STAKEHOLDER ENGAGEMENT PLAN

FOR

Private Investment and Digital Entrepreneurship Project (PRIDE)

PART 1 - BANGLADESH ECONOMIC ZONES AUTHORITY
STAKEHOLDER ENGAGEMENT PLAN

FOR

Private Investment and Digital Entrepreneurship Project (PRIDE)
Project – Components 1-3

Project ID no: P170688

February 2020

Bangladesh Economic Zones Authority
Prime Minister’s Office
www.beza.gov.bd
Executive Summary
SEP on BEZA PRIDE Project

Bangladesh Private Investment & Digital Entrepreneurship Project (PRIDE) aims to promote private investment and job creation in economic zones and digital entrepreneurship in hi-tech parks in an environmentally sustainable manner. The project aims at leveraging Bangladesh’s rapid economic progress, supply of huge working age population, the need to attract private and foreign investment and the concept of Digital Bangladesh by providing technical assistance in policy formulation, human development and building resilient infrastructure and support services. The project has four components and several sub-components. Component 1 aims at creating an enabling environment for private investment and job creation at Bangabandhu Sheikh Mujib Shilpa Nagar. Component 2 plans to support phased development of the BSMSN Green Industrial City. Component 3 aims at creating a dynamic private market for serviced industrial land while Component 4 plans to strengthen the digital entrepreneurship and innovation ecosystem. The first three components will be implemented by Bangladesh Economic Zone Authority (BEZA) and the fourth component will be implemented by Bangladesh High Tech Park Authority (BHTPA). Under the umbrella of BSMSN at Mirsarai supported by PSDSP, the PRIDE project will strengthen Bangladesh Economic Zones Authority’s (BEZA) core competence through development of policies and implementation capacity, building a PPP Special Operations Unit; supporting phased development based on the recently approved Master Plan for BSMSN through financing works, goods and technical assistance for three areas—BSMSN-2A (380 ha), BSMSN-2B (192 ha) and BSMSN-IMD (100-200 ha) including construction of road, power, sewer service and other utility service network, effluent treatment plant, desalination plant, solar network, landfill and biogas plants.

The purpose of this Stakeholder Engagement Plan is to identify various stakeholders (Project Affected and Interested Parties) for this project and build and maintain a constructive relationship with them, The SEP also aims to assess the level of stakeholder interest and support for the PRIDE project and to enable stakeholders’ views to be taken into account in project design and environmental and social performance. It also plans to inform stakeholders of the project related information especially issues that could potentially affect them in a timely, understandable, accessible and appropriate manner and format as well as provide them with accessible and inclusive means to raise issues and grievances, and allow IA to respond to and manage such grievance.

BEZA has been working on PSDSP since 2014 and is regularly engaged with the relevant stakeholders at BSMSN. During the previous consultation meetings, a number of key lessons were learnt through stakeholder engagement. Foremost, the development of EZs and the creation of employment adds to the economic growth of the local community including the affected parties and thereby the Project gets wholehearted cooperation from the larger community. Further, the need for early notice for meetings with the affected people and local communities needs to be ensured. To ensure active participation of stakeholders, local language and dialects always helps in achieving efficiency of communication. To ensure that the voice of the vulnerable people is heard separate meetings in small groups need to be held with women, poor people, laborers, etc. at project influence area. The senior officials of BEZA need to be aware of the needs and concerns of the project affected people (PAP) and local populace and should be present to disseminate project information and get direct feedback from the stakeholders. In this way affected people and other stakeholders would feel comfortable to discuss potential impacts on them and get plan of the BEZA regarding mitigation measures.

Various stakeholders identified through the SEP process include people living in or beside the planned IMD land; communities in the vicinity of the project’s planned activities; the local population and local communities including the vulnerable group that include the elderly, physically and mentally disabled
Stakeholder Engagement Plan for PRIDE Project – Components 1-3

persons, single mothers, adolescent girls, minority transgender community and the children; workers and their families including school going children; residents, business entities, and individual entrepreneurs in the area of the project who are adversely affected owing to the project activities, and others that can benefit from the employment, training and business opportunities offered due to implementation of the project. Officials from BEZA and other government and NGOs and partner organizations, investors and potential factory owners, provider of basic services like hospital, schools, market/ bazar traders, also form part of stakeholders as project interested parties.

The Stakeholders have been communicated and interacted through a number of engagement process including websites, newspaper advertisement, District and Upazila administration notice board, face to face and door to door meeting, FGD, town hall, workshops, survey and polls etc. Through stakeholder engagements at various times, the suggestions and comments of the various stakeholder groups have been recorded, given due importance during project planning and implementation and used.

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within BEZA PIU, its regional offices and local subcontractors. The project will ensure necessary logistics and budget to implement the SEP. The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where one social development specialist (National), Social Development Officer (Field level), Design and Supervision consultancy firm will assist to implement the day-to-day activities.

A GRM to address complaints and grievances throughout the lifecycle of the project has been designed that is intended to address issues and complaints in an efficient, timely, and cost-effective manner. Project-affected-people in the PRIDE project and any other stakeholder may submit comments or complaints at any time by using the project’s Grievance Redress Mechanism (GRM). Various levels of GRM has been planned including Community level, Project Level, EZ Level and BEZA level to delineate responsibilities in accordance with the nature and graveness of the complaints. Committees at various levels have been set to address and manage grievance cases.

For reporting and monitoring purposes, monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project(s). The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner. The progress and results of the stakeholder engagement activities will also be shared with the World Bank quarterly and annually where Stakeholder related activities will be described. These reports will also include detailed reports on the GRM effectiveness, including a list of grievances received, addressed and the pending ones.
Table of contents

Acronyms and Abbreviations............................................................................................................................ vi
1. Introduction and Project Overview.................................................................................................................. 1
   1.1. Project Background .................................................................................................................................. 1
   1.2. Project Location ....................................................................................................................................... 2
   1.3. Summary of the potential social and environmental risks and impacts of the project...... Error! Bookmark not defined.
   1.4. Project Implementation Arrangements ..................................................................................................... Error! Bookmark not defined.
2. World Bank Requirements .............................................................................................................................. 5
3. Brief Summary of Previous Stakeholder Engagement Activities ......................................................................... 6
   3.1. Summary of Previous Stakeholder Engagement Activities ......................................................................... 6
   3.2. Lessons Learned on Stakeholder Engagement ............................................................................................. 7
4. Stakeholder Identification and Analysis ........................................................................................................... 8
   4.1. Project-affected parties .............................................................................................................................. 8
   4.2. Other interested parties ............................................................................................................................ 10
   4.3. Disadvantaged/vulnerable individuals or groups ......................................................................................... 13
   4.4. Summary of stakeholder needs .................................................................................................................. 14
5. Stakeholder Engagement Program ................................................................................................................19
   5.1. Purpose and timing of stakeholder engagement program ............................................................................ 19
   5.2. Information disclosure ............................................................................................................................. 19
   5.3. Proposed strategy for stakeholder engagement .......................................................................................... 23
   5.4. Proposed strategy / differentiated measures to include the views of and encourage participation by vulnerable groups.............................................................................................................. 30
      5.4.1. Participation by vulnerable groups ........................................................................................................ 30
   5.5. Review of Comments ............................................................................................................................... 30
6. Roles, Responsibilities and Resources for Stakeholder Engagement ..................................................................... 31
   6.1. Resources .................................................................................................................................................. 31
   6.2. Management functions and responsibilities ............................................................................................... 32
7. Grievance Mechanism ..................................................................................................................................... 35
   7.1. Grievance Mechanism Structure/Architecture .......................................................................................... 35
      7.1.1. Community level .................................................................................................................................. 36
      7.1.2. Project/Industry (During Operation) Level Grievance Redress Mechanism .............................................. 36
      7.1.3. BSMSN/EZ Level Grievance Redress Mechanism (Operational Stage) .................................................. 37
      7.1.4. BEZA Level Grievance Redress Mechanism ......................................................................................... 37
   7.2. Grievance Mechanism Intake Channels ...................................................................................................... 38
   7.3. Grievance Registry, Referral, Resolution and Appeals Process ...................................................................... 39
   7.4. GRM Monitoring and Reporting ................................................................................................................ 40
   7.5. GRM contact information - BEZA ............................................................................................................. 41
8. Monitoring and Reporting ............................................................................................................................... 42
   8.1. Involvement of stakeholders in monitoring activities .................................................................................. 42
   8.2. Reporting back to stakeholder groups ..................................................................................................... 42
   8.3. Reporting to the World Bank ..................................................................................................................... 43
References ............................................................................................................................................................. 44
Annexes:.............................................................................................................................................................. 45

List of Tables
Table 4.1: Project Component & Stakeholder Group and its impacts including influence ................................. 9
Table 4.2: Associated Projects and its impacts including influence........ Error! Bookmark not defined.
Stakeholder Engagement Plan for **PRIDE** Project – Components 1-3

Table 4.3: A general list of stakeholder groups identified below ..........................................................11
Table 4.4: Vulnerable groups and resources required................................................................. Error! Bookmark not defined.
Table 4.5: Summary of stakeholder needs .........................................................................................14
Table 5.1: Information Disclosure Mechanism ..................................................................................21
Table 5.2: Planned stakeholder engagement activities .................................................................24
Table 5.3: Vulnerable Group and Proposed strategy ..........................................................................30
Table 6.1: Tentative budget for implementation of SEP ..................................................................31
Table 6.2: Roles and responsibilities of the stakeholder ............................................................33
Table 1: Indicative list and preliminary investment assessment for BSMSN 2A and 2B .............48

**List of Figures**
Figure 1.1: Project Location ..............................................................................................................3
Figure 7.1: The structure of Grievance Mechanism ........................................................................35

**Annexes**
Annex A: Project Components and Sub-components ..................................................................45
Annex B: The Tentative Master Plan Map of BSMSN ..................................................................50
Annex C: Previous Consultations and Engagement with Project Stakeholders ..........................51
Annex D: Sample Grievance Form .................................................................................................57
Annex E: Grievance Mechanism for PRIDE Project .....................................................................58
Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronyms</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEZA</td>
<td>Bangladesh Economic Zones Authority</td>
</tr>
<tr>
<td>BSMSN</td>
<td>Bangabandhu Sheikh Mujib Shilpanagar</td>
</tr>
<tr>
<td>BWDB</td>
<td>Bangladesh Water Development Board</td>
</tr>
<tr>
<td>CPA</td>
<td>Chittagong Port Authority</td>
</tr>
<tr>
<td>E&amp;S</td>
<td>Environmental &amp; Social</td>
</tr>
<tr>
<td>ESF</td>
<td>Environmental and Social Framework</td>
</tr>
<tr>
<td>ESIA</td>
<td>Environmental and Social Impact Assessment</td>
</tr>
<tr>
<td>ESMF</td>
<td>Environmental and Social Management Framework</td>
</tr>
<tr>
<td>ESMP</td>
<td>Environmental and Social Management Plan</td>
</tr>
<tr>
<td>ESS</td>
<td>Environmental and Social Standard of the 2018 World Bank ESF</td>
</tr>
<tr>
<td>GRC</td>
<td>Grievance Resolution Committee</td>
</tr>
<tr>
<td>GRM</td>
<td>Grievance Redress Mechanism</td>
</tr>
<tr>
<td>HHs</td>
<td>Households</td>
</tr>
<tr>
<td>HSE</td>
<td>Health and Safety, Social, and Environment</td>
</tr>
<tr>
<td>IMD</td>
<td>International Master Developer</td>
</tr>
<tr>
<td>KGDCL</td>
<td>Karnofuly Gas Distribution Company Ltd</td>
</tr>
<tr>
<td>kV</td>
<td>Kilovolt</td>
</tr>
<tr>
<td>LNG</td>
<td>Liquefied Natural Gas</td>
</tr>
<tr>
<td>LMP</td>
<td>Labour Management Plan</td>
</tr>
<tr>
<td>LGED</td>
<td>Local Government Engineering Department</td>
</tr>
<tr>
<td>PD</td>
<td>Project Director</td>
</tr>
<tr>
<td>PRIDE</td>
<td>Private Investment &amp; Digital Entrepreneurship</td>
</tr>
<tr>
<td>PSDSP</td>
<td>Private Sector Development Support Project</td>
</tr>
<tr>
<td>PGCB</td>
<td>Power Grid Company of Bangladesh</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Governmental Organization</td>
</tr>
<tr>
<td>PAP</td>
<td>Project-Affected Person (or Project-Affected Party)</td>
</tr>
<tr>
<td>PEZ</td>
<td>Private Economic Zone</td>
</tr>
<tr>
<td>RHD</td>
<td>Road &amp; Highways Department</td>
</tr>
<tr>
<td>RAP</td>
<td>Resettlement Action Plan</td>
</tr>
<tr>
<td>RPF</td>
<td>Resettlement Policy Framework</td>
</tr>
<tr>
<td>SEP</td>
<td>Stakeholder Engagement Plan</td>
</tr>
<tr>
<td>WB</td>
<td>World Bank</td>
</tr>
</tbody>
</table>
1. Introduction and Project Overview

Bangladesh Private Investment & Digital Entrepreneurship Project (PRIDE) aims to promote private investment and job creation in economic zones and digital entrepreneurship in hi-tech parks in an environmentally sustainable manner. The PRIDE project covers four components of which the first three would be implemented by Bangladesh Economic Zones Authority (BEZA), and is included in the present Stakeholder Engagement Plan (SEP). The activities build on the experience from, and work done to date, under the IDA-funded Bangladesh Private Sector Development Support Project (P120843) and the joint WB-IFC Bangladesh Investment Climate Fund 2. The project is designed as an Investment Project Financing operation with disbursement-linked indicators (DLIs) to strengthen focus on achieving important institutional and regulatory reforms. For BEZA, the project is designed to help reduce the risk of operations and significantly scale up its activities to deliver on commitments to private and public partners.

Project components implemented by BEZA include (see Annex A for further details):

**Component 1: Creating an Enabling Environment for Private Investment, Sustainability and Job Creation (US$100m):** The first component will inform and implement institutional, regulatory and administrative reforms; strengthen BEZA’s core competence in technical functions that would allow it to be an effective partner to leading private investors; and embed resilience and sustainability concepts into its development of infrastructure and associated services.

**Component 2: Supporting phased development of the BSMSN Green Economic Zone (US$300m):** This component would catalyze the development of a state-of-the-art green economic zone and set an example for sustainable, resilient and environmentally sound industrial development in Bangladesh. The second component will support the phased development of the BSMSN Green Economic Zone along the Dhaka- Chattogram corridor, following the formal adoption of the Master Plan for the greater industrial city of BSMSN. BEZA has an investment pipeline covering 1,610 ha for 58 investment projects that are estimated to be worth US$12.3bn and could employ more than 150,000 workers if realized. While BSMSN could ultimately cover approximately 40,000 ha by 2040, the project would focus on three plots of land: BSMSN-2A (380 ha), 2B (182 ha) and 200 ha of GoB land that have not yet been allocated. The project will also finance last mile infrastructure to connect BSMSN-2A, BSMSN-2B and BSMSN-IMD to local roads and grids, and in some cases factory units within these sites.

**Component 3: Creating a dynamic private market for serviced industrial land (US$75m):** The third component will help create a dynamic private market for serviced industrial land that serves external investors unaffiliated with the developer or operator, including review and revision of the regulations and procedures around the licensing of PEZs; technical assistance to help identify, evaluate, design and integrate resilience and sustainability in the infrastructure investments and services provided by PEZ operators; and grant mechanism program to help raise labor productivity by incentivizing firm investment in skills formation by accredited institutions.

1.1. Project Background

Bangladesh has one of the world’s most cost competitive, sizable supply of labor, ideal for labor-intensive production in sectors such as garments, footwear, leather products and toys. However, increasing private investment and promoting export diversification in Bangladesh has both challenges and opportunities. Despite large development success, Bangladesh has failed to attract foreign direct investment (FDI), especially compared to countries in East Asia. Of late, Bangladesh is trying to reap benefit of its geo-strategic location to emerging markets in east Asia and India through strengthening road and port infrastructure to ensure connectivity to the growing regional market.
The Government of Bangladesh (GoB) has launched an ambitious zones agenda to provide industrial land and infrastructure to increase private investment to support the government’s development goals. The Government’s national strategy is focused on manufacturing, and it plans to reach a goal of $50 billion of exports in 2021. It also wants private investment/GDP to reach close to 30 percent from the current below 25 percent. GoB has an ambitious agenda to create 100 economic zones over the next decade using a wide variety of arrangements. One of the key legislative accomplishments of the Government was to create two authorities to spearhead the push towards industrialization with greater involvement of the private sector. The Bangladesh Economic Zones Authority Act and the Bangladesh Hi-Tech Park Authority Act—both in 2010—created two new semi-autonomous agencies—the Bangladesh Economic Zones Authority (BEZA) and the Bangladesh Hi-Tech Park Authority (BHTPA)—tasked to oversee the expansion of economic zones (EZs) and hi-tech parks (HTPs) in the country. BEZA and BHTPA would rely mainly on private capital and expertise to build and operate the new zones but with important government oversight.

Within this context, PRIDE would build upon the foundation laid by the Private Sector Development Support Project (PSDSP), which helped establish BEZA and BHTPA as semi-autonomous institutions, and strengthened capacity to start delivering on their new mandates. Activities of BEZA under the current PSDSP are mostly to support land development and some onsite and off-site infrastructure at Mirsharai and Mongla EZ. In addition, PSDSP supported the preparation of a master plan to set up Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN) at Mirsharai which is at the final stage of completion. BSMSN would be built up on an area of around 30,000 acres encompassing 2000 acre of land that has been developed under PSDSP. It is expected that setting up of this large industrial city would take time and will be accomplished in phases.

BSMSN is one of the most suitable sites of Bangladesh for setting up industrial establishments. It is along the strategic location of Dhaka-Chittagong industrial corridor. Chittagong, with all its potentialities, is an attractive destination for setting up large number of industries, commercial establishments and financial institutions. With a high-quality business friendly environment, it has positive impacts and contributions in shaping Chittagong into a leading regional business hub. BSMSN, the first planned industrial city of the country, will pave the way for establishing a world-class business and industrial center. BEZA is in the final stage of developing a comprehensive master plan for developing this self-contained Industrial City including, incorporating Sea Port, Rail Connectivity, Marine Drive, Residential Area, Tourism Park, Power Plant, Hospital, School and University etc. to attract, assist, encourage and facilitate investment in BSMSN. Land demand in BSMSN is expected to be approximately 15834 acres in base case by the year 2040. The employment projection made for 2040 is more than 1.44 million considering all the direct, indirect and informal employment opportunities. The vision of BSMSN are as follows:

- BSMSN will be the first planned industrial city of Bangladesh;
- It would be developed into an Eco-Friendly, Smart and Inclusive Industrial City Maintaining Quality Environment;
- Ensure quality and efficiency supported by state-of-the-art technology, including providing all the infrastructure and services required for its effective functioning;
- Ensure quality environment all through its development and functioning

1.2. Project Location

BSMSN is in Mirsharai and Sitakunda Upazilas of Chattogram district and Sonagazi Upazila of Feni district. The total land area demarcated for the proposed Mirsharai EZ is 30000 acres, the whole of which is under ownership of BEZA. The BSMSN site is at a distance of 10km west of the Dhaka-Chittagong Highway and 67 km from Chittagong City on the south. Barotakia Railway station and
Mirsharai Railway station are at 9.5 and ~10km respectively on the east. The Shah Amanat International Airport in Chattogram is located south of the site at a distance of about 79km, and the seaport is about 67km south of the site. Azampur Bazar, the nearest market, is only 2 km north of the site. The 10 km Barotakia to Mirsharai EZ Approach Road with four lanes carriageways from Barotakia to CP mor intersection will be the main entrance for BSMSN and connect it with Dhaka-Chittagong National Highway.

BSMSN will be developed in an area of 30000 acres of public land; till 26 November 2019 some 15,605.35 acres of land has been handed over to BSMSN authority while another 6995.09 acres of land has newly been acquired and is in the final stage of being transferred to BEZA. The entire tract of land is barren without vegetation and is not used by private citizens in the locality. The Icchakhali channel that originates from the Feni River flows through the site into the Bay of Bengal.

The Master Plan study of BSMSN has estimated that the population of BSMSN area would range from about .92 million to more than 1 million by the year 2040. The estimation has been made based on the workforce likely to be generated by the industrial enterprises and other supporting amenities and services, and family members of the BSMSN workers.

While BSMSN could ultimately cover approximately 40,000 ha by 2040, the project would focus on three plots of land: BSMSN-2A (380 ha), 2B (182 ha) and International Master Developer (IMD) zone (200 ha). The land for first two zones has already been secured under the ongoing Private Sector Development Project (PSDSP) financed by the World Bank. The land development for 2A and 2B is in progress and will be ready before the effectiveness of the project. As the first areas in BSMSN that will
host largescale production it is critical for BEZA to use 2A and 2B to set expectations of quality and managerial standards at a high level for subsequent phases of development. It is also essential to get 2A and 2B right to ensure synergies with expected developments of residential areas and a commercial center in the greater BSMSN region. This entails shared environmental and social infrastructure such as water, waste water, solid waste and social facilities. GoB support to crowd in investments by private developers and operators is partly motivated by the public good that shared facilities must bring to workers and new residents in the area. The project will also finance last mile infrastructure to connect BSMSN-2A, BSMSN-2B and BSMSN-IMD to local roads and grids, and in some cases factory units within these sites.
2. World Bank Requirements

The World Bank’s Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, “Stakeholder Engagement and Information Disclosure”, which recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice”. ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

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

- “Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project.”
- “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.”

Borrowers are required to develop a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts. Stakeholders have to be identified and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.
3. **Brief Summary of Previous Stakeholder Engagement Activities**

### 3.1. Summary of Previous Stakeholder Engagement Activities

As a part of development of BSMSN, a total of 120 public consultation, meeting, focus group discussion were carried out where affected persons, community leaders, local politician, local government administration, women’s groups and relevant government department representatives has participated. Details are given at *Annex C*. The Public consultations were held at different villages of Mirsharai and Sonagazi Upazila. The people were generally enthusiastic about the project and believed that it will bring social and economic development in the region. There is scarcity of employment opportunities and health facilities within the Union and village which is affecting overall social and economic development. People believed that the establishment of the EZ will enhance the employment opportunities of the local community. Agriculture being the main economic activity in the project area, the farmers believes that the EZ will give them additional employment opportunities, and thereby enhance their standard of living. People were particularly concerned about the influx of additional people coming to their areas as well as giving employment opportunities to outsiders.

As a part of stakeholder engagement, BEZA authority participated in different level of public consultations/stakeholder’s engagements at Mirsharai, Sitakunda and Sonagazi including district level consultations at Chattogram and Feni districts. The different tiers at which these consultations took place including participants include:

- **District level stakeholder at Chattogram and Feni district**: about 300 persons participated in the meeting where Member of Parliaments, Executive Chairman of BEZA, government officials, businessman, journalists and elected representative of local government including PAPs participated.

- **Upazila level stakeholder at Mirsharai, Sitakunda and Sonagazi**: about 1500 persons participated in the meeting where Member of Parliaments, Executive Chairman of BEZA, government officials, businessman, teachers, freedom fighters, farmers, NGOs, journalists and elected representative of local government including PAPs participated.

- **Union Level stakeholder at Mirsharai, Sitakunda and Sonagazi**: about 3000 persons participated in the meeting where Executive Chairman of BEZA, government officials, businessman, teachers, freedom fighters, union chairman, Upazila Administration, farmers, NGOs, journalists and elected representative of local government including PAPs participated.

The following issues and documents have been disclosed in the consultation meetings:

- Information related to PSDSP and other BEZA activities in the project areas including potential impacts, benefits, opportunities and mitigation measures in case of adverse impacts have been disclosed by ESMFs, EIA and SIA of the PSDSP both in BEZA and the World Bank websites.

- Project documents including Environmental and Social Management Framework (ESMF) and Tribal Peoples Plan of PSDSP prepared through consultation have been made disclosed and available for public at the Union Parisad and Upazila Parisad offices and BEZA website and project office at Mirsharai and Mongla.

- SIA of Mirsharai, Mirsharai EZ-2 and Mongla conducted through consultation have been disclosed and made available for public at the Union Parisad, Upazila Parisad offices and BEZA website and project office at Mirsharai and Mongla.
• Abbreviated Resettlement Plan for Mongla and Mirsharai EZs prepared through consultation have been disclosed and made available for public BEZA website and project office at Mirsharai and Mongla.

3.2. Lessons Learned on Stakeholder Engagement

BEZA has been working on PSDSP since 2014 and is regularly engaged with the relevant stakeholders at BSMSN. In the consultation meetings, the key lessons that were learnt are as follows:

- The development of EZs when create jobs and adds to the economic growth of the local community including the PAPs, gets wholehearted cooperation from the larger community.
- The meetings with the affected people and local communities should be held with prior notice to the people through miking, personal contact, public announcement in mosque and bazaars, etc. for mass awareness of the people about goals and objectives of the project.
- To ensure active participation of stakeholders, local language (Bengali) always should be used during consultation.
- To ensure voice of the vulnerable people separate meetings in small groups need to be held with women, poor people, laborers, etc. at project influence area.
- The senior officials of BEZA need to be aware of the needs and concerns of the PAPs and local populace and provide necessary support to the PAPs; the senior officials from BEZA should be present to disseminate project information and get direct feedback from the stakeholders. In this way affected people and other stakeholders would feel comfortable to discuss potential impacts on them and get plan of the BEZA regarding mitigation measures.
- Whenever there is a scope of creating jobs for the local PAPs that must include women. Skills development training should start at the earliest to engage the PAPs in the relevant jobs
- The stakeholder’s engagement process should be continued during construction and operation phase of the project through grievance redress mechanism, labour management procedure, physical relocation assessment committee in case of displacement by the project.

