

Electricity Supply Reliability Improvement Project



Draft Stakeholder Engagement Plan (SEP)

Nepal Electricity Authority

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Abbreviations and Acronyms

CFUG	Community Forest Users' Group
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESRIP	Electricity Supply Reliability Improvement Project
ESS	Environmental and Social Standard
FGD	Focused Group Discussion
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
INGOs	International Government Organizations
IP	Indigenous People
IPF	Investment Project Financing
LG	Local Government
LGBTI	Lesbian Gay Bisexual Transgender and Intersex
MoFE	Ministry of Ministry of Forests and Environment
NEA	Nepal Electricity Authority
NGOs	Non-Government Organizations
PMU	Project Management Unit
RM	Rural Municipality
SEA/SH	Sexual Exploitation and Abuse and Sexual Harassment
SEP	Stakeholder Engagement Plan
SMS	Short Message Service
WB	World Bank

Executive summary

Introduction:

The Government of Nepal is considering receiving a loan to implement the Electricity Supply and Reliability Improvement Project (ESRIP), which aims to improve and upgrade the existing Distribution system in various regions of Nepal. This Stakeholder Engagement Plan (SEP) presents the engagement strategy for the whole cycle of the Project. This plan shall guarantee not only effective communication and trust but also the participatory and active involvement of all relevant stakeholders for the successful delivery of the Project.

Overview of the Project

The proposed Project to be implemented by the Nepal Electricity Authority (NEA) will construct nine new 33/11kV Substations in Jhapa, Sunsari, Ilam Panchthar, Taplejung, Sankhuwasabha and Udayapur districts. All nine sites chosen for the construction of the substations are in the urban and rural settings in the Koshi Province. NEA had already acquired the required land to construct the substations per the prevailing national laws and before the Bank was considered a financier to the Project. Similarly, the Project will upgrade existing distribution lines by replacing old transformers and installing auto-reclosure and smart meters in various places in the Koshi, Karnali, Sudur Pachim, Madesh, and Bagmati provinces of Nepal.

Identification and Analysis of Stakeholders

The SEP has identified relevant project stakeholders and categorized them based on the impacts and benefits of the project, influence and interests of the Project and economic & social vulnerability. The Project stakeholders include Project affected/ benefited people, concerned government bodies, regulatory agencies, local government and communities, Community Forest User's Groups, Local Youth Groups and Customers. Following the categorization of the Project Stakeholders, the SEP has proposed appropriate means of meaningful engagement with them.

Stakeholder Engagement Objectives

The main objectives of stakeholder engagement are to clearly inform stakeholders of the project with timely and accurate information, actively involve them in the decision- making process for the project's planning, identify and address the concerns and expectations of the stakeholders linked to the social, environmental and economic impacts of the project and promote consortium and stakeholders' collaboration for the success and sustainability of the Project.

Methods for Engagement and Tools

Various tools of engagement will be adopted, including public consultations, focus group discussions, surveys, community meetings, digital platforms, and newsletters. The approach also integrates both physical and virtual modes of engagement to ensure that all stakeholders are catered for in the process. Communication strategies for different groups of stakeholders will be developed, taking into consideration their preferences, needs, and concerns.

Feedback Mechanisms and GRM

The SEP has offered various feedback means to ensure stakeholders' inputs are taken up appropriately. In this regard, consultations, open-door policies, and online platforms will be used to receive and respond to feedback in a transparent and accountable manner. A Grievance Redress Mechanism (GMR) will also be established to handle any issues or disputes that may arise during the implementation of the Project.

Monitoring and Reporting

The SEP establishes clear monitoring and reporting procedures to track stakeholder engagement progress. Regular updates will be provided to key stakeholders, including the World Bank, and the impact of engagement activities will be assessed through surveys and feedback forms. The project team will regularly review engagement strategies and adjust them based on ongoing stakeholder input and emerging project challenges.

