



SEP BWSPIP Revised 290224

Balochistan Irrigation Department (BID) AND Balochistan
Public Health Engineering Department (PHED/QWASA)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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1. Project Description

Balochistan's water resources are crucial to its development and livelihood. The Province experiences extended droughts and heavy flooding, yet resources are insufficient to handle both. Although 96% of water comes from surface flows, predictable and managed water availability is becoming scarce. The focus has been on developing scarce (4%) groundwater resources. This has caused critical situations in most Province basins. In reaction to extended droughts, population growth and urban migration increase water demand. Balochistan's government prioritizes water resource development to ensure enough water availability for domestic and agricultural use.

Balochistan's population traditionally gets drinking water from streams and floodwater in distant villages and mainly groundwater in urban areas. There are many kilometers of streams which are used by the households near them for drinking water. Villages have floodwater ponds for annual drinking water needs. When water runs out or floods arrive late, some towns' residents migrate or have to bring water from far flung areas. Balochistan often experiences severe drought conditions with a 4–5-year cyclical frequency. The long dry spells take a heavy toll on the livelihood patterns of the local population as irrigation and potable water resources dry up¹. Water availability is drastically reduced during extended droughts. The rural poor is the most vulnerable to water scarcity in Balochistan. Crop, fruit farming and livestock rearing are extremely important occupations in rural Balochistan, and key sectors of the economy, but are facing the major challenge of access to reliable sources of water. The groundwater in Balochistan's aquifers provide a buffer against drought for crop production, and for livestock and human needs. However, inefficient water management practices and excessive groundwater use created severe economic, social, and environmental challenges for the province. Improving rural livelihoods and stimulating economic growth require vastly improved management of the scarce water resources of the province.

The Integrated Water Resources Management (IWRM) Policy (2006) of the Government of Balochistan recognizes the role of surface water supplies in meeting the growing needs of various sub-sectors of water use and recharging depleted aquifers. The Policy prioritizes Sailaba agricultural and storage dams to generate surface waters for command area expansion and groundwater recharge. The ongoing World Bank financed BIWRMDP and the ongoing ADB financed BWRDSP are closely coordinating to support the GoB in the revision of the 2006 Integrated Water Resources Management (IWRM) Policy and in the preparation of the resulting Water Act. These two documents should lead to key improvements in the water sector including (i) O&M of infrastructure; (ii) Improved control of groundwater use (iii) improved watershed management, (iv) enhanced management of floods and droughts; (v) increased attention to water quality issues. The legal reform will create a more enabling environment for the integrated water resources management in the province and will help the implementation of this proposed operation.

The Balochistan Water Security and Productivity Improvement Project (BWSP) is designed to tackle water security challenges exacerbated by climate change – droughts, floods, and rising temperatures. It is envisioned that through this project, the Government of Balochistan will be supported in developing a credible long-term program to improve water security for production and public health and enhance the productivity of key water-related sectors of the economy to create jobs and improve livelihoods following an IWRM approach. The project will strengthen relevant institutions to adapt their IWRM capacity and better position them for the implementation of Balochistan Water Policy and the Balochistan Water Act. The project will directly benefit approximately 690,000 people. Around 500,000 people in

¹ Kakar, Z., Khair, S. M., Khan, M. Z., & Khan, M. A. (2016). Socio-economic impact of water scarcity on the economy of Pishin Lora Basin in Balochistan. *Journal of Applied and Emerging Sciences*, 5(2), pp90-96.

Quetta city will benefit from improved water supply and sanitation services and around 390,000 households will benefit from improved flood protection as well as improved water availability for agricultural uses in the Kachhi Plains. BWSPIP will have the following Components:

Component A: Flood protection, agricultural water and watershed management

This component aims at improving water security in the Kachhi plains by protecting populations from floods and by improving access to water for productive use thereby reducing water security challenges. The component will achieve this objective through a combination of structural and non-structural solutions. The structural solutions will include a mix of grey infrastructure (flood dispersal structures and associated canals) and green infrastructure (targeted revegetation of the watershed). The non-structural solutions will include adequate planning especially at community level, and strengthening the capacity of local water management and government institutions. By doing so, this component will significantly contribute to strengthening the climate resilience and sustainability through multiple pathways (i) enhanced opportunities for productive farming activities through access to multiple sources of water throughout the year (as soil moisture, groundwater and ponds); (ii) diversification of farming activities to enable both crop farming and livestock breeding; and (iii) a combination of larger and smaller structures ensuring better sediment management and improved flood risk mitigation. The component includes three sub-components (i) *Sub-component A1: Water Infrastructure*; (ii) *Sub-component A2: Watershed Management* and (iii) *Sub-component A3: Improvements of on-farm water productivity*. The project will engage with local NGOs and Women Water Network such as Aurat Foundation in Quetta to ensure female participation in consultations and ensure women's voice is heard for the flood protection, agriculture productivity and watershed management activities.

Sub-component A1: Water Infrastructure. This sub-component will finance the development of priority flood protection and water utilization infrastructure to protect people and properties from floods and ensure year-round water availability for agriculture and limited domestic uses. Moreover, the infrastructure itself will be made resilient to floods, droughts, and high winds.² The activities under this sub-component will include: (i) Construction of flood dispersal structures; (ii) Embankment Protection Works; and (iii) auxiliary infrastructure including canals, gauges, regulation and measurement systems. This set of "grey infrastructure" will be complemented by nature-based solutions described in sub-component A2.

Sub-component A2: Watershed Management. This sub-component will finance a combination of watershed management and conservation interventions aimed at limiting erosion, promoting groundwater recharge, increasing carbon stock and providing increased feed and fodder supply for livestock. This sub-component includes the activities related to: (i) afforestation; (ii) erosion check and control structures; (iii) land leveling; (iv) water detention structures/ponds; and (v) water and soil conservation. The sub-component will also finance a technical assistance enabling participatory approach to the watershed management.

² The World Bank's [Resilient Water Infrastructure Design Brief](#), published in 2020, guides users on how resilience can be built into the engineering design of their project. It focuses on the three natural hazards most likely to affect water and sanitation infrastructure—droughts, floods, and high winds.

Sub-component A3: Improvements of on-farm water productivity. The sub-component will finance activities to improve on-farm water management to increase productivity of agriculture, horticulture, livestock, and fisheries. It will support on-farm infrastructure, climate-smart agricultural water use technologies, and technical assistance. On-farm infrastructure will include the construction/rehabilitation of small water channels, small rainwater harvesting structures and access roads. Climate-smart agricultural water use technologies will include improved irrigation efficiency and climate resilient technologies (including contour bunds) enabled through matching grants to eligible beneficiaries. The technical assistance will offer training to farmers for on-farm water management techniques and practices and support the creation of water user associations` (WUAs) that will have responsibility in the O&M of infrastructure. The project will ensure women’s representation and leadership in the WUAs by establishing a quota of X% for decision-making positions held by women and providing women in these positions, and more broadly female members in WUAs, with training in leadership and negotiation, as well as in technical skills such as financial management and O&M. Separate trainings will also provided to women on agricultural productivity, climate smart agriculture, horticulture, livestock, and kitchen gardening and income generation activities to improve their resilience to climatic shocks.

Sub-component A4: Project Management & Technical Assistance. This sub-component will finance the project management, monitoring and evaluation and studies for component A. The component will also finance expenditures associated with the component implementation, including incremental costs associated with the Project Implementation Unit (PIU), Project Supervision and Implementation Assistance (PSIA) consultants, M&E consultants, and implementation of Management Plans and Strategic Studies including the Environmental Management Plan (EMP), the Social Mitigation Plan and the Gender Action Plan (GAP). Study tours will also be included with piloting of new technologies and others that may be identified during project implementation, as well as feasibility studies for other river basins (that do not include international waterways as defined in OP7.50).

Component B: Improvement of Quetta water supply and sanitation

This component aims to improve water security in Quetta by improving water supply and sanitation services delivered by QWASA and increasing sustainability of groundwater use through increased recharge. This will be achieved through a combination of priority infrastructure investments, strengthening of QWASA, and application of circular economy principles to water supply and sanitation systems. The project will finance a diverse set of activities that are all aligned with the objective of enhancing the efficiency, resilience, and sustainability of QWASA’s operations to deliver improved, safe, reliable, and inclusive services. These interventions are well aligned with the priorities identified in the diagnostic and plans developed for QWASA through the Utility of the Future (UoF) Program and through UNICEF Climate Resilient WASH Roadmap.

Subcomponent B1: Bulk water supply and municipal wastewater infrastructure investments. This sub-component will increase bulk water available for supply through QWASA’s distribution network, support technical and commercial improvements to the Sabzal Sewage Treatment Plant (STP), and expand coverage of the sewerage network. Investments through this sub-component will ensure that there is adequate physical infrastructure and water to help QWASA translate institutional and network improvements (sub-components B2 and B3) into substantially improved water and sanitation services to residents of Quetta. Bulk water augmentation will include rehabilitation of the conveyance system that brings water from the Urak Headworks to Quetta city, construction of bulk supply lines to bring water from up to three operational dams around Quetta Valley, development and implementation of a

comprehensive groundwater recharge program, rehabilitation of selected non-functional groundwater pumping stations, and construction of public water points with a focus on *Kacchi Abadis*. The water and sanitation facilities will be designed that is inclusive and easily accessible to people with disabilities.