In view of the lessons learned, PD BEZA has already taken certain measures while other measures would be put to use as the project implementation progresses. These include:

- PD BEZA has already contacted relevant personalities of the local Upazila, Municipalities and local elected leadership and through discussion has made changes in the execution of project related works suiting local needs and needs of the VGs/PAPs;
- The contractors will be instructed to recruit suitable labor force from the PAPs (including women, when interested);
- BEZA officials are remaining present in all such meetings and addressing questions/queries of the stakeholders. GRM is functional and issues are addressed promptly;
- At BEZA level, engagements are on to encourage local and international investors to BSMSN and other private EZs on encouraging terms;
- Regular Meeting/Discussion is being arranged by BEZA/BSMSN authority with relevant stakeholders and discussion related decisions are communicated to all concerned using all planned means including updates through website.
4. **Stakeholder Identification and Analysis**

The stakeholders of a project vary depending on the details of the project. They may include local communities, national and local authorities, neighboring projects and nongovernmental organizations.1

Stakeholders refer to project-affected parties and other interested parties:2

- **Project-affected parties**: those who are or are likely to be affected by the project, and
- **Other interested parties**: those who may have an interest in the project and who could, for example:
  - Influence the opinions of affected parties either positively or negatively, or
  - Affect the implementation process or the sustainability of the project’s outcomes

Where possible, stakeholder engagement will utilize engagement structures within the national system, e.g., community meetings, supplemented as needed with project-specific arrangements.3

Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. The legitimacy of such representatives may stem both from their official elected status and their informal and widely supported standing within the community that allows them to act as focal points of contact in Project’s interaction with its stakeholders. Examples of legitimate stakeholder representatives include and are not limited to:

- elected officials of regional, local, and village councils and self-governance bodies;
- leaders of informal or traditional community institutions such as word member or UP chairman;
- non-elected leaders that have wide recognition within their community, such as chairpersons of local initiative groups, committees, local cooperatives etc.;
- leaders of community-based organizations, local NGOs and women’s groups;
- the elders and veterans within the affected community;
- religious leaders, including those representing traditional faiths;
- teachers and other respected persons in the local communities, etc.

Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders.

4.1. **Project-affected parties**

Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the project during development phase. Specifically, the following individuals and groups fall within this category:

- Affected Persons who are living in or beside the planned IMD land;
- Communities in the vicinity of the project’s planned activities;

---

1 ESF 2018, Note 1, page 98
2 ESF Training for Environmental and Social Specialists, Participant Binder, August 2018
3 ESF 2018, Note 4, page 98
• The local population and local communities including the vulnerable group that include the elderly, physically and mentally disabled persons, single mothers, adolescent girls, minority transgender community and the children;
• Local health, education and like services that would have to provide basic support to the BSMSN/EZ staffs, workers and their families including school going children like basic healthcare, schooling etc.
• Residents, business entities, and individual entrepreneurs in the area of the project who are adversely affected owing to the project activities, and others that can benefit from the employment, training and business opportunities offered due to implementation of the project;
• During the operation phase, when the factories are in place and functioning, staffs and workers of the factories, buyers of the product, suppliers of raw material, vendors, utility service providers and local community who would be affected by the factory generated pollutants of all forms
• During operation phase the Entrepreneurs/Businessmen investing in the project could also be adversely affected by staffs/workers who may adopt illegitimate means like arson, workers agitation, destruction of machineries etc. to coerce the authority to meet their ends etc.
• At times unilaterally adopted BEZA policies may also go against the interest of the entrepreneurs investing in the EZ/PEZ including BSMSN.

Local NGOs and initiative/advocacy groups represent the considerable capacity that the project(s) may tap for disseminating the information and raising awareness of the planned activities among the potentially affected communities in the project area. NGOs typically have well established interaction with the local communities, are able to propose the most effective and culturally appropriate methods of liaising based on the local customary norms and prevailing means of communication, and possess the facilitation skills that may be utilized as part of the project’s consultations. In addition, NGOs may lend assistance in disseminating information about the proposed project(s) to the local communities, including in the remote areas (e.g. by placing information materials about the project in their offices, distributing the project information lists during events that they are organizing), and provide venues for the engagement activities such as focus-group discussions.

Table 4.1: Project Components & Stakeholder Group and its impacts including influence

<table>
<thead>
<tr>
<th>Project component</th>
<th>Stakeholder Group</th>
<th>Impact</th>
<th>Influence</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Component 1:</strong> Creating an Enabling Environment for Private Investment and Job Creation</td>
<td>Investors of BEZA</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td><strong>Sub-component 1.1: Promoting good governance and administrative efficiency</strong></td>
<td>BEZA Officials</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td></td>
<td>BSMSN/EZ/PEZ authorities and staffs</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td></td>
<td>Utility Service Providers at the EZ/PEZ/BSMSN</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td></td>
<td>Local Administration</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td><strong>Sub-component 1.2: Promoting public private participation</strong></td>
<td>Households besides the proposed zone</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>a) PPP for Green Zone Master Developer</td>
<td>Local community from the influence area of the proposed zone</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td></td>
<td>BEZA Authority</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td></td>
<td>Private companies planning to invest in the zone</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td></td>
<td>Local municipality</td>
<td>Low</td>
<td>Low</td>
</tr>
</tbody>
</table>
Component 2: Supporting phased development of the BSMSN Green Industrial City

Sub-component 2.1: Developing environmentally sustainable and resilience infrastructure
- Labour: Medium, Low
- Contractors
- Investors: High, Low
- Local communities & businesses

Sub-component 2.2: Last mile infrastructure to implement the Master Plan for BSMSN
- Squatters in or beside the proposed IMD area: Medium, Low
- Labour: High, Low
- Contractors
- Impacted communities

Component 3: Creating a dynamic private market for serviced industrial land
- Private EZs: High, Low
- Firms receiving grants in the form of Soft Services from BEZA
- Investors: Low, Low

In the process of project implementation, whenever certain ‘Project-affected party/parties’ are identified, they would be included and the SEP would be updated.

4.2. Other interested parties

The projects’ stakeholders also include parties other than the directly affected communities, including:
- Civil society groups and NGOs on the regional, national and local levels, which pursue environmental and socio-economic interests and may become partners of the project. Organizations within this group are likely to be located outside the project’s Direct Area of Influence;
• Community-based groups and non-governmental organizations (NGOs) working on Labor, or Gender issues including GBV and Human Rights in the locality that work for and represent local residents and other local interested groups, and act on their behalf;
• GoB officials, permitting and regulatory agencies at the national and regional levels, including environmental, technical, social protection and labor authorities.
• GoB officials at the District level and below including DoE: local Union Parisad, Upazila Parisad in the project area, village administrations; local MP etc.
• Business owners and providers of services, goods and materials that will be involved in the project’s wider supply chain and transportation business or may be considered for the role of project’s suppliers in the future;
• Residents of the other rural settlements within the project area that can benefit from employment and training opportunities stemming from the project;
• Mass media and associated interested groups including District and local Press Club, local, regional and national print and broadcasting media, digital/web-based entities, and their associations.
• Foreign investors & companies, Development Partners (at National and International levels) etc.

Table 4.2: A general list of stakeholder groups identified below

<table>
<thead>
<tr>
<th>Other interested parties</th>
<th>Interest in the project</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>International Level</strong></td>
<td></td>
</tr>
<tr>
<td>Environmental and societal NGOs (including those working on Labor, Human rights, environment and Gender and GBV matters)</td>
<td>Understanding of the range of problems and opportunities associated with the project(s).</td>
</tr>
<tr>
<td>Foreign Investors</td>
<td>The BSMSN has all the potentials to attract FDI as the most attractive destination for investment in Bangladesh.</td>
</tr>
<tr>
<td>Multinational or foreign companies</td>
<td>Interested in operating or partnering with companies in the area.</td>
</tr>
<tr>
<td>Donor agency</td>
<td>This zone is environmentally and socially sustainable and the lesson and learned may share for international community</td>
</tr>
<tr>
<td>Academics and researchers</td>
<td>They may involve with various research work at the project site to provide scientific knowledge of the impacts of the project.</td>
</tr>
<tr>
<td><strong>National Level</strong></td>
<td></td>
</tr>
<tr>
<td>Bangladesh Garment Manufacturers and Exporters Association</td>
<td>They have shown interest to establish one garments park at BSMSN complying with required potential environmental and social issues including setting up ETPs</td>
</tr>
<tr>
<td>Bangladesh Export Processing Zones Authority</td>
<td>They will establish BEPZA Economic Zone in this city and complying with required potential environmental and social issues including setting up ETPs</td>
</tr>
<tr>
<td>59 foreign and local investors</td>
<td>They will establish their industries and complying with required potential environmental and social issues including setting up ETPs</td>
</tr>
<tr>
<td>Chittagong Port Authority</td>
<td>Plan to construct a sea port under PPP within BSMSN complying with potential environmental and social issues</td>
</tr>
<tr>
<td>Business and workers’ organizations</td>
<td>Interest in procurement and supply chain, potential environmental and social as well as community health and safety, including occupational health and safety of the Labor force</td>
</tr>
<tr>
<td>Academic institutions (e.g. universities, think tanks, schools)</td>
<td>There would be a large influx of migrant workers/Managers/staffs with family in the project area. Students from this group would need schooling and healthcare facilities in situ. This demands the establishment of educational institutions within and near the</td>
</tr>
<tr>
<td>Other interested parties</td>
<td>Interest in the project</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Training service providers</td>
<td>They would be providing the training and skill development programs for workers</td>
</tr>
<tr>
<td>Urban Development Department</td>
<td>They are working for preparing a comprehensive Master Plan for influence area of BSMSN and would need help from the local government to implement the plan</td>
</tr>
<tr>
<td>Roads and Highways Department</td>
<td>The approach road will play vital role to ensure efficient transportation links with BSMSN, they may help BEZA and local community through ensuring its proper maintenance</td>
</tr>
<tr>
<td>Environmental and societal NGOs</td>
<td>Understanding of the range or problems associated with the project(s)</td>
</tr>
<tr>
<td>Other NGOs (HR, Gender, Labor Issues)</td>
<td>Represents the interests of different interested parties and vulnerable groups</td>
</tr>
<tr>
<td>Mass media</td>
<td>They are intermediaries for informing the general public about the planned activities of the project developer(s) and for information disclosure in connection with the proposed project(s)</td>
</tr>
<tr>
<td>Business community</td>
<td>Economically interested business entities (conclusion of contracts, economic damage due to competition, etc.); they can be also be potential customers of the project developer</td>
</tr>
<tr>
<td>Project employees and Project’s sub-contractors</td>
<td>Technical understanding of the range or problems associated with the proposed project(s) including Health and Safety issues</td>
</tr>
<tr>
<td><strong>Regional and District level</strong></td>
<td></td>
</tr>
<tr>
<td>Administration of Chattogram Region</td>
<td>Legislative and executive authorities. Functions of supervision and monitoring</td>
</tr>
<tr>
<td>Administrations of Chattogram and Feni districts (for WB financed projects)</td>
<td>Legislative and executive authorities. Functions of supervision and monitoring</td>
</tr>
<tr>
<td>Local NGOs (HR, Gender, Labor Issues)</td>
<td>Represents interests of different interested parties and vulnerable groups</td>
</tr>
<tr>
<td>Mass media</td>
<td>They are intermediaries for informing the general public about the planned activities of the project developer and for information disclosure in connection with the proposed project.</td>
</tr>
<tr>
<td>Business community</td>
<td>Economically interested business entities (conclusion of contracts, economic damage due to competition, etc.);</td>
</tr>
<tr>
<td>Local communities</td>
<td>Interested parties living in regions of BSMSN that could be indirectly affected by the realization of the projects</td>
</tr>
<tr>
<td>Local small business man</td>
<td>Small scale businessmen in the project vicinity would benefit from the project related workers/staff and managers and the raised purchasing power of the local populace getting jobs in the project through selling daily necessities</td>
</tr>
<tr>
<td>Mirsharai, Sitakunda and Sonagazi Upazila Administration</td>
<td>The influence area of this city will be busier. The administration of these Upazillas may help to BEZA to control the unplanned development</td>
</tr>
<tr>
<td><strong>Union Level</strong></td>
<td></td>
</tr>
<tr>
<td>UP Chairman</td>
<td>Elected Union Porisad Chairman would be interested to have influence over resettlement, compensation and providing jobs to the needy local population around the project area thereby improving own influence for future local and national elections</td>
</tr>
</tbody>
</table>
Other interested parties | Interest in the project
--- | ---
Ward Members | Represent interests of the affected communities (land users) and vulnerable groups
Local land users and other local population | Potential vulnerable groups, affected communities and other interested parties living in the close proximity of the project area

In the process of project implementation and operation phase when goods would be produced at the factories at BSMSN/EZ/PEZs and, whenever certain ‘Interested Party/Parties’ are identified, they would be included, and the SEP would be updated.

### 4.3. Disadvantaged/vulnerable individuals or groups

BEZA will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access of information, participate in the engagement activities, provide feedback, and submit grievances. The deployment of the Social Development Officers will help to ensure proactive outreach to all population groups, and they will make a special effort to engage with those identified as vulnerable or disadvantaged. If necessary, BEZA will provide transport to public meetings for vulnerable people, and will also deliver brochures and informational material to such households in the language appropriate. To reach the elderly and the disabled in the community and the single mothers and the transgender community, dedicated efforts would be undertaken to reach them at their convenience by the Social development Officer. BEZA will take necessary supportive measures for the vulnerable groups within the overall process. The vulnerable groups may include and are not limited to the following:

- Elderly people, especially if they are living alone;
- Persons with physical and mental disabilities and their care givers;
- Low-income families dependent on state support;
- Women-headed households or single mothers with underage children, adolescent girls;
- Children and adolescent girls
- The unemployed persons (men and women).
- Squatters
- Poor farmer and fishermen
- Minority Transgender community within the area of influence of the project area

It is anticipated that, among the above vulnerable groups, working age group who will be getting jobs in construction activities and suppliers of goods and services will be benefitted. Preferential employment of vulnerable people from the zone of influence should be ensured. Equal remuneration for the male and female workers for similar types of assignment will encourage the female to do job. Social security and protection against gender based violence can benefit the poor women particularly adolescent girls.

As the SEP is a living document, vulnerable groups within the community affected by the project will be further confirmed, included and consulted with, as appropriate. Description of the methods of engagement that will be undertaken by the project will be provided in the upcoming Regional Environmental and Social Assessment of BSMSN. In future, BEZA will take following steps to provide support vulnerable peoples in collaboration with developers and unit investors:

- BEZA will give priority to vulnerable family members to provide skills development training and on successful completion would provide jobs on priority basis.
- BEZA will create and ensure jobs for women-headed households as well as low-income families and persons with disabilities.
• BEZA will ensure active participation of all stakeholders including the vulnerable groups in the project-related decision-making consultation meetings.

4.4. Summary of stakeholder needs

In the stakeholder consultation meetings, people were consulted at the community level about project components, timeline, adverse and beneficial impacts, opportunities of the local people to get preferential employment, equal salaries for similar types of works irrespective of gender, grievance mechanism, gender based violence risks and mitigation measures. Needs of the people to be engaged in the project preparation and implementation process for their interest was discussed in the meetings. This section describes the needs of the key stakeholders for engagement in the project activities.

Table 4.3: Summary of stakeholder needs for engagement in project activities

<table>
<thead>
<tr>
<th>Community and Other Entities</th>
<th>Stakeholder Group</th>
<th>Key Characteristics</th>
<th>Language Needs</th>
<th>Preferred notification means (e-mail, phone, radio, letter, etc.)</th>
<th>Specific needs (accessibility, large print, child care, daytime meetings, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Icchakhali Union</td>
<td>Women with young children Fisherman Farmers Local residents The Elderly Religious leaders, teachers, village chiefs, disabled persons</td>
<td>Approximately 36 households affected;</td>
<td>Bangla</td>
<td>FGD Written information, Local newspaper, through Local administration-Ward Commissioner, political leaders of the locality At the Masjid during prayers Through village Defense party representatives</td>
<td>Late afternoon or Friday morning is preferred for meetings Meeting at a central place within the union. Transport support to gather the people PA equipment for ease of communication Supply of Flyers/Brochures A spokesperson who could speak in local dialect should be present</td>
</tr>
<tr>
<td>South Mogadia</td>
<td>Women with young children Fisherman Farmers Local residents The Elderly Religious leaders, teachers, village chiefs,</td>
<td>135 persons including 28 small business owners, 18 women, Union Porishod Chairmen and Members</td>
<td>Bangla</td>
<td>FGD Written information, local newspaper Through Local administration-Ward Commissioner, political leaders of the locality At the Masjid during prayers</td>
<td>Late afternoon or Friday morning is preferred for meetings Meeting at a central place within the union. Transport support to gather the people</td>
</tr>
<tr>
<td>Community and Other Entities</td>
<td>Stakeholder Group</td>
<td>Key Characteristics</td>
<td>Language Needs</td>
<td>Preferred notification means (e-mail, phone, radio, letter, etc.)</td>
<td>Specific needs (accessibility, large print, child care, daytime meetings, etc.)</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------</td>
<td>---------------------</td>
<td>----------------</td>
<td>---------------------------------------------------------------</td>
<td>-------------------------------------------------------------------</td>
</tr>
<tr>
<td>Sonagazi Upazila</td>
<td>Women with young children Fisherman Farmers Local residents The Elderly Religious leaders, teachers, village chiefs, disabled persons</td>
<td>50 Fishermen</td>
<td>Bangla</td>
<td>FGD Written information, local newspaper Through Local administration-Ward Commissioner, political leaders of the locality At the Masjid during prayers Through village Defense party representatives</td>
<td>Late afternoon or Friday morning is preferred for meetings Meeting at a central place within the union. Transport support to gather the people PA equipment for ease of communication Supply of Flyers/Brochures A spokesperson who could speak in local dialect</td>
</tr>
<tr>
<td>Sitakunda Upazila</td>
<td>The Elderly Religious leaders, teachers, village chiefs, disabled persons Women, laborers, Fisherman Farmers Local residents, shopkeepers</td>
<td>150 individuals including 35 women, 20 fishermen</td>
<td>Bangla</td>
<td>FGD Written information, local newspaper Through Local administration-Ward Commissioner, political leaders of the locality At the Masjid during prayers Through village Defense party representatives</td>
<td>Late afternoon or Friday morning is preferred for meetings Meeting at a central place within the union. Transport support to gather the people PA equipment for ease of communication Supply of Flyers/Brochures A spokesperson who could speak in local dialect</td>
</tr>
<tr>
<td>International Agencies/</td>
<td>Donor agency, Foreign Development Partners,</td>
<td>Bangla and English</td>
<td>FGD, Key Informant</td>
<td>Venue and Program to be</td>
<td></td>
</tr>
</tbody>
</table>

disabled persons that were accompanied by family members

Through village Defense party representatives

PA equipment for ease of communication
Supply of Flyers/Brochures A spokesperson who could speak in local dialect

Sonagazi Upazila

Women with young children Fisherman Farmers Local residents The Elderly Religious leaders, teachers, village chiefs, disabled persons

50 Fishermen

Bangla

FGD Written information, local newspaper Through Local administration-Ward Commissioner, political leaders of the locality At the Masjid during prayers Through village Defense party representatives

Late afternoon or Friday morning is preferred for meetings Meeting at a central place within the union. Transport support to gather the people PA equipment for ease of communication Supply of Flyers/Brochures A spokesperson who could speak in local dialect

Sitakunda Upazila

The Elderly Religious leaders, teachers, village chiefs, disabled persons Women, laborers, Fisherman Farmers Local residents, shopkeepers

150 individuals including 35 women, 20 fishermen

Bangla

FGD Written information, local newspaper Through Local administration-Ward Commissioner, political leaders of the locality At the Masjid during prayers Through village Defense party representatives

Late afternoon or Friday morning is preferred for meetings Meeting at a central place within the union. Transport support to gather the people PA equipment for ease of communication Supply of Flyers/Brochures A spokesperson who could speak in local dialect

International Agencies/

Donor agency, Foreign Development Partners, | Bangla and English | FGD, Key Informant | Venue and Program to be | |
<table>
<thead>
<tr>
<th>Community and Other Entities</th>
<th>Stakeholder Group</th>
<th>Key Characteristics</th>
<th>Language Needs</th>
<th>Preferred notification means (e-mail, phone, radio, letter, etc.)</th>
<th>Specific needs (accessibility, large print, child care, daytime meetings, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organizations including NGOs</strong></td>
<td>Investors, Environmenta l and societal NGOs (including those working on Gender and GBV matters),</td>
<td>potential investors of BSMSN and INGOs working on compliance issues relating environment, Labor Laws and Gender related Issues</td>
<td>Bangla and English</td>
<td>Interviews, Meetings, Face-to-Face interviews, Discussions etc.</td>
<td>informed well ahead of time BEZA to assist in obtaining Visa Uploading relevant information in BEZA/BSMSN website etc.</td>
</tr>
<tr>
<td><strong>National and International Level</strong></td>
<td>Academic institutions (universities, thinktanks etc.), Researchers and Academicians</td>
<td>Academics meant to undertake research on the project related issues and recommend BEZA on better efficiency in its performance</td>
<td>Bangla and English</td>
<td>FGD, Interviews, Discussions</td>
<td>Identifying appropriate researchers/Think Tank organizations Some Fund may be required to assist the researchers to undertake the research work</td>
</tr>
<tr>
<td></td>
<td>BGMEA, BEPZA,</td>
<td>Umbrella organization of RMG sector in Bangladesh and Export Processing Zone</td>
<td>Bangla and English</td>
<td>FGD, Key Informant Interviews, Meetings, Face-to-Face interviews, Discussions etc.</td>
<td>Venue and Program to be informed well ahead of time Uploading relevant information in BEZA/BSMSN website etc.</td>
</tr>
<tr>
<td></td>
<td>Foreign and local investors</td>
<td>Potential Investors who would invest in BSMSN</td>
<td>Bangla and English</td>
<td>FGD, Key Informant Interviews, Meetings, Face-to-Face interviews, Discussions etc.</td>
<td>Venue and Program to be informed well ahead of time BEZA to assist in obtaining Visa Uploading relevant information in BEZA/BSMSN website etc.</td>
</tr>
<tr>
<td></td>
<td>Chittagong Port Authority</td>
<td>A major stakeholder of Sea Port under PPP at the Project site</td>
<td>Bangla and English</td>
<td>FGD, Key Informant Interviews, Meetings</td>
<td>Venue and Program to be informed well ahead of time</td>
</tr>
<tr>
<td>Community and Other Entities</td>
<td>Stakeholder Group</td>
<td>Key Characteristics</td>
<td>Language Needs</td>
<td>Preferred notification means (e-mail, phone, radio, letter, etc.)</td>
<td>Specific needs (accessibility, large print, child care, daytime meetings, etc.)</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------</td>
<td>---------------------</td>
<td>----------------</td>
<td>---------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Business and workers' organizations</td>
<td>Representative of Workers and Laborers in the project</td>
<td>Bangla</td>
<td>FGD with the labor and workers’ leadership; Meeting</td>
<td>Venue and Program to be informed well ahead of time</td>
</tr>
<tr>
<td></td>
<td>Training service providers</td>
<td>BEZA/BSMSN employed agencies for imparting training</td>
<td>Bangla</td>
<td>Meeting, Workshop</td>
<td>When necessary</td>
</tr>
<tr>
<td></td>
<td>Urban Development Department, Department of Environment</td>
<td>GoB Agencies involved with the project</td>
<td>Bangla, English</td>
<td>FGD, Meetings,</td>
<td>Venue and Program to be informed well ahead of time</td>
</tr>
<tr>
<td></td>
<td>Roads and Highways Department</td>
<td>GoB agency involved with Approach Road leading to the project</td>
<td>Bangla, English</td>
<td>FGD, Meetings,</td>
<td>Venue and Program to be informed well ahead of time</td>
</tr>
<tr>
<td></td>
<td>Environmenta l and societal NGOs including NGOs working on HR, Gender, and Labor Issues</td>
<td>Non-governmental organizations with focus on compliance and voicing on related issues</td>
<td>Bangla, English</td>
<td>FGD, Meetings,</td>
<td>Venue and Program to be informed well ahead of time</td>
</tr>
<tr>
<td></td>
<td>Mass media (both electronic and print media) including local press clubs</td>
<td>An important partner in propagating the positive sides of the project nationally and internationally</td>
<td>Bangla, English</td>
<td>FGD, Meetings,</td>
<td>As and when needed by BEZA/BSMSN authority</td>
</tr>
<tr>
<td></td>
<td>Business community including Local small business man</td>
<td>A group, some amongst them could be adversely affected owing to the project. They would also wish to benefit</td>
<td>Bangla, English</td>
<td>FGD, Meetings,</td>
<td>As and when needed by BEZA/BSMSN authority or demanded by the businessmen community</td>
</tr>
<tr>
<td>Community and Other Entities</td>
<td>Stakeholder Group</td>
<td>Key Characteristics</td>
<td>Language Needs</td>
<td>Preferred notification means (e-mail, phone, radio, letter, etc.)</td>
<td>Specific needs (accessibility, large print, child care, daytime meetings, etc.)</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------</td>
<td>---------------------</td>
<td>----------------</td>
<td>---------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Project employees and Project’s sub-contractors</td>
<td>Important partners of the project implementatio n</td>
<td>Bangla, English</td>
<td>FGD, Meetings, Consultations</td>
<td>As and when needed by BEZA/BSMSN authority or requested by the contractors/sub-contractors</td>
</tr>
<tr>
<td>Divisional, District, Upazila and Union Parishad Level</td>
<td>Administratio n of Chattogram Division, various service providers, DoE etc.</td>
<td>Legal and Administrative supportive/reg ulatory authority</td>
<td>Bangla, English</td>
<td>FGD, Meetings, Public Consultations, Key Informant Interviews</td>
<td>As and when needed by BEZA/BSMSN authority or requested by the Administrative Authority</td>
</tr>
<tr>
<td></td>
<td>Local land users and other local population</td>
<td>The affected group whose land might have been acquired for the Approach Road. They also include squatters and petty businessmen whose livelihood has been affected negatively</td>
<td>Bangla</td>
<td>Public consultations, meetings, FGD, Visiting them in situ by the staffs/consultan ts of BEZA/BSMSN</td>
<td>At regular intervals in the implementation phase (to be decided by BSMSN authority) and when approached by the affected community</td>
</tr>
</tbody>
</table>

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project(s) and will enable the project(s) to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community’s and institutional endorsement of the project(s) by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.
5. Stakeholder Engagement Program

5.1. Purpose and timing of stakeholder engagement program

The main goal of the Stakeholder engagement program is (i) building and maintaining a constructive relationship with various stakeholders that have been identified; (ii) to assess the level of stakeholder interest and support for the PRIDE project and to enable stakeholders’ views to be taken into account in project design and environmental and social performance; (iii) to inform stakeholders of the project related information especially issues that could potentially affect them in a timely, understandable, accessible and appropriate manner and format; (iv) to provide them with accessible and inclusive means to raise issues and grievances, and allow IA to respond to and manage such grievance.