Conclusion

The Project's SEP is designed to guarantee that the voices of all relevant stakeholders are heard and integrated into project planning and implementation. In this regard, the SEP will help mitigate risks, enhance the Project's results, and guarantee long-term community and stakeholder satisfaction through open, transparent, and collaborative engagement.

1. Introduction

The proposed Electricity Supply Reliability Improvement Project (ESRIP) or the Project aims to increase electricity consumption by enhancing the quality and reliability of electricity distribution network system in selected locations of the country. The Project also aims to address key constraints required to strengthen and modernize the distribution network in Nepal and focuses on infrastructure upgradation, operational improvement, and demand enhancement to absorb surplus electricity supply.

The proposed Project, which will be implemented by Nepal Electricity Authority (NEA), will construct nine new 33/11kV Substations at Jhapa, Sunsari, Ilam Panchthar, Taplejung, Sankhuwasabha and Udayapur districts. All the nine sites chosen for the construction of the substations are in the urban and rural settings in the Koshi Province. The NEA acquired the required land for construction of the substations as per the prevailing national laws and before the Bank was considered as a financier to the Project.

Similarly, the Project will also upgrade existing distribution lines by replacing old transformers, installing auto-reclosure and Smart Meters in various places of Koshi, Karnali, Sudur Pachim, Madesh and Bagmati provinces of Nepal. The Project comprises the following components:

Component 1: Strengthening of NEA Distribution Network and Commercial systems will have the following two sub-components in Koshi, Karnali, Madhesh, Bagmati, and Sudurpaschim provinces.

Sub-component 1.1: Strengthening of NEA Distribution Network will finance (a) construction of new 33/11kV substations near the load centers identified by NEA (b) construction of new 33 kV lines to these substations; (c) upgrade of existing and construction of new feeders and distribution lines and distribution transformers in load centers, and (d) installation of Auto Reclosure and Smart Load Break Switches, including their control mechanism.

Sub-component 1.2: Strengthening of NEA Commercial Systems, will finance the following: (a) installation of Advanced Metering Infrastructure (AMI), replacement of conventional metering systems, distribution feeders, and distribution transformers.

Component 2: Technical Assistance will have the following two sub-components: (a) owner's engineer/project management consultant for NEA, which will be responsible for monitoring of contractors' compliance, (b) individual consultants to support NEA's Project Management Unit (PMU); (c) various technical, economic, financial and other studies that may be required during implementation of the Project.

The Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

As the Implementing Agency, the NEA has prepared this Stakeholder Engagement Plan (SEP) for the Project.

2. Objective/Description of SEP

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

3. Stakeholder identification and analysis

3.1 Methodology

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

3.2. Affected parties and other interested parties

The following are the **affected parties**:

- Community members who will impacted and/or benefited from the Project activities.
- The households residing near the project sites selected for the construction of substations and along the right of way of the distribution lines.
- Existing/new electricity users, who may experience disruptions in power supply during construction and changes in reliability of supply after the commencement of the Project.
- Community members and pedestrians, who may face restrictions in using the sidewalks during the upgradation of distribution lines
- Marginalized groups, including Dalits, IPs and landless households in the Project area, who may have no or limited information on Project impacts and benefits/opportunities.

Similarly, the following are the **interested parties**

- Members and users of community-based forest groups, such as community forests, collaborative forest, leasehold forests.
- Formal and informal networks of women's groups.
- Concerned federal government agencies, such as Ministry of Energy, Water Resource and Irrigation (MoEWRI) and Ministry of Forests and Environment (MoFE)
- Nepal Electricity Authority, provincial and district offices and the PMU
- Provincial and concerned local governments
- Workers, wage earners, vendors, suppliers, traders and potential contractors
- NGOs/INGOs, and CBOs
- Development Partners like ADB, KFW, supporting distribution infrastructure development in several other areas.
- Residents and community members benefiting from increased economic opportunities and employment
- National and local media in covering project activities and outcomes.

