthening	Women in technical and institutional roles	Under-representation in engineering and technical positions (estimated <15% of technical staff); limited access to advanced training opportunities; restricted field mobility due to safety and social factors; lower representation in decision-making positions
Component 3: Institutional Strengthening	Ethnic minorities within government institutions	Language barriers (Khasi, Garo, Jaintia vs. English/Hindi); limited familiarity with customary governance systems; potential cultural disconnect in policy design; need for cultural sensitivity training
Component 3:	Persons with	Physical accessibility challenges in office and field locations;

Stakeholder Engagement Plan

Institutional Strengthening	disabilities in institutional teams	limited accommodation in training formats (predominantly in-person workshops); potential exclusion from field assessments; need for assistive technologies and accessible documentation
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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?	• Are project-affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved?	• 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, 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	Records from the implementing agency and other relevant agencies

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
		responses that satisfied the complainants, during the reporting period, disaggregated by category of grievance, gender, age, and location of complainant.	
Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?	- 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?	- Active participation of stakeholders in activities - Number of actions taken promptly in response to feedback received during consultation sessions with project-affected parties. - Number of consultation meetings and public discussions where the feedback and recommendations received are reflected in project design and implementation. - Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	- Stakeholder Consultation Attendance Sheets/Minutes - Evaluation forms - Structured surveys - Social media/traditional media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	- Were the activities implemented as planned? Why or why not? - Was the stakeholder	- Percentage of SEP activities implemented. - Key barriers to participation identified with stakeholder representatives. - Number of	- Communication Strategy (Consultation Schedule) - Periodic Focus Group Discussions

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Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
	engagement approach inclusive of disaggregated groups? Why or why not?	adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	• Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives

ANNEXURE V– PHOTOGRAPHIC DOCUMENTATION OF STAKEHOLDER CONSULTATION

Pictures showcasing community engagement

