



# Climate Adaptation and Resilience for South Asia Project (CARE)

**Asian Disaster Preparedness Center (ADPC) and the Regional Integrated Multi-Hazard Early Warning Systems for Africa and Asia (RIMES)**

## *Stakeholder Engagement Plan*



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## Abbreviations

ADB	Asian Development Bank
ADPC	Asian Disaster Preparedness Center
BCAS	Bangladesh Center for Advanced Studies
BMD	Bangladesh Meteorological Department
CANSA	Climate Action Network South Asia
CARE Project	Climate Adaptation and Resilience for South Asia Project
CCA	Climate Change Adaptation
CEIP	Coastal Embankment Improvement Project
CGIAR	Consultative Group for International Agricultural Research
CGIAR	Consultative Group on International Agricultural Research
CMU	Country Management Unit
DHM	Department of Hydrology and Meteorology
DHM	Department of Hydrology and Meteorology
DoR	Nepal Department of Roads
DoTM	Nepal Department of Transport Management
DRR	Disaster Risk Reduction
DSS	Decision Support System
DTCA	Dhaka Transport Coordination Authority
DWRI	Nepal Department of Water Resources and Irrigation
ESF	Environmental and Social Framework
ESS	Environmental Social Standards
FFWC	Flood Forecasting and Warning Center
GFCS	Global Framework for Climate Services
HEC-HMS	Hydrologic Engineering Center Hydrological Modelling System
HydroMet	Hydrological and Meteorological
ICIMOD	International Centre for Integrated Mountain Development
ICIMOD	International Center for Integrated Mountain Development
ICRAF	World Agroforestry
ICRISAT	International Crops Research Institution for Semi-arid tropics
ICRISAT	International Crops. Research Institute for Semi-Arid Tropics
IDA	International Development Association
IWMI	International Water Management Institute
IWMI	International Water Management Institute
MOALD	Ministry of Agriculture and Livestock Development
MOF	Ministry of Finance
MOFAGA	Ministry of Federal Affairs and General Administration
MOPIT	Ministry of Physical Infrastructure and Transport
MOUD	Ministry of Urban Development
NCOFS	National Climate Outlook Forums
NDMA	National Disaster Management Authority
NHMS	National Meteorological and Hydrological Services
OpenDRI	Open Data for Resilience Initiative
PIU	Program Implementation Unit
PMD	Pakistan Meteorological Department
RBN	Roads Board Nepal
RCC	Regional Consultative Committee on Disaster Management
RDAS	Resilience Data and Analytics Services
RIMES	Regional Integrated Multi-Hazard Early Warning Systems for Africa and Asia
SAARC	South Asian Association for Regional Cooperation
SAR	South Asia Region
SASCOF	South Asia Seasonal Climate Outlook Forums
SCC	Strategic Coordination Committee
SEP	Stakeholder Engagement Plan

## 1. Introduction

The **Climate Adaptation and Resilience for South Asia (CARE) Project** aims to create an enabling environment for climate-resilient policies and investments in South Asia. In order to achieve this, the project proposes the following key results:

### **Outcome 1: Enhanced Regional Cooperation and Knowledge for Climate Resilience and Adaptation**

Intermediate Outcomes:

- 1A. Increased availability of climate data and analytics in the region for climate resilience
- 1B. Climate-informed decision-making tools and systems available in target countries

### **Outcome 2: Climate Resilience in policies, planning and investments in target countries enhanced**

Intermediate Outcomes:

- 2A. Regional Climate Resilience Platform, road map and action plan available for adaptive implementation by countries
- 2B. Regional resilience standards and guidelines for key sectors available for adaptive implementation by countries
- 2C. National technical standards enhanced to climate resilience levels in key thematic areas
- 2D. National capacity strengthened to apply climate resilient standards in policies, planning and investments

The regional cooperation and knowledge-sharing supports a common understanding of the impact of climate change and its impacts on different geographical regions. An equally important aspect is utilizing a regional approach to climate change impacts to allow for a common baseline of data, information and knowledge from which country-specific resilience and adaptation policies can be developed. In order to achieve the elements of regional cooperation, CARE will integrate climate data and analysis relevant to South Asian countries in a regional platform and support its use through the provision of sectoral decision-making systems (DSS) and tools. The regional platform, called Resilience Data and Analytics Services (RDAS), will be a cloud-based and artificial intelligence (AI)-enabled data and analytics platform that will provide relevant climate and sectoral information for South Asian countries to make risk informed climate-resilient decisions and policies. The RDAS will also support overlaying of different data sources across climate and socio-economic parameters to specify hotspots of climate vulnerability across timescales. Together, the RDAS platform and DSS tools support an informed national and sectoral planning and investment decision making, therefore guiding South Asian countries in their efforts to build climate resilience at national and sub-national levels.

CARE will focus on three target countries – Bangladesh, Nepal and Pakistan – to include climate resilience in national policies planning and investments through conducting an analysis of the current and future impacts of climate change on the prioritized sectors to set the parameters for action. National action plans for fiscal planning and management on how to best protect the current and future social and economic development aims and goals to be climate resilient. In parallel, the use and modification of international and regional approaches to addressing the impacts of climate will be contextualized into a set of national standards and guidelines.

These three target countries are International Development Association (IDA) countries and therefore eligible for regional IDA funding. They also have a sizeable portfolio with potential for investments in climate resilience, based on a rapid portfolio analysis of existing and pipeline projects. The selection of these IDA countries also benefited from consultations with relevant Country Management Units (CMUs)

and Good Practices (GPs) and takes into account the potential for maximum demonstrative effect of this project, considering the relatively high vulnerability of these countries to climate change and the Bank's strong and existing engagement on climate resilience.

## **2. Implementing Partners**

In order to achieve the project outcomes, CARE program will be implemented by two regional intergovernmental organizations in Asia and the Pacific: The Asian Disaster Preparedness Center (ADPC) and the Regional Integrated Multi-Hazard Early Warning Systems for Africa and Asia (RIMES).

ADPC is an intergovernmental organization that works to build the resilience of people and institutions to disasters and climate change impacts in Asia and the Pacific. Working across a broad range of specialist areas, ADPC develops and implements cross-sectoral projects/programs on the strategic themes of risk governance, urban resilience, climate resilience, health risk management, preparedness for response and resilient recovery. The organization's strategic themes are complemented and underpinned by the cross-cutting themes of gender and diversity, regional and transboundary cooperation as well as poverty and livelihoods. ADPC has been supporting the Regional Consultative Committee on Disaster Management (RCC) since 2000 as its secretariat. Comprised of National Disaster Management Offices (NDMOs) of 26 member countries, RCC serves as a non-binding mechanism to develop action strategies for disaster risk reduction (DRR); promote cooperative programs at regional and sub-regional levels; and provide guidance to ADPC on its future work and strategies in the region.

Over the past three decades, ADPC has worked extensively in Bangladesh, Nepal and Pakistan to support the advancement of the disaster resilience agenda in these countries. From a climate change perspective, ADPC supports the Bangladesh Meteorological Department (BMD) and relevant agencies to enhance its climate modeling and forecasting capacity through the introduction of the latest weather modeling technology and techniques. Under the Climate Forecast Application supported by the United States Government, ADPC has contributed to strengthening the medium-term weather forecasting capability of BMD for them to issue more accurate weather information that significantly lowers the impact and potential damages to the local farmers.