3.3. Disadvantaged/vulnerable individuals or groups

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

Table 3.1: Barriers for Vulnerable groups in accessing information and benefits

Vulnerable groups	Barriers to access information /Project benefits	Responsible organizations/partners for Stakeholder engagement
Women headed households	Illiteracy, limited access to information, time constraints household care works	Women cooperatives/CFUG/Farmers group/Municipality
Elderly and Children	Illiteracy, mobility constrains, limited access to information	Local community organizations, social welfare groups, Municipality
Persons with disability and their caregivers	Illiteracy, mobility constrains, limited access to information	Disability advocacy organizations, local NGOs, Municipality
Poor/low-incomes households	Illiteracy, resource constraints, limited access to information	Local government offices, poverty alleviation programs, Municipality
Landless families	Illiteracy, limited access to information	Land rights advocacy groups, local NGOs, Municipality
LGBTQ+ individuals	Illiteracy, social barriers, limited access to information	LGBTQ+ advocacy organizations, human rights groups, Municipality
Unemployed	Illiteracy/limited access to information	Employment programs, vocational training centers, Municipality

Disadvantaged groups	Illiteracy, social barriers, limited access to information, and resource constraints	Local community groups, NGOs, and social support networks, Municipality
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4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

During project preparation of the Project, public consultation meetings were conducted at the selected sub-project areas and relevant information about the Project and associated activities, potential E&S risks and impacts, and the proposed mitigation measures were briefed to the participating stakeholders. Feedback and concerns/questions received during consultations were documented. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan and presented in **Annex 1**.

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

Different engagement methods have been proposed and cover different stakeholder needs such as (i) structured agendas, (ii) focus group meetings/discussions, (iii) community consultations, (iv) formal meetings, (v) one-on-one interviews, and (vi) site visits.]

4.3. Stakeholder engagement plan

Table 4.3: Stakeholder engagement activities for different phases of the project

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Preparation	Before the appraisal of the Project	<ul style="list-style-type: none"> Objectives and the planned activities of the project E&S principles policies and scopes Potential E&S risks and impacts Prescribed mitigation measures (EMSPs) Institutional arrangements for implementation of ESMPs Stakeholder consultations and information disclosure Grievance Redress mechanisms (GRM) 	<ul style="list-style-type: none"> Stakeholder consultations Formal community meetings One-on-one/Group discussions as required Meetings with local municipalities FGDs and targeted consultations and outreach activities for vulnerable groups Information disclosure in in a 	<ul style="list-style-type: none"> Project affected and interested parties, and vulnerable groups Concerned federal government Concerned local governments agencies/officials National NGO, INGOs, women and youth groups National and local Media 	The Project and Nepal Electricity Authority

		<ul style="list-style-type: none"> • Citizen Engagement Activities • GBV and SHE/SH risks and mitigation measures 	culturally appropriate manner for vulnerable groups		
Implementation	<ul style="list-style-type: none"> • Before commencement of the Project 	<ul style="list-style-type: none"> • Consultative workshops in the Project province on overall Project and its activities 	<ul style="list-style-type: none"> • Workshop and consultations 	<ul style="list-style-type: none"> • PMU, sub-project teams, representatives of stakeholders and local governments 	The Project and Nepal Electricity Authority
	Initially immediately after consultative workshop and half-yearly thereafter throughout the Project lifecycle	<ul style="list-style-type: none"> • Project scope and ongoing activities, and project status • Revision/updates of ESMPs and other E&S instruments • Implementation of mitigation measures • SEP related activities • Functioning of the GRM • Periodic stakeholder consultations • Project-related information disclosure • Addressing additional E&S concerns • Status ESMPs and related instruments • Progress in the implementation of mitigation measures • Updated SEP and related activities 	<ul style="list-style-type: none"> • Phone, call centers, email, letters (As and when required) • Face-to-face/virtual meetings with federal, provincial and local agencies and officials (As and when required) • Orientation Program/ Training/workshop (Once a year) • Regular information updates in the official websites • Periodic consultation with project stakeholders (Half-yearly) • Information disclosure through mass meetings, brochures, flyers, project website and local media (As and when required) 	<ul style="list-style-type: none"> • Federal government line agencies/officials • Provincial government line agencies/officials • Concerned Rural Municipalities and officials • Affected individuals (project beneficiaries) • Local communities • Vulnerable & IP groups • Local NGOs • Local community leaders • Local press and media 	The Project and Nepal Electricity Authority