Sanitation investments under B1 are concentrated in the Sabzal STP and its service area. The objectives are to (a) achieve public health and environmental outcomes from past investments that were never completed and/or are not operational, (b) develop a working institutional and operational model for wastewater management to be scaled in the future, and (c) provide operational opportunity to implement sanitation management practices that are supported by technical assistance under subcomponent B2. The scale of investment is small and the outcomes are concentrated in one locality of Quetta City, but the objective is to lay the groundwork for rapid scaling up of wastewater investments in the future. The performance and reliability of the Sabzal STP, which is currently non-operational partly due to QWASA's inability to cover energy costs, will be bolstered by converting the energy supply to solar energy to make the plant operations more cost-efficient. Other on-site improvements will include rehabilitation of STP inlet, solid waste separation system, and restoration of settling tank. The STP is equipped with a sludge drying and pressing unit and a facility for filling tankers with treated wastewater, which will be restored through minor upgrades. The on-site water quality monitoring lab will also be modernized to increase frequency and transparency of quality testing. Sewerage network investments will cover parts of the Sabzal STP's catchment area, currently served by open drains that also carry non-sewage drainage water and solid waste. Investments through this sub-component will ensure that there is adequate physical infrastructure and water to help QWASA translate institutional and network improvements (sub-components B2 and B3) into substantially improved water and sanitation services to residents of Quetta.

Subcomponent B2: Improving Water Supply and Sanitation Systems and Services. This subcomponent focuses on enhancing the technical and commercial efficiency of QWASA as a service provider through a combination of technical assistance to improve customer services and utility operations, technology adoption and related capacity building, and physical rehabilitation of segments of the water supply network. The activities under this subcomponent will enable QWASA to reduce non-revenue water (NRW), increase energy efficiency, improve utility service parameters such as 'hours of service', and expand services to the most underserved localities. A detailed utility modernization program will be developed in the first year of project implementation, building upon the work undertaken already through the UoF Program. This will inform the specific technical assistance activities of the project, including support for a communication and public outreach campaign to enable demand management and increase tariff-based revenue. Technical assistance will also include: (a) establishment of a dedicated wastewater management unit to manage existing and planned wastewater investments (see subcomponent B1); (b) establishment of a *kacchi abadi* unit to expand QWASA services to the poorest settlements; and (c) development and implementation of a Gender Action Plan to increase the number of women in technical and decision-making positions. Constraints on women's recruitment and promotion into decision-making/management positions will be identified through the EQUAL AQUA HR survey, and addressed through relevant measures, which may include introduction of incentives on hiring of women into new and existing unfilled positions at management level; review of current hiring and promotion practices and introduction of affirmative HR policies and procedures; launch of training and mentorship opportunities for existing women employees; and support for university-to-work transition schemes. Technology improvement, system rehabilitation, and related capacity building activities will include: (i) installation of a Supervisory Control and Data Acquisition (SCADA) system, Geographic Information System (GIS), and hydraulic network modeling of the QWASA's water distribution networks; (ii) network repair, and rehabilitation (or construction) of storage reservoirs within the city; (iii) rehabilitation of community water

filtration plants; (iv) hardware and software support for network zoning, leakage management, and pressure management; (v) installation of bulk and consumer meters; and (vi) solarization and rehabilitation of pumping stations and installation of electric generators.

Subcomponent B3: Institutional Strengthening and Modernization of Utility Management of QWASA.

This subcomponent will support the PIU for Component B in improving core project management competencies – procurement, financial management, monitoring and evaluation, E&S safeguards -; hiring of consultants for M&E, supervision and implementation support, and needs-based technical support; and setup of a project specific Management Information System (MIS) and a WASH MIS housed at the PHED/QWASA; and financing of costs associated with the PIU, which will be housed at the PHED/QWASA and include substantial representation from QWASA (see Implementation Arrangements). This component will also support studies to inform future investments and interventions.

Component C: Contingent Emergency Response Component (CERC)

This component will support preparedness for, and rapid response to climate and natural disasters, emergency, and/or catastrophic events as needed. The provisional zero cost for this component will allow for rapid reallocation of credit proceeds from other components under streamlined procurement and disbursement procedures. A CERC annex will be included in the project operations manual outlining the process for activation, criteria for eligible crisis, implementation arrangements, fiduciary and safeguards aspects and a positive list of activities that may be financed.

2. Rationale and Objective of Stakeholder Engagement Plan

The SEP recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. 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.

The overall Objective of the SEP

The overall objective of this SEP is to define a plan of action for stakeholder engagement, including technically and culturally appropriate approach to public consultation and information disclosure, throughout the entire project cycle. The SEP outlines ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities.

The involvement of different stakeholders, including the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities. This SEP will be reassessed and updated throughout the project life as a live document.

The SEP will:

- Establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow Borrowers to respond to and manage such grievances.

The environmental and social risk of the project is rated as 'Substantial'. The project will have overall positive impacts and will help to improve the water security and increase the economic productivity of water use in the selected areas of Balochistan Province. The environmental impacts of project components will vary in nature and scale depending upon the location and type of intervention which are currently under consideration. Moderate to large scale civil works will be involved. The anticipated environmental risks and impacts associated with project activities include generation of spoil from excavation activities, dust generation caused by excavation and running of project vehicles on unpaved roads/tracks, air emissions released by construction machinery and vehicles, soil and ground/surface water contamination caused by release of contaminants at the worksites and discharge of domestic sewage and other wastewaters from temporary facilities, solid waste generation, clearing of natural vegetation and trees, CHS risks associated with movement of heavy machinery and dump trucks, OHS risks associated with the construction works, security of workers and equipment, concerns related to river water quantity and quality. In case of the flood water detention, water harvesting and ground water recharge, other than construction-related impacts described above, the potentially adverse impacts include reduction of surface water flow during the rainy season for lower riparian areas. Other than the impacts associated with civil works, it is anticipated that there will be a temporary impact on supply and quantity of water to the communities during implementation of Component-B. During the up gradation of pumping stations and rehabilitation of pipeline systems it is anticipated that the water quality may deteriorate and health and safety risks may arise.

Project activities are envisaged to have Substantial social risks due to moderate to large scale civil works, unstable security situation in the province, congested project areas in Quetta city, including kacchi abadis (slums), risk of unequitable project benefits, institutional capacities, and general implementation challenges.

The Project will have significant positive social impacts in terms of access to improved water quality and quantity to some of the poorest farming communities in Balochistan, and in the shape of improved sanitation and water supply for Quetta city. The moderate to large scale civil works under both components may cause adverse social impacts (localized) if not managed timely and properly. Associated social risks with the civil works may include impacts on land, labor management, OHS and community health and safety. Activities under Component B on rehabilitation of water supply and sewage infrastructure in the densely populated and congested areas of Quetta city carry risks of temporary economic and physical displacement of people and businesses (including informal settlers) during civil works. Road closures, disrupted access for civilians and digging for the replacement of water and sewage lines may also carry risks of CHS and GBV/SEA/SH. Improved water supply in Quetta, may also carry risks of equity in water supply, water quality, and ensuring access to increased water. Identified risks for land, CHS and equitable benefits will be further amplified for the project activities conducted in the 'kacchi abadis' (slums) of Quetta city. There are reports of Anti Encroachment Drives (AED) in Quetta city which Component 2 will have to be sensitive towards. There is a risk of exclusion of women under Component A from benefiting from on-farm water productivity activities due to lack of inclusion of women in Water Users Associations. Inter and intra tribal conflicts may also impact equity and targeting, which is a primary social risk associated with Component A. Security challenges in project areas under Component A may also carry a risk to project staff and labor. BIWRMDP has focused extensively on this, and has made considerable headway in gaining trust, through constant engagement with tribes of Nari and Porali basin. The project will capitalize on the same. Other social risks include the risk of GBV/SEA/SH across project activities. The IA for Component A (Balochistan Irrigation Department), while having extensive experience with World Bank projects has not implemented a project under ESF. The IA for Component B, PHED/QWASA does not have any experience of implementing a World Bank project. Given these, the social risk rating is Substantial.

3. Stakeholder Identification and Analysis

Stakeholder analysis identifies and determines the likely relationship between the project and the different stakeholders. Stakeholders are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. It is a useful tool for managing communication between the project team and stakeholders. Project stakeholders are defined as individuals, groups, or other entities who:

- Are impacted or likely to be impacted directly or indirectly, positively, or adversely, by the Project (also known as 'affected parties'); and,
- May have an interest in the Project ('other interested parties'). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

In all phases of the project, cooperation and negotiation with stakeholders is required. Persons within the groups who act as legitimate representatives of their respective stakeholder group and entrusted by their fellow group members will be identified in the process of engagement. Community representatives may provide helpful insight into the local settings and act as main means for dissemination of the Project information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

Methodology

Stakeholder analysis helps to know the perceptions, interests, need, and influence of actors on the project. Identifying the appropriate consultation methodology for each stakeholder throughout the project lifecycle is necessary. In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: public consultations for the project will continue during the whole project lifecycle. Stakeholder engagement will be free of manipulation, interface, coercion, and intimidation;
- Informed participation and feedback: information will be provided through out project duration and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and assure that stakeholder feedback is taken into consideration during decision making;
- Inclusiveness and sensitivity: stakeholder identification will be undertaken to support better communications and building effective relationships. The participation process for the projects is inclusive. All stakeholders are always encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, particularly women headed households, youth, elderly and the cultural sensitivities of diverse ethnic groups.