Adopting a similar approach to Bangladesh, ADPC supported the multi-hazard risk assessment of the country and the sharing of the generated risk data to the public through the Open Data for Resilience Initiative (OpenDRI) of the World Bank. A Nepal GeoNode<sup>1</sup> was established by ADPC (with the support from the WBG) and handed over to the Ministry of Home Affairs of Nepal in 2012 and is currently still in operation. With the support of ADB, ADPC also established a climate portal for the Department of Hydrology and Meteorology that shared the climate data and information from a downscaled climate model for the country. With a focus on mainstreaming disaster risk reduction (DRR) into development and with the use of disaster risk assessment information in national and sectoral ministry planning process, ADPC has supported the National Disaster Management Agency (NDMA) of Pakistan and state governments to strengthen their resilient and sustainable development practices on the ground.

ADPC will compile the knowledge generated through the World Bank and leverage its close and productive working relationships with relevant government ministries and agencies to create the

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<sup>1</sup> <http://drm.moha.gov.np/>

circumstances for social and economic development which effectively addresses the current and future impacts of climate change.

RIMES is an intergovernmental institution owned and managed by its Member States including Bangladesh, Nepal and Pakistan. Although RIMES focal agency in member countries is the National Meteorological Hydrological Services (NMHS), RIMES-led programs and initiatives also serve sectoral agencies and end-users of weather and climate information. Since 2010, RIMES has worked with NMHS and related climate-sensitive sectors and agencies in Bangladesh, Nepal and Pakistan through the National Monsoon Forums (or National Climate Outlook Forums, NCOFS), South Asia Seasonal Climate Outlook Forums (SASCOF), flood monitoring and forecasting, and secondment trainings.

The National Monsoon Forums are convened by the Bangladesh Meteorological Department (BMD), the Department of Hydrology and Meteorology (DHM) and the Pakistan Meteorological Department (PMD) in respective countries. Already the 11<sup>th</sup> in Bangladesh, 8<sup>th</sup> in Nepal and 7<sup>th</sup> in Pakistan, the Forums gather multiple stakeholders including representatives from agriculture, water resources, transport, disaster management, health, and other climate-sensitive sectors to i) review seasonal forecast performance and risk management strategies of the previous season, ii) discuss the upcoming seasonal outlook and potential impacts on different sectors, and iii) prepare guidance and action plans for dissemination to sectoral end-users (e.g., farmers, vulnerable communities). Similarly, RIMES co-organized SASCOF events, currently on its 14<sup>th</sup>, with representatives from NMHS and sectoral users from Bangladesh, Nepal, Pakistan and other South Asian countries. All these national and regional mechanisms have helped improve availability, access and use of weather and climate information in priority sectors identified in the Global Framework for Climate Services (GFCS).

In addition to the forums, RIMES customized in 2016 the Hydrologic Engineering Center Hydrological Modelling System (HEC-HMS) model for 15-day flood forecasting and warning in Bangladesh' Ganges and Brahmaputra Rivers. In addition, RIMES customized HEC-HMS model for 3-day flood forecasting and warning in Nepal's Karnali, Narayani and Babai Rivers. The systems were handed over to Bangladesh' Flood Forecasting and Warning Center (FFWC) and Nepal's DHM respectively, but RIMES continues to provide research and model correction and back-up support.

RIMES maintains a programmatic approach of implementing and sustaining its programs and initiatives through i) close collaboration with NMHS and government agencies, ii) provision of technical trainings, iii) customization of open source models, iv) continued research, and iv) back-up support. Using the same approach, RIMES will build on its existing systems and tools to establish the regional platform for climate information as well as the decision support systems required by stakeholders of the World Bank project.

The project-level Coordination Working Group (CWG) will consist of representatives from the two implementing agencies on their respective components. The CWG will meet monthly to discuss progress on activities including an outline of next steps and discussion potential areas for more detailed coordination including the discussion of complains received from the Grievance Mechanism. The World Bank would be invited for regular briefings from the meeting and/or a report on proceedings and progress updates.

A Strategic Coordination Committee (SCC) will be established under the auspices of the Regional Consultative Committee mechanism of ADPC. The SCC will consist of ADPC, RIMES, SAARC, Ministries

of Finance (as country NSC Chair), Planning Commissions and Ministries of Environment, Climate Change, National Disaster Management Agencies, from beneficiary countries and the Global Commission on Adaptation as shown in Figure 1 below. The committee would meet on an annual basis for policy and strategic guidance, review project impact, knowledge sharing and lessons learnt.

National Coordination Arrangements: A mechanism for national coordination among participating beneficiary departments would be established through the setting up of National Steering Committees (NSC) in each country, chaired by respective Ministries of Finance and consisting of all beneficiary departments including participation from critical UN agencies, and CSOs from the respective countries focusing on cross-cutting issues. The committee would be convened on a bi-annual basis to review progress, assist in removing implementation bottlenecks and avoiding any potential duplication or gaps.

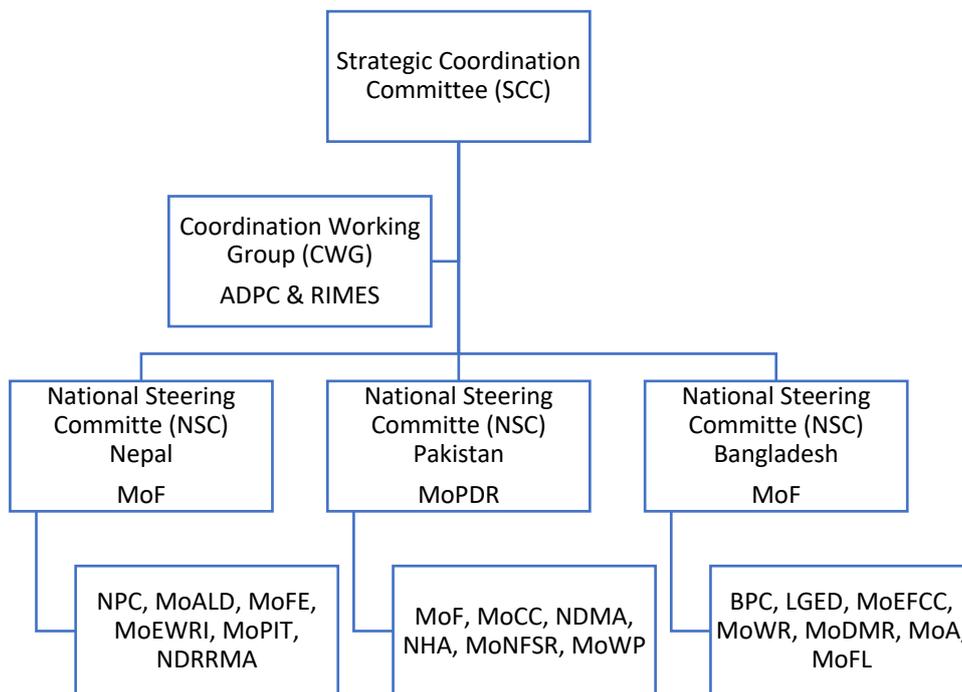


Figure 1. Strategic Coordination Committee

### 3. Brief Summary of Previous Stakeholder Engagement Activities

RIMES had informal discussions on the project with National Meteorological and Hydrological Services (NMHS) representatives of the project countries at the sidelines of the HydroMet Forum in Nepal in November 2019. Follow-up discussions with NMHS were conducted at the sidelines of the RIMES 11th Council Meeting on 20-22 Jan 2020. Members of the RIMES Council officially endorsed World Bank's project on Climate Adaptation and Resilience for South Asia (CARE) through a resolution signed by the Director Generals of NMHS in Bangladesh, Nepal, Pakistan and other countries. In addition, discussions were held in January 2020 with representatives of sectoral agencies in the pilot countries to map existing portals and decision support systems/tools currently available as well as to identify data availability, sources and potential gaps.