For the sake of the identification, the following criteria, adjusted to take account of local specific conditions, are proposed to be used for the identification of stakeholders:

- **Liability**: project implementation or on-going operations may result in legal, financial or other liabilities of the proponent to a social group;
- **Influence**: a social group may be able to substantially influence project implementation or on-going operations;
- **Partnership**: there are opportunities for building partnership relations between the project developer and a given social group in the framework of the project implementation or on-going operations;
- **Dependency**: project implementation may significantly affect a given social group, in particular, it may affect vital interests of its representatives if they are dependent on the project on-going operations in economic or financial terms;
- **Representation**: a social group may have a right to represent interests with regard to a project or on-going operations, and this right is legitimated through legislation, custom and/or cultural specifics;
- **Expressed interest**: a social group and/or individual may express interest to a project or on-going operations, and this group is not necessarily directly affected by the planned or current activities

5.2. Information disclosure

As a standard practice, the Project materials (PAD, Implementation progress reports, monitoring reports, on-site construction specific information and E&S reports/documents including ESMF, ESMP, ESCP, SEP, LMP, RFP or RAP) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by BEZA in a formal manner.

The project director will continue applying the similar approach to disclosure for any additional appraisal materials that will be prepared as part of the project development.

The ESMF report (together with the associated environmental and social management plan – ESMP) in Bangla, and English will be made available for public review in accordance with the international requirements. The SEP will be released in the public domain and will be available for stakeholder review during the same period of time.
Distributions of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access. Free printed copies of the SEP in Bangla and English will be made accessible for the general public at the following locations:

- The Headquarters of BEZA
- The District Administration office of Chattogram and Feni
- The Project office in Mirsharai;
- Upazila Headquarters of Mirsharai, Sitakunda and Sonagazi
- Union Parisad Office
- Local NGO offices Mirsharai; and
- Other designated public locations to ensure wide dissemination of the materials.

- Newspapers, posters, radio, television;
- Information centers and exhibitions or other visual displays;
- Brochures, leaflets, posters, nontechnical summary documents and reports;
- Official correspondence, meetings

Electronic copy of the SEP will be placed on the project web-site http://www.beza.gov.bd. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The web-site will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include further in the report and will disclose materials to local, regional and national NGOs as well as other interested parties.

The following table provides a summary of the schedule for the proposed stakeholder activities during the various stages of the project life (preparation, construction and operation phases)
<table>
<thead>
<tr>
<th>Project stage</th>
<th>List of Information to be disclosed</th>
<th>Methods proposed</th>
<th>Timetable: Locations/Dates</th>
<th>Target stakeholders</th>
<th>Stakeholders Engagement Mechanism</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Preparation Phase</strong></td>
<td>Bidding Documents, SEP/ESMF/LMP/Commitment Plan/Updated ESIA of Mirsharai EZ-2 Regional ESIA</td>
<td>BEZA website, Newspaper advertisement, District and Upazila administration website and notice board</td>
<td>As soon as the concerned documents are uploaded in the website/published</td>
<td>Expert in the field of ES, Journalists, NGOs/CBOs, PAPs, Local Population</td>
<td>Information will be disseminated to all level stakeholders through consultation, announcement in printed/electronic media, brochure, leaflet. Feedback will be obtained from the stakeholders through email, letter and phone call/SMS, etc. and documented accordingly. Opinions will be reflected in the safeguard documents.</td>
<td>BEZA/ PD/Social Specialist</td>
</tr>
<tr>
<td><strong>Construction</strong></td>
<td>Bidding Documents, Payment Plan and Shop Drawing Traffic management plan Labor management Plan Implementation Progress report Site specific construction information</td>
<td>Meeting, Signboard Brochures Traffic Police FGD</td>
<td>Monthly 02 numbers 01 As per need As per need</td>
<td>Contractors, Suppliers, Villagers, including pedestrians and drivers Local and Migrant Workers of the project</td>
<td>Poster, information brochure, leaflet etc. will be circulated and displayed in the public palaces. Consultation and group discussion will also be held. Feedback will be obtained in written or verbal form and documented accordingly.</td>
<td>Social Specialist/Asst. Engineer/TAS/DS firm Contractors</td>
</tr>
<tr>
<td><strong>Operation</strong></td>
<td>Environment and Social Commitment Plan,</td>
<td>Meeting Brochures FGD</td>
<td>Monthly 01 As per need</td>
<td>Contractor, Sub-Contractor, Suppliers, PAPs, Youth, Women</td>
<td>Information will be disseminated to all level stakeholders through consultation,</td>
<td>Social/Asst. Engineer/TAS/DS firm</td>
</tr>
<tr>
<td>Labour Management Plan, Skills development Program</td>
<td>announcement in printed/electronic media, brochure, leaflet. Feedback will be obtained from the stakeholders through email, letter and phone call/SMS, etc. and documented accordingly. Opinions will be reflected in the safeguard documents.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.3. **Proposed strategy for stakeholder engagement**

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them. Table 5.2 presents the stakeholder engagement activities that BSMSN authority will undertake for their project(s) which also includes how people would be made aware and opportunities for participation including location and frequency. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

The methods used would vary according to the target audience and would include:
- Public/community meetings, separate meetings for women and vulnerable
- Face-to-face meetings
- Focus Group Discussions
- Workshop with the Experts
- Surveys, polls etc.
- Interviewing stakeholders and relevant organizations
- Mass/social media communication (as needed)
- Disclosure of written information: brochures, posters, flyers, website
  Information boards or desks at various sites where project work is ongoing - In Mirsharai, Sitakunda and Sonagazi area
- Grievance mechanism
- BSMSN/EZ/PEZ newsletter and website
- BEZA newsletter and website
### Table 5.2: Planned stakeholder engagement activities

<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
|       | **Project Affected People:**  | - Project scope and rationale  
- ESMF, ESMP, RPF, SEP, RAP (if triggered) disclosures  
- Land acquisition process and compensation  
- Assistance in gathering official documents for authorized land uses  
- Project E&S principles  
- Resettlement and livelihood restoration options  
- Grievance mechanism process | - Public meetings, separate meetings for women and vulnerable  
- Face-to-face meetings  
- Mass/social media communication (as needed)  
- Disclosure of written information: brochures, posters, flyers, website Information boards or desks | In Mirsharai, Sitakunda and Sonagazi for disclosure of Drafts ESMF, RPF, SEP, RAP (if relevant)  
- In Mirsharai, Sitakunda and Sonagazi at beginning of construction that would affect the area  
- Continuous communication through mass/social media and routine interactions  
- Throughout SEP development as needed  
- At a central place along the Approach Road | - BEZA Pride Team  
- PD and BSMSN point of Contact  
- Social Specialists |
|       | **Benefited Group**  | - Local laborer’s to be engaged in the project work  
- Suppliers and service providers  
- Contractors, sub-contractors  
- Transport owners & workers | - Joint public/community meetings with PAPs  
- Public Disclosure | Throughout SEP development as needed  
- Project launch meetings in Mirsharai, Sitakunda and Sonagazi  
- Quarterly meetings in affected villages and | - BEZA E&S Team & management  
- PD and BSMSN point of Contact  
- Social Specialists |
|       | **Other Interested Parties (External)**  | - Project scope, rationale and E&S principles  
- ESMF, ESMP, RPF, SEP, RAP disclosures  
- Land acquisition process  
- Identification of land plots and uses | - Face-to-face meetings  
- Joint public/community meetings with PAPs | Throughout SEP development as needed  
- Project launch meetings in Mirsharai, Sitakunda and Sonagazi  
- Quarterly meetings in affected villages and | - BEZA E&S Team & management  
- PD and BSMSN point of Contact  
- Social Specialists |
| Stage 1: Project Preparation (Project Design, Scoping, Resettlement Planning, ESMF/RP/SEP Disclosure) | - Mirsharai, Sonagazi and Sitakunda Upazila  
- Representatives in villages | | | | |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>- Resettlement and livelihood restoration options (if needed)</td>
<td>Mirsharai, Sitakunda and Sonagazi or as and when demanded by the affected community</td>
<td>- Disclosure meetings in nearby BSMSN</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Grievance mechanism process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Interested Parties (External)</td>
<td>Press and media</td>
<td>- Project scope, rationale and E&amp;S principles</td>
<td>Project launch meetings in Mirsharai</td>
<td>- BEZA Pride team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NGOs</td>
<td>- ESMF, ESMP, RPF, SEP, RAP disclosures</td>
<td>Meetings in affected Mirsharai, Sitakunda and Sonagazi Upazilla as needed</td>
<td>- PD and BSMSN authority through their point of Contact</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Businesses and business organizations</td>
<td>- Grievance mechanism</td>
<td>Communication through mass/social media (as needed)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Workers’ organizations</td>
<td></td>
<td>Information desks with brochures/posters in affected villages (continuous)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>National Government Ministries</td>
<td></td>
<td>Public forums in Dhaka</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mirsharai, Sitakunda and Sonagazi Government Departments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>General public, tourists, jobseekers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Project scope, rationale and E&amp;S principles</td>
<td>- Disclosure meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other Interested Parties (External)</td>
<td>- ESMF, ESMP, RPF, SEP, RAP disclosures</td>
<td>- Reports as required</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other Government Departments including DoE from which permissions/clearances are required; Other project developers, donors</td>
<td>- Grievance mechanism</td>
<td>- Disclosures</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Notice board for employment recruitment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Public meetings, trainings/workshops (separate meetings specifically for women and vulnerable as needed)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Mass/social media communication</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Disclosure of written information: Brochures, posters, flyers, website</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Information boards or desks in Mirsharai, Sitakunda and Sonagazi</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Grievance mechanism</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Notice board for employment recruitment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Face-to-face meetings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Invitations to public/community meetings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Submission of required reports</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stage</td>
<td>Target Stakeholders</td>
<td>Topic(s) of Engagement</td>
<td>Method(s) used</td>
<td>Location/frequency</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>--------------------</td>
<td>------------------------------------------------------</td>
</tr>
</tbody>
</table>
| STAGE 2: CONSTRUCTION AND MOBILIZATION ACTIVITIES | Other Interested Parties (Internal)                      | - ESMF/ESMP/RPF/SEP disclosures                                                        | - Face-to-face meetings  
- Trainings/workshops  
- Invitations to public/community meetings                  | As needed                   | - BEZA PRIDE team  
- PD and project management team                                |
|                       | - Other BSMSN staff                                      | - Project information: scope and rationale and E&S principles                           |                                                                                |                    |                                                      |
|                       | - Supervision Consultants                                | - Training ESMF/ESMP requirements and other management plans                           |                                                                                |                    |                                                      |
|                       | - Supervision contractors, sub-contractors, service providers, suppliers, and their workers | - Grievance mechanism process                                                          |                                                                                |                    |                                                      |
|                       |                                                         | - E&S requirements                                                                     |                                                                                |                    |                                                      |
|                       |                                                         | - Feedback on consultant/contractor reports                                             |                                                                                |                    |                                                      |
|                       | Project Affected People                                  | - Grievance mechanism                                                                  | - Public meetings, open houses, trainings/workshops  
- Separate meetings as needed for women and vulnerable  
- Individual outreach to PAPs as needed  
- Disclosure of written information: brochures, posters, flyers, website Information boards in Mirsharai, Sitakunda and Sonagazi  
- Notice board(s) at construction sites  
- Grievance mechanism  
- BSMSN Quarterly newsletter | - Quarterly meetings during construction stage  
- Communication through mass/social media as needed  
- Notice boards updated weekly  
- Routine interactions  
- Brochures in local offices | - BEZA PRIDE team and project management team along with BSMSN point of Contact  
- Social Specialist  
- Supervision consultants  
- Contractor/sub-contractors |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| Other Interested Parties (External) | - Governmental committees for land use and compensation (MBC)  
- Mirsharai, Sitakunda and Sonagazi and representatives in villages | - Project scope, rationale and E&S principles  
- Grievance mechanism  
- Project status  
- World Bank compensation requirements | - Face-to-face meetings  
- Joint public/community meetings with PAPs | As needed (monthly during construction stage) | - BEZA PRIDE team and project management team  
- Social Specialist  
- BSMSN point of Contact  
- Supervision and RAP consultants  
- Contractor/sub-contractors |
| Other Interested Parties (External) | - Press and media  
- NGOs  
- Businesses and business organizations  
- Workers’ organizations  
- Academic institutions  
- National Government Ministries  
- Mirsharai, Sitakunda and Sonagazi Government Departments  
- General public, tourists, jobseekers | - Project information - scope and rationale and E&S principles  
- Project status  
- Health and safety impacts  
- Employment opportunities  
- Environmental concerns  
- Grievance mechanism process | - Public meetings, open houses, trainings/workshops  
- Disclosure of written information: brochures, posters, flyers, website, Information boards in BEZA  
- Notice board(s) at construction sites  
- Grievance mechanism | - Quarterly meetings during construction stage  
- Communication through mass/social media as needed  
- Notice boards updated weekly  
- Routine interactions  
- Brochures in local offices | - BEZA PRIDE team and project management team  
- Social Specialist  
- BSMSN point of Contact |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| **STAGE 3: OPERATION AND MAINTENANCE** | **Other Interested Parties (Internal)** | - Project information: scope and rationale and E&S principles  
- Training on ESMF/ESMP requirements and other sub-management plans  
- Worker grievance mechanism | - Face-to-face meetings  
- Trainings/workshops  
- Invitations to public/community meetings | Daily, as needed | - BEZA PRIDE team and project management team  
- Social Specialist  
- BSMSN point of Contact |
| | | - Satisfaction with engagement activities and GRM  
- Grievance mechanism process  
- Damage claim process | - Outreach to individual PAPs  
- BEZA website  
- Grievance mechanism  
- BEZA newsletter | - Outreach as needed  
- Meetings in affected Mirsharai, Sitakunda and Sonagazi and villages (as needed/requested)  
- Monthly (newsletter) | - BEZA PRIDE team and project management team  
- Social Specialist  
- BSMSN point of Contact |
| | **Project Affected People:** | - Grievance mechanism process  
- Issues of concern  
- Status and compliance reports | - Grievance mechanism  
- BEZA website  
- Face-to-face meetings  
- Submission of reports as required | As needed | - BEZA PRIDE team and project management team  
- Social Specialist  
- BSMSN point of Contact |
| | - People residing in project area  
- Vulnerable households | | | | |
| | **Other Interested Parties (External)** | - Satisfaction with engagement activities and GRM  
- Grievance mechanism process  
- Damage claim process | - Outreach to individual PAPs  
- BEZA website  
- Grievance mechanism  
- BEZA newsletter | - Outreach as needed  
- Meetings in affected Mirsharai, Sitakunda and Sonagazi and villages (as needed/requested)  
- Monthly (newsletter) | - BEZA PRIDE team and project management team  
- Social Specialist  
- BSMSN point of Contact |
| | - Press and media  
- NGOs  
- Businesses and business organizations  
- Workers’ organizations  
- Academic institutions  
- Local Government Departments (Mirsharai, Sonagazi and Sitakunda)  
- General public, tourists | | | | |

Other Interested Parties (Internal): Other BSMSN staff, Supervision Consultants, Contractor, sub-contractors, service providers, suppliers and their workers

Other Interested Parties (External): Press and media, NGOs, Businesses and business organizations, Workers’ organizations, Academic institutions, Local Government Departments (Mirsharai, Sonagazi and Sitakunda), General public, tourists

Other Interested Parties (Other): BSMSN staff, Supervision Consultants, Contractor, sub-contractors, service providers, suppliers and their workers

Other Interested Parties (Project Affected People): People residing in project area, Vulnerable households.

Other Interested Parties (External): BEZA PRIDE team and project management team, Social Specialist, BSMSN point of Contact.
5.4. Proposed strategy / differentiated measures to include the views of and encourage participation by vulnerable groups

5.4.1. Participation by vulnerable groups
This section describes how the views of vulnerable or disadvantaged groups will be sought during the consultation process, and which measures will be used to remove obstacles to participation specially for vulnerable or disadvantaged groups.

| Table 5.3: Vulnerable Group and Proposed strategy |
|-----------------|-----------------|-----------------|
| Component | Target Group | Strategy |
| Development of Mirsharai EZ-2A and 2B | Persons with disabilities, Women and unemployed people, low income houses residing in the area, people whose lands have been acquired, petty businessmen, whose livelihood has been affected and minority transgender community of the area | • Separate, targeted consultations for persons with disabilities.  
• They will get priority to get the jobs in this zone  
• Database development for this group  
• Engagement with local organizations representing the interests of persons with disabilities  
• Information will be translated to Bangla  
• Either they would be gathered at a nearby place with own transport support or the team would visit them at the households so to ensure that they are not put to discomfort  
• Some representative to be qualified in local dialect |

5.5. Review of Comments
The comments will be gathered (written and oral comments) and reviewed, and reported back to stakeholders on the following process:
• Comments received from stakeholders orally or in the written form at the project level
• The Social Development Officer/responsible officer would summarize the comments and bring to the notice of the Project Director (PD)
• The Social Specialist on his behalf the PD would respond to the comments by oral or written means at the project level (If the comments are in the written form, then the answer will be also in the written form)
• The PD may also himself organize the meeting with respective stakeholders
• If it’s not solved by PD, then it will be addressed by GM Admin & Finance of BEZA.
• Again, if it is not solved at GM level, it will come to BEZA Executive Board level.
• The Social Development Officer will share the summary of the comments to stakeholders in every level.
• A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all.

In the existing project BEZA welcomes suggestion and comments from the stakeholders e.g. the local people requested to project to dredging the Bamonsundhor and Icchakhali Khal to ensure the normal water flow from the upstream of the project. Based on suggestions from the local peoples and elected representatives, BEZA took necessary action in dredging both the Khals with the support of BWDB. Again, in BSMSN approach road project BEZA has considered the suggestion and comments of the local businessmen to avoid the local market and as per suggestions BSMSN has changed alignment of the approach road.
6. Roles, Responsibilities and Resources for Stakeholder Engagement

6.1. Resources

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

Table 6.1 indicates the Tentative Budget for implementing the SEP:

<table>
<thead>
<tr>
<th>1</th>
<th>Stakeholder Engagement Activities</th>
<th>Quantity</th>
<th>Unit Cost (USD)</th>
<th>Times/Month</th>
<th>Total Cost (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Staff salaries (02 Social Development Officers)</td>
<td>2</td>
<td>500</td>
<td>60</td>
<td>60000</td>
</tr>
<tr>
<td>1.2</td>
<td>Travel expenses</td>
<td>2</td>
<td>100</td>
<td>60</td>
<td>12000</td>
</tr>
<tr>
<td>1.3</td>
<td>Information Desk Officer</td>
<td>1</td>
<td>300</td>
<td>60</td>
<td>18000</td>
</tr>
<tr>
<td>1.4</td>
<td>Stakeholder/Community/Sensitization meeting</td>
<td>500</td>
<td>50</td>
<td>-</td>
<td>25000</td>
</tr>
<tr>
<td>1.5</td>
<td>Meeting with Union Parisad and Upazila Administration</td>
<td>80</td>
<td>200</td>
<td></td>
<td>16000</td>
</tr>
<tr>
<td>1.6</td>
<td>Meeting with District Administration</td>
<td>20</td>
<td>800</td>
<td></td>
<td>16000</td>
</tr>
<tr>
<td>1.7</td>
<td>Communication Materials (Posters; Brochure, Flyers, Billboard uploading information in website etc.)</td>
<td>20</td>
<td>3000</td>
<td></td>
<td>60000</td>
</tr>
<tr>
<td>1.8</td>
<td>Training on Social and Environmental issues (Batch, per batch 20 persons)</td>
<td>10</td>
<td>2000</td>
<td></td>
<td>20000</td>
</tr>
<tr>
<td>1.9</td>
<td>HHs Surveys for PAPs report preparation</td>
<td>5</td>
<td>5000</td>
<td></td>
<td>25000</td>
</tr>
<tr>
<td>1.10</td>
<td>Engaging Service Providers (Gov. &amp; Non-GOV)</td>
<td>Lump sum</td>
<td>8000</td>
<td></td>
<td>8000</td>
</tr>
<tr>
<td>1.11</td>
<td>Travel Expenses for Senior staffs of Ministry/BEZA/Others</td>
<td>Lump sum</td>
<td>5000</td>
<td>at least two visits a year for 5 years</td>
<td>25000</td>
</tr>
<tr>
<td>2</td>
<td>Grievance Redress Activities</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

Table 6.1: Tentative budget for implementation of SEP

<table>
<thead>
<tr>
<th>Description</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company:</td>
<td>Bangladesh Economic Zones Authority</td>
</tr>
<tr>
<td>To:</td>
<td>Manager (Admin)</td>
</tr>
<tr>
<td>Address:</td>
<td>111 CR Datta Road (level 12), Dhaka</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:manager.admin@beza.gov.bd">manager.admin@beza.gov.bd</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.beza.gov.bd">www.beza.gov.bd</a></td>
</tr>
<tr>
<td>Telephone:</td>
<td>02-9632467</td>
</tr>
</tbody>
</table>
### Stakeholder Engagement Activities

<table>
<thead>
<tr>
<th>Stakeholder Engagement Activities</th>
<th>Quantity</th>
<th>Unit Cost (USD)</th>
<th>Times/Month</th>
<th>Total Cost (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Communication Materials</td>
<td>10</td>
<td>1000</td>
<td></td>
<td>10000</td>
</tr>
<tr>
<td>2.2 GRM Guidebook</td>
<td>1</td>
<td>5000</td>
<td></td>
<td>5000</td>
</tr>
<tr>
<td>2.3 Suggestions Box</td>
<td>20</td>
<td>100</td>
<td></td>
<td>2000</td>
</tr>
<tr>
<td>2.4 GRM MIS Database</td>
<td>Lump sum</td>
<td>5000</td>
<td></td>
<td>5000</td>
</tr>
<tr>
<td>2.5 Training on GRM Committees and Contractor staff</td>
<td>5</td>
<td>5000</td>
<td></td>
<td>25000</td>
</tr>
<tr>
<td>2.6 Honorarium for committees</td>
<td>Lump sum</td>
<td>10000</td>
<td></td>
<td>10000</td>
</tr>
<tr>
<td>2.7 Contingency (10%)</td>
<td></td>
<td></td>
<td></td>
<td>33700</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>375,700</strong></td>
</tr>
</tbody>
</table>

### 6.2. Management functions and responsibilities

The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where one social development specialist (National), Social Development Officer (Field level), Design and Supervision consultancy firm will assist to implement the day-to-day activities.

**The roles and responsibilities of the organizations are presented below:**

The **Project Implementation Unit (PIU)** will be responsible for the preparation and physical implementation of the project. This unit will be under the oversight of the Project Director and GM (Planning and Development) of BEZA, comprising the following staff: Project Director, GM (Planning and Development), Procurement Officer, Social Development Specialist and an Environmental Specialist.

The **Social Specialist** who is part of the PIU be responsible to manage all social development aspects of the BEZA. The Social Specialist will oversee all planned stakeholder engagement activities and those in the process of being implemented. Responsibilities of the Social Specialist include the following:

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

The **Social Development Officer (Field)** who is part of the PIU be responsible to manage all social development aspects of the BEZA. The Social Officer will oversee all planned stakeholder engagement activities or in process of being implemented in the field. He/she will be responsible to assist the Social Specialist (National).