For the purposes of effective and tailored engagement, stakeholders of the proposed project can be divided into the following core categories:

1. Affected Parties: persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
2. Other Interested Parties: individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way

3. Disadvantaged/Vulnerable Individuals or Groups: persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status,⁵ and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

Affected Parties

Affected Parties are those groups of people that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to potential risks and impacts associated with the project and who need to be closely engaged including local community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

Table 1: Affected parties and its impact wise analysis

Sector	Affected Parties	Impact Level
Community	<ol style="list-style-type: none"> 1. Villagers and residents of towns and villages 2. Agriculture farmers and workers 3. Farmers Organizations/ Water Users Associations 4. Community Based Organizations 5. Farming community 	<ol style="list-style-type: none"> 1. High 2. High 3. High 4. High 5. High
Government	<ol style="list-style-type: none"> 1. Balochistan Irrigation Department (ID) 2. Balochistan Public Health Engineering Department (PHED/QWASA) 3. PIU Staff Balochistan ID 4. PIU Staff Balochistan PHED/QWASA 5. QWASA Staff 6. Project Design and Supervision Consultants 7. Monitoring and Evaluation Consultants 	<ol style="list-style-type: none"> 1. High 2. High 3. High 4. High 5. High 6. High 7. High

Other Interested Parties

Other parties interested in the Project are identified as individuals, groups, or organizations who may not be directly affected by the Project but who can help play a role in identifying potential risks, impacts, and opportunities for the Borrower to consider and address in the assessment process and throughout project preparation. The following Other Interested Parties (OIPs) have been identified as stakeholders of the Project:

Table 2: Other Interested Parties and its impact wise analysis

Sector	Other Interested Parties (OIPs)	Impact Level
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Government	<ol style="list-style-type: none"> 1. National Disaster Management Authority (NDMA) 2. Provincial Disaster Management Authority 3. Pakistan Meteorological Department 4. Forest and Wildlife Department 5. Politicians (local leadership in targetted areas) 6. Social Welfare Department, Balochistan 7. Police Department 8. Balochistan Environmental Protection Agency 9. Revenue Department, Balochistan 10. Agriculture Department 11. Livestock & Fisheries Department 12. Food Department 13. Health Department 14. Local Government Department 15. Education Department 16. P&DDs 	<ol style="list-style-type: none"> 1. Low 2. High 3. High 4. Low 5. Low 6. Low 7. Medium 8. Medium 9. High 10. High 11. Low 12. Low 13. Low 14. Low 15. High 16. Medium 17. Low 18. High 19. High
Community	<ol style="list-style-type: none"> 1. General Public 2. Local NGOs 3. Donor organizations 4. Charity groups 5. Contracted workers, consultants 	<ol style="list-style-type: none"> 1. High 2. Low 3. Medium 4. Low 5. High
Others	<ol style="list-style-type: none"> 1. The All Balochistan Fruit & Vegetable Exporters, 2. Quetta Flour Mills Association 3. Private sector companies providing agriculture inputs/ support: 4. Construction contractors 5. Construction material suppliers 6. Insurance companies 7. Goods Transporters Association 	<ol style="list-style-type: none"> 1. Low 2. Low 3. Medium 4. High 5. High 6. Low 7. Medium 8. Low 9. Medium 10. Low 11. High 12. Medium

	8. Sindh Balochistan Rice Millers and Traders Association 9. Traders Associations 10. Shop Keepers 11. Daily wage earners 12. Artisans of rural markets 13. Micro-Finance Institutions (Banks/NGOs) 14. UN Agencies (e.g., WHO, WFP, UNICEF) 15. Media Groups 16. Balochistan Culture Department 17. Cultural Organizations, writers, archeologists 18. Universities and research institutions, e.g., Balochistan University, BIUTEMS Agriculture University;	13. Low 14. Low 15. Medium 16. Low 17. Low 18. Medium
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Disadvantaged/Vulnerable Individuals or Groups

Disadvantaged or vulnerable individuals or groups are those peoples or groups highly vulnerable to potential project impacts and often do not have a voice to express their concerns or understand the impact and risk of the project. They may disproportionately be impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status, and usually require special arrangement to ensure their equal representation in the consultation and decision-making process associated with the project. Their vulnerability may stem from person’s origin, gender, age, health condition, disability, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., ethnic and religious minority groups, Indigenous peoples), and dependence on other individuals or natural resources.

Awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups on the project must consider such groups or individuals’ sensitivities, concerns and cultural differences to ensure a full understanding of project activities and benefits. Engagement with these vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

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

Table 3: Disadvantaged/Vulnerable Groups and its impact wise analysis

Sector	Disadvantaged/Vulnerable Individuals or Groups	Impact Level
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Community	<ol style="list-style-type: none"> 1. Women agriculture and livestock farmers 2. Ethnic/religious/gender minorities 3. Elderly people in hard-hit areas and facing food shortages. 4. Female headed households 5. Children and youth heads of households 6. Agriculture labor dependent on share-cropping 7. Communities practicing subsistence farming 8. People with special needs such as Pregnant women, children, those in poor health. 9. Illiterate persons 10. Women Artisans (handicraft makers etc.) 11. Differently abled/physically challenged people. 12. Casual/Informal labor force (construction workers, skilled and un-skilled labours etc.) 	<ol style="list-style-type: none"> 1. High 2. High 3. High 4. High 5. High 6. High 7. High 8. High 9. Medium 10. High 11. High 12. Low 13. Low 14. Low 15. High
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Vulnerable groups within the communities affected by the project will be further confirmed and consulted during project preparation.

4. Stakeholder Engagement Plan

Summary of Stakeholder Engagement During Project Preparation

The Irrigation Department of Balochistan Government acquired the services of M/S MM Pakistan and Techno Pakistan Consultants to study the detailed feasibility reports including all necessary aspects covering technical, institutional and economics, social/environmental assessments, procurement and financial management with spatial demarcation through advanced technological methods etc. required for approval by the Government and the international funding institution including the World Bank.

Two separate consultations for Balochistan Water Security and Productivity Improvement Project (BWSPIP) were organized by these consultants from January to October 2023. The consultations were done into two sessions. Consultations mainly in form of “Focus Group Discussions” (FGD) with all Primary and Secondary Stakeholders at public places or offices especially in those communities which is within the project area or nearby with it are done. It was helpful to create a strong foundation for long-lasting and trustful relationships between the client and the stakeholders. Representatives of the communities, potential vulnerable groups such as women and youth has been consulted to understand their specific issues and concerns. This has enabled the teams in meaningful participation. The findings and recommendations has been discussed and disclosed in an open and transparent manner with the communities in order to solicit their comments and suggestions in the studies.

Participants were first briefed about the Project objectives and major interventions associated with the Project implementation. Afterward, people were asked to express their views regarding the proposed Project. In general participants appreciated the Project and offered comments & suggestions to enhance the expected environmental and social benefits and to mitigate the adverse impacts. The community perception of the Project is very good but most of the people wish to implement the Project through

sustainable and safety manner. For the summary of the feedback of the consultations see Annexure 1, and for details of the consultations with primary stakeholder are provided below:

Table 4: Primary Stakeholder Consultation for Component A (Kachchi Plain Areas)

Sr. No.	Settlement	Tehsil	District	Number of Participants
1.	Talli	Sibi	Sibi	30
2.	Bokha Ghulam Bolak			22
3.	Ghulam Bolak			07
4.	Qasir Gahramzai			06
5.	Mall Gahramzai			17
6.	Juma Kash			08
7.	Goth Chandia			09
8.	Sultan Kot			14
9.	Arbab Chachar			12
10.	Mal Gorgage			10
11.	Sibi City (Women Consultation)			08
12.	Theri Barmani	Lehri	Sibi	07
13.	Ralo Mian Khan			12
14.	Ralo Gulib			10
15.	Hujo Machta			05
16.	Lehri			05
17.	Goht Haji Tuma Khan			04
18.	Khairwah			08
19.	Basti Kashmir (Sherkal)			08
20.	Bakhtiar Abad (Women Consultation)			09
21.	Haji Jabalana	Bagh	Kachhi	06
22.	Jalal Khan			10
23.	Rehanzai New			07
24.	Mogari			05
25.	Dhadar City (Women Consultation)	Dhadar	Kachhi	07

Table 5: Summary of of participants of Village Level FGDsFGD at Shabal village Quetta

S. No	Village Name	Number of Participants
1.	Shabal Village, Quetta	9 Male
2.	Khula Dam Village, Quetta	11 Male

Institutional/Secondary Consultations

The consultants environmental and social teams along with technical teams of consultant visited various stakeholders' organizations and offices located in the districts and provincial levels for information

disclosure and to get feedback. Institutional stakeholder consultations were more formal as they involved government personnel and non-governmental organization, who were consulted. They were briefed on the proposed Project, its proposed interventions and the potential negative and positive impact of the Project on the areas of social and environment.

The public sector representatives of the different line departments expressed their complete support and efforts towards the Project development and mentioned the intent to ensure the Project was completed at the earliest to the highest quality standards. In addition, these officials expressed the commitment to ensuring the support and would adhere to all environmental and social compliance standards with no leniency in this regard to be expected from the relevant Government line departments. The digest of comment and suggestions received is given as under, whereas, complete list of offices visited, official consulted and feedback received is provided below:

Table 6: Consultation with Institutional Stakeholders

Sr. No	Department/Organization	Designation
1.	PMU	Project Director
		Social Safeguard Specialist
		Environment Specialist
		M&E Specialist
2.	A.C Bagh	Assistant Commissioner
3.	Agriculture Department, Quetta	Director General
4.	Forest Department, Quetta	Conservator/P.D 10 Billion Tree Project
		CF M&E
		Media coordinator
5.	PCRWR, Quetta	Assistant Director
		Scientific officer
6.	Forest Department, Sibi	Conservator
7.	Wildlife Department, Sibi	Assistant Conservator
8.	Agriculture Department, Sibi	Agriculture Officer
9.	OFWM, Sibi	Deputy Director
		Sub-Engineer

		Water Management Officer
10.	Irrigation Department, Haji Shahr	S.D.O
		Gate Supervisor
11.	Forest Department, Dhadar	D.F.O
		D.F.O

Coordination with and inclusion of the needs of all stakeholders are essential for successful implementation of a project. The Project in-hand is particularly of social nature and requires due participation and opinion sharing from the related stakeholders. In Quetta under Water Supply Component B of the QWASA, the stakeholders directly involved and handling the system are Q-WASA, Irrigation Department, MES, Forest Department, and Environmental Protection Agency. One each meeting and joint field visits were held with the professionals, officials of these departments/organizations to know about the existing conditions and challenges.

Main water resources stakeholder has also been given due heed to understand the project objectives, goals, margin for water supply improvement, limitations and challenges. Weekly meetings and quarterly presentations have been a ritual throughout the project timeline.

Q-WASA staff accompanied to several pumping stations and explained the operational issues being faced by them due to various technical and administrative factors affecting the overall performance of Q-WASA. Similarly, joint field visits with forest department officers were very useful as they indicated suitable sites for watershed management interventions, these sites were studied and evaluated by the Consultant team apart from examining the other potential sites.