			Periodic small groups meetings with vulnerable, people with disabilities and IP groups (Half-yearly)		
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Information, mainly the SEP and Grievance Mechanism, and other relevant E&S documents along with the information brochures and Project updates will be disclosed in project’s webpage within the Project/NEA website. English and Nepali languages will be used to disclose information.

4.4. Reporting back to stakeholders

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

The project will adopt the following mechanisms to manage stakeholder feedback, address comments, and report back to stakeholders:

- The project will ensure that feedback and comments received through comments boxes, social media and online platforms, project email, and dedicated telephone lines are acknowledged by registering them in a logbook, with responses provided in an appropriate and timely manner.
- A periodic review of the implementation of the SEP will continue to incorporate new issues, concerns, and queries raised by stakeholders during the project implementation. It will also provide information on how stakeholder feedback has been addressed by the project.
- The PMU will disseminate the key findings from the consultations conducted at the sub-project level through it half-yearly ESMPs implementation reporting.
- Update on the progress of mitigation measures outlined will be provided.
- A periodic review of SEP implementation, grievance management, and overall progress will be conducted, and the findings of such review will be documented in the half-yearly ESMPs implementation reporting.
- Information on the project's implementation process and planned activities for the next reporting period will be shared.
- Appropriate reports will be distributed through the Rural Municipality and the respective ward offices

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The Project will be in charge of stakeholder engagement activities.

The budget for the SEP is NRs. 10,206,612.00, which is approximately US\$ 75886.00 (calculated at the exchange rate of NPR 134.5 per dollar which is the average exchange rate for the first five months of the FY 2024/25)

Table 5.1: Proposed budget for the implementation of SEP

S. N.	Budget Category	Man Month			Salary Rate (NRs)	Billing Rate		Total Amount	Remarks
		Office	Field	Total		Office (1 times)	Field (1.5 times)		
1	Human Resource								
A	Experts from ESSD, NEA								
1.1	Coordinator	6	4	10	52787	316722	316722	633,444.00	
1.2	Environmental/ Sociologist	8	6	14	46219	369752	415971	785,723.00	
1.3	Support Staffs	2	2	4	43689	87378	131067	218,445.00	
								1,637,612.00	
B	Experts from Outsourcing								
1.4	Environmental and Social Safeguard Officers	0	12	12	150000	NA	NA	1,800,000.00	For the overall construction period
	Sub-Total HR Cost (1 A+ 1B)							3,437,612.00	

2	Events	Quantity	Billing Rate (NRs)	Amount (NRs)	Remarks
2.1	Consultation Meetings/ Focus Group Discussions (FGDs)	36	4000	144,000.00	At least 2 consultation meetings/ FGD at each SS
3	Communication Campaigns				
3.1	Project related information materials development (Brochure, posters, flyers, media campaign etc.)		LS	250,000.00	
4	Trainings/ Awareness Programs				
4.1	One-day awareness program to the communities on Environmental/ social issues, safe electricity use, Gender Based Violence, GESI and other relevant topics	18	100000	1,800,000.00	At least 2 awareness programs at each SS
4.2	One-day Awareness on OHS, GBV, E&S compliance to the PIU, Contractor staffs/workers	18	50000	900,000.00	At least 2 awareness programs at each SS
5	Beneficiary Survey				