**Design and Supervision Consultant** shall be recruited to provide institutional capacity and support to the Project Implementation Unit (PIU) with: (a) overall project management and supervision including procurement, design, and contract management; and (b) oversee the overall implementation, monitoring, and reporting of safeguards aspects such as ESMPs, LMP, SEP and RAPs. After familiarizing themselves with the project area through reading and consultations with the BEZA Project Unit, the
consultants will design appropriate questionnaires intended for data collection at project location levels. The consultations will be on-going and an integral part of the project as set out in this SEP. In order to advance the Project, the PIU will work collaboratively with some of government departments and stakeholders such as (i) RHD, (ii) KGDCL, (iii) Power division, (iv) BEZA (Admin & Finance), (v) PGCB, (vi) CPA and relevant organization who is working in the city.

The roles and responsibilities, their interest and potential influence, and the internal coordination and communication arrangements are summarized below.

<table>
<thead>
<tr>
<th>Actor/ Stakeholder</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| PIU                | o The PIU will be responsible for the preparation and physical implementation of the project.  
o Organize regular meeting with stakeholders  
o The PD would oversee the activities of the Project Social Development Specialist and monitor the ongoing activities |
| Project Social Development Specialist | o Quarterly reporting on SEP and the GRM to the WB.  
o Responds to stakeholder feedback  
o Keep PD posted on all matters relating SE |
| Social Specialist (HQ) | o Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;  
o Oversee all stakeholder engagement related activities for the Project;  
o Manage the grievance mechanism;  
o Interact with related and complementary support activities that require ad hoc or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);  
o Liaise with the project directors/BEZA to ensure that stakeholder engagement requirements/protocols are understood; and  
o Proactively identify stakeholders, project risks and opportunities and inform the PM / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities. |
| Social Development Officer (field) | o Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;  
o Support to Social Specialist to oversee all stakeholder engagement related activities for the Project;  
o Manage the grievance mechanism;  
o Interact with related and complementary support activities that require ad hoc or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);  
o Liaise with the PD/BEZA to ensure that stakeholder engagement requirements/protocols are understood; and implemented. |
<table>
<thead>
<tr>
<th>Actor/ Stakeholder</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design and Supervision Consultant</td>
<td>o Supervision/monitoring of contractor;</td>
</tr>
<tr>
<td></td>
<td>o Management of engagement activities during the construction phase;</td>
</tr>
<tr>
<td></td>
<td>o Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</td>
</tr>
<tr>
<td></td>
<td>o Support to Social Specialist to oversee all stakeholder engagement related activities for the Project.</td>
</tr>
<tr>
<td>Others government departments and stakeholders</td>
<td>o Supervision/monitoring of contractor</td>
</tr>
<tr>
<td></td>
<td>o Management of engagement activities during the construction phase.</td>
</tr>
<tr>
<td></td>
<td>o Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</td>
</tr>
<tr>
<td></td>
<td>o Support to Social Specialist to oversee all stakeholder engagement related activities for the Project;</td>
</tr>
</tbody>
</table>
7. Grievance Mechanism

Considering the overall need for the total project period, BEZA will establish a GRM to address complaints and grievances throughout the lifecycle of the project. The GRM is intended to address issues and complaints in an efficient, timely, and cost-effective manner. The mechanism will, however, not bar an aggrieved person to go to the courts of law. A separate mechanism will be available for labor related issues under contractors and sub-contractors. Project-affected-people in the PRIDE project and any other stakeholder may submit comments or complaints at any time by using the project’s Grievance Redress Mechanism (GRM).

Grievances in the project may range from disputes over ownership and inheritance of the acquired lands to affected persons and assets missed by the censuses; less valuation of the affected assets; delay in compensation payment; adverse effect on the squatters and their livelihood, effect on the society and the local community due to construction related activities leading to noise, light and dust pollution, conduct of the migrant workers, local workers and the contractor, GBV and spread of STD, and during the operational stage grievances of the workforce against factory management, water pollution, mismanagement in treatment of effluent discharged by the factory and the like.

The Objectives of the GRM are to:
- Provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to the environmental impact, resettlement and compensation program.
- Strengthen accountability to the beneficiaries, including project affected people.

7.1. Grievance Mechanism Structure/Architecture

The purpose of the GRM is to record and address any issue that may arise during the lifecycle of the project period effectively and efficiently. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs) and the complainants. The GRM works within existing social and resettlement management frameworks, providing an additional opportunity to resolve grievances at the local, project and BSMSN/EZ level. Necessary sign posting/bill board would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level.

The structure of Grievance Mechanism chain is as follows:

![Figure 7.1: The structure of Grievance Mechanism](image)
7.1.1. Community level

The objective of the community level GRM is to resolve issues at the first instance. However, issues that are not resolved at community level will be referred to the industry/project level GRC. The community level GRC shall carry out the following as regard to redressing grievances:

a) Hear the grievances, and provide an early and mutually satisfactory solution to those;

b) Immediately bring to the notice of the Project unit or Social Standards Officer/Industry Leadership any serious matter that may have arisen/complaint received;

c) Inform the aggrieved parties about the progress of actions of their grievances and decisions.

The community level Grievance Redress Committee (GRC) shall have the following members:

- Assistant Manager-BSMSN (Convener), BEZA
- An Elected Member of the Union Parishad or Upazila Parishad
- A Female Member of the Union or Upazila Parishad
- A Representative of the PAPs in the EZ/subproject
- An Elected UP chairman
- A member of the NGO working in the locality on Social Development/Gender/GBV issues
- Social development officer (Member Secretary)

The Community level GRC shall resolve or reach a decision fifteen (15) days from the date the complaint is received. The chairperson of the GRC shall communicate the committee’s decision to the aggrieved PAPs in writing and maintain a record of all decisions related to each case. In addition, local communities have existing traditional and cultural grievance redress mechanisms. It is expected that some disputes at the community level may be resolved using these mechanisms, without the involvement of the contractor(s), and or Government representatives at the local, BSMSN/EZ/ and BEZA level.

7.1.2. Project/Industry (During Operation) Level Grievance Redress Mechanism

The objective of the project/industry level GRM is to bring the GRM closer to PAPs/workers of an industry, when operational. Issues that are not resolved at community level or industry level issues would be handled at this level. All effort shall be made to resolve issues at the first instance. The Project Director/ Social Specialist at the project level / Appropriate representative of the Industry along with HR Manager at the operational level shall carry out the following as regard to redressing grievances:

a) Hear the grievances of the PAPs/staffs and workers, and provide an early and mutually satisfactory solution to those;

b) Immediately bring to the notice of the Project unit or Social Standards Officer/Industry Leadership any serious matter that may have arisen/complaint received;

c) Inform the aggrieved parties about the progress of actions of their grievances and decisions of the Project unit/Industry level.

The project level GRM shall have the following Grievance Redress Committee (GRC) members:

- Project Director (Convener) / Director Administration of the Industry (during Operation Level)
- Assistant Manager-BSMSN
- An Elected Member of the Union Parishad or Upazila Parishad (Project Level Only)
- A Female Member of the Union or Upazila Parishad (Project Level Only)
- A Representative of the PAPs in the EZ/subproject/staff or workers representative of the Industry (operational level)
• An Area Representative of an NGO working in the area on Social Development /Gender/GBV and labor issues
• Social/ Resettlement Specialist/ HR Manager (Member Secretary)

The project level GRC shall resolve or reach a decision fifteen (15) days from the date the complaint is received. The Convener of the GRC shall communicate the committee’s decision to the aggrieved PAPs in writing and maintain a record of all decisions related to each case.

7.1.3. BSMSN/EZ Level Grievance Redress Mechanism (Operational Stage)

The objective of BSMSN/EZ level GRM is to oversee the GRM of the Industries at the operational stage and assist the Industries/Entrepreneurs in addressing the grievances immediately upon receipt of a complaint. When a grievance could not be effectively addressed and mitigated at the Industry/Entrepreneur level, it would be forwarded to the BSMSN/EZ level for necessary action. All effort shall be made to resolve issues at the earliest.

The BSMSN/EZ level GRM shall have the following Grievance Redress Committee (GRC) members:

• General Manager of BSMSN/his Deputy as Convener
• Director Administration of the Industry
• Representative of the staff or workers of the Industry including a female staff/worker
• An Area Representative of an NGO working in the area particularly in the fields of Labor, Gender and GBV
• Manager Administration of BSMSN/EZ (Member Secretary)

The BSMSN/EZ level GRC shall reach a decision fifteen (15) days from the date the complaint is received. The chairperson of the GRC shall communicate the committee’s decision to the aggrieved ones in writing and maintain a record of all decisions related to each case.

7.1.4. BEZA Level Grievance Redress Mechanism

A committee of knowledgeable persons, experience in the subject area, shall be constituted at the BEZA to handle complaints that have not been addressed or resolved at the Project implementation and operational level in the impact area or the project influence. The BEZA level GRM shall be comprised of the following members:

• General Manager (Convener)
• Legal Specialist, Member
• Social Specialist, Member
• Environmental Specialist-Member
• UP Chairman (on behalf of PAPs in Project Implementation stage)/Director Administration of the during the Operational Level - Member
• Chief Law Officer of BEZA – Member
• BSMSN/EZ Manager Administration (operational level)
• Director Administration of the Industry (operational level)
• GBV Specialist of the Local NGO assigned by BEZA to manage and respond to GBV cases
• Manager Administration-BEZA - Member Secretary

The BEZA level Grievance redress committee shall do everything possible to hear and determine the issues within 15 (fifteen) days from the date the case has been transferred to it from the BSMSN/EZ GRC. To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints, the reasons that led to acceptance or rejection of the particular cases, and the decision agreed with the complainants. BEZA will keep records of all
resolved and unresolved complaints and grievances and make them available for review as and when asked for by the World Bank and other interested persons/entities.

The chairperson of the GRC shall communicate the outcome to the aggrieved PAP(s)/staffs in writing. The GRC shall maintain a record of all outcomes related to each case. Should measures taken by the BEZA fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the court, and the court’s decision will be final.

7.2. Grievance Mechanism Intake Channels

Information about the GRM will be publicized as part of the initial disclosure consultations in the participating Upazila, union and villages. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in government offices, project offices, village notice boards, community centers, etc. Information about the GRM will also be posted online on the BEZA website (http://www.beza.gov.bd).

The overall process for the GRM will include six steps and described below:

- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: in person at offices (village/mahalla, Union, project, and Upazila offices) and at project sites, and by mail, telephone, and email.

- **Step 2: Sorting and processing.** Complaints and feedback will be compiled by the Assistant Manager/Social Development Officer and recorded in a register. Submissions related to the resettlement and compensation program will be referred to the planning department for processing and resolution.

- **Step 3: Acknowledgement and follow-up.** Within seven (7) days of the date a complaint is submitted, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint.

- **Step 4: Verification, investigation and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint’s validity, and then developing a proposed resolution, which could include changes of decisions concerning eligibility for compensation, additional compensation or assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.

- **Step 5: Monitoring and evaluation.** Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The Planning Department will be responsible for consolidating, monitoring, and reporting on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions. **Typical grievance resolution process is shown on Figure 7.1.**

- **Step 6: Providing Feedback.** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person. If the complainant is not satisfied with the resolution, he or she will be informed of further options, which would include pursuing remedies through the World
Bank, as described below, or through avenues afforded by the Bangladesh legal system. On a monthly basis, the Planning Department will report to the Executive Chairman on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days.

7.3. Grievance Registry, Referral, Resolution and Appeals Process

As per existing practice BEZA would adopt the following procedures:
The GRC at the Community level will establish a simple computerized system to record the complaints; information on the complainants and perpetrators with names of the enterprises they are employed in; acceptance/rejection of the complaints by CGRC and the reasons thereof. If the decision made at this level is not acceptable to the aggrieved person, GRC will refer to the project level during implementation level/to BSMSN/EZ level during operational level. If they too fail to solve the problem, it would be referred to the BEZA Headquarters with details of the complaint and minutes of the hearings at the BSMSN/EZ level. BEZA will review the case and send its decision within fifteen days from the receipt of the complaint or earlier. However, if an aggrieved person is dissatisfied with the GRM, he/she may lodge complaint following the law of the land. An example of a grievance registration form and Grievance Mechanism for PRIDE project is given at Annex E.

Any GBV related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on gender-based violence. GBV-related complaints will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor will be referred to an NGO assigned for the project by the Borrower to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint. Process of grievance resolution is presented in Figure 7-2.

---

7.4. GRM Monitoring and Reporting

Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the Project Director of PRIDE project. To ensure management oversight of grievance handling, the Internal team will be responsible for monitoring the overall process, including verification that agreed resolutions are actually implemented.
Any GBV related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on gender-based violence. GBV-related complaints will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor will be referred to an NGO assigned for the project by BSMSN/BEZA to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint. For further details, please refer to the GBV action plan at https://www.worldbank.org/en/news/press-release/2017/11/08/new-action-plan-addresses-gender-based-violence-in-world-bank-operations

7.5. GRM contact information - BEZA

Information on the project and future stakeholder engagement programs will be available on the project’s website and will be posted on information boards in the project office, villages, Union Parishad office, Upazila Office crossed by the line. Information can also be obtained from BEZA offices in Mirsharai and Dhaka.

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company:</td>
<td>Bangladesh Economic Zones Authority</td>
</tr>
<tr>
<td>To:</td>
<td>Project Director</td>
</tr>
<tr>
<td>Address:</td>
<td>111 CR Datta Road (level 12), Dhaka</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:mahmud.faruk@gmail.com">mahmud.faruk@gmail.com</a>, <a href="mailto:social.stcb@beza.gov.bd">social.stcb@beza.gov.bd</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.beza.gov.bd">www.beza.gov.bd</a></td>
</tr>
<tr>
<td>Telephone:</td>
<td>02-9632459</td>
</tr>
</tbody>
</table>

---

8. Monitoring and Reporting

8.1. Involvement of stakeholders in monitoring activities

The SEP will be periodically revised and updated by the Social Specialists as necessary in the course of PRIDE project implementations in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. This way there would also be room to include a freshly identified stakeholder group who might have been missed/were absent during the initial SEP preparation. BEZA engaged Institute of Water Modelling (IWM) to review the SEP developed by its specialists. IWM notified that the SEP was in a good standard and recommended that the BEZA should consider this as a living document and update it from time to time as necessary.

8.2. Reporting back to stakeholder groups

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project(s). The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner.

As mentioned before, the intensity of interaction and stakeholder engagements would vary depending on various Stage of the project and Grievance Mechanism of the SEP. However, on receipt of any grievance, necessary timeframe would be strictly followed to communicate solution reached/if referred to hierarchy/is in the Court of Law awaiting final decision to the local community and the interested groups verbally/through meetings/interactions/local elected leadership/local administration/BEZA’s own means etc. NGOs operating in the locality could also be used to communicate the message. The PRIDE website would be regularly updated covering all aspects of the project including progress, outcome of various meetings, and the Grievance related issues. Close and intense monitoring by PD with the assistance of Social Development Officer (field), and PIU in the project area would also work as an effective means of disseminating related information to the PAPs.

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

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

All the consultations so far held in the project area included women and the VG. Observations/suggestions of the elderly and the disabled were also taken by visiting them in situ. The outcomes of the consultation were given due importance and following discussion, certain project related planning and execution modalities were modified/changed.

8.3. Reporting to the World Bank

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

(b) The South Asia Template for Stakeholder Engagement Plan
(c) Abbreviated Resettlement Action Plan for Mongla and Mirsharai EZ
(d) Stakeholder Engagement Plan, Off-Grid Solutions (last-mile connections) in Khatlon Region, Tajikistan
(e) SIA of Mirsharai EZ- 2, BEZA
(f) Resettlement Action Plan for BSMSN Approach road
(g) Stakeholder Engagement Plan, for network reinforcement and access project
(h) Good Practice Note: Third-Party Monitoring report of Environment & Social Framework for IPF Operations
Annexes:

Annex A: Project Components and Sub-components

The PRIDE project covers four components. The first three components would be implemented by BEZA. The activities build on the experience from, and work done to date, under the IDA-funded Bangladesh Private Sector Development Support Project-PSDSP (P120843) and the joint WB-IFC Bangladesh Investment Climate Fund 2. The project is designed as an investment project financing operation with disbursement-linked indicators (DLIs) to strengthen focus on achieving important institutional and regulatory reforms. For BEZA, the project is designed to help reduce the risk of operations and significantly scale up its activities to deliver on commitments to private and public partners.

Component 1: Creating an Enabling Environment for Private Investment, Sustainability and Job Creation (US$100m)

The first component will inform and implement institutional, regulatory and administrative reforms; strengthen BEZA’s core competence in technical functions that would allow it to be an effective partner to leading private investors; and embed resilience and sustainability concepts into its development of infrastructure and associated services. It covers a significant budget for activities that disburse against the execution of eligible expenditures and verification of the achievement of DLIs. The link between some of the disbursement against the achievement of certain outputs and outcomes will emphasize and incentivize the quality of core results that are paramount to reduce certain risks associated with BEZA’s activities and at the same time allow it to scale up and accelerate its development activities.

Sub-component 1.1: Promoting good governance and administrative efficiency (US$15m + DLIs)

This sub-component would promote good governance and administrative efficiency by rendering BEZA a more effective autonomous authority. It will help BEZA to crowd in and realize the most attractive proposals in its US$18 billion, and growing, investment pipeline. It will also help ensure that these investments are properly implemented and generate strong public benefits by reducing the risk of negative social and environmental externalities, and fiscal exposure of the treasury. It will allow BEZA to build on its achievements over the last five years and strengthen the authority and its operations to deliver on its commitment to public and private partners. Key priorities are to separate the regulator role and developer role; create special operations units within core functions; update operational procedures to reduce the risk for land speculation; introduce stronger incentives for productive private participation; and integrate green economic zone concepts of resilience and sustainability in the management and financing mechanisms of all infrastructure, utilities and associated services. The DLIs will be linked to a selection of the core outputs and outcomes as follows:

a) Review and revision of BEZA’s mission and vision statements;
b) Design and implementation of a comprehensive human resources policy;
c) The establishment, recruitment, training and equipment of special operations units—some of which may become centers of excellence—within BEZA around:
   ▪ Site selection, feasibility evaluation and master planning,
   ▪ Investment facilitation and promotion,
   ▪ Social and environmental management,
   ▪ PPPs and transaction support,
   ▪ Green economic zone development - sustainable and resilient infrastructure, including post-disaster recovery strategies;
d) Development and expansion of BEZA’s nascent one stop shop services center to introduce streamlined administrative services;
e) Establishment of formal coordinating mechanisms to allow BEZA to play a more effective role vis-à-vis other public entities and private partners, including at the division level;
f) Develop and implement clear rules when economic zones may have public ownership/participation;
g) Clearly separate the regulatory and developer roles;
h) Establishment of special purpose entities when economic zones have public participation to improve governance and promote inclusive development; and
i) Development of a practical framework and guidelines for green and resilient economic zones at the national level and application at the local level for all economic zones supported under the project.

Sub-component 1.2: Promoting public private participation (US$15m + DLIs)
The project would finance technical assistance and training to support the PPP Special Operations Unit develop a PPP program, including the delivery of specific PPP transactions, with the aim of attracting internationally reputed developers and operators of economic zones and associated services. The project will provide support for legal, regulatory and institutional reforms. It will develop procedures and guidelines for identifying, selecting, preparing, structuring, negotiating, implementing and monitoring PPP transactions. It will provide resources to BEZA for inter-agency coordination with entities such as the PPP Authority, the Chittagong Port Authority, etc., when collaboration is required. It will build the capacity of a core team of 3-4 staff plus embedded consultants and experts who will be responsible for managing the PPP preparation, tendering and transaction implementation process. Structured training programs will cover PPP concepts and best practices, including on transaction structuring, risk allocation, procurement best practices, assessing value for money, PPP standard contractual provisions, contract negotiation, etc. The DLIs will be linked to the compliance with the due diligence process of openness and competition and then support expenditures under the GoB’s counterpart investments.

The project would also provide technical assistance to prepare and implement a few concrete PPP transactions. It will finance capital contributions when needed to make transactions financially viable, especially where green, resilient and smart investments need to be commercially viable. The preliminary pipeline of potential transactions includes:

a) PPP for Green Zone Master Developer (200 ha, in two phases): feasibility study, transaction advisory services, capital contribution for land elevation, and possibly partial capital contribution for key green infrastructure. The latter may include one or more services/activities such as desalination, rain water capture, water resource management, solid waste management, waste pyrolysis/energy, solar energy production, sewage management, waste water treatment, flood management, etc. The selection will depend of findings of feasibility studies and market response.

b) PPP for Sea Port, Port Facilities and Land Reclamation: feasibility study, transaction advisory services, support to help mobilize public financing for port superstructure, capital investment from other financing sources for port superstructure, etc. Total funding would likely amount to approximately US$1bn. BEZA has received credible but unsolicited proposals and the project will integrate them in an open and competitive selection process.

c) PPP for Desalination and Wastewater Treatment: feasibility study, transaction advisory services and capital investment to buy down the cost of green, best practice solutions. Other green zone activities such as solar power, rain water capture and flood management will be considered at the pre-appraisal stage.

Component 2: Supporting phased development of the BSMSN Green Economic Zone (US300m)
The second component would support the phased development of the BSMSN Green Economic Zone along the Dhaka-Chittagong corridor, following the formal adoption of the Master Plan for the greater industrial city of BSMSN. This is a unique opportunity to properly plan and establish a
new economic agglomeration with an ideal institutional setup, inclusive leadership, joint facilities to tackle negative externalities associated with industrial production, promote private participation in the development of the site, and integrate resilience and sustainability concepts into the design and operation of new infrastructure and services. BEZA has an investment pipeline covering 1,610 ha for 58 investment projects—some of which have already been allocated land. The investors originate mainly from Europe, Asia and the Pacific and include many Bangladeshi textiles and garments producers, and various producers of food and beverage, chemical engineering, footwear and pharma. The 58 investment projects are estimated to be worth US$12.3bn and could employ more than 150,000 workers if realized.

This component would catalyze the development of a state-of-the-art green economic zone and set an example for sustainable, resilient and environmentally sound industrial development in Bangladesh. While BSMSN could ultimately cover approximately 40,000 ha by 2040, the project would focus on three plots of land: BSMSN-2A (380 ha), 2B (182 ha) and 200 ha of GoB land that have not yet been allocated and which would go through a rigorous concession process to attract a developer and operator (i.e. an International Master Developer, IMD) that has a proven international track record to bring in leading participants in global supply chains. The land development for 2A and 2B is in progress and will be ready before the effectiveness of the project. As the first areas in BSMSN that will host large-scale production it is critical for BEZA to use 2A and 2B to set expectations of quality and managerial standards at a high level for subsequent phases of development. It is also essential to get 2A and 2B right to ensure synergies with expected developments of residential areas and a commercial center in the greater BSMSN region. This entails shared environmental and social infrastructure such as water, waste water, solid waste and social facilities. GoB support to crowd in investments by private developers and operators is partly motivated by the public good that shared facilities must bring to workers and new residents in the area.

Sub-component 2.1: Developing environmentally sustainable and resilient infrastructure (US$230m)

This sub-component would finance works, goods and technical assistance to apply and implement the new International Framework for Eco-Industrial Parks in BSMSN 2A-2B and in the BSMSN-IMD area. The approach will eventually be scaled up at a national level under a parallel technical assistance. The Master Plan for BSMSN and associated demand analysis show strong demand mainly from labor-intensive light industries. A preliminary analysis of the measures required to incorporate resilience and sustainability as a core strategy in the development of BSMSN 2A-2B are presented in Table 1 and in Annex B. These investments would significantly reduce negative externalities from industrial production by helping to optimize the use and cost of utilities and resources (e.g. water, drainage, electricity, gas) and reduce the environmental footprint and operational risks. The investments would enhance the attractiveness of BSMSN 2A-2B to tenants since they render supply chains more effective and cater also to more demanding international multinationals and buyers. The investments would also generate positive externalities to households in surrounding residential areas because the expected demand for clean water, renewable energy and waste management services for civilian needs will be incorporated in the design and phased development of services that primarily serve industrial demand.

Table 1 presents a gap analysis for BSMSN 2A-2B that applies the criteria defined in the International Framework for Eco-Industrial Parks. The preliminary list of interventions has been classified by sustainability or resilience depending of the type of service. Services under the sustainability category optimize the use of resources (water, waste, energy), including through effective and innovative recycling solutions that can be profitable. These solutions are already established in many countries, but most have yet to be introduced or implemented in Bangladesh. Services under the resilience classification minimize the loss of services after natural disasters and
under changing climate conditions before, during and after natural disasters and extreme weather events. The preliminary investment assessment indicates that some of the services can be provided through private participation. Activities under sub-component 1.2 will help inform the process of selecting appropriate developer and operator modes. The pre-appraisal of the project will evaluate and prioritize these infrastructure investments.

There will be a mix of public and private participation. Some of the investments will be partially financed by the government to make green solutions viable. The financing strategy of the interventions for BSMSN 2A-2B will be based on a cascade approach to classify and prioritize the investments that can be performed considering various private and public sources. Infrastructure classified as resilience services and primary infrastructure such as roads and bridges or connecting pipelines for utilities and general services (see sub-component 2.2) will be financed through public investment, including with funds released from DLIs under Component 1. The PPP options will be explored during project pre-appraisal, including with the IFC, and will concern: (a) serving BSMSN-2A and BSMSN-2B with desalination and wastewater treatment, renewable energy sources (floating solar, rooftop solar), and solid waste management; and (b) social services and logistics for the greater BSMSN Green Industrial City, such as a new seaport, a hospital, an international school, etc. Some of these sub-projects will be completed within the timeframe of this project while other sub-projects will be planned, prepared and possibly transferred to a second phase of the project, or spun off and incorporated in other government projects.