Irrigation Department plays the key role in management of water resources, particularly those related to surface water. Meetings and discussions with Irrigation Department professionals helped in finalizing the selection of interventions for priority package as well as for future development options.

Meeting with Other Stakeholders

The Consultants teams also visited the other stakeholders of the project area for extraction of useful information and to discuss the project related matters related to their jurisdiction. In this regard following departments were visited throughout the project timeline.

- Agriculture Department
- Quetta Development Authority
- Urban Planning & Development Department
- Quetta Metropolitan Corporation
- Local Government Body

Table 7: Consultations along with its dates to stakeholder departments

Date	Venue	Participants	Agenda / Discussion
February 16, 2023	Project Directorate	BIWRMDP Team	Component-B Sub- Projects Introductory meeting
February 21, 2023	WASA Office	MD QWASA and Team	Component-B Sub-Projects

			Introductory meeting
February 22, 2023	Secretariat	Secretary of Irrigation	Component-B Sub-Projects Introductory meeting
February 22, 2023	Urban Planning & Development Dept Office	Urban Planning & Development Dept.	Component-B Sub-Projects Introductory meeting
February 22, 2023	Urban Local Government Office	Urban Local Government	Component-B Sub-Projects Introductory meeting
February 23, 2023	Pearl Continental	World Bank	Component-B Sub-Projects Introductory meeting
February 23, 2023	ACE Quetta Cantt.	QMES and Irrigation Department	Component-B Sub-Projects Introductory meeting
March 01, 2023	Agriculture Department Office	Agriculture Department	Component-B Sub-Projects Introductory meeting
March 13, 2023	Project Directorate	World Bank, BIWRMDP Team, TCI, MMP	Progress update and discussion over PC-I
March 14, 2023	Secretariat	Secretary of Irrigation	Discussion over PC-I
March 14, 2023	WASA Office	Managing Director, QWASA	Data collection and discussion over PC-I
March 14, 2023	Forest Department Office	Forest Department	Data collection and discussion over PC-I
March 16, 2023	WASA Office	Chief Engr., QWASA	Data collection and discussion over PC-I
March 21, 2023	Project Directorate	World Bank, BIWRMDP Team, TCI, MMP	Discussion over PC-I
March 28, 2023	Project Directorate	World Bank, BIWRMDP Team, TCI, MMP	Update on Progress and presentation

Summary of Project Stakeholder Needs, Methods, and Tools for Stakeholder Engagement

The Project has materialized and been designed on the request of the main stakeholders including the government and local populations of the Kachchi Plain areas and Quetta district. In this regard, the Project will rely heavily on stakeholder feedback and engagement during the life of the project.

Strong citizen and community engagement are preconditions for the effectiveness of the project. Accordingly, different tools, techniques and methods will be used for engagement to cover different needs of the stakeholders. Given the nature of the project, the strategy for stakeholder engagement is heavily focused on on-going information disclosure and dissemination that is efficient, transparent, and addresses the needs of different stakeholders.

For consultations with rural and urban communities of Kachchi Plain areas and Quetta city and vulnerable individuals and groups the following are some considerations for selecting channels of communication:

- Diversify means of communication and rely more on social media. Where possible and appropriate, create dedicated online platforms and chat groups appropriate for the purpose,

based on the type and category of stakeholders;

- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Local Balochistan tv/radio channels and newspapers will be preferred. Traditional channels (such as PTV Bolan, PTV National, Balochistan TV) can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project beneficiaries is necessary, identify channels for direct communication with each household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders.
- Information based feedback as a channel of communication will be received through local media, charity groups/individuals and local NGOs. Women, elderly and children have special needs that are mostly similar in all areas which should also be included in the communication channel.
- Government Officials: Senior officials (particularly those who are directly involved in disaster management) of Relevant Departments will be consulted by using structured interview tools such as questionnaires (to gather quantitative data) and key informant interviews or consultative workshops (for qualitative information) .
- NGOs/Civil Society: Senior managers and field workers of the NGOs/Civil Society groups who are directly involved in disaster response work will be interviewed by using structured interview tools such as questionnaires (to gather quantitative data) and key informant interviews or consultative workshops (for qualitative).
- Village Communities: Communities in the affected areas specially those who have limited access to information for being cut off due to flood, will be consulted in-person through multiple methods e.g., Focus Group Discussions, individual interviews of physically challenged people, women in special needs (pregnant, lactating), elderly people and transgender.
- Occupational groups such as farmers, fisher people, laborers will be consulted through separate focus group discussions
- In order to reach out to all these groups of stakeholders a team will be engaged. Cultural norms will be fully respected. For participation of communities and other local stakeholders, information of these consultation sessions will be disseminated through local contacts, social media and other means of local communication.
- Consultations will be conducted by experienced experts having understating of local context. All discussions/interviews with local stakeholders will be conducted in the local language. Women team members will consult women to ensure their comfort.
- All consultations will also be recorded with prior permission of the concerned stakeholders. Formal permission will be sought before taking photographs
- To assess more specific needs of different communities in different areas stakeholders' consultations will be conducted. The following methods and tools will be used:

Table 8: Summary of Project Stakeholder Needs, Methods, and Tools for Stakeholder Engagement

Engagement Approach	Appropriate application of the approach
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Correspondences (Phone and IVR systems, Emails)	Distribute information to Government officials, NGOs, Local Government, private sector and other organizations/agencies Invite stakeholders to meetings and follow-up
Focus group meetings	For communities, farmers' organizations/groups, women beneficiaries, disadvantaged/vulnerable individuals/groups Present Project information to a group of stakeholders Allow stakeholders to provide their views on targeted baseline information Build relationships with communities Record responses
Project website	Present project information and progress updates Disclose ESIA, ESMP and other relevant project documentation
Visibility/signage	Share information door-by-door, respecting social distancing, on project activities; project investment location; project disclosure; Educational materials
Project leaflet	Brief project information to provide regular update Site specific project information
Mass media (TV, radio, print and electronic newspapers, social media)	Communication channels with the public to disseminate situation reports, latest information on floods, and project activities. Local Baloch media will also be used for mass communication.

The table below provides an overview of the language and other specific needs of the various groups of stakeholders for the Project:

Table 9: Overview of language and other specific needs

Stakeholder Type	Characteristics	Language needs	Specific needs
Balochistan Government stakeholders, associations and CSOs	Government departments/collectives and likely to have diverse membership	Engagement using Urdu, Pashto, Balochi , Brahvi, Balochi and Sindhi will be more important for consultation with these groups	Engagements should be in person, and in FGD format when consulting with large groups. Supplemental engagement through project website, leaflets, mass media, and mobile phones

Stakeholder Type	Characteristics	Language needs	Specific needs
Other Influential Parties	Stakeholders not directly involved in or affected by project activities, but may be consulted for technical support or collaboration during the design and implementation of the project.	For national level institutions/groups, Urdu is appropriate. For sub-district level institutions, engagement should be conducted in Pashto, Balochi, Brahvi or Seraiki.	Correspondence via email and phone, and in-person individual or small group interviews/meetings are appropriate
Disadvantaged/vulnerable individuals directly involved in project implementation	Women, differently-abled people, elder people, women heading households, ethnic minorities.	Urdu, Pashto, Balochi, Brahvi, Balochi and Sindhi (or other local language depending on area) will be used for consultations	Engagement should be conducted in a culturally appropriate manner. Female interviewers/facilitators should be employed when respondents are also female. Interviews should be conducted at Union Council, revenue village, village and household level. Interviewees should not be obliged to travel. Physical accessibility requirements of interviewees should be considered before organizing interviews. Supplemental engagement through project website, GRM
Farmers/small business owners	Farmers/small business owners that have been affected by the floods	Consultations should be held in local language appropriate to the area	Local cultural contexts must be considered prior to engagement. When possible, engagements should be

<i>Stakeholder Type</i>	<i>Characteristics</i>	<i>Language needs</i>	<i>Specific needs</i>
			<p>timed to avoid disruption of livelihood activities (e.g., not during morning hours when they are busy in their fields).</p> <p>Face-to-face interviews are preferable.</p> <p>Awareness raising through appropriate signage, leaflets, mobile phone, and mass media.</p>
Women farmers and farm labor	Women who are directly or indirectly engaged in agricultural activities.	Consultation with these groups should be in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu depending on the area)	<p>Local cultural contexts must be considered and respected. Female interviewers should be used.</p> <p>Interview locations should be flexible to ensure representation. Participants should not be obliged to travel long distances.</p> <p>Face-to-face interviews should be preferred when possible, as telecommunication access can vary significantly between stakeholders.</p> <p>Awareness raising through appropriate signage, leaflets, mobile phone, and mass media.</p>
Illiterate people	Individuals who are illiterate	Consultations with these groups should be held in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu depending on the area)	Outreach, awareness raising, and capacity building activities involving this group should be sensitive to their literacy needs.

Stakeholder Type	Characteristics	Language needs	Specific needs
			<p>Engagement should be face-to-face when possible.</p> <p>Awareness raising should not require literacy, preference to be given to voice phone calls, visual media (e.g., posters with simplified, intuitive graphics, video clips, etc.).</p>
Persons with disabilities	Physically challenged people.	Consultations with these groups should be held in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu (depending on the area)	<p>Physical accessibility of interview locations should be considered prior to arranging engagement. Participants should not be required to travel long distances, and should be given the option to be interviewed at home or via phone when possible.</p> <p>Awareness raising through appropriate signage, leaflets, mobile phone, and mass media.</p>
Sharecroppers	Individuals engaged in farming who do not own the land they farm	Consultations with these groups should be held in local language such as, Pashto, Brahvi, Balochi, Sindhi and Urdu (depending on the area)	<p>Interview locations should be flexible to ensure representation. Participants should not be obliged to travel long distances.</p> <p>Face-to-face interviews should be preferred when possible, as telecommunication access can vary significantly between stakeholders.</p> <p>Awareness raising through appropriate</p>

<i>Stakeholder Type</i>	<i>Characteristics</i>	<i>Language needs</i>	<i>Specific needs</i>
			signage, leaflets, mobile phone, and mass media.