ADPC along with World Bank conducted an initial consultation with the National Disaster Management Agencies, the Ministry of Finance, and Members of Parliament during the 15<sup>th</sup> Meeting of the Regional

Consultative Committee on Disaster Management (RCC) held in Bangkok, Thailand on 15-17 January 2020. This meeting was attended by delegates from Bangladesh, composed of the Chairman of the Standing Committee of Ministry of Environment, Forest and Climate Change (MoEFCC), the State Minister from the Ministry of Disaster Management and Relief (MoDMR), and the Deputy Chief from the Public Investment Management Reform Wing from the Bangladesh Planning Commission. The delegates from Pakistan represented by a Chairman from the National Disaster Management Authority (NDMA) along with the lead on Gender and Child Cell from the NDMA, and from Nepal, delegate represented by the Home Secretary and Under Secretary of the Ministry of Home Affairs (MoHA), and the Joint Secretary from the Ministry of Finance (MoF). The initial consultation introduced the CARE program, and its objectives, key activities and outcomes and brought in opinions from the respective delegates on the potential in-country approach. Key discussion areas were centered around the need to effectively utilize climate data which needs to be supported and capacities enhanced at the national and sub-national level to ensure the utility of data. Other key discussion points were to recommend the inclusion of climate sensitive sectors, with focus on agriculture, water resources, and forest and land management.

#### **4. Stakeholder Identification and Analysis**

This Stakeholder Engagement Plan (SEP) is developed to enable participation of stakeholders and ensure that project design, approaches and activities are implemented in a participatory and inclusive manner, and in ways that minimize potential environmental and social risks.

The level of stakeholder engagement is informed by the interest and influence of stakeholders involved in the project. Under Outcome 1, RIMES will engage with the ministries and allied agencies of agriculture, transport and water sectors in the pilot countries. These ministries and agencies are the direct and indirect beneficiaries of the RDAS platform and DSS developed for the project. RIMES will also work with other agencies including but not limited to the statistics office, mapping bureau, disaster management and climate change agencies, and NMHS for integrating climate data and analytics with exposure, vulnerability, resource capacity and other baseline information. Table 1 outlines an initial list of stakeholders within RIMES' component.

Under Outcome 2, the national policy dialogue mechanisms will be supported by the regional sectoral peer groups made up of the Consultative Group for International Agricultural Research (CGIAR) members such as; International Crops Research Institution for Semi-arid tropics (ICRISAT), International Rice Research Institute (IRRI), International Water Management Institute (IWMI), World Agroforestry (ICRAF) and World Fish (WorldFish) as well as other regional centers relevant to climate resilience such as Climate Action Network South Asia (CANSAs) and the International Centre for Integrated Mountain Development (ICIMOD). The Regional Consultative Committee on Disaster Management (RCC), which is composed of more than 20 countries including the three CARE countries, would serve as an overarching regional platform for learning and knowledge sharing.

Key discussions on identifying policy gaps and resilience benchmarks, sharing of common climate risks and challenges and best practices on planning and regulations at the national policy dialogue mechanism – made up of ministries of climate change, finance and planning – will be taken up at the regional level. Table 2: Outcome 2 Regional and National Engagement outlines an initial list of stakeholders participating at the regional level. Additional stakeholders may be later added upon conducting a scoping of existing regional platforms that may support in the regional knowledge exchange and provision of technical inputs on strengthening regional standards and guidelines on

climate resilience. This will be done during the initial national consultations as part of the capacity assessment process.

The national consultations during the capacity assessment process will also identify regional and country stakeholders from UN Agencies the public sector including civil society organizations (CSOs) and community-based organizations (CBOs) dealing with cross cutting issues on gender equality, children and youth, persons with disabilities, indigenous peoples, and ethnic and religious minorities. This process will also consider the current level of involvement, knowledge, and experiences from the UN Agencies, and CSOs on inclusive public expenditure on resilient planning and investments, including the involvement and participation of representatives public sector dealing with cross cutting issues during the development of roadmaps and action plans, standards and guidelines, including the utility of decision-making tools.

The national policy dialogue mechanism will be divided into a two-pronged approach: 1) national ministries of finance and planning dialogue will be initiated to achieve a climate resilient growth model through strengthened fiscal risk management strategies; 2) line ministries and departments focused on agriculture, water resource management and transformation will be engaged in dialogue on identifying investment-specific enhancements as well as system-wide developments for mainstreaming climate resilience into the work of these ministries and departments. Table 2 outlines the initial list of stakeholders participating at the national level within each of the three pilot countries. Additional stakeholders may be added upon further assessment of the project's overall activities.

**Table 1. Outcome 1 Regional and National Engagement**

Type	Stakeholder	Role	Engagement Strategy	Engagement Timeline
Direct beneficiaries	Nepal Ministry of Physical Infrastructure and Transport and allied departments/ authorities including Department of Roads (DoR), Department of Transport Management (DoTM) and Roads Board Nepal (RBN)	Prepares plans, policies and programs regarding development of physical infrastructures such as roadways, railways, waterways, subways, flyovers and ropeways	1) High-level meeting with ministries during scoping mission 2) Surveys, interviews, FGDs, workshops to assess users' needs and requirements, 3) Consultation meetings with agency representatives to assess data/ information availability and integration in the RDAS platform and DSS 4) Training-workshop for platform and DSS turnover, use and maintenance 5) Online surveys, interviews, meetings, workshops to review/update the RDAS platform and DSS 6) Print media (e.g., training manual/guide, workshop/ training reports, information notes, press release)	1) First to sixth month 2) First to second year 3) First to second year 4) Third to fifth year 5) Third to fifth year 6) Annually, and as applicable
	Nepal Ministry of Energy, Water Resources and Irrigation and allied departments/authorities including Department of Water Resources and Irrigation (DWRI) and Department of Hydrology and Meteorology (DHM)	Regulates water resource (including irrigation) and energy infrastructure construction		
	Nepal Ministry of Agriculture and Livestock Development	Responsible for the growth and development of the country's agriculture sector		
	Bangladesh Ministry of Road Transport and Bridges, and allied departments/ authorities including Dhaka Transport Coordination Authority (DTCA), Bangladesh Road Transport Authority (BRTA), Bangladesh Road Transport Corporation (BRTC), Roads and Highways Department (RHD) and Bangladesh Bridge Authority (BBA)	Apex body for formulation and administration of the rules, regulations and laws relating to road transport, national highways and bridges		
	Bangladesh Ministry of Water Resources and allied departments/authorities including Institute of Water Modelling (IWM), River Research Institute (RRI), Water Resources planning Organization (WARPO), Bangladesh Water Development Board (BWDB), Flood Forecasting and Warning Center (FFWC) and Center of Environmental and Geographic Information Services (CEGIS)	Responsible for matters relating to irrigation, flood forecasting and warning, flood control, flood control works, causes of floods and damage caused by floods to irrigation infrastructure and embankments		
	Bangladesh Ministry of Agriculture and allied departments/authorities including Department of Agricultural Extension (DAE), Bangladesh Agricultural Research Institute (BARI), Bangladesh Rice Research Institute (BRRI)	Apex body for formulation and administration of the rules and regulations and laws relating to agriculture		