**Table 1: Indicative list and preliminary investment assessment for BSMSN 2A and 2B**

<table>
<thead>
<tr>
<th>Type of Intervention</th>
<th>Potential intervention</th>
<th>Area (ha)</th>
<th>Equity (30%)</th>
<th>IRR</th>
<th>Investment assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainability</td>
<td>Waste water plant (CETP)</td>
<td>7.2</td>
<td>9%</td>
<td></td>
<td>US$110m</td>
</tr>
<tr>
<td>Sustainability</td>
<td>Desalination plant</td>
<td>4</td>
<td>9%</td>
<td></td>
<td>US$100m</td>
</tr>
<tr>
<td>Resilience</td>
<td>Underground electric line (15km)</td>
<td>4.5</td>
<td>n.a.</td>
<td></td>
<td>US$10m</td>
</tr>
<tr>
<td>Resilience</td>
<td>Innovative draining system</td>
<td>102</td>
<td>n.a.</td>
<td></td>
<td>US$100m</td>
</tr>
<tr>
<td>Sustainability</td>
<td>Floating solar</td>
<td>35</td>
<td>19%</td>
<td></td>
<td>US$67m</td>
</tr>
<tr>
<td>Sustainability</td>
<td>High temperature pyrolysis plant (associated to SWM)</td>
<td>0.6</td>
<td>19%</td>
<td></td>
<td>US$27m</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>US$ 404m</strong></td>
</tr>
</tbody>
</table>

**Sub-component 2.2: Last mile infrastructure to implement the Master Plan for BSMSN (US$70m)**

Besides the infrastructure under sub-component 2.1, the project will also finance last mile infrastructure to connect BSMSN-2A, BSMSN-2B and BSMSN-IMD to local roads and grids, and in some cases factory units within these sites. The investments will follow the priorities identified in the Master Plan for BSMSN. The sub-projects have been identified and their details are available in this plan, which follow international best practice standards.

**Component 3: Creating a dynamic private market for serviced industrial land (US$75m)**

The third component would help create a dynamic private market for serviced industrial land that serves external investors unaffiliated with the developer or operator. Eleven private economic zones have been licensed in the last three years but a minority of these eleven PEZs have so far attracted investors that are unaffiliated to the licensed operator. Two of the PEZs have in the last 18 months attracted credible foreign investors. A preliminary assessment of the nascent PEZ
market suggests three forms of interventions that would be included to help accelerate the development of this market.

a) Review and revision of the regulations and procedures around the licensing of PEZs. Technical assistance to strengthen the capacity to monitor and enforce the regulations. The current rules stipulate that at least 50 percent of the space in a PEZ must be rented out to unaffiliated investors and the effectiveness and outcomes to date of these rules will be evaluated;

b) Technical assistance to help identify, evaluate, design and integrate resilience and sustainability in the infrastructure investments and services provided by PEZ operators. The qualifying criteria will be strict to benefit PEZ operators that are leasing out the great majority of its space to unaffiliated tenants (i.e. complying with the revised regulations). The selection criteria for sub-projects will be based on professional assessments about the economic rate of return and the internal rates of return. A PEZ operator that brings in a reputable anchor investor in a new industry gives rise to positive externalities that can be substantial and produce transformational impact, which warrants public support; and

Grant mechanism program to support new tenants in PEZs that (i) are unaffiliated to the operator and (ii) enter a sector or market where Bangladesh has little or no presence (market seeking investors that promote economic diversification) or (iii) enter the market to produce in Bangladesh for foreign markets (efficiency seeking investors that contribute to exports). The grant program will be tailored to help raise labor productivity by incentivizing firm investment in skills formation by accredited institutions. The matching grant program will operate on a reimbursable basis and only for legitimate expenses for those who successfully complete the training and obtain certified credentials. Depending on demand there could also be a window to incentivize investments that implement the new International Framework for Eco-Industrial Parks.
Annex B: The Tentative Master Plan Map of BSMSN
## Annex C: Previous Consultations and Engagement with Project Stakeholders

<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
</table>
| Ward no.6 & 10 Ichakhalai Union | 23 May’16 | 38 Local community | • People have raised concerns about their lack of technical skills in accessing jobs in the EZ and requested BEZA to provide technical training to them to take up such new kind of jobs.  
• There was a request from the people to give preference to them in the semi-skilled/unskilled work.  
• In order to boost the local economy, it was suggested by the people to use the goods and services from/within the Upazila area in the establishment of EZ. |
| Tea-shop near Forest Office, Mirsharai | 25 May’16 | 24 PAPs | • The affected community has raised concern over the compensation to be paid to them.  
• Suggestions came from the community as well as the affected people that widening of the road should be done on the western side so as to reduce the number of affected households. |
| Cyclone Shelter on the eastern side of the road near Hindupara (Char Sarat/East Ichakhalai/Ichakhali-6) | 25 May’16 | 31 PAPs/Local community | • In case the people are resettled, they prefer to stay within the Char Sarat village area.  
• An alternate route for the approach road to the EZ from the Dhaka-Chittagong Highway was suggested. It would pass near the Muhuri project site at Joralganj, and would be ~15km long.  
• People whose lands and houses are getting affected should be provided with employment opportunities. |
| On the existing un-metaled approach road, ~2km from Chicken Poultry end (Char Sarat/East Ichakhalai/Ichakhali-6) | 25 May’16 | 20 PAPs/Local community | • Widening of the road is preferred on the western side of the existing approach road |
| Near the house of Mr. Rezaul Karim, near Chicken Poultry (Nayapara/South) | 25 May’16 | 21 PAPs/Local community | • Road widening on the western side is preferred, as it reduce government’s compensation requirements as well.  
• To further reduce the number of people to be displaced on the western side of the road, the new road can be routed straight from the Poultry farm and join the nearest elbow. |
<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moghadia/Shaherkhali</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Grocery shop at Hindupara (Char Sarat/East Ichakhali/Ichakhali-6) | 25 May’16  | 20 PAPs/Local community                  | • Although development is welcome, the road widening on the western side of the existing road is preferred.  
• There shouldn’t be any delay in compensation for their lost assets.  
• Adequate livelihood support and income restoration to the affected persons. Expeditious payment of the compensation (before the beginning of the pre-construction activities). |
| Tea-shop beside the existing un-metalled approach road, ~3km from Chicken Poultry end (Char Sarat/East Ichakhali/Ichakhali-6) | 25 May’16  | 20 PAPs/Local community                  | • Adequate relocation for affected families who are losing residential structures.                                                                                                                                 |
| Mirsharai                                  | 3 Jul’15   | 3 BRAC (International NGO working at Sonagazi, Mirsharai & Sitakunda) | • EZ will raise the standard of living, thereby increasing the earning capability of locals, which, in turn, will enhance the investment opportunity for Grameen Bank  
• The establishment of EZ will help land value to appreciate.  
• Environment-polluting industries should NOT be encouraged within the EZ.  
• Local people should be given preference during recruitment in EZs; selection should be solely based on merit / capability. |
| Mirsharai                                  | 22.06.2016 | 3 ASA (National NGO working at Sonagazi, Mirsharai & Sitakunda) | • Owing to inflow of people from outside, Asa will have a higher base of potential customers for providing financial help.  
• Land value is expected to increase.  
• If needed, trainings can be provided by Asa in the future. |
| Mirsharai                                  |            | 4 Buro (National NGO working at Sonagazi, Mirsharai & Sitakunda) | • Increased employment will help in fastening the financing process and broadening the customer base.  
• Since financing is provided to low as well as medium-income people, new employees can move into higher-capability customer band, thereby increasing the loan sanction amount. |
| Mirsharai                                  | 24.05.2016 | PMK (Palli Mangal Karmasuchi) (National NGO working at Sonagazi, | • Establishment of the EZ will increase the customer base for the NGO.  
• Healthcare program is planned for providing awareness to pregnant women and preventing child marriage. |
<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
</table>
| Ward.6, Char Sarat Village | 28.05.2016   | 10 Women                               | • Women believe that they can access employment opportunities in the EZ even if the gender inequality is deep rooted in the area;  
• EZ will be able to provide stable employment opportunities throughout the year for people dependent on seasonal income opportunities.  
• Extend the employment opportunity to the women in the area especially in the construction works (unskilled), cleaning, etc.                                                                                                                                                 |
| Naya Para Village     | 28.05.2016   | 30 Participants Economic zone, Peripheral bund/road | • No problem is being faced by people due to construction of EZ-I and single lane access road on CDSP/BWDB bund  
• It is nearby village with 700 HH & 100% Muslim population. Major occupation of people is agriculture/aquaculture, small business and jobs like drivers etc. Av. Income per family is 5000-6000 TK/month. Most of the HHs rear poultry and cattle.  
• No factory emitting bad odor should come up in the EZ area like CB factory (poultry farm & feed factory)  
• Local people should be provided employment in the industries in upcoming EZ preferably  
• Skill enhancement training should be given to villagers by industries so that they can work in those industries  
• People expect agro based industries to come up in region which will help them selling their products easily. Also they expect upcoming industries will train them to enhance their productivity by using HYV seeds and modern equipment’s  
• Only non-polluting industries should come up in this region and measures should be taken by industries to control the pollution levels |
<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
</table>
| Discussion with local fishermen near Bamon Sundar Canal | 16 Apr’16 | 20 local fishermen | • Fishermen catch 8-10 kg of fish per day by fishing and earn 2500-3000 Tk per week.  
• They insisted that jobs should be given to locals during both construction and operation phase preferably as there is large scale unemployment.  
• Nearby CP factory causes lot of odor and skin diseases and same should not happen in the EZ zone.  
• Fish based industries should be promoted.  
• No problem is being faced by people due to construction of EZ-I and single lane access road on CDSP/BWDB bund. |
| Ward.6, Char Sarat Village (Women Group) | 16 Apr’16 | 40 Women | • Women believe that they can access employment opportunities in the EZ even if the gender inequality is deep rooted in the area;  
• EZ will be able to provide stable employment opportunities throughout the year for communities dependent on seasonal income opportunities.  
• Extend the employment opportunity to the women in the area especially in the construction works (unskilled), cleaning etc. |
| Ward no.6 & 10 Ichhakali Union | 16 Apr’16 | 21 Local community | • Majority of the people are currently engaged in agriculture and aquaculture and does not have technical skills to undertake jobs in the EZ.  
• In case necessary training is provided for jobs, the local people are also willing to take up such new kind of jobs.  
• The local people should be given preference for allocation of jobs.  
• Involving local people who are living near the approach road in the construction works. (Especially construction workers and unskilled labors).  
• The local communities wanted that opportunities be given to the local workforce during the construction phase.  
• Use of goods and services from/within the Upazila area to develop the approach road. |
| Consultation with NGOs and CSO at Mirsharai | 25 May’16 | 15 NGOs and CSO representative | • EZ will raise standard of living, thereby increasing the earning capability of locals, which, in turn, will enhance the investment opportunity for Grameen Bank.  
• The establishment of EZ will help land value to appreciate.  
• Environment-polluting industries should be encouraged within the EZ.  
• Local people should be given preference during recruitment in EZs; selection should be solely based on merit / capability. |
| Tea-shop near Forest Office, Mirsharai | 25 May’16 | 03 Tea shop owner | • Although construction of a wide road will be beneficial for the area, but many landowners would be displaced landless if the road is widened on the eastern side of the existing unmetaled road.  
• The local people unanimously supported the construction of the road if it is done on the western side, since the land on the western side is government land.  
• Who will compensate for the difference in Mouza rate and market price of the land. |
<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upazila Administration</td>
<td>13 January '18</td>
<td>75 persons including BEZA, government representative, local elite, Vulnerable</td>
<td>• BEZA may construct the port within Sitakunda part because the depth of sea is</td>
</tr>
<tr>
<td>Sitakunda</td>
<td></td>
<td>People, UP Chairman, women</td>
<td>higher than Mirsharai</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• RHD may support to local community to construct a road from Baro-Darogarhat to EZ</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• BEZA needs to start the skills development training to ensure the jobs for influence</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>area of zone</td>
</tr>
<tr>
<td></td>
<td>07 March '18</td>
<td>200 persons including Member of Parliament, Executive Chairman of BEZA,</td>
<td>• RHD will complete the construction road within December 2019</td>
</tr>
<tr>
<td>Mirsharai</td>
<td></td>
<td>government representative, local elite, freedom fighters, UP Chairman,</td>
<td>• To avoid the traffic management of Borotakia Bazar the RHD will open the bypass</td>
</tr>
<tr>
<td></td>
<td></td>
<td>contractors</td>
<td>• BEZA needs to start the skills development training to ensure the jobs in EZs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• BEZA may worked for plantation program</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• As a part of development of mega project, department of education will enhance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>the capacity of neighbor schools and colleges capacity.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Department of fire services will construct a fire station within the zone</td>
</tr>
<tr>
<td></td>
<td>25 September '18</td>
<td>50 squatters besides the approach road</td>
<td>• Ensure the livelihood of the affected</td>
</tr>
<tr>
<td>Project site office</td>
<td></td>
<td></td>
<td>• People have raised concerns about their lack of technical skills in accessing</td>
</tr>
<tr>
<td>Mirsharai</td>
<td></td>
<td></td>
<td>jobs in the EZ and requested BEZA to provide technical training to them to take up</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>such new kind of jobs.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• There was a request from the people to give preference to them in the semi-skilled</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>/unskilled work.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Ensure the livelihood support and income restoration to the affected persons.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• BEZA will give priority to get the job affected HHs</td>
</tr>
<tr>
<td></td>
<td>07 March '19</td>
<td>48 government representative/ PAPs/local elite/ UP chairman and member</td>
<td>• The approach road from the Muhuri project to Sonagazi needs to widen.</td>
</tr>
<tr>
<td>Upazila Administration</td>
<td></td>
<td></td>
<td>• BEZA will support to local community to avoid the river erosion of the Feni river</td>
</tr>
<tr>
<td>Sonagazi, Feni</td>
<td></td>
<td></td>
<td>• Adequate livelihood support and income restoration to the affected persons.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• BEZA may help to riper the old embankment for smooth communication.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Local UP chairman will prepare a list of youth who are interest to receive the</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>skills training based own their choice</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• BEZA may support to construct a mosque besides the zone</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• BWDB/BEZA will ensure the green buffer besides the embankment to protect from</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>natural climates.</td>
</tr>
</tbody>
</table>

55 | Page
<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
</table>
| Project site office    | 10 June ‘19         | 28 government representative contractors | • The contractors should employ the labor from the affected community.  
• The construction of approach road should be in right time.  
• The contractors will use the water to control the dust.                                                                                                                                                                                                                                  |
| Mirsharai              |                     |                               |                                                                                                                                                                                                                                                                                                                                                           |
| Char Chandina Sonagazi | 30 June’19          | 07 Local Elites, Farmer group | • Employment should be given to the PAPs from the earliest stage of site development so that they don’t get economically deprived/jobless  
• They are expecting that, as a foremost need for EZ development, the connectivity and mode of transport will be improved. The social infrastructure like schools, colleges, medical facilities will gradually be developed in the area.  
• They fear that the people in this region will not get job in EZ as they are neither technically skilled nor literate. The project authority should undertake skill development program in neighboring areas. This will ascertain that the priority will be given to the locals for various employment opportunities during development and operation stage of EZ. |
|                        |                     |                               |                                                                                                                                                                                                                                                                                                                                                           |
| Char Khondoker Sonagazi| 01 July’19          | 18 07 Local Elites, Farmer group | • The stakeholders welcomed the project. They believe it will bring various economic opportunities to them.  
• The local elites were concerned about the development of Economic Zone. Some cases, small scale local fishermen using the branches of Boro Feni River following within the proposed EZ boundary. They will be affected on their livelihood.  
• To restore the livelihood BEZA may support them to replace the jobs.                                                                                                                                                                                                                       |
|                        |                     |                               |                                                                                                                                                                                                                                                                                                                                                           |
| Meeting with associated government organization | Octobe r 10, 2019 | 18 government representatives | • The RHD would complete the construction of road by December 2019  
• KGDCL would distribute the gas to unit investors by November 2019  
• BWDB would complete the construction of sluice gate by December 2019                                                                                                                                                                                                                           |
Annex D: Sample Grievance Form

<table>
<thead>
<tr>
<th>Grievance Form: Bangladesh Economic Zones Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grievance reference number (to be completed by Project):</td>
</tr>
<tr>
<td>Contact details (may be submitted anonymously)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>How would you prefer to be contacted (check one)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Preferred language</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.</td>
</tr>
<tr>
<td>What is your suggested resolution for the grievance, if you have one? Is there something you would like BEZA or another party/person to do to solve the problem?</td>
</tr>
<tr>
<td>How have you submitted this form to the project?</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Who filled out this form (If not the person named above)?</td>
</tr>
<tr>
<td>Signature</td>
</tr>
<tr>
<td>Name of BEZA official assigned responsibility</td>
</tr>
<tr>
<td>Resolved or referred to GRC1?</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Resolved referred to GRC2?</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Completion</td>
</tr>
<tr>
<td>Final resolution (briefly describe)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>1st proposed solution</td>
</tr>
<tr>
<td>2nd proposed solution</td>
</tr>
<tr>
<td>3rd proposed solution</td>
</tr>
</tbody>
</table>
Annex E: Grievance Mechanism for PRIDE Project

Documentation the Grievance

Grievance Received

Acknowledge the complaints

Meeting

Meeting Minutes

Community Level GRC

If Yes
Submit a report to Project level

If No
Refer to Project level

Meeting Project level GRC

If Yes
Submit a closing report BSMSN/EZ AND BEZA

If No
Refer to BSMSN/EZ

Meeting BSMSN/EZ Level GRC

Meeting BEZA Level GRC

If Yes
Submit a closing report to BEZA management

If No
Refer to Court

Court Decision

If No
Refer to Court
STAKEHOLDER ENGAGEMENT PLAN

FOR

Private Investment and Digital Entrepreneurship Project (PRIDE)

PART 2 - BANGLADESH HI-TECH PARK AUTHORITY
STAKEHOLDER ENGAGEMENT PLAN

FOR

Private Investment and Digital Entrepreneurship Project (PRIDE) Project: Component - 4

Project ID no: P170688

February 2020

Bangladesh Hi-Tech Park Authority

Ministry of Posts, Telecommunications and Information Technology

www.bhtpa.gov.bd
Executive Summary

SEP on BHTPA PRIDE Project

Bangladesh Private Investment & Digital Entrepreneurship Project (PRIDE) aims to promote private investment and job creation in economic zones and digital entrepreneurship in hi-tech parks in an environmentally sustainable manner. The project aims at leveraging Bangladesh’s rapid economic progress, supply of huge working age population, the need to attract private and foreign investment and the concept of Digital Bangladesh by providing technical assistance in policy formulation, human development and building resilient infrastructure and support services. The project has four components and several sub-components. Component 1 aims at creating an enabling environment for private investment and job creation at Bangabandhu Sheikh Mujib Shilpa Nagar. Component 2 plans to support phased development of the BSMSN Green Industrial City. Component 3 aims at creating a dynamic private market for serviced industrial land while Component 4 plans to strengthen the digital entrepreneurship and innovation ecosystem. The first three components will be implemented by Bangladesh Economic Zone Authority (BEZA) and the fourth component will be implemented by Bangladesh High Tech Park Authority (BHTPA).

The purpose of this Stakeholder Engagement Plan is to identify various stakeholders (Project Affected and Interested Parties) for this project and build and maintain a constructive relationship with them, The SEP also aims to assess the level of stakeholder interest and support for the PRIDE project and to enable stakeholders’ views to be taken into account in project design and environmental and social performance. It also plans to inform stakeholders of the project related information especially issues that could potentially affect them in a timely, understandable, accessible and appropriate manner and format as well as provide them with accessible and inclusive means to raise issues and grievances, and allow IA to respond to and manage such grievance.

The Stakeholders have been communicated and interacted through a number of engagement process including websites, newspaper advertisement, face to face and door to door meeting, survey and polls etc. Through stakeholder engagements at various times, the suggestions and comments of the various stakeholder groups have been recorded, given due importance during project planning and implementation and used.

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within BHTPA PIU, its regional offices and local sub-contractors. The project will ensure necessary logistics and budget to implement the SEP. The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where various specialists will assist to implement the day-to-day activities.

A GRM to address complaints and grievances throughout the lifecycle of the project has been designed that is intended to address issues and complaints in an efficient, timely, and cost-effective manner. Project-affected-people in the PRIDE project and any other stakeholder may submit comments or complaints at any time by using the project’s Grievance Redress Mechanism (GRM).

The project has a number fo vulnerable people that have been identified and mitigation measures have also been worked out. The vulnerable people includes local tradesmen, old people, women and children, transgender community, sex workers etc. Differentiated measures have planned to minimize
adverse affect on these people.

During the operation stage ITeS, STPs and Incubation Centers at the selected Public and Private Universities would work intimately with BHTPA. As such FGD, meetings, seminars etc. would be arranged by BHTPA to engage the stakeholders. Detail budget for the SEP including GM has been planned. The Social Specialist (who is part of the PIU) would be responsible to the PD and PIU for the effective implementation of the SEP. Engagement with DNCC, Office of the Zonal Executive, Zone 5 (Kawran Bazar) and Commissioner, Ward Number 26 will continue throughout the lifecycle of the project.

BHTPA has no plan to involve any third party for monitoring the implementation of the SEP. The PD and PIU would address the issue of effective implementation of the SEP.
# Table of Contents

1 | Introduction and Project Overview | 68  
1.1 | Project Background | 68  
1.2 | Project Description | 68  
1.3 | Project Location | 71  
1.5 | Project Implementation Arrangement | 73  

3 | Project Stakeholders | 78  
3.1 | Stakeholder Identification and Analysis | 78  
3.2 | Disadvantaged/Vulnerable Individuals or Groups | 81  
3.3 | Stakeholder Mapping | 82  
3.4 | Summary of previous stakeholder engagement activities | 84  
3.5 | Lessons Learned on Stakeholder Engagement | 88  
3.6 | Summary of Stakeholder Needs | 89  
4 | Stakeholder Engagement Plan | 93  
4.1 | Information Disclosure | 93  
4.2 | Proposed strategy of Stakeholder Engagement | 96  
4.3 | Proposed strategy/differentiated measures to include the views and encourage participation by Vulnerable Groups | 103  
4.4 | Review of Comments | 104  
5 | Roles, Responsibilities and Resources for Stakeholder Engagement | 105  
5.1 | Resources | 105  
5.2 | Management Functions and Responsibilities | 107  
6 | Grievance Mechanism | 109  
6.1 | Grievance Mechanism Structure/Architecture | 109
6.2 Grievance Mechanism Intake Channels

6.3 Grievance Registry, Referral, Resolution and Appeals Process

6.4 GRM Monitoring and Reporting

6.5 GRM Contact Information

7 Monitoring and Reporting

7.1 Involvement of Stakeholders in Monitoring Activities

7.2 Reporting Back to stakeholder Groups

7.3 Reporting to the World Bank

8 References

List of Tables

Table 1 Summary of BHTPA PRIDE Project Stakeholders
Table 2 BHTPA PRIDE Project Potentially Vulnerable Groups
Table 3 Previous Consultations and Engagement with Project Stakeholders
Table 4 Summary of Stakeholder Needs
Table 5 Information Disclosure Mechanism
Table 6 Planned Stakeholder Engagement Activities
Table 7 Vulnerable Group and Proposed Strategy
Table 8 Tentative Budget for Implementation of SEP
Table 9 Roles and Responsibilities of the Stakeholder

Figures

Figure 1 BHTPA: Theory of Change and Results Chain for Component 4
Figure 2 Google Location Map of 12-Storeyed BHTPA Office Building
Figure 3 Location Picture
Figure 4 BHTPA PRIDE Project Stakeholder Mapping Results
Figure 5 The Structure of Grievance Mechanism

Annex

Annex A Sample Grievance Form and Grievance Mechanism
# Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASA</td>
<td>Association for Social Advancement</td>
</tr>
<tr>
<td>BACCO</td>
<td>Bangladesh Association of Call Center &amp; Outsourcing</td>
</tr>
<tr>
<td>BASIS</td>
<td>Bangladesh Association of Software and Information Services</td>
</tr>
<tr>
<td>BCS</td>
<td>Bangladesh Computer Samity</td>
</tr>
<tr>
<td>BHTPA</td>
<td>Bangladesh High-Tech Park Authority</td>
</tr>
<tr>
<td>BRAC</td>
<td>Bangladesh Rural Advancement Committee</td>
</tr>
<tr>
<td>BUET</td>
<td>Bangladesh University of Engineering and Technology</td>
</tr>
<tr>
<td>BWDB</td>
<td>Bangladesh Water Development Board</td>
</tr>
<tr>
<td>CBO</td>
<td>Community based organizations</td>
</tr>
<tr>
<td>CSOs</td>
<td>Civil Society Organizations</td>
</tr>
<tr>
<td>CUET</td>
<td>Chattogram University of Engineering and Technology</td>
</tr>
<tr>
<td>DESCO</td>
<td>Dhaka Electric Supply Company Limited</td>
</tr>
<tr>
<td>DIA</td>
<td>Direct Area of Influence</td>
</tr>
<tr>
<td>DIU</td>
<td>Daffodils International University</td>
</tr>
<tr>
<td>DNCC</td>
<td>Dhaka North City Corporation</td>
</tr>
<tr>
<td>DUET</td>
<td>Dhaka University of Engineering and Technology</td>
</tr>
<tr>
<td>eCAB</td>
<td>E-commerce association Bangladesh</td>
</tr>
<tr>
<td>E&amp;S</td>
<td>Environmental &amp; Social</td>
</tr>
<tr>
<td>ESF</td>
<td>Environmental and Social Framework</td>
</tr>
<tr>
<td>ESIA</td>
<td>Environmental and Social Impact Assessment</td>
</tr>
<tr>
<td>ESMF</td>
<td>Environmental and Social Management Framework</td>
</tr>
<tr>
<td>ESMP</td>
<td>Environmental and Social Management Plan</td>
</tr>
<tr>
<td>ESS</td>
<td>Environmental and Social Standard of the 2018 World Bank ESF</td>
</tr>
<tr>
<td>FBCCI</td>
<td>Federation of Bangladesh Chambers of Commerce and Industry</td>
</tr>
<tr>
<td>GRC</td>
<td>Grievance Resolution Committee</td>
</tr>
<tr>
<td>GRM</td>
<td>Grievance Redress Mechanism</td>
</tr>
<tr>
<td>HTP</td>
<td>High-Tech Park</td>
</tr>
<tr>
<td>ISPAB</td>
<td>Internet Service Providers Association Bangladesh</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>ITeS</td>
<td>Information Technology Enabled Services</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>LMP</td>
<td>Labour Management Plan</td>
</tr>
<tr>
<td>MoPT &amp; IT</td>
<td>Ministry of Posts, Telecommunications and Information Technology</td>
</tr>
<tr>
<td>PAP</td>
<td>Project-Affected Person (or Project-Affected Party)</td>
</tr>
<tr>
<td>PD</td>
<td>Project Director</td>
</tr>
<tr>
<td>PIU</td>
<td>Project Implementation Unit</td>
</tr>
<tr>
<td>PRIDE</td>
<td>Private Investment &amp; Digital Entrepreneurship</td>
</tr>
<tr>
<td>PSDSP</td>
<td>Private Sector Development Support Project</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Governmental Organization</td>
</tr>
<tr>
<td>RAJUK</td>
<td>Rajdhani Unnayan Kotripokko</td>
</tr>
<tr>
<td>SEP</td>
<td>Stakeholder Engagement Plan</td>
</tr>
<tr>
<td>STP</td>
<td>Software Technology Park</td>
</tr>
<tr>
<td>UGC</td>
<td>University Grants Commission</td>
</tr>
<tr>
<td>ULAB</td>
<td>University of Liberal Arts</td>
</tr>
<tr>
<td>WASA</td>
<td>Water and Sewerage Authority</td>
</tr>
<tr>
<td>WB</td>
<td>World Bank</td>
</tr>
</tbody>
</table>
1. Introduction and Project Overview

1.1 Project Background

Government of Bangladesh (GoB) has launched an ambitious zones agenda to provide industrial land and infrastructure to increase private investment to support the government’s development goals. One of the key legislative accomplishments of the Government was to create authorities to spearhead the push towards industrialization with greater involvement of the private sector. The Bangladesh Hi-Tech Park Authority Act—in 2010—created the Bangladesh Hi-Tech Park Authority (BHTPA), which is tasked to exploit the benefit of the hi-tech parks (HTPs)/ Software Technology Parks (STPs) in the country. BHTPA would rely mainly on private capital and expertise to build and operate the new zones but with important government oversight.