Purpose and Timing of Stakeholder Engagement Program

The approach for the stakeholder engagement analysis shall be underscored by three elements: (i) belief in the primacy of qualitative data; (ii) commitment to participatory methods; and (iii) flexible responsive methods. An inclusive and participatory approach shall be followed taking the main characteristics and interests of the stakeholders into account, as well as the different levels of engagements and consultations that will be appropriate for different stakeholders.

In general, engagements will be directly proportional to the impact and influence of a stakeholders. As the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increase, engagement with that particular stakeholder group will intensify and deepen in terms of the frequency and the intensity of the engagement method used.

The stakeholder engagement program shall aim to: establish a systematic and inclusive approach to stakeholder engagement; build and maintain a constructive relationship with stakeholders; incorporate stakeholders’ views and concerns into project design/implementation; mitigate negative social and environmental impacts of the project; and enhance project acceptance and socio-environmental sustainability. Stakeholder engagement has been divided into two phases:

- Phase I (Project Preparation): The purpose of stakeholder engagement during this phase has been to: ascertain institutional needs; apprise all stakeholders about planned activities; improve project design; create synergies; and enhance the socio-environmental sustainability of the project activities envisaged under the different project components.
- Phase II (Project Implementation): Extensive stakeholder engagement will be carried out during this phase with affected communities, disadvantaged/vulnerable groups and other interested parties.

Proposed Strategy for Information Disclosure and consultation process

The strategy for information disclosure and consultation may vary depending on the regional and local context however, it is important that the different activities are inclusive and culturally sensitive, to ensure that vulnerable groups outlined above will have the chance to participate in and benefit from the Project while contained from potential pesticide risks. This can include, among others, household-outreach activities, group discussions, use of local tv/radio channels, use of local mosques (Masjid) and the use of verbal communication or pictures, etc. While district wise awareness campaigns will be established, area specific communication and awareness raising consultation in local area wise languages will also be conducted.

The Project will strategize and implement communications, engagement and social accountability to conduct effective consultations with the local community members and other concerned stakeholders

using communication channels outlined above as deemed appropriate. The SEP will serve as a precursor and a guiding document for this project and will be refined as the project progresses.

During preparation and implementation of infrastructure schemes, at least 70% local communities will be consulted, and their full participation will be sought to take financial benefits (as labor wages for works) as skilled and unskilled labor. These, consultations will be conducted during the preparation of ESMF/ESIAs/ESMPs or other E&S instruments if required in the future. The draft and final ESMF/ESIAs/ESMPs and SEP will be disclosed prior to formal consultations.

The approaches taken will thereby ensure that information is meaningful, timely, and accessible to all affected stakeholders, use of local language including addressing cultural sensitivities, as well as challenges deriving from illiteracy or disabilities, tailored to the differences in geography, livelihoods and way of life. Project will form citizen centric groups who will be regularly informed of these, while disclosing the same information on relevant channels. The first such communication will happen 60 days' post project effectiveness. The project will also ensure the establishment of a Grievance Redress Mechanism (GRM) that is accessible to all project stakeholders and beneficiaries.

SEP Summary Table

Table 10: SEP Summary table

Project Stage	Target Stakeholders	Information to be disclosed	Methods Proposed	Responsible	Frequencies
Preparation	Affected parties, Public at large, Vulnerable groups,	Project Documents, Environmental and Social Commitment Plan (ESCP), Grievance Mechanism (GRM) procedures and project information	Project Orientations, One-on-one meetings, Focus Groups Discussions, Community Consultations etc. Short Message Service (SMS) messages through cell phones, Project and World Bank, website · Print and electronic media like, Newspapers, Radio and Social Media and Quarterly Printed Newsletters.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting firms, IPs, Individual consultants and WB	Progress of each month, quarterly, bi-annual and annual
	Interested groups,	Project Documents, Environmental and Social Commitment Plan (ESCP), Grievance Mechanism (GRM) procedures and project information	Seminars, Workshops, FGDs, Meetings, Progress review meetings, field visits, capacity building programs, Short Message Service (SMS) messages through cell phones, Project and World Bank, website · Print and electronic media like, Newspapers, Radio and Social Media and Quarterly Printed Newsletters.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting firms, IPs, Individual consultants and WB	Progress of each month, quarterly, bi-annual and annual

	Government entities	Project Documents, Environmental and Social Commitment Plan (ESCP), SEP, Grievance Mechanism (GRM) procedures and project information	Seminars, Workshops, FGDs, Meetings, Progress review meetings, field visits, capacity building programs, Short Message Service (SMS) messages through cell phones, Project and World Bank websites, Print and electronic media like, Newspapers, Radio and Social Media and Quarterly Printed Newsletters.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting firms, IPs, Individual consultants and WB	Progress of each month, quarterly, bi-annual and annual
Implementation	Consultants	E&S principles and obligations, ESCP, Consultation process/SEP including GRM, Environmental and Social Management Plans (ESMPs), and Resettlement Plans (RPs), Other E&S instruments, Grievance Mechanism (GRM) procedures and project information	Seminars, Workshops, FGDs, Meetings, Progress review meetings, field visits, capacity building programs etc. Short Message Service (SMS) messages through cell phones, Project and World Bank, website · Print and electronic media like, Newspapers, Radio and Social Media and Quarterly Printed Newsletters.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting Firms, NGOs and WB	Progress of each month, quarterly, bi-annual and annual
	Other relevant Government departments				
	Private Institutions				
	Civil Society Organizations				
	Local communities (Communities around project areas) and Vulnerable groups (including local labor, disabled people, minorities, and women)	Regular updates on project activities and specific interventions for the targeted groups, SEP and GRM procedures, other E&S instruments	Outreach through local community organizations, One-on-one meetings, Focus Groups Discussions, Community Consultations, Short Message Service (SMS) messages through cell phones, Project and World Bank websites. Print and electronic media like, Newspapers, Radio and Social Media, Public notices, Press releases in the local media and on the project website.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting Firms and NGOs	· Outreach through local community organizations
	Other International Donors	Scope of Project, opportunities for collaboration, regular updates on project progress, ESMPs and Other E&S instruments, SEP and its implementation, Scope of Project, opportunities for collaboration	Virtual meetings. Short Message Service (SMS) messages through cell phones, Project and World Bank, website · Print and electronic media like, Newspapers, Radio and Social Media.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting Firms and NGOs	Biannual Consultative sessions with agencies to create synergies in the work undertaken and avoid duplication of efforts
NGOs, Media representatives	Scope of Project, opportunities for collaboration,	PIU websites, Short Message Service (SMS) messages through cell phones, Project and World Bank, website · Print and electronic media like, Newspapers, Radio and Social Media.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting Firms and NGOs	Biannual Consultative sessions with agencies to create synergies in the work undertaken and avoid duplication of efforts	

Academia	Scope of Project, opportunities for collaboration, regular updates on project progress, ESMPs and Other E&S instruments, SEP and its implementation, Scope of Project, opportunities for collaboration	Bi-Annual Project, Dissemination Workshops, Short Message Service (SMS) messages through cell phones, Project and World Bank, website · Print and electronic media like, Newspapers, Radio and Social Media.	PIU ID for Component A, PIU PHED/QWASA for Component B, Consulting Firms and NGOs	Biannual Consultative sessions to create synergies in the work undertaken and avoid duplication of efforts
General public	Frequently asked questions (FAQs), SEP and GRM procedures	PIU websites, Short Message Service (SMS) messages through cell phones, Project and World Bank, website · Print and electronic media like, Newspapers, Radio and Social Media.	PIU ID for Component A, PIU PHED/QWASA for Component B websites	PIUs websites

Proposed Strategy to Incorporate the View of Vulnerable Groups

Vulnerable stakeholders are not a homogenous group. Some may be receptive to immediate and direct contact with a government agency, and may be vocal about their concerns. At the other extreme, there may be some groups who are reluctant to be contacted at all, perhaps because of their legal status or any other reason. Varying strategies will thus have to be adopted.

The project will conduct regular consultations with vulnerable groups through various partners and focal persons. Following that, a strategy shall be formulated which will broadly follow the steps below.

Identification of Potential Partners: As a first step, NGOs and community-based organizations working with vulnerable groups, including women’s groups shall be identified. This identification exercise will classify these partners by a) area/location of operations; b) nature of intervention or type of activity; and c) sector(s) of interest. A total of five or six organizations will be shortlisted for further engagement, and to develop potential partnerships through the life of the project.

Consultation with Partners: At the next stage, meetings will be organized with representatives of the chosen partners, at first individually, and then in a group, to apprise them of the objectives of the stakeholder engagement program. The requirements of the stakeholder engagement program, with regard to consultations with different groups, and vulnerable groups in particular, will be shared with them, and their inputs sought on how best to establish contact and create an atmosphere of mutual trust. The shortlisted partners will then be asked to enter into formal partnership agreements for the duration of the project.

A workplan and strategy shall be prepared giving the timelines for outreach with different groups and linked to different phases of project implementation. At each stage of project implementation, and for each type of outreach activity, consultations shall be chalked out (in person, through community-based organizations in the field), and how records of consultation will be maintained, and how concerns raised etc. will be responded to.

Reporting Back to Stakeholders

Stakeholders will be kept informed as the project develops and on all available reference documents to share information about the project and its processes during implementation. This will include reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. This will be important for the wider public, but specifically critical for the directly impacted community members.

5. Resources and Responsibilities for Managing SEP Activities

Project Implementation Arrangement

The Balochistan Irrigation Department (BID) will be Implementation Agency for Component A while the Balochistan PHED/QWASA will be the Implementation Agency for Component B. The Balochistan ID will rely on the existing PMU of the BIWRMDP for project management, with enhancements in capacities as required. For the PHE Department, a new project implementing unit will be created and staffed with QWASA staff and relevant specialists.