5.1	Mid-Project perception Survey (min. 20 HH/ key informants from each SS)	200	500	100,000.00	Sampling Survey
5.2	End-of-Project perception Survey (min. 20 HHs including 15 HHs / key informants from previously surveyed in each SS)	200	500	100,000.00	Sampling Survey
5.3	Data entry, analysis and reporting of Mid-Project and End-of-Project Beneficiary Survey	LS		125,000.00	
6	Grievance Redressal Mechanism				
6.1	Orientation on GRM (One-day)	9	50000	450,000.00	
6.2	GM Communication, documentation, implementation, reporting	LS		1,000,000.00	
7	Other Expenses				
7.1	Logistics, transportation, communication, stationary, fuel	LS		1,000,000.00	
7.2	TA/DA of Officials	Lumpsum		400,000.00	
7.3	Miscellaneous	LS		500,000.00	
	Sub-Total Cost (2-7)			6,769,000.00	
	Grand Total (1-7)			10,206,612.00	

Note: The Project period of 24 months has been considered.

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are Project team, NEA, World Bank task team.

The stakeholder engagement activities will be documented through documentary, photographs, reports, minutes etc.

The roles and responsibilities of key agencies/units envisaged for the implementation and operation of the project (especially as they related to stakeholder consultation and engagement) are shown in the table below.

Table 5.2: Roles and responsibilities for SEP implementation

Key units/agencies	Roles and responsibilities
PMU (NEA, Kathmandu-based)	<ul style="list-style-type: none"> • Planning, budgeting, and ensuring the implementation of the SEP throughout the project lifecycle. <ul style="list-style-type: none"> ○ Coordinate and monitor SEP activities with the partnering municipalities. ○ Collating SEP-related activities from the partnering municipalities along with their performances and outcomes. ○ Undertaking periodic monitoring of SEP, and preparation and dissemination of quarterly SEP implementation report. • Ensuring necessary financial and human resources at all three levels for effective implementation of the SEP and other E&S management plans. • Ensuring the project activities as per the various guidelines and directives issued by the government and other related organizations,

	<ul style="list-style-type: none"> • Ensuring effective functioning of the Project GRM system established as per and manage complaints as the Level 2 GRM.
NEA sub-project Office	<ul style="list-style-type: none"> • Lead the implementation of stakeholder consultation activities at the community level • Supporting the PMU in identifying stakeholders of the project at the local level and updating the list of stakeholders. • Mobilizing and organizing local stakeholders for consultations and project engagement activities. • Disseminating project-related information in a timely manner. • Managing and ensuring the smooth functioning of the Level 1 GRM. • Reporting (monthly) on SEP and GRM to PMU
Host Municipality	<ul style="list-style-type: none"> • Support the NEA district office in implementing the project activities • Participate in consultations and information disclosure programs • Provide feedback on project related documents disclosed for public scrutiny • Help promote GRM to report any grievances and complaints

Roles and Responsibilities of Individual/expert

Table 5.3: Roles and responsibilities of key officials for SEP implementation

Key staff/expert	Responsibilities
Project Director (PMU)	<ul style="list-style-type: none"> • Responsible for monitoring and supervising the overall implementation of the SEP, including managing financial resources and supporting logistics, and preparing and disseminating quarterly SEP implementation reports.
Environment and Social Safeguards Specialist (PMU)	<ul style="list-style-type: none"> • Responsible for the overall implementation of the SEP, including periodic consultations, information disclosure, and effective functioning of the GRM. • Coordinate the SEP activities among the provincial agencies and Local Levels. • Updating the SEP to accommodate any changes and take corrective actions immediately as and when required. • Preparing quarterly SEP implementation report and submit to the World Bank office through the PMU • Provide support to the PCUs during the implementation of the SEP and effective functioning of GRM as needed.
E&S Focal Officers/Grievance Hearing Officer at sub-project level	<ul style="list-style-type: none"> • Support the PMU and PCUs in the implementation of the SEP • Hold periodic consultations with stakeholders, including IP communities and vulnerable groups, and prepare meeting minutes. • Disseminate project-related information to the local-level stakeholders through available means

