

***Bihar Water Security and Irrigation Modernization Project
(BWSIMP)***

P505190

***DRAFT
STAKEHOLDER ENGAGEMENT PLAN (SEP)***

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1. Introduction/Project Description

Bihar, despite its fertile lands in the Indo-Gangetic Plain, faces significant challenges in water management, with inconsistent monsoons, inadequate irrigation, frequent flooding, and drought severely limiting agricultural productivity and economic growth. Bihar Water Security and Irrigation Modernization Project (BWSIMP) aims to address these issues through two key interventions: improving irrigation systems and enhancing flood and erosion control. Using Investment Project Financing (IPF) and Performance-Based Conditions (PBCs), BWSIMP aims to improve irrigation services and enhance flood resilience in the state and transform Bihar's water management sector and ensure its long-term sustainability. The project comprises of four components:

Component 1: focuses on restoring and modernizing irrigation infrastructure without disturbing the river's main stem or the flow in the river. This will optimize water availability, reduce losses, and promote efficient water use, supporting climate-resilient agriculture.

Component 2: tackles flood risk reduction by strengthening existing embankments. The project will not finance the construction of new embankments, instead observed damages in stretches of embankments and riverbanks that are affecting the protection of canal infrastructure, and the command irrigation area will be strengthened. This approach minimizes environmental disruption while protecting communities and irrigation infrastructure from future flood and drought risks. The project will also explore green infrastructure solutions and flood/drought risk financing mechanisms, such as parametric insurance.

Component 3: strengthens water governance and institutional frameworks by implementing operational procedures, testing new irrigation service models, and expanding early warning systems for floods and droughts.

Component 4: ensures effective project execution through monitoring and evaluation, integrating climate co-benefits, gender inclusivity, and citizen engagement, while promoting equitable and sustainable outcomes. Together, these interventions aim to modernize Bihar's water management, enhancing agricultural productivity and community resilience to climate change.

The Bihar Water Security and Irrigation Modernization Project is being prepared under the World Bank's Environment and Social Framework (ESF) as per its Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure. ESS 10 recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Stakeholders must be identified, and the Stakeholder Engagement Plan (SEP) must be disclosed for public review and comment as early as possible before the project is appraised by the World Bank.

ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner. This SEP has been created for the purpose of identifying stakeholders, proposing mechanisms for their meaningful engagement and ensuring their access to a responsive grievance mechanism to register grievances related to project activities.

2. Objective/Description of SEP

The objective of this SEP is to identify relevant stakeholders who have an interest in or may be affected by the project and its proposed activities. The involvement of the local population, as well as all other interested parties, is essential to the success of the project, to ensure smooth collaboration between project staff and local communities, minimize and mitigate environmental and social risks related to the project, as well as expand project benefits to all targeted beneficiaries including those who may be traditionally vulnerable, disadvantaged, disproportionately affected or socially excluded from accessing benefits from the development projects. To ensure the above, this SEP:

- Undertakes a detailed stakeholder identification and analyses their engagement needs related to the project, including those of the vulnerable and disadvantaged groups;
- Plans the engagement modalities and communication tools that would guide effective and meaningful consultations with them;
- Identifies the method and mechanisms for information disclosure;
- Outlines the Project's proposed Grievance Redress Mechanism (GRM) and the various channels to be made available to the stakeholders for providing feedback or registering grievances;
- Defines the role and responsibilities of different stakeholders in implementing the plan; and,
- Draws the monitoring and reporting requirements to track the outcomes of the engagement process.

3. Stakeholder identification and analysis

3.1 Methodology

The methodology for the preparation of this stakeholder engagement plan included review of literature of similar projects, including the earlier sector specific projects undertaken in Bihar, as well as wide ranging meetings with the staff of the nodal government department and the implementing agencies (the project proponents), other converging departments like Rural Development, Agriculture, Panchayati Raj (local government). A number of public consultations were also organized in the project areas with the community stakeholders including the Water User Associations (WUAs), Farmer Producer Organizations (FPOs), *AJEEVIKA* SHGs, individual farmers, especially smallholders who are more vulnerable to climatic impacts and adverse events, civil society/NGOs, elected representatives, private firms (irrigation service providers), think tanks, as well as the project affected parties (PAPs) who may face direct and indirect impacts related to physical or economic displacement of temporary or permanent nature, as a result of the project activities.