For both PIUs, project management functions will include staffing, procurement, contract management, monitoring and evaluation, environment, social safeguard, project supervision, and financial management. While the PIUs will also be responsible for collaboration with the communities, customers, community organizations and the farmers' organizations, and for sub-project implementation. The PIUs will benefit from capacity strengthening during project preparation and implementation. The project design will include a robust Monitoring, Evaluation and Learning system. The PIUs will have the overall responsibility for project monitoring and evaluation in their respective domains and locations but will outsource an M&E consultant for support. They will both benefit from a robust technical assistance through project design and supervision consultants.

The PIUs will be responsible for collaboration with the communities, community organizations and the farmers' organizations, as well as for sub-project implementation. The PIUs shall be headed by independent Project Directors.

The BID and PHED/QWASA PIUs will be responsible for the implementation of the SEP activities independently.

Project Steering Committee (PSC)

A Steering Committee will be established to provide planning and strategic guidance, and to facilitate inter-agency coordination. The Project Steering Committee will be responsible for the projects overall management, policies and supervision. The Steering Committee will meet as a minimum on a quarterly

basis, or more often if necessary. The Steering Committee will be chaired by the Additional Chief Secretary (Development) of the Department of Planning and Development and the Project Director will be an ex-officio member and Secretary (of the PSC) with the following members:

- Secretary Irrigation Department;
- Secretary Agriculture Department;
- Secretary Forestry Department;
- Secretary Public Health Engineering Department;
- MD QWASA

Results Monitoring and Evaluation Arrangements

The project design will include a robust Monitoring, Evaluation and Learning system. The BID and PHED/QWASA PIUs will have the overall responsibility for project monitoring and evaluation and regular reporting to the Bank, but will outsource an M&E consultant for support. The Project will establish a MIS system for both PIUs to facilitate project management and reporting. The Project will also support the creation of a dedicated WMIS system adapted for QWASA operations.

In the course of project implementation, the SEP will be periodically updated, as necessary, consistent with the requirements of ESS10, in a manner acceptable to the Bank. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. The PIUs will prepare and submit to the Bank quarterly and annual SEP implementation reports, including the GRM. The quarterly 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 will be conveyed to the stakeholders in following the ways: (i) publication of a standalone annual report on project’s stakeholder engagement; and (ii) Key Performance Indicators (KPIs) will also be included and monitored by the project on a regular basis as part of the Community Communication and Outreach Guideline.

Further details will be outlined in the updated SEP, to be prepared within 60 days of effectiveness, including the establishment of detailed stakeholder’s communication guideline.

Resources for SEP Implementation

It is proposed at this stage that implementation budget of the SEP in lump-sum will be **Rs. 100 Million.** However that may further be assessed later on as this SEP will update within 60 days of project effectiveness with PIUs wise allocation. Therefore, this SEP will include all costs related to ongoing engagement with stakeholders, information disclosure, grievance redress, and other activities described in the SEP. The budgetary estimates will also be assessed for the following items to be covered to effectively implement the SEP.

Table 11: Proposed items for the budget

<i>Item</i>	<i>Comments</i>
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Stakeholder engagement events (Seminars, dialogues, workshops, and meetings, etc.)	Covers all organized events for mass stakeholder engagement, and includes location costs, technical services, catering, materials, etc.
Community consultations	All stakeholder engagement carried out with communities in the field
Mass communications campaigns	For awareness raising campaigns. Includes ad-space costs, printing, technical development of materials, etc.
SEP and other instruments training activities	Related to training provided to project teams on SEP implementation, including GRM training.
Travel costs	For traveling of staff involved in implementing the SEP
Miscellaneous costs	Other miscellaneous or unplanned costs
Communications Strategy	Strategy development and implementation
GRM implementation	

6. Grievance Redress Mechanism

A Grievance Mechanism is a system which allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to all kinds of project related issues, including its environmental and social performance, to be submitted and responded to in a timely manner. Therefore, the project will prepare a Grievance Redress Mechanism (GRM) through which, the project staff, affected persons, workers, contractors, departmental staff as well as interested persons, local communities and the general public will be able to raise issues on the project. The GRM will guarantee privacy and confidentiality on the part of the aggrieved party. Different type of expected grievances can be foreseen during the project period such as, grievances about the designs of the schemes, acquisition of lands, acquisition of material from the surroundings local land, labor issues, facilitation issues in the labor camps, GBV/SEAH issues, security issues, harassments in any form etc. There may be more type of grievances that can be assessed during the course of actions.

Objectives of GRM:

The main objective of a Grievance Redress Mechanism (GRM) is to assist resolve complaints in a timely, effective and efficient manner. Project-level GRM can provide the most effective way for people to raise issues and concerns about project activities that affect them. The project will have two separate GRMs for Component A and Component B, established in PIU BID and PIU PHED/QWASA, respectively and the GRMs will be culturally appropriate, effective, accessible and should be known to the affected population. The PIUs and its partners' organizations will involve and conduct awareness raising sessions for the

affected persons and communities about the presence of the GRM and inform their right to file any concerns, complaints and issues they have related to the project and its interventions.

The GRM provides a transparent and credible process for fair, effective and long lasting outcome. It also builds trust and cooperation as an integral component of broader consultation that facilitates corrective actions. Specifically, the GRM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the project implementation;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings
- ensure that the targeted and affected communities/individuals are treated fairly at all times and given importance especially whenever they submit the complaints against any works of the project which affect them and may not benefit properly.
- identify systemic flaws in the operational functions of the project and suggest corrective measures; and
- ensure that the operation of the project is in line with its conception and transparently to achieve the goals for sustainability of the project

GRM System

The existing Grievance Redress Mechanism (GRM) of the Balochistan Integrated Water Resources Management and Development Project (BIWRMDP) serves as the foundation upon which we are building and improving for the Balochistan Water Security and Productivity Improvement Project (BWSPIP). The BIWRMDP's GRM is comprehensive and functional, with a four-tiered structure that facilitates grievance submission through various channels, including online forms, written documents, SMS, WhatsApp, and postal services. Grievances are acknowledged and resolved within a clear 20-day timeframe, managed by a Grievance Redress Committee (GRC) at the Project Management Unit (PMU) level, and escalated appeals are addressed by the Project Steering Committee. This well-established system ensures all complaints are recorded promptly, assessed for relevance, and resolved with due diligence, setting a robust precedent for the enhanced GRM system we aim to implement for BWSPIP.

Building upon the well-established and functional GRM of the BIWRMDP, the BWSPIP will enhance this existing system while introducing two separate GRMs for each PIU- one for the Irrigation Department (BID) and another for the Public Health Engineering Department (PHED/QWASA). Each PIU will independently manage their complaints, maintaining clear and effective channels for grievance submission, and reporting to the World Bank.

A. GRM for Component A- implemented by Balochistan ID

Step	Description of process	Timeframe	Responsibility
GM implementation structure	<p>The structure will be integrated at provincial and local levels with clear reporting lines to the PIU.</p> <p>For Component A, the GRM will be implemented by the Balochistan ID. A Grievance Redress Committee will be formed at the PIU level, including the Project Director, Environmental Compliance Expert, Gender Specialist, Member from District PHE Office, Member from District Forest Office, Member from District Office OFWM, Social Safeguard Specialist, Member Engineer from PISAC and co-opted members from relevant government departments as required. The Social Safeguard Specialist at the PIU will be responsible for the overall operation of the GRM and will be the Grievance Redressal Officer (GRO) of the project.</p> <p>At the district level, Grievance Focal Persons will be appointed in each district.</p> <p>Grievances may be recorded through the available GRM channels, the local level GFPs, or directly with the Social Specialist at the PIU.</p>	Continuous	PIU Balochistan ID
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Toll-free telephone hotline: [include number] operated by [insert] • Short Message Service (SMS) to [include number] • E-mail to [insert] • In-person through the GFPs, or PIU-GRC. • Grievance or suggestion boxes located at all project locations • Online form on the BID and/or project website • Postal services • WhatsApp number: 	Upon submission	<p>PIU GRC</p> <p>Grievance Focal Persons</p>

Step	Description of process	Timeframe	Responsibility
	<p>Complaints can be submitted in person to the Grievance Focal Persons or via dedicated phone lines, email addresses and suggestion boxes provided at local community centres.</p>		
<p>Sorting, processing</p>	<p>The PIU GRC will be responsible to receive, log and investigate grievances. However, if the GRC is unable to resolve the grievances, the grievances will be referred to the Project Steering Committee (PSC).</p> <p>Any complaint received is logged in an online complaint registration system at the PIU level. The system will pick up relevant complaints from the website and social media, as well as complaints registered on it directly. Grievances are then categorized into the following complaint types: Low; Medium; and High priority.</p> <p>Low priority: these typically involve minor issues that do not significantly impact the overall project or the complainants' well-being. Examples could include minor administrative errors, delays in non-critical services, or small-scale individual grievances that can be resolved locally, with the GFP, without extensive intervention.</p> <p>Medium priority: these are more serious than low priority complaints but do not pose immediate or significant risks to the project's success or stakeholders' rights and interests. These might include disputes over employment terms, moderate environmental impacts, or concerns about project implementation aspects that affect a limited number of stakeholders.</p>	<p>Upon receipt of complaint</p>	<p>PIU GRO</p>