	Pakistan Ministry of Communications and allied departments/authorities including National Highway Authority (NHA), National Highways and Motorway Police (NHMP) and National Transport Research Center (NTRC)	Responsible for analyzing, formulating and implementing central policy on communications and transportation		
	Pakistan Ministry of Water Resources and allied departments/authorities including Federal Flood Commission (FFC), Indus River System Authority (IRSA), Pakistan Commissioner for Indus Waters (PCIW) and Water and Power Development Authority (WAPDA)	Develop the country's water resources and provide visionary leadership role in National Water Policy formulation and implementation		
	Pakistan Ministry of Agriculture/Ministry of National Food Security and Research, and allied departments/authorities including Agriculture Policy Institute (API), Pakistan Agricultural Research Council (PARC) and Federal Water Management Cell (FWMC)	Responsible for policy formulation, economic coordination and planning in relation to food grain and agriculture		
Indirect beneficiaries	Ministry of Forests and Environment (Nepal)	Focal agency for climate change-related research and response	1) High-level meeting with ministries during scoping mission 2) Consultations, interviews, workshops with agency representatives for data/information availability and sharing 3) Meetings/discussions on data/information sharing and integration in the RDAS platform and DSS	1) First to sixth month 2) First to second year 3) First to second year
	Ministry of Home Affairs (Nepal)	Nodal agency for disaster risk management		
	Nepal National Planning Commission and allied agencies especially Central Bureau of Statistics	Central agency for monitoring and evaluating development policy, plans and programs		
	Bangladesh Meteorological Department	Maintains the country's observation network and climate-related data, and provides multi-hazard early warning		
	Bangladesh Ministry of Environment, Forest and Climate Change	Maintains the climate change portal		
	Bangladesh Ministry of Disaster Management and Relief and Department of Disaster management in particular	Drives national risk reduction reform programs		
	Bangladesh Ministry of Planning and allied agencies especially the Bureau of Statistics	Responsible for socioeconomic planning and statistics management		
	Pakistan Meteorological Department	Responsible for providing meteorological service for various activities and projects that require weather/climate information		
	Pakistan Ministry of Climate Change and allied agencies especially GCISC	Cabinet-level ministry concerned with climate change		
	Pakistan National Disaster Management Authority (NDMA)	Autonomous and constitutionally established federal authority mandated to deal with the		

		whole spectrum of disasters and their management		
	Survey of Pakistan	National mapping and land surveying government agency for national development projects		
	Pakistan Bureau of Statistics	Provides national statistical services including solid and comprehensive statistical research		
	Pakistan Space and Upper Atmosphere Research Commission (SUPARCO)	Responsible for the country's public and civil space programme and for aeronautics and aerospace research for such areas as space weather, astronomical observation, climatic studies, remote sensing and Earth observation		
Other interested parties	SAARC Agricultural Information Centre	responsible for agricultural research and development, policy planning, and knowledge management	1) Meetings during scoping mission 2) Consultations, interviews, workshop with representatives for data/ information availability and sharing 3) Meetings/discussions on data/information sharing and integration in the RDAS platform and DSS	1) First to sixth month 2) First to second year 3) First to second year
	International Centre for Integrated Mountain Development (ICIMOD)	Regional intergovernmental learning and knowledge sharing centre		
	Bangladesh Centre for Advanced Studies (BCAS)	Independent, non-profit, non-government, policy, research and policy institute working on sustainable development at various levels		
	World Food Programme (WFP)	Food-assistance branch of the United Nations and the world's largest humanitarian organization		
	Food and Agriculture Organization of the United Nations (FAO)	Specialized agency of the United Nations that leads international efforts to defeat hunger and improve nutrition and food security		

**Table 2. Outcome 2 Regional and National Engagement**

Theme	Stakeholder/s	Role	Engagement Strategy	Engagement Timeline
<b>REGIONAL ENGAGEMENT</b>				
Knowledge and technical support	Climate Change Division – Ministry of Environment, Nepal	Assists in formulating plans and policies with the motive of sustainable development	(1) Establish and biannual conduct of the Strategic Coordination Committee (SCC) composed of ADPC, RIMES, Bangladesh, Pakistan, and Nepal  (2) Annual conduct of the Regional Resilience Dialogue Mechanism	(1) Project Launch 1 <sup>st</sup> Strategic Coordination Committee Inception Meeting  (2) Conducted annually after the 1 <sup>st</sup> SCC
	Ministry of Finance, Nepal	Formulates economic policies and implement into annual budgets and programs		
	Ministry of Urban Development, Nepal	Responsible for planning and management of urban development		
	Ministry of Environment, Forest and Climate Change, Bangladesh	Nodal agency in the administrative structure and government of Bangladesh		
	Ministry of Finance, Bangladesh	Responsible for state finance		
	Ministry of Planning, Bangladesh	Responsible for socioeconomic planning		
	Ministry of Climate Change, Pakistan	Cabinet level ministry concerned with climate change in Pakistan		
	Ministry of Finance, Pakistan	Develop policies on economic management and provide strategic advice to government		
	Ministry of Planning, Development and Reforms, Pakistan	Design and implement methodology for leadership in planning social and economic development		
Knowledge exchange	International Centre for Integrated Mountain Development (ICIMOD)	Regional learning and knowledge sharing Centre	(1) Establish the Regional Sectoral Peer Group supporting the strengthening of regional standards and guidelines on climate resilience for key thematic areas  (2) Annual conduct of the Regional Sectoral Peer Group meeting linked to Regional Resilience Dialogue Mechanism	(1) Project Launch - 1 <sup>st</sup> meeting of the Regional Sectoral Peer Group  (2) Conducted annually linked to the Regional Resilience Dialogue Mechanism
	International Water Management Institute (IWMI)	Research institute focused on sustainable of use of water and land resources		
	Consultative Group on International Agricultural Research (CGIAR)	A global partnership that unites organization engaged in research for a food-secure future		

	International Crops Research Institute for Semi-Arid Tropics (ICRISAT)	International non-profit organization that undertakes scientific research for development		
	Climate Action Network South Asia (CANSAs)	Works to link policy, research and action work on solutions to climate change effects in the region		
Other relevant organizations/agencies	United Nations Entity for Gender Equality and the Empowerment of Women, Regional Office for Asia and the Pacific (UNWomen-ROAP)	UN entity working for the empowerment of women and is the global champion for women and girls and is established to accelerate progress on meeting their needs worldwide.	(1) Regional consultations as part of the capacity assessment process with focus on cross cutting issues such as gender equality, children and youth, persons with disabilities, indigenous peoples, and ethnic and religious minorities	(1) Project launch (2) Conducted annually linked to the Regional Resilience Dialogue Mechanism
	United Nations Environment Program, Asia and the Pacific Office (UNEP)	Leading global environmental authority that sets the global environmental agenda, promotes the coherent implementation of the environmental dimensions of sustainable development and serves as an authoritative advocate for the global environment	(2) Consultation meetings, discussions and information sharing on experiences in SAR and in the countries	
	United Nations Development Program, Asia and the Pacific (UNDP)	Helps countries eliminate poverty and achieve sustainable human development, an approach to economic growth that emphasizes improving the quality of life of all citizens while conserving the environment and natural resources for future generations.		
	United Nations Children's Fund, Regional Office for East Asia and the Pacific (UNICEF-EAPRO)	UN Agency Responsible for providing humanitarian and developmental aid to children. UNICEF regional office advocates for national investment in children and child-centered social policies.		
	Save the Children	Nonprofit organization working to improve the lives of children through better education, health care, and economic opportunities, as well as providing emergency aid in natural disasters, war, and other conflicts		