	<ul style="list-style-type: none"> • Receive and acknowledge grievances and maintain a logbook/electronic database of grievances and status. • Support the PCU to ensure the smooth functioning of Level- 1 grievance. • Report on the status of grievances to the PMU and forward unsolved grievances to Level 2. • Provide data and field-level information related to SEP implementation activities to the Environment and Social Safeguard Specialist of the PMU. • Support PMU to prepare quarterly SEP implementation reports as required.
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6. Grievance Mechanism

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

Table 6.1: Operational procedures of GRM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>Grievance Committee at project district level:</p> <p>The first level (level 1) and most accessible and immediate venue for the fastest resolution of grievances will be the Sub-project Offices. This GRM Committee is led by the sub-project in- charge and supported by the grievance focal person. Any person with a grievance related to the project works can contact the grievance focal person, who will document the complaint and put all efforts to address. The GRM committee will resolve the issue within 15 days of receipt/registered of a complaint/grievance The grievance focal person will fully document the following information: (i) name of the person, (ii) date of complaint received, (iii) nature of the complaint, (iv)</p>		PMU and sub-project chief

Step	Description of Process	Time Frame	Responsibility
	<p>location of the complaint, and (v) how the complaint was resolved. If the complainants are not satisfied with decision made by the Sub-project GRM (Level 1) GRM, then complainants can appeal to the PMU level (Level 2) GRM within the 15 days from the date of receiving of information about the decision.</p> <p>PMU level Grievance Committee: If the complainant cannot be resolved at the Level 1, or, if the complainants are not satisfied with the resolution, then they can appeal to this level 2. This level 2 will be headed by the Project Director and other four members. The committee is supported the grievance focal person and E&S Specialist. This level is supposed to resolve the grievances within 30 days of receiving the complaints from Level 1 or appeal of the complainants.</p>		
Grievance uptake	<p>The grievance focal person will assist in filling out the complaint form (Annex 2) for complainants who are unable to read or write and/or are unfamiliar with the grievance process. The grievance focal person will formally register the grievance by filling out the grievance registration form provided in Annex 3. Upon receipt of the complaints, grievance focal person will provide a unique grievance number to each grievance for easy tracking.</p>		Local grievance focal points
Acknowledgment and follow-up	<p>The grievance focal person will then acknowledge the receipt of the complaint through a phone call, text message, or a meeting with the complainant. The acknowledgment will include the grievance registration</p>	Within 2 days of receipt	Local grievance focal points

Step	Description of Process	Time Frame	Responsibility
	<p>number so that the complainant can use this as a reference to track the status of the complaint either by visiting or calling the assigned staff. If the grievance is not well understood or if additional information is required, the assigned staff will contact the complainant during this step for further clarification.</p>		
<p>Verification, investigation, action</p>	<p>The grievance is screened, and the significance of the grievance will be assessed within 5 days of receipt. If the grievance is admissible and related to the project or triggered by the sub-project activities, the Level 1 GRM will start processing the complaint. If not related to the project or not triggered by the sub-project, the grievance will be rejected, and reasons will be properly communicated to the complainant about the decision along with an explanation.</p>	<p>Within 15 working days</p>	<p>Local grievance focal points</p>
<p>Monitoring and evaluation</p>	<p>Upon investigation, the committee will propose a resolution as soon as possible, and in consultation with the complainant and others concerned, not later than 15 days after registration/receive of the grievance at Level 1. The resolution is communicated to the complainant through the proper channel. The Level 1 GRM committee will ask the complainant for a written acceptance of the resolution if he/she is satisfied with the resolution. In that case, the agreed set of actions will be implemented and once the set of actions is completed, the grievance will be formally closed by using a Grievance Closure Form provided in Annex 4.</p>	<p>Every six months</p>	<p>Local grievance focal points</p>