BHTPA is responsible for the establishment and expansion along with management, operation and development of Hi-Tech Parks within the country. BHTPA issues licenses to hi-tech parks that can serve both manufacturing and services companies within the broader ICT sector. However, the experience to date is that BHTPA is better equipped to deal with a sub-category of hi-tech parks referred to as software technology parks (STPs). The STPs are services-oriented clusters in urban areas that have a small spatial footprint and cater to firms with white-collar workers. As this industry matures and the businesses expand they require dedicated space complemented by advisory and support services.

BHTPA has successfully offered training programs and incentives for technical quality certification programs in the past and it is seeking to scale up this support to implement the GoB’s ‘Digital Bangladesh’ 2025 vision. It is planning to establish the first incubation centers within STPs and select technical universities to strengthen the entrepreneurship ecosystem and encourage digital entrepreneurship. BHTPA is now playing the role of a facilitator and has so far issued a few private HTP or STPs licenses to individual IT and ITeS companies for single-tenant parks. BHTPA is focusing on utilizing private sector expertise and integrating and scaling up programs based on good international practices around incubation, acceleration and mentorship/growth programs. ICT incubator of BDBL Bhaban at Kawran Bazar in Dhaka is the first IT Incubator in the country and, the first Software Technology Park is also housed at the Janata Tower, Kawran Bazar. Besides these, 12 Private STP out of 13 is also located in Dhaka. Leading players such as Wipro, IBM, TCS, NTT Data and WPP are already leveraging the location through delivery center set-ups and joint venture with local companies.7

Strengthening industry-linkages to academia could also help raise industry standards. Bangladesh needs to strengthen the pipeline of IT and ITeS companies that have the size and capabilities to leverage private equity and venture capital for further growth.

1.2 Project Description

Bangladesh Private Investment & Digital Entrepreneurship Project (PRIDE) project covers four components and the fourth component would be implemented by BHTPA. The activities build on the experience from, and work done to date, under the IDA-funded Bangladesh Private Sector.

---

Development Support Project (P120843) and the joint WB-IFC Bangladesh Investment Climate Fund

2. The project is designed as an Investment Project Financing operation with disbursement-linked indicators (DLIs) to strengthen focus on achieving important institutional and regulatory reforms.

Through the fourth component, BHTPA aims to strengthen the foundation of the digital entrepreneurship and innovation ecosystem in the country. Besides creating the largest cluster of IT and ITeS firms in Bangladesh, it will design and implement a program that supports digital entrepreneurship at three levels: first it seeks to change attitudes and attract more youth, women and young professionals to consider becoming entrepreneurs. Second, it will put in place start-up and scale-up facilities and services in select STPs, which will be open to all digital entrepreneurs. Second, it will put in place start-up and scale-up facilities and services in select STPs, which will be open to all digital entrepreneurs. Third, it creates innovation hubs in Bangladesh’s best Public and Private technological universities to encourage entrepreneurship among software and other engineering and business graduates. Besides, incubation and acceleration support, market entry and market expansion advisory, and investment readiness support to help digital entrepreneurs’ access to external sources of finance and equity funding. The services offered in the Chittagong, Dhaka, and Jashore STPs will be made accessible on demand to entrepreneurs located elsewhere too. The goals are:

- for STPs and leading universities to evolve into entrepreneurship hubs,
- to improve the market entry and growth rates of digital startups and small and medium-sized enterprises in the digital economy, and
- to create a gender-inclusive culture for digital entrepreneurship.

More specifically, the fourth component has two sub-components:

**Sub-Component 4.1. Establishing Digital Entrepreneurship Hub in Dhaka (US$10m)**

The first sub-component will help establish Dhaka as a relevant digital entrepreneurship hub in South Asia. It will do so by facilitating network effects and developing Bangladesh’s first significant cluster of IT and ITeS firms. BHTPA currently operates the Janata STP in an old but ideally located government building that rents out 72,000 ft² of workspace to IT and ITeS firms. The building needs upgrading and improved maintenance of common spaces. BHTPA is also acquiring the land next door from another government entity to allow for an expansion of 100,000-125,000 square ft of workspace to create a proper cluster of up to 200,000 square ft of micro, small and some medium-sized enterprises that serve the digital economy. The current occupants serve both domestic and foreign markets and employ many women. The sub-component would finance works, goods and technical assistance to: (a) upgrade and expand Janata STP by adding 100,000-125,000 square ft of workspace through public and private investment; and (b) assess the feasibility and develop models for private participation for the expansion and management, and then promote private tenants to the site. This STP will host approximately 100 small and medium-sized firms with 2,000 professionals plus another 100-200 micro entrepreneurs.

**Sub-Component 4.2. Digital Entrepreneurship and Innovation Support Program (US$15m)**

The second sub-component will design and implement a digital entrepreneurship and innovation support program to attract more youth and professionals to become digital entrepreneurs; provide
start-up and scale-up facilities and services for entrepreneurs in STPs to increase the number of firms that investment ready; and establish innovation hubs in public and private universities across the country. The work will seek to make the outputs of this program financially sustainable and integrated in existing institutions (universities and STPs). First, an Entrepreneurship Challenge Program will promote participation in the digital ecosystem by financing media production that will be shared through television and various online media. The programs will target budding and existing entrepreneurs through informative and competitive programs and content where one program may follow successful entrepreneurs while another program may offer a challenge fund with participants and winners availing of grants for training or advisory services. The objective is to reach a broader audience that are potential entrepreneurs and this production will be procured from private, professional media companies.

Second, Start-up and Scale-up Facilities and Services will help create a market for, and boost demand for, mentorship and advisory services that are tailored for micro, small and medium entrepreneurs in the digital economy. The facilities and services will be offered to budding entrepreneurs at the undergraduate/graduate levels in technological universities and to existing entrepreneurs in STPs. The services on offer will include incubation and acceleration support, market entry and market expansion advisory, and investment readiness support to help digital entrepreneurs access external sources of finance and equity funding. The services offered in the STPs set up by the BHTPA will be made accessible on demand to entrepreneurs located elsewhere too. It will cover a dedicated program to support women entrepreneurs. New University Innovation Hubs set up by BHTPA will aim to attract more students to become digital entrepreneurs within leading technological universities. Professional operators will be engaged to design, operate and then transfer the University Innovation Hubs to the universities in which they are embedded.

Figure 1: BHTPA: Theory of Change and Results Chain for Component 4
1.3 Project Location

The proposed site for the establishment of 12 Storied BHTPA Office Building of about 240,000 square feet is located at Plot No. 49, Kawran Bazar, Dhaka. Kawran Bazar is a mix of Commercial and Residential Area. This area is dominated by commercial activities, office, institutional and market buildings. The proposed site is located by the East side of the Airport-Gulistan Highway about 8 kilometers from the center (zero point) of Dhaka City and about 12 Km from the Airport. The area of the proposed site is 0.47 acres. It is a vacant land belonging to Public Works Ministry and is in the process of being transferred to the BHTPA (As of 21 January 2020, the land is yet to be handed over to BHTPA). There would be a good number of STPs in various parts of the country including Dhaka, Chattogram and Jashore. Besides incubation centers are also planned in a good number of Public and Private Technological Universities within the country.

The project work of BHTPA Complex at Kawran Bazar would involve 1) General site development; 2) Land development; 3) External boundary wall; 4) Common Utilities, like water, electricity, gas; 5) Office Building; 6) Other facilities for BHTPA; 7) Optic fiber Cable connection; 8) External electric connection; and 9) Main Gas connection. However, as of 21 January 2020, the design has not been finalized.

The location map (Figure 2) and a photograph of current landscaping from Janata Tower STP are given in the following page:

Figure 2: Goggle Location Map of 12 Storied Proposed BHTPA Office Building at Plot No. 49, Kawran Bazar, Dhaka on the South side of Janata Tower STP (Source: Google Satellite Image)
1.4 SEP Implementation Arrangement

The project will be implemented by BHTPA through a dedicated Project Implementation Unit (PIU). Ministry of Science and Information & Communication Technology will have overall responsibility for project implementation and management through BHTPA for the relevant subprojects of PRIDE project. This SEP will be implemented by this PIU throughout the project period.

The BHTPA PRIDE PIU would be headed by a Project Director (PD). The Social Specialist (who is part of the PIU) would be the Focal Point and responsible to the PD and PIU for the effective implementation of the SEP. The PIU will ensure that implementation of the SEP follows both Government and the World Bank rules and regulations.
2. Project Stakeholders

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

2.1 Stakeholder Identification and Analysis

For the purposes of this SEP, as defined in the World Bank Environmental and Social Framework, “stakeholder” refers to individuals or groups who: (a) are affected or likely to be affected by the Project (project-affected parties); and (b) may have an interest in the Project (other interested parties).

Stakeholder identification for the BHTPA PRIDE Project was initiated during the scoping meetings and was further developed during the stakeholder mapping workshop held with key representatives from the World Bank and the Environment and Social Assessment (ESA) Project team on 29 August 2019.

The stakeholder mapping workshop was undertaken to:

- Confirm the stakeholders and groups who were identified in initial scoping exercises and further revise and update the stakeholder list with input from key stakeholders;
- Analyze the level of impact the Project have on each stakeholder group, their level of interest, influence and importance, to identify the level of engagement required for each group; and
- Identify engagement strategy with each stakeholder group and assign responsibility to team members.
Table 1 provides a summary of Project stakeholders, which have been grouped into 13 categories.

Table 1: Summary of BHTPA PRIDE Project Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder Group</th>
<th>Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project-Affected Parties</strong></td>
<td></td>
</tr>
<tr>
<td>Directly Affected Population</td>
<td>Individuals and households and Bachelor Messes/shops/offices/markets that are located within the Project Direct Area of Influence (DIA): In the DIA there is no household/shops/offices. Environmental – those areas located within the Project’s footprint or area of disturbance, i.e., KawranKirwan Bazar area. Social: During Project Implementation Stage: The Public/Private Offices, individual shops/Markets and households/ directly affected by Project construction and operation at Kawran Bazar area and the Entrepreneurs and staffs at the Janata Tower STP where renovation work would take place Project Contractors, staffs and workers, suppliers and vendors of construction/renovation of Janata Tower STP related material etc. During Operation Stage: Entrepreneurs and staffs/employees at the IT/ITeS at BHTPA Complex, STPs at Janata Tower and all over Bangladesh and the Public/Private Technological Universities where Incubation Center would be established including related faculty members, staffs, students etc. The suppliers/Vendors and users of these establishments and their services will also fall under directly affected population at the operation stage. Vulnerable people living around the area—elderly, women, children, transgender, sex workers etc.</td>
</tr>
<tr>
<td>Indirectly Affected Population</td>
<td>Individuals and organizations located within Indirect Area of Influence includes: Environmental – those areas located within 1 km of any project construction, access road, and worker camp components and other ancillary project facilities Social – the Office of the Zonal Executive, Zone 5 (Kawran Bazar and Ward Number 26 within which the Project is located.</td>
</tr>
<tr>
<td>Cumulatively Impacted Population</td>
<td>Individuals and organizations located within the Cumulative Area of Influence of the project; it would cover all STP and HTP entities including IT and ITeS service providers, and Technological Universities throughout the country who will be supported by the project. The suppliers/Vendors and users of these establishments and their services will also fall under directly affected population at the operation stage.</td>
</tr>
<tr>
<td>Project-Affected Dhaka North City Corporation (DNCC)</td>
<td>DNCC, in particular Office of the Zonal Executive, Zone 5 (Kawran Bazar) and Ward Number 26.</td>
</tr>
</tbody>
</table>

**Other Interested Parties**
<table>
<thead>
<tr>
<th>Stakeholder Group</th>
<th>Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Government</td>
<td>PMO, ERD, Planning, Education and Cabinet Division</td>
</tr>
<tr>
<td></td>
<td>Ministry of Posts, Telecommunications and Information Technology and BHTPA</td>
</tr>
<tr>
<td></td>
<td>Ministry of Finance</td>
</tr>
<tr>
<td></td>
<td>RAJUK, WASA, DESCO, UGC, TITAS GAS, DoE and Local Law enforcing agencies</td>
</tr>
<tr>
<td>Elected Officials</td>
<td>Ward Commissioner and Members of Ward Number 26, Tejgaon</td>
</tr>
<tr>
<td></td>
<td>Kawran Bazar Management Committee</td>
</tr>
<tr>
<td></td>
<td>Kawran Bazar Bonik Samity (Businessmen’s Association)</td>
</tr>
<tr>
<td></td>
<td>Kawran Bazar Workers Welfare Association</td>
</tr>
<tr>
<td>Media</td>
<td>Newspapers (daily and weekly)</td>
</tr>
<tr>
<td></td>
<td>Dhaka-based TV stations</td>
</tr>
<tr>
<td></td>
<td>Dhaka-based radio stations</td>
</tr>
<tr>
<td></td>
<td>Social media: Facebook</td>
</tr>
<tr>
<td></td>
<td>FM Radio Channels</td>
</tr>
<tr>
<td>Businesses and Associated Groups</td>
<td>Federation of Bangladesh Chambers of Commerce and Industries (FBCCI);</td>
</tr>
<tr>
<td></td>
<td>IT and ITeS companies planning to function from BHTPA Complex;</td>
</tr>
<tr>
<td></td>
<td>STP Hub at Janata Tower, Dhaka and other parts of Bangladesh.</td>
</tr>
<tr>
<td>Educational Institutions</td>
<td>Public and Private Universities joining the program where Incubation Centers are being planned.</td>
</tr>
<tr>
<td>Interest Groups</td>
<td>• Bangladesh Association of Software and Information Services (BASIS), the national trade body for Software &amp; IT Enabled Service industry of Bangladesh.</td>
</tr>
<tr>
<td></td>
<td>• Bangladesh Association of Call Center &amp; Outsourcing (BACCO)</td>
</tr>
<tr>
<td></td>
<td>• E-commerce association Bangladesh (eCAB)</td>
</tr>
<tr>
<td></td>
<td>• Bangladesh Computer Samity (BCS)</td>
</tr>
<tr>
<td></td>
<td>• Internet Service Providers Association Bangladesh (ISPAB)</td>
</tr>
<tr>
<td></td>
<td>• Overseas IT related entrepreneurs who intend to invest in Bangladesh</td>
</tr>
<tr>
<td>Internal Stakeholders</td>
<td>Include but not limited to: supervision consultants, suppliers, Construction Contractors and Contractor’s workforce, sub-contractors, petty contractors, etc.</td>
</tr>
<tr>
<td>International and local Non-</td>
<td>• BRAC Microfinance Outlet for the shopkeepers and businessmen at Kawran Bazar</td>
</tr>
<tr>
<td>Governmental Organizations (NGO)</td>
<td>• ASA Microfinance Outlet for the shopkeepers and businessmen at Kawran Bazar</td>
</tr>
<tr>
<td>and Organizations</td>
<td>• Two Multipurpose Cooperatives also operate at Kawran Bazar. These are:</td>
</tr>
<tr>
<td></td>
<td>• Al-Amin Multipurpose Cooperatives, and</td>
</tr>
<tr>
<td></td>
<td>• Banglar Alo Multipurpose Cooperatives</td>
</tr>
<tr>
<td>Project Financiers</td>
<td>• The World Bank</td>
</tr>
<tr>
<td></td>
<td>• Other potential financiers</td>
</tr>
</tbody>
</table>

The **Project-Affected Parties (PAPs)** are divided into two categories:

a. **Directly Affected Population** - Individuals and households that are located within the Project Direct Area of Influence (DIA). These may include, but not limited to:
• People who make their living by working as a daily laborer in close proximity to the project site, petty shopkeepers, fruit sellers, and Truck/Van Drivers and staffs that park their transports opposite to the project site boundary wall;

• Pedestrians, office goers and shoppers in the vicinity of the project site that will have restricted access through the lane adjacent to the project site and have to use adjacent lanes for commuting;

• People directly affected by the construction and operation of the ancillary facilities including Project Contractors, staffs and workers, suppliers and vendors of construction/renovation of Janata Tower STP related material etc.

• Officers and staffs at Janata Tower STP Park whose work would be affected while renovation and up-gradation work of the STP floors are undertaken.

• University Authorities, including related faculty members, staffs, students STP entrepreneurs (including women entrepreneurs), IT and ITeS staffs and entrepreneurs; and the suppliers/Vendors and users of these establishments and their services will also fall under directly affected population at the operation stage (for Sub component 4.2).

• Vulnerable people described at 2.2

b. Indirectly Affected Population – Individuals and organizations located within Indirect Area of Influence who may experience increased traffic congestion, sound and dust pollution while the construction work goes on. These may include, but not limited to:

• The Markets, offices, and Vendors of different commodities at Kawran Bazar;

• People outside Kawran Bazar area who visit this place on official/business/shopping purpose due to the Project construction and operation;

• Public and private organizations and businesses located at Kawran Bazar Area.

2.2 Disadvantaged/vulnerable individuals or groups

Vulnerable groups are those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable. Identification of the vulnerable groups helps the Project further identify individuals and sub-groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate forms of engagement. It is to be noted that neither ‘Directly Affected People’ live inside the project location, nor any ethnic or religious minority groups live there too. For this project, the vulnerable groups are identified as slum dwellers, floating people, transgenders, sex workers, women and children living around the building, and the road side fruit and vegetable sellers. During the construction phase, the BHTPA PIU will organize meetings with these vulnerable people to ensure they are not adversely affected and if so, employ mitigation measures. During the operation Phase, For Sub component 4.2 the women entrepreneurs, physically challenged staffs, members of the transgender community working in STPs/Universities or looking for employment at these institutions, the suppliers/vendors etc. could be treated adversely and may become vulnerable.
BHTPA will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access of information, participate in the engagement activities, provide feedback, and submit grievances. The deployment of the Social Development Officers will help to ensure proactive outreach to all population groups, and they will make a special effort to engage with those identified as vulnerable or disadvantaged. If necessary, BHTPA would deliver brochures and informational material to them in Bangla. Table 2 provides a summary of the potentially vulnerable Project stakeholders.

Table 2: BHTPA Project Potentially Vulnerable/Disadvantaged Groups

- Elderly people, persons with disabilities, children and pregnant women while commuting through the lane adjacent to the project area; They are vulnerable only when they are passing through the project site unaccompanied.
- Irregular laborers and urchins (men and women) working in the Market area adjacent to the project site who regularly look for jobs to have a living. They may look for job at the construction site;
- Minority Transgender community and sex workers in close proximity of the project site, if any. They normally live in a small community and could look for jobs at the project site;
- Specific mitigation measures designed for vulnerable people has been appended in Table 7.
- For Sub component 4.2 the women entrepreneurs, physically challenged staffs, members of the transgender community working in STPs/Universities or looking for employment at these institutions, the suppliers/vendors etc. could be treated differently and may become vulnerable.

2.3 Stakeholder Mapping

Stakeholder mapping, illustrated in Figure 4, was undertaken to identify the level of engagement required for each group of stakeholders (Table 1) based on their level of interest and level of impact. The stakeholders were mapped by group. The mapping results are as follows:

- The stakeholders that appear in the top right quadrant are those that need to be managed closely (i.e. the stakeholders that need to be proactively engaged on a regular basis and engagement efforts should be focused on this group). This is because these are the stakeholders that are most interested in the Project and have the potential to impact its outcome (i.e. the ability to hinder or stop the Project from going ahead).
- The stakeholders that appear in next quadrants (i.e. in Q2 and Q3) need to be kept informed – i.e. provided information and consulted on issues of interest to the stakeholders.
- The final stakeholders (i.e. in Q4) need to be monitored – i.e. informed of key Project aspects. It is important to track if their level of interest or impact changes.

The stakeholder list as well as stakeholder analysis and mapping will continue to be revised and updated during the consultation during the planning phase, based on the ongoing receipt of comments and input from local, national and international stakeholders directed to the Project.
Figure 4: BHTPA PRIDE Project Stakeholder Mapping Results

- High Influence-Low Interest
  - National Government
  - Local Business and Associated Groups
  - NGOs and Organizations
  - General Public
  - Vulnerable Groups-Sub Component 4.1
  - Educational Institutions
  - Elected Officials - Ward 26 Commissioner and Member

- High Influence-High Interest
  - Project Financiers
  - Internal Stakeholders
  - Businesses and Associated Groups
  - Media
  - DNCC Zonal Executive, Zone 5 [Karwan Bazar]
  - Interest Groups

- Low Influence-Low Interest
- Low Influence-High Interest

LEVEL OF INFLUENCE

LEVEL OF INTEREST


2.4 Summary of Previous Stakeholder Engagement Activities

As a part of development of BHTPA, a total of seven public consultations, meetings, or focus group discussions were carried out where affected persons, community leaders, Shopkeepers’ Association, Labor Welfare Association, local government administration, women’s groups and relevant government department representatives and end users of the facility participated. Details are given in Table 1. The Public consultations were held at different locations including World Bank, Dhaka Office, the BHTPA Office, the project site and surrounding Kawran Bazar area.

The participants were generally enthusiastic about the project and believed that it would be the Hub of ‘Digital Bangladesh’ while bringing social and economic development in the country. The project would also create job opportunity at different levels for the local unskilled labor force and enhance their standard of living besides accommodating new IT related entrepreneurs, software developers, Call Centers and IT experts. The local community expressed no concern about the influx of additional people coming to their areas as this is a Market area and remains crowded throughout the day and night.