	Plan International	An independent development and humanitarian organization that advances children's rights and equality for girls. Plan International drives change in practice and policy at local, national, and global levels through experience and knowledge of the realities children face.		
	Global Network of Civil Society Organizations for Disaster Reduction (GNDR)	The largest international network of organizations committed to working together to improve the lives of people affected by disasters world wide		
	International Federation of Red Cross and Red Crescent Societies (IFRC)	The world's largest humanitarian organization, providing assistance without discrimination as to nationality, race, religious beliefs, class or political opinions. IFRC's Climate Center supports the Red Cross and Red Crescent Movement and its partners in reducing the impacts of climate change and extreme weather events on vulnerable people		
<b>NATIONAL ENGAGEMENT – PAKISTAN</b>				
Policy dialogue and knowledge	Ministry of Climate Change and Climate Change Authority	Cabinet level ministry concerned with climate change in Pakistan	(3) Initial national consultations as part of the capacity assessment process	(1) Project Launch (6 months)
Policy dialogue and knowledge	Ministry of Finance	Develop policies on economic management and provide strategic advice to government	(4) National CCA and resilience expert/specialist from ADPC to be institutionalized in the Ministry of Finance and Ministry of Planning, Development and Reforms	(2) Institutionalizing of CCA and resilience expert/specialist to begin after 1 <sup>st</sup> year
Policy dialogue and knowledge	Ministry of Planning, Development and Reforms, Pakistan	Design and implement methodology for leadership in planning social and economic development	(5) Regular technical consultations with the ministries in fiscal management and policy planning, and in the establishment of the Provincial climate change cell	(3) After 1 <sup>st</sup> year of project inception
			(6) Series of capacity building and awareness raising	(4) After 1 <sup>st</sup> year of project inception

Standards and technical support	<p>1<sup>st</sup> Phase: Government of Sindh, Planning and Development Department</p> <p>2<sup>nd</sup> Phase: All relevant departments including CSOs, Community-Based Organizations, Women's Organizations, Faith-based Organizations, Local Universities, and other critical stakeholders</p>	Establish Provincial Climate Change Cell	<p>1<sup>st</sup> Phase</p> <ul style="list-style-type: none"> <li>Initial consultations with the Planning and Development Department</li> <li>Technical consultations with the Sindh Water and Agriculture Climate Resilience Project</li> <li>Series of trainings and capacity building activities on CCA for the Planning and Development Department</li> </ul> <p>2<sup>nd</sup> Phase:</p> <ul style="list-style-type: none"> <li>initial consultations with all provincial government units relevant to CCA</li> <li>Series of capacity building on CCA for provincial government units</li> </ul>	<p>1<sup>st</sup> Phase</p> <ul style="list-style-type: none"> <li>Within 1<sup>st</sup> year</li> <li>Within 1<sup>st</sup> year</li> <li>Starting on the 2<sup>nd</sup> year of project implementation</li> </ul> <p>2<sup>nd</sup> Phase</p> <ul style="list-style-type: none"> <li>Within the start of the 2<sup>nd</sup> year of project implementation</li> <li>Starting on the 2<sup>rd</sup> year of project implementation</li> </ul>
Other relevant organizations/ agencies	<p>UNWomen - Pakistan Office</p> <p>UNDP - Pakistan Office</p> <p>UNICEF – Pakistan Office</p> <p>GNDR Pakistan Members</p>	<p>Works with partners on gender responsive plans, policies and systems of governance with institutions being more accessible to and delivering equally for women and girls</p> <p>Works with the Government and people of Pakistan to develop local solutions to development challenges. Promotes transformational change by providing technical assistance</p> <p>Works to promote and protect the rights and wellbeing of children and women in Pakistan</p> <p>A pool for private sector, individual practitioners, networks, universities, local governments, faith-based groups, community-based organizations, non-government organizations in Pakistan dealing with various cross cutting issues related to DRR and CCA. Currently there are 97 GNDR members in Pakistan</p>	<p>(1) National consultations as part of the capacity assessment process with focus on cross cutting issues such as gender equality, children and youth, persons with disabilities, indigenous peoples, and ethnic and religious minorities</p> <p>(2) Consultation meetings, discussions and information sharing on experiences in Pakistan</p>	<p>(1) Project launch</p> <p>(2) Conducted annually linked to the National Resilience Dialogue Mechanism</p>
NATIONAL ENGAGEMENT - NEPAL				

Policy dialogue and knowledge	Climate Change Division – Ministry of Environment	Assists in formulating plans and policies with the motive of sustainable development	(1) Initial national consultations as part of the capacity assessment process (2) National CCA and resilience expert/specialist from ADPC to be institutionalized in the MoF and MoFAGA	(1) Within 6 months of project inception (2) Institutionalizing of CCA and resilience expert/specialist to begin after 1 <sup>st</sup> year
Policy dialogue and knowledge	Ministry of Finance (MoF)	Formulates economic policies and implement into annual budgets and programs	(3) Regular technical consultations with the ministries in fiscal management and policy planning]	(3) Organized after 2 years of project inception
Policy dialogue and knowledge	Ministry of Federal Affairs and General Administration (MoFAGA)	Leads in coordination cooperation, facilitation and monitoring and evaluation of activities by local governments	(4) Series of capacity building and awareness raising	(4) Organized after 2 years of project inception
Standards and technical support	Ministry of Agriculture and Livestock Development (MoALD)	Responsible for growth and development of agriculture sector	(1) Series of training on climate smart agriculture and climate resilient planning in agriculture (2) Training for farmers and policy makers on climate data based on CARE’s data platform (3) Series of capacity building on climate resilience planning in agriculture (4) Series of capacity building on risk financing with focus on crop insurance (5) Conduct training on data resilience analytics for the agriculture sector	(1) Organized after consultations within 1 year of project inception (2) Organized after consultations within 2 years of project inception (3) Series of capacity building on climate resilience planning in agriculture (4) Series of capacity building on risk financing with focus on crop insurance (5) Conduct training on data analytics for the agriculture sector
Standards and technical support	Ministry of Urban Development (MoUD)	Responsible for planning and management of urban development	(1) Initial capacity assessment on climate resilience for the MoUD and MoPIT	(1) Organized within 1 year of project inception
Standards and technical support	Ministry of Physical Infrastructure and Transport (MoPIT)	Oversees infrastructure development	(2) Conduct series of capacity building for MoUD and MoPIT (3) Data resilience analytics training for MoUD and MoPIT	(2) Organized after 2 years of project inception (3) Organized after 3 years of project inception
Other relevant organizations/ agencies	UNWomen - Nepal Office	UNWomen in Nepal works for the elimination of discrimination and violence against women and girls empowerment of women achievement of equality between women and men as partners and beneficiaries of development; and human rights,	(1) National consultations as part of the capacity assessment process with focus on cross cutting issues such as gender equality, children and youth, persons with disabilities, indigenous peoples, and ethnic and religious minorities	(1) Project launch (2) Conducted annually linked to the National Resilience Dialogue Mechanism