Step	Description of process	Timeframe	Responsibility
	<p>High priority: these are critical issues that require urgent attention and could significantly impact the project's success and the well-being of stakeholders. Examples could include violation of the law of the land, corruption, GBV, SEAH (sexual exploitation, abuse and harassment), community rights, significant health and safety concerns, allegations of serious environmental harm; complaints regarding minorities, differently abled persons, transgender etc.</p>		
<p>Acknowledgement and follow-up</p>	<p>Receipt of the grievance is acknowledged to the complainant by the Social Safeguard Specialist at the PIU via acknowledgement letter or email. Depending on accessibility, the Specialist may instruct the relevant GFP to convey acknowledgement</p>	<p>Within 5 days of receipt</p>	<p>Social Specialist at PIU</p>
<p>Verification, investigation, action</p>	<p>Low priority grievances may be investigated and resolved directly by the GFP, in consultation with the PIU GRC. If the grievance is unable to be resolved, its priority is upgraded to medium priority.</p> <p>Medium priority grievances are investigated and resolved by the PIU GRC. The GRC may enlist the relevant GFP to assist in verification and investigation. If the grievance remains unresolved, its priority is upgraded to high priority.</p> <p>High priority grievances are investigated by a special committee if required, with resolutions proposed by the PIU-level GRC. The GRC may enlist GFPs to assist in verification and identification.</p>	<p>Within 10 working days for low and medium; and 15 working days for high priority</p>	<p>Grievance Focal Persons, PIU GRC</p>

Step	Description of process	Timeframe	Responsibility
	For all levels of grievance, the proposed resolution is formulated by the overseeing entity (varying depending on the grievance priority), and the resolution is communicated to the complainant by the GRC/GFP where the complaint was first received.		
Monitoring and evaluation	Data on complaints are collected in a dedicated grievance management system at the PIU GRC. Grievance data is reported to the World Bank on a quarterly basis	Quarterly reporting	PIU GRO
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through follow-up surveys or interviews after the resolution process.	Post-resolution	Grievance Focal Persons
Training	Training needs for staff/consultants in the PIU, Contractors and Supervision Consultants are identified and addressed through regular capacity-building workshops and on-the-job training programs, focusing on grievance redress mechanisms, social engagement and environmental compliance. Ongoing training for all levels of the GRM structure on handling grievances effectively and sensitively.	Annually or as needed	PIU
Appeals process	The GRM will also include a system for appeals. If a complainant is unsatisfied with the resolution of the grievance, they will be able to lodge an appeal with the Project Steering Committee (PSC).	Within 5 days of appeal	PSC

B. GRM for Component B- implemented by Balochistan PHED/QWASA

Step	Description of process	Timeframe	Responsibility
GM implementation structure	<p>The structure will be integrated at provincial and local levels with clear reporting lines to the PIU.</p> <p>For Component B, the GRM will be implemented by the Balochistan PHED/QWASA. A Grievance Redress Committee will be formed at the PIU level, including the Project Director, Environmental Compliance Expert, Gender Specialist, Member from PHE, Social Safeguard Specialist, Member from QWASA, Member Engineer from PSDC and co-opted members from relevant government departments as required. The Social Safeguard Specialist at the PIU will be responsible for the overall operation of the GRM and will be the Grievance Redressal Officer (GRO) of the project.</p> <p>Community Focal Points (CFPs) will be appointed in sub-project areas.</p> <p>Grievances may be recorded through the available GRM channels, the CFPs, or directly with the Social Specialist at the PIU.</p>	Continuous	PIU Balochistan PHED/QWASA
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Toll-free telephone hotline: [include number] operated by [insert] • Short Message Service (SMS) to [include number] • E-mail to [insert] • In-person through the CFPs, or PIU-GRC. • Grievance or suggestion boxes located at all project locations • Online form on the PHED/QWASA and/or project website • Postal services • WhatsApp number: 	Upon submission	PIU GRC CFPs

Step	Description of process	Timeframe	Responsibility
	<p>Complaints can be submitted in person to the Community Focal Points or via dedicated phone lines, email addresses and suggestion boxes provided at sub-project sites.</p>		
<p>Sorting, processing</p>	<p>The PIU GRC will be responsible to receive, log and investigate grievances. However, if the GRC is unable to resolve the grievances, the grievances will be referred to the Project Steering Committee (PSC).</p> <p>Any complaint received is logged in an online complaint registration system at the PIU level. The system will pick up relevant complaints from the website and social media, as well as complaints registered on it directly. Grievances are then categorized into the following complaint types: Low; Medium; and High priority.</p> <p>Low priority: these typically involve minor issues that do not significantly impact the overall project or the complainants' well-being. Examples could include minor administrative errors, delays in non-critical services, or small-scale individual grievances that can be resolved locally, with the CFP, without extensive intervention.</p> <p>Medium priority: these are more serious than low priority complaints but do not pose immediate or significant risks to the project's success or stakeholders' rights and interests. These might include disputes over employment terms, moderate environmental impacts, or concerns about project implementation aspects that affect a limited number of stakeholders.</p>	<p>Upon receipt of complaint</p>	<p>PIU GRO</p>

Step	Description of process	Timeframe	Responsibility
	<p>High priority: these are critical issues that require urgent attention and could significantly impact the project's success and the well-being of stakeholders. Examples could include violation of the law of the land, corruption, GBV, SEAH (sexual exploitation, abuse and harassment), community rights, significant health and safety concerns, allegations of serious environmental harm; complaints regarding minorities, differently abled persons, transgender etc.</p>		
<p>Acknowledgement and follow-up</p>	<p>Receipt of the grievance is acknowledged to the complainant by the Social Safeguard Specialist at the PIU via acknowledgement letter or email. Depending on accessibility, the Specialist may instruct the relevant CFP to convey acknowledgement</p>	<p>Within 5 days of receipt</p>	<p>Social Specialist at PIU</p>
<p>Verification, investigation, action</p>	<p>Low priority grievances may be investigated and resolved directly by the CFP, in consultation with the PIU GRC. If the grievance is unable to be resolved, its priority is upgraded to medium priority.</p> <p>Medium priority grievances are investigated and resolved by the PIU GRC. The GRC may enlist the relevant CFP to assist in verification and investigation. If the grievance remains unresolved, its priority is upgraded to high priority.</p> <p>High priority grievances are investigated by a special committee if required, with resolutions proposed by the PIU-level GRC. The GRC may enlist CFPs to assist in verification and identification.</p>	<p>Within 10 working days for low and medium; and 15 working days for high priority</p>	<p>Community Focal Points, PIU GRC</p>

Step	Description of process	Timeframe	Responsibility
	For all levels of grievance, the proposed resolution is formulated by the overseeing entity (varying depending on the grievance priority), and the resolution is communicated to the complainant by the GRC/CFP where the complaint was first received.		
Monitoring and evaluation	Data on complaints are collected in a dedicated grievance management system at the PIU GRC. Grievance data is reported to the World Bank on a quarterly basis	Quarterly reporting	PIU GRO
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through follow-up surveys or interviews after the resolution process.	Post-resolution	CFPs
Training	Training needs for staff/consultants in the PIU, Contractors and Supervision Consultants are identified and addressed through regular capacity-building workshops and on-the-job training programs, focusing on grievance redress mechanisms, social engagement and environmental compliance. Ongoing training for all levels of the GRM structure on handling grievances effectively and sensitively.	Annually or as needed	PIU
Appeals process	The GRM will also include a system for appeals. If a complainant is unsatisfied with the resolution of the grievance, they will be able to lodge an appeal with the Project Steering Committee (PSC).	Within 5 days of appeal	PSC

Responding to GBV/SEA/SH Complaints:

The GRM will also be responsive to GBV/SEA/SH complaints and will follow necessary protocols to ensure that complaints are made anonymously with a high degree of discretion. Grievances specifically concerning GBV/SEA/SH will be triaged and referred to GBV/SEA/SH specialists for adequate support and redress. To cater to all the above mentioned policy statements and its proposed Code of Conduct primitively, separate GBV committees will be formed in each administrative set up i.e. in the BID and the PHED/QWASA PIUs for GBV/SEA/SH specific complaints. Similarly, a detailed procedure for GBV/SEAH

complaints will also be prepared as part of the GBV Action Plan and this SEP and GRM will be updated accordingly.

Workers GRM:

ESS2 mandates that borrowers (organizations or entities involved in the project) must establish a Grievance Redress Mechanism (GRM) for workers. This mechanism is designed to address and resolve the grievances of both direct and contracted workers. Workers need to be informed about the existence of this Grievance Redress Mechanism (GRM) at the time of their employment entry and also throughout the duration of their employment. This ensures that workers have a proper channel to voice their concerns and seek resolution for any issues they may encounter during their work. Each PIU will have a separate GRM for workers. Contractors and consultant firms will also be required to establish workers GRMs as per the requirements of the project. The workers GRM, roles and responsibilities have been detailed in the project Labor Management Procedures (LMP). The workers GRM will include procedures for receiving and managing GBV/SEAH complaints as per the requirements of the GBV Action Plan.

Monitoring and Reporting

The project will provide quarterly summaries of the GRM to the World Bank. This 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.

Annexure 1: Consultations and Prescription Guide/Questionnaire

Consultations of Component A

Feedback and Concerns	Proposed Measures to address the Stakeholders' Concerns
❖ Almost the stakeholder of all settlements of the project area requested that they want water for their life and their livelihood.	❖ The proposed project has been initiated by Irrigation Department to give the water for settlements through effective flood management and to build the ponds for water storage.
❖ Concerned authorities who will be familiar the outcomes of the project and they will ensure to give respect with community's views and concerns.	❖ Definitely, all project stakeholders will ensure the community respect and safety and will incorporate community's views in the project documents.
❖ Employment opportunities should be provided to local skilled and unskilled labour in the project, as to improve the livelihood of the locals.	❖ The contractor will be contractually bound to disclose the "Recruitment Policy" that specifically includes a requirement to prioritize local employment for unskilled and semi-skilled positions that become available.
❖ What is meant by Affected Persons?	❖ Any person or household adversely affected by any project related change in terms of use of land, water or other natural resources, or who loses any asset or property movable or fixed, in full or in part including land, with or without displacement or anyone who losses his source of livelihoods or means of livelihoods or if he/she may face any dimmest in his/her livelihoods or any other person who establishes his/her right as an affected person.
❖ What are the objective of this consultation?	❖ This consultation process was held with the objectives of sharing information with stakeholders on proposed improvement works and expected impacts on the physical, biological and socio-economic environment; understanding stakeholder concerns regarding various aspects of the project; providing an opportunity to the public to influence project design in a positive manner; and creating a sense of ownership of the proposal in the mind of the stakeholders.
❖ Compensation for the houses and other private/community assets should be fixed in accordance with current market rates/replacement cost.	❖ The valuation of built-up structures is based on current market value but with consideration of the cost of new construction of the structure, with no deduction for depreciation.
❖ People were also concerned that the workers and laborers will be brought by the Contractor from outside the project area and an opportunity of employment generated locally shall be availed by the people from other areas.	❖ The contractor will be contractually bound to disclose the "Recruitment Policy" that specifically includes a requirement to prioritize local employment for unskilled and semi-skilled positions that become available.
❖ Access road in the area which is badly affected due to flood should be rehabilitated. ❖ Existing roads should not be damaged and new access road should be provided.	❖ Contractor will take care during construction not to damage any roads. If roads will be damaged, Contractor will repair the roads.
❖ Is there a grievance redress mechanism system in place and will it be effective?	❖ There is a grievance redress mechanism in place which with cooperation from the client is expected to handle any issues fairly.