As a part of stakeholder engagement, BHTPA authority and their consultants participated in different level of public consultations/stakeholder engagements. The different tiers at which these consultations took place including participants include:

- Meeting and FGD with Govt. Regulatory Bodies including RAJUK, WASA, DESC0, UGC, TITAS GAS, Officers of the Office of the Zonal Executive, Zone 5 (Kawran Bazar), DNCC, DoE and Local Law enforcing agencies. The focus was on obtaining legal clearance, support and services connectivity for the construction of the 12 storied BHTPA Complex.
- Meeting with the IT and ITeS entities including Bangladesh Association of Software and Information Services (BASIS), the national trade body for Software & IT Enabled Service industry of Bangladesh; Bangladesh Association of Call Center & Outsourcing (BACCO) and E-commerce association Bangladesh (eCAB), Bangladesh Computer Samity (BCS) and Internet Service Providers Association Bangladesh (ISPAB). These organizations are expected to be housed in the BHTPA Complex /use BHTPA services after the completion of project implementation stage.
- Meeting with Technological Universities representatives (both Public and Private Universities) and STP representatives, Local NGO representatives, civil society, women organization including women representatives of FBCCI that promised to support women entrepreneurship in the IT sector.
- Local community including Fruit sellers located South of the project site, Local community member residing in the vicinity of the project site, Truck/Van/Rickshaw pullers who use this road, Labor force working in the area, Kawran Bazar Laborers Welfare Association representatives, Kawran Bazar Bonik Samity representatives, Kawran Bazar Management Committee, Kawran Bazar security organization representatives and other persons including school/college going students in the area.

As a result of the consultations with project-affected people, the following adjustments to the project design are planned:

1) No labor camp will be established at the project site
2) DNCC has been approached for the removal of construction related waste/other waste at the operational level
3) Construction material should be brought at the project site between 22:00 hours to 1:00 hours so that normalcy of Kawran Bazar is not affected.

4) Traffic and pedestrians should be guided to use the nearby lanes and by-lanes to avoid any harm during construction period. Necessary sign posting would be done.

5) BHTPA would advise the contractors to recruit day laborers from the local workforce (men and women).

It is apparent that preparatory to the project implementation stage/construction phase, a good number of engagement by the PD and his staff, consultants involved with developing ESIA etc. with the stakeholders have given rise to a good number of issues (although the risk and impact of the issues can be managed through sound administration by the PD and the Contractors) and solutions were found through these engagements {1) to 5) above}. These stakeholders were primarily from the vicinity whose normal life would be affected as the construction starts. The stakeholders also included Kawran Bazar Business Communities, Workers Association and Bazar management Committee, DNCC representatives and Ward Commissioner and Members of Ward Number 26, Kawran Bazar. They agreed to meet further on Need Basis.

The PD and members of the PIU are consulting with the contractors, suppliers and vendors preparatory to the construction. As the contractor is selected, more such meetings/engagements would take place with the progress of the construction part of the project.

The PD had separate meeting/engagement/discussions with the STP entrepreneurs, IT and ITeS providers, FBCCI representatives, UGC representatives, and the representatives of the Public and Private Technological Universities where Incubation Centers are being planned. There would be more such engagements in the coming days with these stakeholders.

The following documents of the project would be disclosed soon:

- ESMF and ESIA through public notice board, national newspaper, and BHTPA website.
### Table 3. Previous Consultations and Engagement with Project Stakeholders

<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
</table>
| World Bank, Dhaka Office             | 29 Aug' 2019  | WB Staffs and Consultants and PD BHTPA                                        | - The Project would directly contribute in attaining the GoB’s objective of ‘Digital Bangladesh’.  
- Need to employ consultants to work on ESIA, ESCP and SEP forthwith by BHTPA authority.  
- Liaise with Ministry of Public Works for immediate transfer of the Land for the project.  
- The Bank would provide all sort of assistance to PD for the successful project implementation. |
| Project Site at Kawran Bazar         | 17 Sep’ 2019  | 21 PAPs including shopkeepers from Hasina Market, Fruit Vendors, Truck and Van owner/Drivers, officials from DNCC Ward No. 26 and the local community that included women, NGO representatives, and the vulnerable group | - Everyone welcomed the project and were forthcoming to cooperate during Project Implementation stage.  
- The shopkeepers in the vicinity suggested that prior to starting work at the project site, the area should be secured with perimeter fences so to avoid accidents.  
- They suggested that security guards should be employed from the beginning to guide pedestrians coming to the co-located shops/controlling traffic movement so to avert accident.  
- DNCC Ward 26 officials were delighted that such an iconic project is planned in their Ward and promised to provide all possible support.  
- The local community welcomed the project and were looking forward to new job opportunities during project implementation and operation levels. |
| World Bank, Dhaka Office             | 26 Sep 2019   | 24 PAPs including representative from Workers Welfare Association that include women workers in the market area, Shopkeepers’ Association, Bazar Management Committee, Laborers | - Everyone welcomed the project and were forthcoming to cooperate during Project Implementation stage. They were happy noting that the project site was so chosen that it would not affect the shop owners. The jobless laborers working in the area are likely to find work during project implementation.  
- The Truck/Pick Up/Van owners informed that during construction phase they would not be able to park their transports at the project site as before. However, they would find alternative parking area as there are numerous lanes crisscrossing the Market area.  
- Bazar Management Committee informed that the market remains very busy with Truck load of goods between midnight and early morning. As such they requested that the construction material be brought considering the business of the market. |
<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
</table>
| BHTPA Office          | 02 Nov' 2019  | PD, staffs from RAJUK, WASA, DESCO, TITAS GAS, Officers of the Office of the Zonal Executive, Zone 5 (Kawran Bazar), DNCC, DoE and Local Law enforcing agencies | • PD informed the participants about the forthcoming project and seeking their assistance for timely start and completion of the project.  
• Local Law Enforcement Agencies promised to do their best in maintaining peaceful environment and assist with traffic control in the area during project implementation stage.  
• All other agencies promised to do the needful to support the successful completion of the project. |
| BHTPA Office          | 03 Nov' 2019  | PD BHTPA, Office Bearers of BASIS, BACCO, BCS, eCAB, ISPAB and other IT/ITeS including representative from FBCCI | • PD informed the House about the forthcoming project.  
• More than 4500 ICT companies are registered in Bangladesh and in 2019 there 1171 BASIS member companies. Besides, BCS (Bangladesh Computer Samity) has 1889 members, BACCO (Bangladesh Association of Call Center & Outsourcing) has 120+ members, e-CAB (e-Commerce Association of Bangladesh) has 650+ members and ISPAB (Internet Service Providers Association Bangladesh) has 90+ members.  
• All these entities would be supported by BHTPA from its newly constructed complex.  
• This would also attract overseas IT and ITeS investors in Bangladesh.  
• Women entrepreneurs in the IT and ITeS sector would be welcomed. FBCCI would encourage women entrepreneurs to this effect. |
| World Bank, Dhaka Office | 08 Nov' 2019  | PD BHTPA, WB staffs and consultants                                         | • PD shared the progress of the consultants’ work.  
• Various other issues concerning the project was discussed. |
| Tea Stall beside Project Site | 17 Nov' 2019  | Staffs of PD BHTPA, consultants and 28 PAPs/Local community/Shopkeepers/Fruit | • Educating the locals about the incumbent project.  
• All present were excited that Kawran Bazar would be the IT hub of Bangladesh and would create many a job opportunity and economic activities surrounding it.  
• All promised to support the implementation of the project.  
• They felt that as the project site is a secluded one, it would not adversely affect the locals. |
<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
</table>
| BHTPA Office  | 15 Dec’ 2019  | PD, BHTPA, Mr. Syed Zahurul Islam, PD, CUET IT Business Incubator Project, Assistant Director, SDKHTP Project and Training & Management Specialist of the project, representatives from UGC, BUET, CUET, DUET, KUET, ULAB and DIU | - No squatters live at the project site; there is no temporary shop in it and no vehicle is parked inside the project area. As such none would be adversely affected by the project.  
- Limited restriction of vehicular movement is expected in the project area. However, diversions are plenty and can be used to offset this limitation.  

The meeting agreed on having the following facilities at the Universities:  
- AR VR Lab, Cyber Physical Systems with IOT, BlockChain Systems Security, Big Data Analytics, Robotic process Automation, FAB Lab with 3D Printer, High Resolution Computer and Computerized Numeric Control (CNC) Moulding facility could be ensured for the UIH.  
- Most of the Lab facilities should be in cloud and used as Common Facility which will be set up in one location and used by all UIH  
- A proper display system could be considered for each Innovation Hub. |

### 2.5 Lessons Learned on Stakeholder Engagement

BHTPA is working on PSDSP project since 2014 and is regularly engaged with the relevant stakeholders. In the process certain lessons have been learned which are given below:

**PSDSP- WB funded project**

- The BHTPA officials need to coordinate with the PAPs and local populace/offices/shopkeepers etc. from the early stage of the project. BHTPA would support the PAPs by informing them of the project and its developments, including the construction related hazards and traffic and pedestrian restrictions around the project site for the safety of the PAPs;  
- BHTPA officials should be present during consultations to get direct feedback from the stakeholders, and provide advance notice well ahead of time to the stakeholders about venue and time when such engagements would take place.
• Use of local language during consultations would be most effective. However, English could be used while having consultation with the STP entrepreneurs, IT and ITeS providers, FBCCI representatives, UGC representatives, and the representatives of the Public and Private Technological Universities where Incubation Centers are being planned.
• Whenever possible, the local workforce would be given priority as laborers during the construction phase;
• More scope should be created to increase 'Women participation' in the project in the form of Entrepreneurs and local workforce.
• BHTPA should also coordinate with DNCC and Ward Commissioner, Ward No. 26 Kawran Bazar area, Kawran Bazar Bonik Samity representatives, Kawran Bazar Management Committee, Kawran Bazar security organization representatives from the early stage of the project.

In view of the lessons learned, PD BHTPA has already taken certain measures while certain measures would be put to use as the project implementation starts. These include:

✓ PD BHTPA has already contacted relevant Officers of the Office of the Zonal Executive, Zone 5 (Karwan Bazar), DNCC and Ward Commissioner, Ward No. 26 – Karwan Bazar. BHTPA consultants have had meeting with the Kawran Bazar Bonik Samity representatives, Kawran Bazar Management Committee, and Kawran Bazar security organization representatives. Input from these meetings has already been recorded by PD, BHTPA and as such there would not be any Labor Shed in the project area. The construction material would be sent to project area at night without affecting the normalcy of the wholesale market that takes place after midnight;
✓ The contractual obligation for the contractors would have a clause demanding recruiting of suitable labor force from the PAPs (including women, when interested);
✓ In all such meetings BHTPA officials are remaining present and addressing questions/queries of the stakeholders;
✓ PD BHTPA have had meeting with the IT and ITeS service providers, STP entrepreneurs and representatives of FBCCI when encouraging women entrepreneurs were discussed. The issues discussed would be reviewed at different times as the construction of the BHTPA complex progresses;
✓ Discussion with UGC and the interested Public and private Technological Universities led to opening up the incubation facilities to the capable private universities too.

2.6 Summary of stakeholder needs

This section describes the needs of the key stakeholders who have been identified and consulted for their preferences/needs for engagement.
<table>
<thead>
<tr>
<th>Community and Other Entities</th>
<th>Stakeholder Group</th>
<th>Key Characteristics</th>
<th>Language Needs</th>
<th>Preferred notification means (email, phone, radio, letter, etc.)</th>
<th>Specific needs (accessibility, large print, child care, daytime meetings, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Entities</td>
<td>Project Financiers, Interest Groups that may include: Environmental and societal NGOs (including those working on Labor, Human rights, environment and Gender and GBV matters), Foreign Investors in the IT Sector, Multinational or foreign companies</td>
<td>Development Partners, IT/ITeS investors, potential investors of BHTPA and INGOs working on compliance issues relating environment, Labor Laws and Gender related Issues</td>
<td>English</td>
<td>FGD Written information, email, Updates in website etc.</td>
<td>Early invitation for the meetings required for participant’s preparation and scheduling Meeting at a central place. PA equipment for ease of communication Supply of Flyers/ Brochures BHTPA may assist with obtaining Visa to the overseas entities, if approached by providing official letter of invitation. This is critical for timely participation of entities travelling from abroad and to reduce administrative hassles on the participants’ part.</td>
</tr>
</tbody>
</table>
| National Regulatory Body | RAJUK, WASA, DESCO, TITAS GAS, Office of the Zonal Executive, Zone 5 (Kawran Bazar), DNCC, DoE, local Law Enforcing Agency, Local Fire Station and Ward Commissioner, Ward 26, Dhaka | GoB Regulatory entity and service providers including local elected officials | Bangla and English | FGD | Written information
Information through Website
Through Local administration - Ward Commissioner/Member of the locality | Early Coordination to ensure presence of all relevant stakeholders
Meeting at a central place of convenience.
PA equipment for ease of communication
Supply of Flyers/Brochures |
| Janata Tower STP | IT and ITeS operators housed at Janata Tower STP | Small and Medium Entrepreneurs on Software Development | Bangla and English | FGD, Key Informant Interviews, Meetings, Face-to-Face interviews, Discussions etc. | Early information for the meeting to be provided
Meeting at a central place within the BHTPA/Janata Tower Complex.
PA equipment for ease of communication
Supply of Flyers/Brochures |
| IT and ITeS related Organizations during Operation Level | BASIS, BACCO, BCS, eCAB, ISPAB, Business and workers’ organizations and other IT and ITeS related entrepreneurs all over Bangladesh | Entrepreneurs working at BHTPA facility and elsewhere | Bangla and English | FGD, KII, Discussions, Meetings, Face-to-Face interviews etc. | Early information for the meeting to be provided
Meeting at a place of common consent.
PA equipment for ease of communication
Supply of Flyers/Brochures |
<p>| Technological Universities at Dhaka, Chittagong and Khulna, Other | Universities and Software entrepreneurs; Training service providers | Researchers and Training support providers to work on better efficiency in | Bangla and English | FGD, Key Informant Interviews, Meetings, Face-to-Face interviews, Discussions etc. | Venue and Program to be informed well ahead of time |</p>
<table>
<thead>
<tr>
<th>Academic institutions (e.g. universities, think tanks, schools) and STPs at Chittagong, Dhaka, and Jessore STPs and STPs elsewhere</th>
<th>BHTPA’s performance and develop new entrepreneurs in this field</th>
<th>Uploading relevant information in BHTPA website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local NGOs, Media and Business Entities</td>
<td>Environmental and societal NGOs (HR, Gender, Labor Issues), Media, Business community</td>
<td>Local Watchdog on HR, Gender and Labor issues, Media to communicate to the general mass and business entities about events relating BHTPA</td>
</tr>
<tr>
<td>Project Affected entity/Local Community/Universities, STP entrepreneurs including women, vendors and suppliers of equipment and other goods</td>
<td>Likely affected people in the vicinity of Project site</td>
<td>Meeting, Discussion, FGD whenever necessary</td>
</tr>
<tr>
<td></td>
<td>Bangla and English</td>
<td>Venue and Program to be informed well ahead of time</td>
</tr>
<tr>
<td></td>
<td>FGD, Interviews, Discussions</td>
<td>Flyers/Brochures may be circulated early</td>
</tr>
</tbody>
</table>
3. Stakeholder Engagement Plan

The main goal of the Stakeholder engagement program is (i) building and maintaining a constructive relationship with various stakeholders that have been identified; (ii) to assess the level of stakeholder interest and support for the PRIDE project and to enable stakeholders’ views to be taken into account in project design and environmental and social performance; (iii) to inform stakeholders of the project related information especially issues that could potentially affect them in a timely, understandable, accessible and appropriate manner and format; (iv) to provide them with accessible and inclusive means to raise issues and grievances, and allow IA to respond to and manage such grievance.

3.1. Information disclosure

As a standard practice, the Project materials (PAD, Implementation progress reports, site-specific construction/project information, monitoring reports and E&S reports/documents including ESMF, ESMP, ESCP, SEP, LMP, RFP or RAP) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by BHTPA in a formal manner.

The project director will continue applying the similar approach to disclosure for any additional appraisal materials that will be prepared as part of the project development.

The ESMF report (together with the associated environmental and social management plan – ESMP) in Bangla, and English will be made available for public review in accordance with the international requirements. The SEP will be released in the public domain and will be available for stakeholder review during the same period of time.

Distributions of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access. Free printed copies of the SEP in Bangla and English will be made accessible for the general public at the following locations:

- The Headquarters of BHTPA, Janata Tower STP and Project Office
- Ward Commissioner’s Office, Ward No. 26
- Other designated public locations near the project site to ensure wide dissemination of the project’s information.
The Three Technological Universities at Dhaka Chittagong and Khulna; STPs at Dhaka, Chittagong and Jessore and other STPs elsewhere on need basis

- Newspapers, posters, radio, television;
- Information centers and exhibitions or other visual displays;
- Brochures, leaflets, posters, nontechnical summary documents and reports;
- Official correspondence, meetings

Electronic copies of the SEP will be placed on the project website [http://www.bhtpa.gov.bd](http://www.bhtpa.gov.bd). This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include further in the report and will disclose materials to local, regional and national NGOs as well as other interested parties.
### Table 5: Information Disclosure Mechanism

<table>
<thead>
<tr>
<th>Project stage</th>
<th>List of Information to be disclosed</th>
<th>Methods proposed</th>
<th>Timetable: Locations/Dates</th>
<th>Target stakeholders</th>
<th>Percentage reached</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Preparation Phase</td>
<td>ESMF/LMP/ESIA/ESCP/SEP</td>
<td>BHTPA website, Newspaper advertisement, and notice board</td>
<td>As soon as the concerned documents are uploaded in the website/published</td>
<td>Expert in the field of ES, Media, NGOS/CBOs, PAPs, Local Population and the Interest Groups</td>
<td>85% of the local people and Interest Groups will be made aware through the process</td>
<td>BHTPA/PD/Social Specialist</td>
</tr>
</tbody>
</table>
| Project Implementation/Construction phase | Traffic management plan, Labor management Plan, Implementation Progress report, Site specific construction/project information | Meeting, Signboard, Brochure, FGD | Monthly
02 numbers in the project site
01 Piece
As per need | Contractors, local community including pedestrians and the PAPs, Workers/laborers of the project | 80% of local people will be made aware through the process
Poster or bulletin board reaches the rest percentage of the population | PD BHTPA, Social Specialist, Contractors |
| Operation and Maintenance | Skills development Program – BHTPA to work on the modalities in consultation with stakeholders | Meeting, Brochure, FGD | Monthly
01 piece
As per need | PAPs, Youth, IT, ITeS, STP and University Staffs that should include the disabled, Women and members from the minority transgender community, when available | 85% of local people will be made aware through the process | PD BHTPA, Social Specialist, Training related Firm |
3.2 Proposed strategy for stakeholder engagement

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them.

Table 6 presents the stakeholder engagement activities that BHTPA authority will undertake for their project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

The methods used would vary according to the target audience and would include:

- Public/community meetings, separate meetings for women and vulnerable groups
- Face-to-face meetings
- Focus Group Discussions
- Workshop with the Experts
- Surveys, polls etc.
- Interviewing stakeholders and relevant organizations
- Mass/social media communication (as needed)
- Disclosure of written information: brochures, posters, flyers, website

Information boards at the project site

- Grievance mechanism
- BHTPA newsletter and website
### Table 6: Planned stakeholder engagement activities

<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| **STAGE 1: PROJECT PREPARATION (PROJECT DESIGN, SCOPE)** | **Project Affected People:**  
- People residing in close proximity of the project area  
- Vulnerable people  
- petty businessmen/van, truck drivers, laborers around the project site  
- Local administration and local leadership | - Project scope and rationale  
- Project E&S principles  
- livelihood restoration options for the displaced shopkeepers, if any  
- Grievance mechanism process | - Public meetings, separate meetings for women and vulnerable  
- Face-to-face meetings  
- Mass/social media communication (as needed)  
- Disclosure of written information: brochure, posters, flyers, website Information boards at the Project site  
- Grievance mechanism  
- BHTPA newsletter and website | - Project Site - disclosure of Drafts ESMF, ESIA, ESCP, SEP at beginning of construction  
- Continuous communication through routine interactions  
- Throughout SEP development as needed  
- At the project site | - BHTPA Pride Team  
- PD BHTPA  
- Point of Contact  
- Social Specialists |
| | **Other Interested Parties (External)**  
- Press and media  
- NGOs  
- IT and ITeS Businesses and their organizations  
- Workers’ organizations  
- Technological Universities, STPs etc.  
- General public and jobseekers | - Project scope, rationale and E&S principles  
- ESMF, ESMP, SEP disclosures  
- Grievance mechanism process | - Face-to-face meetings  
- Joint public/community meetings with PAPs  
- Public Disclosure  
- Trainings/workshops prior employment at the project implementation stage (separate meetings specifically for women and vulnerable as needed)  
- Mass/social media communication | - Throughout SEP development as needed  
- Project launch meetings in situ  
- Quarterly meetings at project site or as and when demanded by the affected community  
- Disclosure meetings in at BHTPA Office | - BHTPA E&S Team & management  
- PD BHTPA and point of Contact  
- Social Specialists |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Disclosure of written information: Brochures, posters, flyers, website - Grievance mechanism - Notice board for employment recruitment</td>
<td></td>
<td>- Disclosure meetings - Reports as required</td>
</tr>
<tr>
<td>Other Interested Parties (External)</td>
<td>Other Government Departments including DoE from which permissions/clearances are required; Other project Investors, dono</td>
<td>- Legal compliance issues - Project information scope and rationale and E&amp;S principles - Coordination activities - Grievance mechanism process - ESMF/ESMP/SEP disclosures</td>
<td>Face-to-face meetings - Invitations to public/community meetings - Submission of required reports</td>
<td>As needed</td>
<td>- BHTPA PRIDE team - PD BHTPA and project management team</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Interested Parties (Internal)</td>
<td>Other BHTPA and Janata Tower STP staff - Supervision Consultants - Supervision contractors, sub-contractors, service providers, suppliers, and their workers</td>
<td>- Project information: scope and rationale and E&amp;S principles - Training ESMF/ESMP requirements and other management plans - Grievance mechanism process - E&amp;S requirements - Feedback on consultant/contractor reports</td>
<td>Face-to-face meetings - Trainings/workshops - Invitations to public/community meetings</td>
<td></td>
<td>- BHTPA PRIDE team - PD BHTPA and point of Contact</td>
</tr>
</tbody>
</table>

92 | Page
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| STAGE 2: CONSTRUCTION AND MOBILIZATION ACTIVITIES | **Project Affected People**  
- People residing in project area  
- Vulnerable people around the project site  
- Petty shopkeepers, truck/van drivers, laborers in the area | - Grievance mechanism  
- Health and safety impacts (EMF, community H&S, community concerns)  
- Employment opportunities  
- Project status | - Public meetings, open houses, trainings/workshops  
- Separate meetings as needed for women and vulnerable  
- Individual outreach to PAPs as needed  
- Disclosure of written information: brochures, posters, flyers, website  
- Information boards at the project site  
- Notice board(s) at construction sites  
- Grievance mechanism  
- BHTPA Quarterly newsletter | - Quarterly meetings during construction stage  
- Communication through mass/social media as needed  
- Notice boards updated weekly  
- Routine interactions  
- Brochures at the BHTPA Office and Project Office | - BHTPA PRIDE team and project management team along with point of Contact  
- Social Specialist  
- Supervision consultants  
- Contractor/sub-contractors |
| | **Other Interested Parties (External)**  
- Other Government Departments including DoE from which permissions/clearances have been obtained;  
- Other project developers etc.  
- Ward Commissioner, Ward No. 26 and Sub Zonal Office5, DNCC  
- Kawran Bazar Bonik Somity | - Project scope, rationale and E&S principles  
- Grievance mechanism  
- Project status  
- World Bank compensation requirements  
- Construction related Waste Disposal  
- Timing of ‘Movement of Vehicles carrying construction material’ to the project site | - Face-to-face meetings  
- Joint public/community meetings with PAPs, STPs at Janata Tower (for renovation work)  
- Meeting with various Elected Committees at Kawran Bazar | As needed (monthly during construction stage) | - BHTPA PIU  
- Social Specialist  
- BHTPA point of Contact  
- Supervision consultants  
- Contractor/sub-contractors |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
|       | Bazar Management Committee | - Project information - scope and rationale and E&S principles  
- Project status  
- Employment opportunities  
- Environmental and Social concerns  
- Opening up Incubation center at the Universities  
- Modality of Supporting small and Medium Entrepreneurs  
- Grievance mechanism process | - Public meetings, open houses, trainings/workshops  
- Disclosure of written information: brochures, posters, flyers, website, Information boards in BHTPA  
- FGD with the Universities/STPs  
- Notice board(s) at construction site  
- Grievance mechanism | - Quarterly meetings during construction stage  
- Communication through mass/social media as needed  
- Notice boards updated weekly  
- Routine interactions  
- Brochures in Project offices | - BHTPA PRIDE team and project management team  
- Social Specialist  
- BHTPA point of Contact |
|       | Other Interested Parties (External) | - Media  
- NGOs  
- Businesses and business organizations including FBCCI, BCS, BASIS, BACCO, eCAB, ISPAB and other IT and ITeS entities  
- Workers’ organizations  
- Technological Universities at Dhaka, Chittagong and Khulna, Other Academic institutions (e.g. universities, think tanks, schools) and STPs at Chittagong, Dhaka, and Jashore and STPs located elsewhere;  
- National Government Ministries  
- General public, and jobseekers | - Public meetings, open houses, trainings/workshops  
- Disclosure of written information: brochures, posters, flyers, website, Information boards in BHTPA  
- FGD with the Universities/STPs  
- Notice board(s) at construction site  
- Grievance mechanism | - Quarterly meetings during construction stage  
- Communication through mass/social media as needed  
- Notice boards updated weekly  
- Routine interactions  
- Brochures in Project offices | - BHTPA PRIDE team and project management team  
- Social Specialist  
- BHTPA point of Contact |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
|       | **Other Interested Parties (Internal)** | - Other BHTPA staff  
- Supervision Consultants  
- Contractor, sub-contractors, service providers, suppliers and their workers | - Project information: scope and rationale and E&S principles  
- Training on ESMF/ESMP requirements and other sub-management plans  
- Worker grievance mechanism | Face-to-face meetings  
- Trainings/workshops  
- Invitations to public/community meetings | Daily, as needed | - BHTPA PRIDE team and project management team  
- Social Specialist  
- BHTPA point of Contact |
| **STAGE 3: OPERATION AND MAINTENANCE** | **Project Affected People:** | - People residing in project area  
- Vulnerable People | - Satisfaction with engagement activities and GRM  
- Grievance mechanism process | Outreach to individual PAPs  
- BHTPA website  
- Grievance mechanism  
- BHTPA newsletter | Outreach as needed  
- Meetings (as needed/requested)  
- Monthly (newsletter) | - BHTPA PRIDE team and project management team  
- Social Specialist  
- BHTPA point of Contact |
| | **Other Interested Parties (External)** | - Press and media  
- NGOs  
- BCS, BASIS, BACCO, eCAB, ISPAB and other IT and ITeS entities  
- Workers’ organizations  
- Selected Public/Private Technological Universities in the country, Other | - Grievance mechanism process  
- Issues of concern  
- Status and compliance reports | - Grievance mechanism  
- BHTPA website  
- Face-to-face meetings  
- Submission of reports as required | As needed | - BHTPA PRIDE team and project management team  
- Social Specialist  
- BHTPA point of Contact |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Target stakeholders</th>
<th>Topic(s) of engagement</th>
<th>Method(s) used</th>
<th>Location/frequency</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
|       | Academic institutions (e.g. universities, think tanks, schools) and STPs at Chittagong, Dhaka, and Jessore STPs and elsewhere in Bangladesh on demand; Academic institutions
- DNCC Zone 5 Officials including Ward Commissioner Ward 26
- General public | | | | | |
3.3 Proposed strategy / differentiated measures to include the views of and encourage participation by vulnerable groups

This section describes how the views of vulnerable or disadvantaged groups will be sought during the consultation process, and which measures will be used to remove obstacles to participation especially for vulnerable or disadvantaged groups. All effort would be directed to ensure that the identified and ‘To be identified Vulnerable and Disadvantaged Groups’ throughout the lifecycle of the project are included in the SEP as it is a live document and they would be contacted by the PD/PIU directly well ahead of time so to inform them of the venue and time of the meetings and engagements including the agenda of the meeting so that their input can be recorded and put into action. Direct involvement of the PIU in arranging Stakeholder Engagement would nullify and remove any obstacle/hindrance for the stakeholders to engage and contribute effectively in such meetings.