		humanitarian action and peace and security	(2) Consultation meetings, discussions and information sharing on experiences in Nepal	
	UNDP – Nepal Office	Works with the people and the Government of Nepal and other development partners to pursue equitable and sustainable human development goals through eradication of poverty, increase in livelihood opportunities, improvement in community resilience against conflict, disasters and impacts of climate change		
	UNICEF – Nepal Office	Advocates for investing in children at the federal provincial and local levels to maximize the potential of Nepal’s young population and supports Nepal’s commitments to the SDGs. Focused on Early childhood development, adolescents, disability, gender, and DRR and CCA across sectors.		
	GNDR Nepal Members	A pool for private sector, individual practitioners, networks, universities, local governments, faith-based groups, community-based organizations, non-government organizations in Nepal dealing with various cross cutting issues related to DRR and CCA. Currently there are 62 GNDR members in Nepal		
	Save the Children Nepal	Works with key child rights stakeholders – including children, communities, civil society organizations, media and government – to enable them to play a stronger role to realize the rights of children.		
<b>NATIONAL ENGAGEMENT – BANGLADESH</b>				
Policy dialogue and knowledge	Ministry of Finance	Responsible for state finance	(1) Initial national consultations as part of the capacity assessment process	(1) Within 6 months of project inception

Policy dialogue and knowledge	Ministry of Planning	Responsible for socioeconomic planning	<ul style="list-style-type: none"> <li>(2) National CCA and resilience expert/specialist from ADPC to be institutionalized in the Ministry of Finance and Ministry of Planning</li> <li>(3) Regular technical consultations with the ministries in fiscal management and policy planning,</li> <li>(4) Series of capacity building and awareness raising</li> </ul>	<ul style="list-style-type: none"> <li>(2) Institutionalizing of CCA and resilience expert/specialist to begin after 1<sup>st</sup> year</li> <li>(3) Organized after 2 years of project inception</li> <li>(4) Organized after 2 years of project inception</li> </ul>
Standards and technical support	Ministry of Environment, Forest and Climate Change	Nodal agency in the administrative structure and government of Bangladesh	<ul style="list-style-type: none"> <li>(1) Initial climate change mainstreaming needs and capacity assessment</li> <li>(2) Consultations on the areas of support for the Coastal Embankment Improvement Project (CEIP)</li> </ul>	<ul style="list-style-type: none"> <li>(1) Organized within 1 year of project inception</li> <li>(2) Organized after 2 years of project inception</li> <li>(3) Organized after 3 years of project inception</li> </ul>
Standards and technical support	Ministry of Water Resources (MOWR)	Responsible for development and management of the country's water resources	<ul style="list-style-type: none"> <li>(1) Initial capacity assessment on climate resilience for the MoWR</li> <li>(2) Consultations to develop the action plan on water resources management and resilience</li> <li>(3) Conduct series of capacity building for MoWR on climate change adaptation</li> <li>(4) Participate in regional learning workshops on water resource management through the Jamuna River Economic Corridor Development Project Water Platform</li> </ul>	<ul style="list-style-type: none"> <li>(1) Organized within 1 year of project inception</li> <li>(2) Organized after 2 years of project inception</li> <li>(3) Organized after 3 years of project inception</li> <li>(4) Participation and organization of learning workshops after 2 years of project inception</li> </ul>
Standards and technical support	Ministry of Housing and Public Works (MOHPW)	Regulates all state construction activities	<ul style="list-style-type: none"> <li>(1) Climate change mainstreaming needs and capacity assessment</li> <li>(2) Organize a series of capacity building for the MoHPW on climate and disaster resilience infrastructures</li> </ul>	<ul style="list-style-type: none"> <li>(1) Organized within 1 year of project inception</li> <li>(2) Organized after 2 years of project inception</li> <li>(3) Organized after 3 years of project inception</li> </ul>
Other relevant organizations/agencies	UNWomen - Bangladesh Office	Working with the Bangladesh Government and CSI in governance,	<ul style="list-style-type: none"> <li>(1) National consultations as part of the capacity assessment process with focus on cross cutting issues such as</li> </ul>	<ul style="list-style-type: none"> <li>(1) Project launch</li> </ul>

		national planning and budgeting for gender equality	<p>gender equality, children and youth, persons with disabilities, indigenous peoples, and ethnic and religious minorities</p> <p>(2) Consultation meetings, discussions and information sharing on experiences in Nepal</p>	<p>(2) Conducted annually linked to the National Resilience Dialogue Mechanism</p>
	UNDP – Bangladesh Office	Working to support the country through policy advice, technical assistance, finance and programs with focus on democratic governance and peacebuilding, and resilience and inclusive growth		
	UNICEF – Bangladesh Office	Works to advance the rights of children especially the unheard and disadvantaged. UNICEF Bangladesh deals with climate change, child-sensitive budgets, and social inclusion and awareness of Child Rights		
	GNDR Bangladesh Members	A pool for private sector, individual practitioners, networks, universities, local governments, faith-based groups, community-based organizations, non-government organizations in Bangladesh dealing with various cross cutting issues related to DRR and CCA. Currently there are 96 GNDR members in Nepal		
	Plan International Bangladesh	Works in Bangladesh to encourage children and youth to be leaders in their communities and drive progress of critical issues which matter to them. Plan Bangladesh works in prevention and protecting children from the risks of disasters and climate change		

## 5. *Publication (Information Disclosure)*

Documentation and information about the update of project activities and the results of consultation with stakeholders will be published by the PMUs in two places according to the outcomes:

- Outcome 1: RIMES website – [www.rimes.int](http://www.rimes.int)
- Outcome 2: ADPC website – [www.adpc.net](http://www.adpc.net). A separate webpage will be established during the project launch.

## 6. *Stakeholder Communication*

### **Outcome 1 – RDAS and DSS**

The project's engagement strategy and approach include among other things: i) regular consultations with key stakeholder ministries and agencies to inform the design, content and use of the RDAS platform and DSS, ii) transparent feedback and grievance redress mechanisms to ensure that stakeholder needs and requirements are accommodated, or clarified, during meetings and workshops when these are not addressed sufficiently, iii) capacity building to increase understanding and use of the regional platform and DSS tools, and iv) risk management processes as required under the World Bank's Environmental and Social Framework (ESF).