Step	Description of Process	Time Frame	Responsibility
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through the Beneficiaries Satisfaction Surveys.	Three times in the Project lifecycle as per the CE	PMU
Training	Upon the commencement of the Project, the Bank in partnership with the PMU will undertake trainings on implementation of the SEP including the periodic stakeholder engagement, information disclosure, and management of GRM to the sub-project officers and contractors.	Within first quarter of the Project commencement	PMU

The GM will provide appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH. Insert description if relevant]

Though the Project does not include major civil works, requiring engaging many workers, it still will use limited number of workers for minor civil works. Given the low labor risks, the Project GRM will also be assigned to manage complaints related to workers and the Project will provide required skill training to the sub-project grievance focal person to manage workers' grievance. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Monitoring

Being a living document, the SEP will be periodically revised and updated as required during project construction and operation to ensure that the information incorporated, and the situation analyzed in the SEP is up to date consistent and with the changing ground scenario. Broadly, the monitoring and tracking of the implementation of the SEP are important to:

- Ensures effective and continuous engagement with the identified stakeholders and follow-up
- Ensures a responsive and smooth functioning GRM, and
- Minimizes slippages and oversight of important engagements aspects.

The project aims to apply two methods to monitor the overall outcomes of stakeholder engagement. These are:

I. Review of Engagement Activities in the Field:

The E&S/grievance focal person at the sub-project level will evaluate the effectiveness of stakeholder consultations through feedback forms and interviews with participants after each activity. The feedback and comments received will be thoroughly reviewed, and appropriate adjustments will be made to improve future engagement activities. Any changes will be communicated to the stakeholders during the next consultation.

II. Flow of information and periodic reporting:

The E&S &S/grievance focal person at the sub-project level will prepare a monthly SEP Implementation Report and submit it to the PMU. The report will include:

- A summary of all stakeholder engagement activities conducted during the month, along with relevant photographs.
- Details of consultations/meetings with stakeholders, including key issues discussed and information shared.
- An overview of the functioning of the GRM in terms of grievances received, solved and unsolved grievances
- Stakeholder engagement plans for the following month, along with longer-term plans.

The Environment & Social Specialist at the PMU will compile the information from the monthly reports and prepare a quarterly SEP Implementation Report. Once approved by the Project Director of the PMU, the report will be shared with stakeholders through periodic consultations and posted on the project website. The report will also be shared with the bank on a regular basis. The quarterly report will include

- Status of GRM formation, including procedures, staffing, awareness-raising efforts etc.
- Detailed report on functioning of the GRM in terms of grievances received, solved and unsolved, as well as the nature of complaints and time taken for resolution.
- Information on any extraordinary/special complaints received and resolved.
- Overview of the project-related information disclosed in the previous quarter including the means, nature, key highlights and responses received.
- Summary of consultations/meetings with stakeholders, along with key issues discussed, information disseminated and brief note on the perception of participants on project activities
- Any changes in stakeholder patterns, such as the identification of new stakeholders.

7.2 Evaluation

The PMU with the support of the Environment and Social Specialist will constantly evaluate the Stakeholder engagement activities during the entire project lifecycle. The PMU use an independent evaluation organization in the process as agreed with the bank. The following indicators will be used for evaluation:

- Level of understanding of the project stakeholders about the project activities

- Number of periodic stakeholder consultations, participations segregated by gender and questions/issues raised by the participants and the responses from the project
- Quality and clarity of the minutes of the stakeholder consultations
- Number of grievances received, processed, and resolved in one year period; and
- Effectiveness of the information disseminated by the project in terms of level of understating of the stakeholders about the project activities.
- Preparation and dissemination of quarterly SEP Implementation Report

Two evaluations will be conducted by an independent consultant using a beneficiary satisfaction survey; the first one will be between the two-three years of implementation and the second one will be at the last year of implementation.