❖ One of the participant told that before start of construction activities of the project, The Contractor will inform residents of the area about detail of work, likely disturbances and their duration and as to whom they should address their complaints.	❖ Prior to starting of work, the contractor shall prepare a method statement for major construction activities and share with all stakeholders. This shall be simple and explain the contractor's work process that is actually conducted on site, with safety and safeguard concerns.
❖ One of the participant said that the safety of the public at all stages of the construction will be ensured.	❖ During the project implementation stage, measures will be prepared that will include GRM and institutional arrangements.
❖ Why is compensation given to the Aps encroach the Government owned RoW and Govt has right to restore their land back by removing the encroachments and it is not objectionable for us?	❖ This project is financed by World Bank and according to the policies of WB, compensation cost for loss of structure will be paid to the Affected Persons who have no entitlement of land but their structures will lose due to site clearance.
❖ Religious and educational structures like mosques, madrassas and graveyards should be saved from demolishing as such as possible.	❖ Generally, relocation of Mosques, graves, residential structures has been avoided except those ones which are unavoidable to relocate. However, re-building/ re-settlement of such social, religious structures will be ensured.
❖ The rehabilitation of these water resources will be beneficial for the entire area and also beneficial for social and a significant environmental enhancement is also expected.	❖ This project team committed to providing local residents for effective, comfortable and healthy environment.
❖ It was also mentioned that the relevant Government personnel must ensure the Contractor staff is cooperative with the general public and maintain the right attitude and try to facilitate them instead of being confrontational.	❖ During the project implementation stage, measures will be prepared that will include GRM and institutional arrangements.
❖ The landlords of the area suggested that they are not ready to get compensation for the land which will be used for drinking water and they want to give land for drinking water voluntarily.	❖ World Bank safeguard policies are very clear about the compensation.
❖ Adequate compensation for the loss of land. Payments to be made only to the legitimate owners at the prevailing market rates.	❖ The principles and procedures for the valuation of assets at market rate will be laid down in the report in detail if needed.
❖ In case of a complaint what a common people can do?	❖ Resettlement expert explained the GRM in detail to the local and affected people.
❖ Employment opportunities should be provided to local skilled and unskilled labour in the project, as to improve the livelihood of the locals. At least one third of the local community, especially PAPs, should be engaged in the project related jobs.	❖ Contractors will give preference to the local skilled and unskilled labour, preference will also be given to the PAPs. ❖ Irrigation department will also support the local communities to improve their skills in construction activities.
❖ Whether local labour resources will be used during construction and operation phases of the Project	❖ Definitely, the contractor will be contractually bound to disclose the "Recruitment Policy" that specifically includes a requirement to prioritize local employment for unskilled and semi-skilled positions that become available.
❖ The stakeholders also expressed the desire to receive regular updates on the project development from the relevant Government departments.	❖ Comment has been incorporated in the ESMP report
❖ The community perception of the project is good and most of the people wish to see immediate implementation of the project.	❖ The proposed project will be start soon.

❖ The local representatives of the community requested to raise awareness about tree plantation.	❖ Comment has been incorporated in the ESIA report
❖ The local representatives of the community requested that the staff of contractor should be cooperate with local communities on their cultural norms and values.	❖ The contractor will be developed and enforced a strict code of conduct for workers to regulate behaviour in the local communities. ❖ To avoid conflicts among local people on employment matter, it is proposed that the Contractor employs the locals in cooperation with local administration in unskilled and semi-skilled duties. This will reduce pressure on existing resources such as housing, schools and health facilities.
❖ Privacy and security of local people should not be disturbed due to construction work.	❖ Privacy and security of the local residents is the prime responsibility of all concerned departments, contractors and the consultants.
❖ The stakeholders requested the concerned authorities to ensure the project was completed on a fast track basis and hoped it would not suffer any delays.	❖ A fully capable Project Team of PMU Irrigation Department has been setup to mitigate weaknesses in certain specialized areas, as well as consultants to further strengthen the team in project preparation and implementation.

Consultations of Component B

Consultation with Communities of Quetta:

Findings and recommended actions of consultation with the communities along the proposed surface water sources are presented as follows;

Overall Findings of the consultations:

The overall region of Quetta Division is water stressed zone. Proper water resources management plays a crucial role in Quetta's development and survival as a capital city. Large influx of migrants and refugees explosively increased population and water demand in the last 30 - 40 years. Coupled with rapidly dropping groundwater levels, the city and surrounding villages need massive and rapid intervention to rectify and improve its water supply situation.

Community acceptance and cooperation are most important factors for the feasibility of the selected short-term sub-projects. Therefore, in this report, great emphasis was put on the social dimensions associated with the planning, implementation and sustainable operation of the envisioned ensuing sub-projects.

In general, the social aspects of the reported sub-projects are (i) the beneficiaries of the project are the citizens of Quetta city; and (ii) the communities settled in the vicinity of the sub-projects are the owners of the land or perceived as actual beneficiaries (in term of incremental recharge of groundwater or direct use for irrigation and domestic use) of the commissioned and under construction dam sub-project are non-beneficiaries or disadvantaged communities under the proposed withdrawal of raw water for Quetta city. Therefore, to avoid social conflicts on the sub - projects at the construction stage, the following action are imperative for the feasibility of the sub- projects;

This is an initial consultation (covered in this report) and in future meaningful consultation with the legally entitled land-owning community's participation;

Signing of formal agreements between B-WASA/PHE or Balochistan Irrigation department and involvement are important factors towards the feasibility and success of the project; and;

Participatory development processes need to be mainstreamed during the project preparation, construction and O&M process or its activities.

Overall; the communities' perceptions the land-owning communities in term of Dam construction and installation of transmission pipelines for water withdrawal was conditionally appreciative and expressed their concurrence. They have one concern that in future when the population growth increases and the demand water would be high, if the complete right of water use is given to BWASA/PHE, they (communities) will be deprived from the right of water use for drinking and irrigation. The sub-project wise consultation findings are discussed as follows;

Sra Ghurgai Dam Village

During consultation with the tribal elder Malik Mohammad Khan, it was ascertained that they are willing to provide Sra Ghurgai Dam reservoir water for Quetta city but have requested for some time to discuss the matter with the existing village committee (a community-based organization).

It was informed by the tribal elder that in the past B-WASA developed eleven tube wells in their communal hill terrains situated in north of the village. Consequently, the Thalari Kareze which was major source of water for drinking and irrigation purposes of the village was dried up. At that time, the villagers were well aware of the reported negative consequences of the tube wells development at the source of Thalari Kareze and have signed an agreement with B-WASA to provide drinking water to Sra Ghurgai on first priority. However, the following actions are proposed for the Sra Ghurgai Dam sub-project;

Meaningful consultation with the respective communities is required and their request for allocation of proportionate water share for irrigation and drinking needs to be considered.

It was reported that the dam reservoir is silted up due to high sediment load in the river and last year, the communities pumped water for irrigation and the reservoir was emptied within three days' time period.

Sra Khula Dam village:

Overall the communities were willing to allow construction of the Dam and withdrawal of water for Quetta city with some conditions. During consultation, it was informed that there is another existing Dam in the name Bhaggi Dam commissioned in 1960s and completely silted up. B-WASA installed a tube well in the reservoir of the Bhaggi Dam in 2007 and a commitment was agreed with the villagers to they will provide appropriate share of water to the community for irrigation and drinking purposes. But unfortunately, this agreement was not respected by one of the party, therefore, this tube well is still non- functional.

Based on the past practices which persist in the area, the B-WASA/PHE or Balochistan Irrigation Department needs to sign a formal agreement with the legally entitled land-owning communities interm of allocation of proper share of water for drinking and irrigation, provision of regular employment opportunities (if required for O&M of Dam and transmission pipeline) to the local people.

Kach Dam Village:

During consultation in Malik Shabo village and Sra Ghurgai village, the water rights of the Kach Dam are claimed by two villages i.e. Malik Payand Killi (also known as Killi Shabak) and residents of the Sra Ghurgai village. Therefore, it was ascertained that dispute may be raised over the employment and community water share demanded for drinking and irrigation purposes during construction or after construction of the project.

During detailed studies, review of the cadastral record it will be required to confirm the legal ownership of the land. Accordingly, further meaningful consultation needs to be carried out with the legal owners of the land. An agreement between B-WASA/PHE or Baluchistan Irrigation Department and legally entitled land-owning communities on the same course of action proposed for Sra Khula is required. The villagers of the Shabak Killi reported that the land of the under construction Kach Dam is communal property of the village and the following principal shareholders have land rights.

Annexure 2: Pictures of the consultations meetings



Figure 1-2: Kick off Meeting with PMU.



Figure 1-7 Meeting with QQ-WASA Team

Figure 1-6 Consultation with World Bank team and PMU for Interventions Figure 1-4 Meeting with Secretary Irrigation, Project Director and QMES.



FGD with the Communities of Sra Khula Village



FGD with the Communities of Sra Khula Village



Consultation with the Tribal elder Malik Muhammad Khan Bazai of Sra Ghurgai village