Table 1 above provides general information on the engagement strategy, purpose and timeline. Since the RDAS platform and DSS is user-specific, information (e.g., location, date, and time) on engagement activities such as meetings, consultation workshops and trainings will generally be made available through invitation to experts and selected user representatives. However, RIMES will integrate algorithms/analytics and an automated process for stakeholder ministries and agencies (i.e., beneficiaries/users) of the RDAS platform and DSS to review the data/information, and/or to provide comments on the interface, functionalities and usefulness of the tool at any point in time. Outcomes of the analytics may be collected and presented to key users at least once a month, but comments and inputs will be collated only once every six months, especially when those comments and inputs involve major changes/updating of the design, user interface and/or functionalities of the RDAS platform and DSS. RIMES will allow at least two updates on the RDAS platform and DSS – the first will be delivered by the end of the third year, and another towards the start of the 5<sup>th</sup> year. RIMES will require a minimum of six months to work on and launch the updates, from the deadline for users' provision of comments and inputs on the tool. This means that users' inputs for the RDAS platform and DSS updates on the 3<sup>rd</sup> year should be in by March 31 of the same year, while comments for updates on the 5<sup>th</sup> year should be in by July 31 of the 4<sup>th</sup> year. Comments and inputs are gathered through online surveys, interviews, meetings and a workshop with users. RIMES will immediately report back to stakeholders the summary and decision on their comments and inputs in three ways: i) during the workshop, ii) through the RDAS platform and DSS web-based system, where users can immediately read once logged-in, and iii) via email. Indeed, all information disclosures related to the RDAS platform and DSS will be done through the system itself, and via email in addition to the workshops, trainings and related information materials (e.g., manual/guide, information notes and press release).

This SEP will take effect prior to project launch and will continue to be updated based on outcomes of i) meetings/discussions with World Bank Country Offices, ii) ministry and agency meetings, which will

be conducted during the scoping mission, iii) stakeholder mapping, and iv) assessments of data and user needs. Stakeholders will be kept informed at least annually on project environmental and social performance as well as on the implementation of the SEP and grievance mechanism (GM).

## **Outcome 2 – Policies, planning and investments**

The project’s stakeholder engagement approach will inform the project through regional and national level dialogue, knowledge sharing and developing standards and technical support to critical national and sectoral institutions, focused on transforming policies and capacities for climate resilience and adaptation across the South Asia Region.

### ***Regional Consultations***

- Knowledge exchange International Centre for Integrated Mountain Development (ICIMOD)
- International Water Management Institute (IWMI)
- Consultative Group on International Agricultural Research (CGIAR)
- International Crops Research Institute for Semi-Arid Tropics (ICRISAT)
- Climate Action Network South Asia (CANSA)
- Other relevant organizations/ agencies such as the United Nations Entity for Gender Equality and the Empowerment of Women, Regional Office for Asia and the Pacific (UNWomen-ROAP)
- United Nations Environment Program, Asia and the Pacific Office (UNEP)
- United Nations Development Program, Asia and the Pacific (UNDP)
- United Nations Children’s Fund, Regional Office for East Asia and the Pacific (UNICEF-EAPRO)
- Save the Children
- Plan International
- Global Network of Civil Society Organizations for Disaster Reduction (GNDR)
- International Federation of Red Cross and Red Crescent Societies (IFRC)

### ***National Consultations***

<b>Pakistan</b>	<b>Nepal</b>	<b>Bangladesh</b>
<ul style="list-style-type: none"> <li>• Ministry of Climate Change and Climate Change Authority (MoCC)</li> <li>• Ministry of Finance (MoF)</li> <li>• Ministry of Planning, Development and Reforms, Pakistan (MoPDR)</li> <li>• Government of Sindh, Planning and Development Department</li> <li>• All relevant departments in Sindh Province</li> </ul>	<ul style="list-style-type: none"> <li>• Climate Change Division – Ministry of Environment (MoE-CCD)</li> <li>• Ministry of Finance (MoF)</li> <li>• Ministry of Federal Affairs and General Administration (MoFAGA)</li> <li>• Ministry of Agriculture and Livestock Development (MoALD)</li> <li>• Ministry of Urban Development (MoUD)</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry of Finance (MoF)</li> <li>• Ministry of Planning (MoP)</li> <li>• Ministry of Environment, Forest and Climate Change (MoEFCC)</li> <li>• Ministry of Water Resources (MoWR)</li> <li>• Ministry of Housing and Public Works (MOHPW)</li> <li>• UNWomen - Bangladesh Office</li> <li>• UNDP – Bangladesh Office</li> </ul>

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| <ul style="list-style-type: none"> <li>• UNWomen - Pakistan Office</li> <li>• UNDP - Pakistan Office</li> <li>• UNICEF – Pakistan Office</li> <li>• GNDR Pakistan Members</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry of Physical Infrastructure and Transport (MoPIT)</li> <li>• UNWomen - Nepal Office</li> <li>• UNDP – Nepal Office</li> <li>• UNICEF – Nepal Office</li> <li>• GNDR Nepal Members</li> <li>• Save the Children Nepal</li> </ul> | <ul style="list-style-type: none"> <li>• UNICEF – Bangladesh Office</li> <li>• GNDR Bangladesh Members</li> <li>• Plan International Bangladesh</li> </ul> |
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Key consultations with the ministries of climate change, finance and planning and other relevant ministries and departments will be initiated, by mobilizing ADPC’s existing partnerships in the three pilot countries to undertake a comprehensive scoping exercise to determine the varying levels of capacity, knowledge and progress on climate resilience. This will be achieved through providing and embedding technical experts in the relevant ministries, departments and institutions to undertake a rapid assessment that will support in identifying the baseline and gaps for project interventions. The consultations will provide further insight to the level and approach to stakeholder engagement and, as CARE progresses, dialogue will be held with relevant ministries/departments to determine whether continued support through embedded experts are required.

Following consultations, technical support will be provided for institutional capacity building on climate change through conducting a comprehensive policy, institutional and public expenditure analysis supported by the capacity assessment. This will support in the development of national action plans for inclusive climate and risk-informed investments through the regional adaptation and resilience roadmap. Regional guidelines and standards for climate resilience will be developed to harmonize policy, planning and investment reforms across the region and to build resilience against common climate impacts. The country-specific sectoral guidelines would lead to climate smart agriculture, water resource management, adaptive social protection, resilient infrastructure, disaster risk management, ecology integrity with focus on mountain economy and forestry, and hydro-met and climate services over the course of the project.

## 7. Resources and Responsibilities for Implementing the Stakeholder Engagement Activities

The implementation of this SEP will be funded by RIMES and ADPC, under the project. A preliminary assessment of the financing needs is currently being undertaken for the following:

**Table 3. Financing needs – Outcome 1 (RIMES)**

Expenditure Items	Estimated Amount (USD)	Source
Recruitment of Environmental and Social Impact Specialist	40,500	Component 3 (Project Management) implementation budget
Engagement with Indirect Beneficiary Ministries, Allied Departments/Units and Regional Organizations	1,500	Component 1 implementation budget
Engagement with Direct Beneficiary Ministries and Allied Departments/Units	3,000	Component 1 implementation budget

Print Media	1,000	Component 1 implementation budget
Total	46,000	

**Table 4. Financing needs – Outcome 2 (ADPC)**

Expenditure Items	Estimated Amount (USD)	Source
Recruitment of Environmental and Social Impact Specialist	30,000	Component 3 (Project Management) implementation budget
Regional consultations through the setting up of the Strategic Coordination Committee (SCC)	5,500	Component 2 implementation budget
Pakistan - National consultations with Ministries, UN Agencies, and other relevant stakeholders	4500	Component 2 implementation budget
Nepal - National consultations with Ministries, UN Agencies, and other relevant stakeholders	4500	Component 2 implementation budget
Bangladesh - National consultations with Ministries, UN Agencies, and other relevant stakeholders	4500	Component 2 implementation budget
Printing, stationary and equipment	1000	Component 2 implementation budget
Total	50,000	

To ensure full integration of stakeholder engagement into project implementation, the institutional arrangement for the SEP will follow the project’s overall implementation arrangements. In this case, the Project Implementing Units (PIUs) formed by RIMES and ADPC will engage and work with stakeholders to establish and maintain good working relationships. In addition, two dedicated Environmental and Social Impact Specialists (one each by ADPC and RIMES) with experience in climate change, will be hired to monitor implementation and updating of the SEP and ESCP.