7.3 Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary throughout the course of the project implementation. Monthly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of corrective/preventive actions, will be collated by responsible staff and referred to the senior management. These monthly summaries will provide a mechanism to assess the volume and nature of complaints and requests for information, along with the Project's ability to address them promptly and effectively. Information on public engagement activities undertaken by the Project during the year will be shared with stakeholders through various channels, including social media, local news channels, consultations, Rural Municipality and ward offices, and the NEA Project websites.

Annex 1: Summary of the Public consultations conducted during SEP preparation

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
Chichila SS, Sankhuwasaba					
Pasang Norbu Sherpa	2 nd January 2025	The information regarding construction of New 33/11kV SS was conveyed. The stakeholders were excited for the new SS as it will lead them reliable supply for running small scale industries in their area.	The project implementation team will start for the preparatory works for the SS Construction.	Preparation of Estimation and Bid Documents	
Pradip Kumar Sharma					
Parbati Gurung					
Ram Bahadur Gurung					
Dawa Sange Sherpa					
Pem Doma Sherpa					
Lakpa Sherpa					
Sanjit Rai					
Indra Gurung					
Birta SS, Jhapa					
Bhagirath Upreti	31 st December 2024	1. The information regarding construction of New 33/11kV SS was conveyed. The stakeholders were excited for the new SS as it will lead them reliable supply for running small scale industries in their area. 2. The Local were concerned about the noise and air pollution due to construction of New Substation.	The project implementation team will start for the preparatory works for the SS Construction. The Project team will follow the measures to control noise and air pollution.	Preparation of Estimation and Bid Documents	
Puspa Lamichane					
Rabin Dhungel					
Dipak Silwal					
Durga Pd. Ojha					
Kamal Bhattarai					
Anup Ojha					
Namita Neupane					
Rambabu Rana					
Indra Kafle					
Bibhav Poudel					
Harinagar SS, Sunsari					
Bechan Pd. Meheta	1 st January 2025	The information regarding construction of New 33/11kV SS was conveyed. The stakeholders urged to construct the ss soon as they are in optimum need of reliable supply for irrigation plant.	The project implementation team will start for the preparatory works for the SS Construction. The Project team will follow the measures to control noise and air pollution.	Preparation of Estimation and Bid Documents	
Hari Nandan Meheta					
Shivnarayan Bhagat					
Dipendra Kumar Dev					
Krishna Pd. Dev					
Satya Pd. Malakar					
Rajkumar Sharma					
Ram Bilash Sharma Meheta					

Annex 2 - Sample Grievance Form

Grievance Form

Grievance registration no.	
Date of registration	

Details of complainant: (Tick the box for anonymity)

Name:

First Name	Middle name	Last name

Gender:

Male Female Others

Address:

Province	District	Municipality	Ward No.	Name of place

Contact details:

Primary mobile no.		Email	
Secondary mobile no.		Facebook	

Preferred mode of contact: _____

Brief description of grievance

Mode of submission of grievance:

Verbal Written Complaint Box Phone Email Others

Signature of Complainant

Signature of Grievance Officer

Annex 3 - Sample Grievance Registration Template

No	Date of receiving incoming letter / form	Grievance Reference Number	Name / Surname of grievance originator (if not anonymous)	Gender	Type of grievance	Details of grievance	Medium of comm.	Name of staff responsible for managing the grievance	Date of grievance acknowledgement	Date of feedback provision/reference number	Present status	Remarks
1												
2												
3												
4												
5												
6												
7												
8												
9												

Annex 4 - Sample Grievance Closure Form

Grievance Closure Form Resolution	
Grievance Number	
Grievance registered date	
Short describe the of the grievance	
Short describe the of the resolution	
Department: Mode of communication for the reply (meeting/ written/ verbal/ display): Date closed:	
Signatures	
Complainant: Project representative: Date:	