The following table identifies the vulnerable groups and a summarized strategy to mitigate project impact and risk against them:

<table>
<thead>
<tr>
<th>Project Sub-Component</th>
<th>Target Group</th>
<th>Strategy</th>
</tr>
</thead>
</table>
| Establishing Digital Entrepreneurship Hub in Dhaka - Construction of 12 storied BHTPA Complex and upgrading and improved maintenance of common spaces of Janata STP | Elderly people, persons with disabilities, children and pregnant women while commuting through the lane adjacent to the project area; Irregular laborers and urchins (men and women) working in the Market area adjacent to the project site who regularly look for jobs to have a living in the vicinity; Minority Transgender community in close proximity of the project site, if any Displaced vendors (using outer walls) for their business | • Guiding the elderly people, persons with disabilities, children and pregnant women to use nearly lanes/by lanes while commuting through the area. Necessary Sign Posting at the lane adjacent to the project site would give dividend.  
• Giving priority to the unemployed laborers (including women) and members of the minority transgender community while employing local labor force in the project.  
• The unemployed labor force including the minority transgender community, when present could be gathered at the project site and their employment potential studied by the Contractor and then employed.  
• Identify alternative space for their business during construction through Liaison and communication with Kawran Bazar Bonik Somity, Kawran Bazar Management Committee and Ward Commissioner, Ward No. 26 in this respect would pay dividend. |
<table>
<thead>
<tr>
<th>Project Sub-Component</th>
<th>Target Group</th>
<th>Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital Entrepreneurship and Innovation Support Program</td>
<td>Employees and staffs of IT and ITeS entities who could be disabled or from the minority transgender community and always under fear of losing jobs owing to their physical handicaps. Suppliers and contractors who could be from the elderly, disabled or the minority transgender community and intending to work with BCS, BASIS, BACCO, eCAB, ISPAB and staffs of the BHTPA Complex could be coerced by these agencies while giving contracts. They could be also forced to make illegal gratification to secure a contract. Young Entrepreneurs and students with mental or physical disabilities or minority status (religious, ethnic, gender identity, etc.)</td>
<td>• Separate, targeted consultations for students/entrepreneurs with disabilities including from among the staffs/employees and members of the transgender community, if any. • Monthly meeting of Management and Staffs/employees and addressing complaints, if any. • Circulating on GRC to all concerned at the operational level so that any individual/entity aggrieved may contact and communicate grievances at the earliest. • BHTPA to ensure that the grievances are attended readily and transparently. PD, BHTPA has a major role here. • Provide start-up and scale-up facilities and services for entrepreneurs in STPs to increase the number of firms that are investment ready. • Supporting the Tech Universities in establishing innovation hubs fairly.</td>
</tr>
</tbody>
</table>

3.4 Review of Comments

The comments will be gathered (written and oral comments) and reviewed, and reported back to stakeholders on the following process:
• Comments received from stakeholders orally or in the written form at the project level
• The Social Development Officer / responsible officer would summarize the comments and bring to the notice of the Project Director (PD)
• An Officer on behalf of the PD would respond to the comments by oral or written means at the project level (If the comments are in the written form, then the answer will be also in the written form)
• The PIU, BHTPA / Officer appointed may organize the meeting with respective stakeholders
• If the matter is not solved, then it will be addressed by PD, BHTPA,
• Again, if it is not solved at PD level, it will come to BHTPA Executive Board level.
• The Social Development Officer will share the summary of the comments to stakeholders in every level.
• A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all.

In the existing project BHTPA welcomes suggestion and comments from the stakeholders on the project. Based on suggestions from the local peoples and elected representatives, BHTPA has room to take necessary action in modifying the project plan, if necessary.

4. Roles, Responsibilities and Resources for Stakeholder Engagement

4.1 Resources

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within BHTPA PIU, its Project office and local contractors/sub-contractors. The project will ensure necessary logistics and budget to implement the SEP as per above mentioned discussion.

The contact information of BHTPA is given on the right. Table 8 indicates the Tentative Budget for implementing the SEP where the Project has to cater for an amount of US$ 132, 165.00. Details are shown below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company:</td>
<td>Bangladesh Hi-Tech Park Authority</td>
</tr>
<tr>
<td>To:</td>
<td>Manager (Admin)</td>
</tr>
<tr>
<td>Address:</td>
<td>ICT Tower (9th Floor), E-14/X, Agargaon, Dhaka 1207</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:info@bhtpa.gov.bd">info@bhtpa.gov.bd</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.bhtpa.gov.bd">www.bhtpa.gov.bd</a></td>
</tr>
<tr>
<td>Telephone:</td>
<td>02-8181736 (ext – 423)</td>
</tr>
</tbody>
</table>

Table 8: Tentative budget for implementation of SEP

<table>
<thead>
<tr>
<th>1</th>
<th>Stakeholder Engagement Activities</th>
<th>Quantity</th>
<th>Unit Cost (USD)</th>
<th>Times/Month</th>
<th>Total Cost (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Travel expenses</td>
<td>1</td>
<td>100</td>
<td>60</td>
<td>6000</td>
</tr>
<tr>
<td>1.2</td>
<td>Stakeholder/Community/Sensitization meeting</td>
<td>25</td>
<td>100</td>
<td>-</td>
<td>2500</td>
</tr>
</tbody>
</table>
1.3 Meeting with DNCC Zone 5 Officials and Ward Commissioner Ward No. 26 | 9 | 250 | (Quarterly for 3 years) | 2250

1.4 Meeting with Regulatory Bodies | 12 | 500 | (Quarterly) | 6000

1.5 Communication Materials (Posters; Brochure, Flyers, Billboard uploading information in website etc.) | 12 | 500 | (Quarterly) | 6000

1.6 Training on Social and Environmental issues (Batch, per batch 20 persons) and Staffs and STP/University persons | 10 | 5000 | | 50000

1.7 HHs Surveys for PAPs report preparation | 6 | 500 | Half yearly for 3 years of construction period | 3000

1.8 Meeting with Tech Universities and STPs | 6 | 1000 | Half Yearly | 6000

2 Grievance Redress Activities

2.1 Communication Materials | 12 | 500 | Quarterly | 6000

2.2 GRM Guidebook | 1 | 500 | | 500

2.3 Suggestions Box | 4 | 100 | Once | 400

2.4 GRM MIS Database | Lump sum | 2500 | | 2500

2.5 Training on GRM Committees and Contractor staff | 4 | 1000 | Each Year Twice for first two years | 4000

2.6 Honorarium for committees | Lump sum | 25000 | | 25000

2.7 Contingency (10%) | | | | 12015**

Grand Total: USD 132,165.00

** Less Serial 1.1

4.2 Management functions and responsibilities

The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where one social development specialist (BHTPA), Social Development Officer (Field level), and Design and Supervision consultancy firm will assist to implement the day-to-day activities.

The roles and responsibilities of the organizations are presented below:

The Project Implementation Unit (PIU) will be responsible for the preparation and physical implementation of the project. This unit will be under the oversight of the Project Director and GM (Planning and Development) of BHTPA, comprising the following staff: Project Director, GM (Planning
and Development), Procurement Officer, Social Development Specialist and an Environmental Specialist.

**The Social Specialist** who is part of the PIU be responsible to manage all social development aspects of the BHTPA. The Social Specialist will oversee all planned stakeholder engagement activities and those in the process of being implemented. Responsibilities of the Social Specialist include the following:

- Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;
- Oversee all stakeholder engagement related activities for the Project;
- Manage the grievance mechanism;
- Interact with related and complementary support activities that require *ad hoc* or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);
- Liaise with the Project Director/BHTPA to ensure that stakeholder engagement requirements/protocols are understood; and
- Proactively identify stakeholders, project risks and opportunities and inform the PD / Social Specialist to ensure that necessary planning can be done to either mitigate risk or exploit opportunities.

- **An Officer (Field)** who is part of the PIU would be responsible to manage all social development aspects of the BHTPA Project site. The Officer will oversee all planned stakeholder engagement activities or in process of being implemented in the field. He/she will be responsible to assist the Social Specialist (BHTPA)

**Supervision Consultant** shall be recruited to provide institutional capacity and support to the Project Implementation Unit (PIU) with: (a) overall project management and supervision including procurement, design, and contract management; and (b) oversee the overall implementation, monitoring, and reporting of the SEP. After familiarizing themselves with the project area through reading and consultations with the BHTPA Project Unit, the consultants will design appropriate questionnaires intended for data collection at project location levels. The consultations will be ongoing and an integral part of the project as set out in this SEP.

In order to advance the Project, the PIU will work collaboratively with some of government departments and stakeholders and relevant organization in the city.

The roles and responsibilities, their interest and potential influence, and the internal coordination and communication arrangements are summarized below.

**Table 9: Roles and responsibilities of the stakeholder**

<table>
<thead>
<tr>
<th>Actor/ Stakeholder</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| PIU                | o The PIU will be responsible for the preparation and physical implementation of the project.  
o Organize regular meeting with stakeholders  
o The PD would oversee the activities of the Project Social Development Specialist and monitor the ongoing activities |
<table>
<thead>
<tr>
<th>Actor/ Stakeholder</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| Project Social Development Specialist   | - Quarterly reporting on SEP and the GRM to the WB.  
- Responds to stakeholder feedback  
- Keep PD posted on all matters relating SE                                                                                                                                                                                                                                                                                                     |
| Social Specialist (HQ)                  | - Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;  
- Oversee all stakeholder engagement related activities for the Project;  
- Manage the grievance mechanism;  
- Interact with related and complementary support activities that require *ad hoc* or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);  
- Liaise with the PD/BHTPA to ensure that stakeholder engagement requirements/protocols are understood; and  
- Proactively identify stakeholders, project risks and opportunities and inform the PD / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities. |
| Social Development Officer (field)      | - Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;  
- Support to Social Specialist to oversee all stakeholder engagement related activities for the Project;  
- Coordinate the grievance mechanism;  
- Interact with related and complementary support activities that require *ad hoc* or intensive stakeholder engagement;  
- Liaise with the PD/BHTPA to ensure that stakeholder engagement requirements/protocols are understood; and implemented.  
- Be responsible for the overall day to day management of the stakeholder process during various stages of the project.                                                                                           |
| Supervision Consultant                  | - Supervision/monitoring of contractor;  
- Management of engagement activities during the construction phase;  
- Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;  
- Support to Social Specialist to oversee all stakeholder engagement related activities for the Project.                                                                                                                                                                                                                         |
| Others government departments and stakeholders | - Supervision/monitoring of contractor  
- Management of engagement activities during the construction phase.  
- Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;  
- Support to Social Specialist to oversee all stakeholder engagement related activities for the Project;                                                                                                                                                                                                                                    |

### 5. Grievance Mechanism

#### 5.1 Grievance Mechanism Structure/Architecture

Grievances in the project may range from effect on the society and the local community due to construction related activities or negative effects on livelihood of project-affected people. Considering
the overall need for the total project period, BHTPA intends to establish a GRM to address complaints and grievances starting from Project Implementation Level as there is not likely to be reasonable adverse effect on the community. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons resorting to expensive, time-consuming legal actions. The mechanism will, however, not bar an aggrieved person to go to the courts of law.

The purpose of the GRM is to record and address any complaint that may arise during the life-cycle of the project period effectively and efficiently. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project-affected people (PAPs) and the complainants. The GRM works within existing social management & resettlement frameworks, providing an additional opportunity to resolve grievances at the local, project, IT/ITeS level operations and at the apex, BHTPA level. Necessary signposting/billboard would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level. The structure of Grievance Mechanism chain is as follows:
Project Implementation Level Grievance Redress Mechanism

The objective of the project implementation level GRM is to bring the GRM closer to PAPs/ workers of the project in its implementation stage. All effort shall be made to resolve issues at the first instance. The Social Specialist at the project level shall carry out the following as regard to redressing grievances:

a) Hear the grievances of the PAPs/staffs and workers, and provide an early and mutually satisfactory solution to those;

b) Immediately bring to the notice of the Project unit or Social Standards Officer any serious matter that may have arisen/complaint received;

c) Inform the aggrieved parties about the progress of actions of their grievances and decisions of the Project unit/Industry level.

The project Implementation level GRM shall have the following Grievance Redress Committee (GRC) members:

- Project Social Specialist (Convener) - BHTPA
- An elected member of the DNCC North Zone 5/Ward Commissioner, Ward No. 26
- A member of the Bazar Committee/Workers Welfare Committee at Kawran Bazar
- A Member of the PAPs/workers of the project
- Local NGO working on Labor and Gender/GBV related Issue (as needed)
- Officer responsible for Janata STP – 1 (Member Secretary)
The project Implementation level GRC shall resolve or reach a decision within **fifteen (15) days** from the date the complaint is received. The chairperson of the GRC shall communicate the committee’s decision to the aggrieved PAPs in writing and maintain a record of all decisions related to each case.

**IT/ITeS, STP and University Level Grievance Redress Mechanism during Operation Stage**

The objective of IT/ITeS, STP and University level GRM is to oversee the GRM of the IT/ITeS at the operation stage and assist the Industries/Entrepreneurs in addressing the grievances immediately upon receipt of a complaint. When a grievance could not be effectively addressed and mitigated at the Industry/Entrepreneur level, it would be forwarded to the BHTPA level for necessary action. All effort shall be made to resolve issues at the earliest. Appropriate representative of the Industry along with HR Manager at the operational level.

The IT/ITeS, STP and University level GRM shall have the following Grievance Redress Committee (GRC) members:

- Director (Finance and Administration) - Convener
- Representative of the staff or workers of the Industry/STP/Incubator including a female staff/worker
- Project Social Specialist (Convener) - BHTPA
- Local NGO working on Labor and Gender/GBV related Issue (as needed)
- HR Manager Administration of IT/ITeS/STP and a senior administrative staff at the University (Member Secretary)

The IT/ITeS, STP and University level GRC shall reach a decision **within fifteen (15) days** from the date the complaint is received. The chairperson of the GRC shall communicate the committee’s decision to the aggrieved ones in writing and maintain a record of all decisions related to each case.

**BHTPA Level Grievance Redress Mechanism**

A committee of knowledgeable persons, experienced in the subject area, shall be constituted at the BHTPA to handle complaints that have not been addressed or resolved at the Project implementation and operational level. The BHTPA level GRM shall be comprised of the following members:

- Director (Finance and Administration), BHTPA (Convener)
- Legal Specialist, Member
- Social Specialist, Member
- Environmental Specialist-Member
- Ward Commissioner, DNCC North Zone 5 (on behalf of PAPs in Project Implementation stage)/Director Administration of the during the Operational Level - Member
- Chief Law Officer of BHTPA – Member
- BHTPA Manager Administration
- Local NGO working on Labor and Gender/GBV related Issue (when needed)
- Director Administration of the IT/ITeS/STP firm/In charge of Incubator at the University
- Deputy Director, BHTPA - Member Secretary

The BHTPA level Grievance redress committee shall do everything possible to hear and determine the issues **within 15 (fifteen) days** from the date the case has been transferred to it from the Project and
IT/ITeS GRC. To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints, the reasons that led to acceptance or rejection of the particular cases, and the decision agreed with the complainants. BHTPA will keep records of all resolved and unresolved complaints and grievances and make them available for review as and when asked for by the World Bank and other interested persons/entities.

The chairperson of the GRC shall communicate the outcome to the aggrieved PAP(s)/staffs in writing. The GRC shall maintain a record of all outcomes related to each case. Should measures taken by the BHTPA fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the court, and the court’s decision will be final.

5.2 Grievance Mechanism Intake Channels

Information about the GRM will be publicized as part of the initial disclosure consultations in the participating Upazila, union and villages. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in government offices, project offices, village notice boards, community centers, etc. Information about the GRM will also be posted online on the BEZA website (http://www.bhtpa.gov.bd). The overall process for the GRM will include six steps and described below. This builds on the way grievances are typically managed.

- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: in person at offices and at project sites, and by mail, telephone, and email.

- **Step 2: Sorting and processing.** Complaints and feedback will be compiled by the Social Specialist/Environmental Specialist and recorded in a register. Submissions related to the resettlement and compensation program will be referred to the planning department for processing and resolution.

- **Step 3: Acknowledgement and follow-up.** Within fifteen (15) days of the date a complaint is submitted, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint.

- **Step 4: Verification, investigation and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint’s validity, and then developing a proposed resolution, which could include changes of decisions concerning eligibility for compensation, additional compensation or assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register. It is expected that redress to a complaint can be made within 30 days from the receipt of the complaint.

- **Step 5: Monitoring and evaluation.** Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The Social Development Specialist will be responsible for consolidating, monitoring, and reporting
on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.

**Step 6: Providing Feedback.** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person. If the complainant is not satisfied with the resolution, he or she will be informed of further options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by the Bangladesh legal system. On a monthly basis, the Planning Department will report to the Executive Chairman on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days.

5.3 Grievance Registry, Referral, Resolution and Appeals Process

BHTPA would adopt the following procedures:

The GRC at the Community level will establish a simple computerized system to record the complaints; information on the complainants and perpetrators with names of the enterprises they are employed in; acceptance/rejection of the complaints by CGRC and the reasons thereof. If the decision made at this level is not acceptable to the aggrieved person, GRC will refer to the project level /to BHTPA during implementation level. At the operation level of IT/ITeS, if they too fail to solve the problem, it would be referred to the BHTPA Headquarters with details of the complaint and minutes of the hearings the earlier level. BHTPA will review the case and send its decision within fifteen days from the receipt of the complaint or earlier. However, if an aggrieved person is dissatisfied with the GRM, he/she may lodge complain following the law of the land. An example of a grievance registration form and Typical grievance resolution process of PRIDE project is given at Annex A.


---

5.4 GRM Monitoring and Reporting
Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the Project Director of PRIDE project. To ensure management oversight of grievance handling, the Internal team will be responsible for monitoring the overall process, including verification that agreed resolutions are actually implemented.

5.5 GRM contact information - BHTPA
Information on the project and future stakeholder engagement programs will be available on the project’s website and will be posted on information boards in the project site and Project office, Ward Commissioner’s Office, Ward No. 26. Information can also be obtained from BHTPA office in Agargaon, Dhaka. The point of contact regarding the stakeholder engagement program at BHTPA is given below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company:</td>
<td>Bangladesh High-Tech Park Authority</td>
</tr>
<tr>
<td>To:</td>
<td>Project Director</td>
</tr>
<tr>
<td>Address:</td>
<td>Bangladesh Hi-Tech Park Authority, ICT Tower (9th Floor), E-14/X, Agargaon, Dhaka-1207</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:info@bhtpa.gov.bd">info@bhtpa.gov.bd</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.bhtpa.gov.bd">www.bhtpa.gov.bd</a></td>
</tr>
<tr>
<td>Telephone:</td>
<td>Phone: +88-02-8181736 (Ext-423)</td>
</tr>
</tbody>
</table>

6. Monitoring and Reporting

6.1 Involvement of stakeholders in monitoring activities
The SEP will be periodically revised and updated by the Social Specialist as necessary in the course of PRIDE project implementations in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. This way there would also be room to include a freshly identified stakeholder group who might have been missed/were absent during the initial SEP preparation.

This being a very small project, BHTPA is not planning for any third party’s monitoring to ensure the proper implementation of SEP. The PD and PIU would address the issue of effective implementation of the SEP.
6.2 Reporting back to stakeholder groups

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project(s). The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner.

Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in variety of ways, including:

- Publication of a standalone report on project’s interaction with the stakeholders.
- Through continuous engagement with the stakeholders such as public/community meetings etc.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
  - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
  - Frequency of public engagement activities;
  - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - Type of public grievances received;
  - Number of press materials published/broadcasted in the local, regional, and national media;
  - Amount of Project’s charitable investments in the local communities in the Project Area of Influence.

6.3. Reporting to the World Bank

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

(j) The South Asia Template for Stakeholder Engagement Plan
(k) Good Practice Note: Third-Party Monitoring report of Environment & Social Framework for IPF Operations
Annex - A: Sample ‘Grievance Form’ and Grievance Mechanism of PRIDE Project

<table>
<thead>
<tr>
<th>Grievance Form: Bangladesh Hi-Tech Park Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grievance reference number (to be completed by Project):</td>
</tr>
<tr>
<td>Contact details (may be submitted anonymously)</td>
</tr>
<tr>
<td>Name(s):</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>How would you prefer to be contacted (check one)</td>
</tr>
<tr>
<td>By mail/post:</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>By phone:</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>By email</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>Preferred language</td>
</tr>
<tr>
<td>☐ Bangla</td>
</tr>
<tr>
<td>☐ English</td>
</tr>
<tr>
<td>Provide details of your grievance. Please describe the problem, what happened, when and where it happened, who is the perpetrator and how many times, etc. Describe in as much detail as possible.</td>
</tr>
<tr>
<td>What is your suggested resolution for the grievance, if you have one? Is there something you would like BHTPA or another party/person to do to solve the problem?</td>
</tr>
<tr>
<td>How have you submitted this form to the project?</td>
</tr>
<tr>
<td>Website</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>By hand</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>In person</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>By telephone</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>Other (specify)</td>
</tr>
<tr>
<td>☐</td>
</tr>
<tr>
<td>Who filled out this form (if not the person named above)?</td>
</tr>
<tr>
<td>Name and contact details:</td>
</tr>
<tr>
<td>Signature</td>
</tr>
<tr>
<td>Name of BHTPA official assigned responsibility</td>
</tr>
<tr>
<td>Resolved or referred to GRC1?</td>
</tr>
<tr>
<td>☐ Resolved</td>
</tr>
<tr>
<td>Resolved referred to GRC2?</td>
</tr>
<tr>
<td>---------------------------</td>
</tr>
</tbody>
</table>

**Completion at BHTPA Level**

Final resolution (briefly describe)

| 1<sup>st</sup> proposed solution | | |
| 2<sup>nd</sup> proposed solution | | |
| 3<sup>rd</sup> proposed solution | | |
Grievance Mechanism for PRIDE Project - BHTPA

Documentation the Grievance

Grievance Received

Acknowledge the complaints

If Yes
Submit a report to BHTPA level

If No
Refer to BHTPA level

Meeting
Project Implementation

Result

If Yes
Submit a closing report

If No
Refer to BHTPA Level GRC

Meeting
BHTPA Level GRC

Result

If Yes
Submit a report to BHTPA level

If No
Refer to BHTPA level

Meeting
IT/ITeS, STP and University

If Yes
Submit a closing report to BHTPA management

If No
Refer to Court

Court
Decision

If Yes
Submit a report to BHTPA level

If No
Refer to Court