The PIUs are responsible for all key tasks including: i) project operation and implementation, ii) management and reporting on the Results Framework, iii) implementing the agreed environmental and social sustainability measures and actions in accordance with the ESF, and iv) coordination. In other words, the PIUs manage the project’s budgeting, technical, fiduciary, safeguards, reporting and monitoring and evaluation (M&E) activities. They will also work to:

- Provide stakeholders with the latest information and update on the progress of the project
- Provide guidance on the complaints mechanisms and procedures described in this SEP
- Ensure that activities and consultations are inclusive and can be accessed both in format and location.

In addition, the PIU established by ADPC will be responsible for the coordination with the CWG and the SSC, the regional resilience dialogue mechanism and regional sectoral peer groups, as well as all national stakeholders being engaged directly and indirectly in the project, including the ministries mentioned in the stakeholder engagement approach. ADPC’s PIU will have a dedicated Director, Technical Advisor, Project Manager, Financial Management Specialist, Procurement Specialist, M&E Specialist, and a few other key specialist positions in line with the project procurement plan.

## 8. *Grievance Mechanism*

The project will utilize Grievance Mechanisms from both ADPC and RIMES to solve problems related to the project. The overall GM for the project facilitates the process of receiving, evaluating, and handling complaints from the general public, affected persons, and/or beneficiaries related to the project. The aim of the GM is to strengthen accountability to beneficiaries and provide a mechanism for project stakeholders to provide feedback and express grievances related to project activities.

GM users will include project beneficiaries, people who are directly or indirectly affected by the project and other organizations and persons who can use the GM for the purposes of the scope.

The Grievance Mechanism proposed for components implemented by ADPC will follow ADPC's existing GM, which covers all related personnel who have a contract of employment with ADPC. ADPC's PIU will manage all complaints under the responsibility of the Project Director.

The Grievance Mechanism proposed for components implemented by RIMES will follow RIMES's existing GM, which emphasizes the following key principles:

- Stakeholder engagement is vital toward ownership and sustainability of project initiatives and outcomes; thus, stakeholder feedback, including complaints, need to be heard
- Complaints shall be addressed promptly and transparently, and without retribution to the complainant
- The process of receipt, investigation, and resolution of complaints shall be fair, consistent, and respectful
- Complaints and grievances shall be resolved at the lowest possible level for resolution

ADPC and RIMES through the CWG are responsible for recording all complaints (informal and formal), creating and updating a complaints database, and tracking the progress of complaint resolution until completion and will collaborate to develop a process of identifying, disaggregating complaints to ensure that issues are managed accordingly by the respective PIUs. Thus, the GM will be managed by the CWG. Complaints may be submitted at any time during the implementation of the project. The CWG will provide the following channels where stakeholders can make a complaint:

- **RDAS Platform and DSS.** The RDAS platform and DSS, which will be developed by RIMES, have feedback modules where users could send their feedback, including complaints, anonymously. The system records this feedback for RIMES to take note of and act on/resolve.
- **Dialogue with PIU Staff.** The PIUs are also access points for receiving complaints. A Grievance Officer receives the complaint and evaluates if the issue is relevant to the project and could be resolved informally (which is the usual case for low grievance risk). If it can, the staff takes measures/advises steps to resolve the complaint. The staff records the complaint, complainant, discussion, and resolution/outcome. The document shall be signed by the PIU Lead and the complainant. Copies shall be provided to the complainant and to the PIU. If the issue cannot be resolved informally, the staff shall advise the complainant to lodge a written complaint.
- **Written Complaints.** A project email address will be established prior to project launch. The complainant may lodge a written complaint within 20 days from the date of observing/experiencing the condition that gave rise to the grievance. The document shall state the nature of the complaint and the grievance. Receipt of complaints will be acknowledged with an action plan on next steps including arrangement for a grievance meeting. Anonymous complaints can be addressed in a project website link from both ADPC ([www.adpc.net](http://www.adpc.net)) and RIMES

([www.rimes.int](http://www.rimes.int)) , or a letter can be addressed to both RIMES (Regional Integrated Multi-Hazard Early Warning System, Asian Institute of Technology campus, PO Box 4 Klong Luang, Pathumthani 12120, Thailand) and ADPC (Asian Disaster Preparedness Center, Head Office, SM Tower, 24th Floor, 979/69 Paholyothin Road, Phayathai Phayathai, Bangkok 10400 Thailand).

- **Confidentiality and conflict of interest.** Complaints can be made anonymously through written complaints, and if done through dialogue with the Grievance Office, a confidentiality agreement will need to be signed by both parties which outlines the confidential material, knowledge or information. The material, knowledge, or information will then be reported to the CWG anonymously by the Grievance Officer.
- **Response to complaints.** Complaints will be presented during the Grievance Meeting convened by the CWG and will decide on necessary actions to take. Once a decision has been made, the complainant will receive verification by mail or e-mail between 10-20 business days.

**The Grievance Meeting.** The CWG shall convene their respective meetings to:

- State the purpose of the meeting
- Introduce everyone and explain each one's participation in the meeting
- Explain that the contents of the meeting is confidential
- State that a decision regarding the complaint shall be made after the meeting, and that the complainant shall be notified in writing
- Describe how the meeting shall be conducted
- Give the complainant the opportunity to describe the exact nature of the complaint, and state the reasons for the grievance
- Allow the presentation of any statements made by witnesses
- Ask the complainant on any suggestion to solve the problem
- Summarize the main points made, and highlight any issues that need to be investigated further

**Records.** The Human Resource and Administration focal person shall record the entire process, which includes:

- The nature of the grievance
- The written grievance statement
- Highlights of the grievance meeting
- Supporting documents of the meeting
- The written statement of the decisions
- Outcome of implementation of the decisions

**Appeal.** The complainant has the right to appeal the decision of the project management committee. The appeal must be made in writing, within 20 days of receipt of the decision. The purpose of the appeal is to provide an independent view of the complaint, and to review the decision. The Appeals Committee, constituted by the CWG, shall receive the written appeal, convene the grievance appeal meeting, decide on the appeal, and advise the complainant in writing on the outcome of the appeal.

If the complainant does not accept the outcome of the appeal, the case will be closed. The complainant may seek redress through the courts. ADPC and RIMES shall regularly report to the donor on the number of complaints received and resolved, not resolved, or referred to a third party.

## **9. *Monitoring and Reporting***

Bi-annual monitoring and annual reports will be co-developed by ADPC and RIMES and submitted to the World Bank to reflect regular monitoring of the environment, social, health and safety (ESHS) performance of the project. Mid-year reporting on the project progress will be consolidated in an annual reporting format.

All publications will be shared in three website platforms, RIMES, ADPC, and the RCC websites. The RCC website will host the CARE program. In addition, a RDIS-DSS web-page may also be established in the RIMES website.