The engagement strategies proposed in the SEP are aimed at ensuring that there is regular and continuous engagement with the project stakeholders through the duration of the project and they have an opportunity to provide their suggestions, opinions and feedback meaningfully, as well as voice their grievances during all critical milestones of the project and is not just limited to the planning and preparation phase. Culturally appropriate methods of information disclosure about the project activities and schedules, the environment and social risks related to project activities, the mitigation measures proposed to manage and minimize the impacts of such risks as well as the platforms/channels/ forums being made available for project stakeholders for their inclusive participation, are also part of this SEP.

The SEP also includes the creation of a project-specific and responsive GRM that will address the needs of the stakeholders to register complaints and seek redressal in an accountable and timebound manner and the ways in which it can be accessed by different project stakeholders, including the poor and vulnerable.

In line with the ESF principle of adaptive management, this SEP will be revisited periodically to ensure that it remains relevant, effective and inclusive, and any changes in the project strategy and components are duly reflected in the revised SEP.

Based on the activities proposed under the project, the following are the different categories of stakeholders identified for inclusive engagement.

3.2. Affected parties

In BWSIMP the affected parties include the rural communities living in the project areas that get impacted by the annual floods and periodic drought, especially those undertaking agriculture as a primary occupation and whom the project intends to benefit through various components. Other affected parties include the households that would face temporary or permanent resettlement impacts due to the physical activities undertaken by the project- the project affected persons and families (PAPs/PAFs), the members and executive bodies of Water User Associations, Farmer Producer Organizations and other farmers collectives like the Primary Agriculture Cooperative Societies (PACS) , Elected Representatives of local bodies, Women's Self Help Groups (SHGs) created under National Rural Livelihoods Mission (NRLM), private Irrigation Service Providers (ISPs). The affected parties also include various categories of project workers like the direct workers engaged as specialists and consultants at the PMTC, PMU and the PIM Cells, contracted workers engaged by vendors and contractors for the civil and machinery installation activities during the construction phase.

3.3 Other Interested Parties

The Interested parties not impacted by the project include the elected leaders at the district and block level, community based organizations (CBOs) and non-government organizations (NGOs) working in the areas on water, irrigation, agriculture, climate change and livelihoods related issues, state based regulatory agencies, research and training institutions like the Water and Land Management Institute (WALMI), State Institute of Rural Development (SIRD) and the National Dolphin Research Institute, the staff and frontline extension workers of various government departments like Water Resources, Minor Irrigation, Agriculture, Rural Development, Panchayati Raj, Horticulture, Animal Husbandry, Disaster Management, Environment, Forests and Climate Change, apart from local media.

3.3. Disadvantaged/vulnerable individuals or groups

Within the Project, the vulnerable and the disadvantaged category of stakeholders include the small and marginal farmers, landless agriculture workers, tenant farmers, women farmers, elderly farmers, farmers belonging to marginalized communities- especially Scheduled Caste and *Mahadalit* categories, single women, farmers with disabilities, as well as unemployed youth.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

Meetings were held with a range of affected parties and provided details about the project objectives, its main components, the physical activities proposed, including the activities that may have a direct or indirect environmental or social impact on the local communities. They were also provided an opportunity to share their experiences of similar works undertaken in the past, the lessons learnt from them as well as their feedback and suggestions related to the proposed activities. The local communities were much more concerned about project activities and infrastructure facilities to be provided under this project and less about social impacts or the environmental pollution that may occur during project implementation. Communities residing along the canals and rivers where the proposed canal lining, de-silting and embankment strengthening operations are proposed were concerned about resettlement and encroachment related issues, including the potential loss of agricultural land and pollution of their agricultural lands due to construction work and stocking of construction material on or near their agricultural lands. However, most of the community members shared that they were expecting improvement of flood management and irrigation modernization that will help prevent annual losses due to floods and drought and contribute to improvement of their agriculture.

During project preparation, the following public consultations and meetings were conducted to inform the preparation of the project ESMF and the SEP.

List of Stakeholder Consultations Undertaken

Date	Venue / Location	Stakeholder Profile	Number of Participants	Key Issues discussed	Response Provided
From 22-06-24 to 28-02-25	Approximately 50 consultations/ Focused group discussion, one on one interactions held across 20 villages, 10 blocks and 5 districts	<ul style="list-style-type: none"> • Citizens • PAPs • SHGs • Farmers • Elected Representatives • Water User Associations 	500 plus citizens including Landless agriculture workers/ Tenant farmers, Smallholders/ marginal farmers/ women farmers/ non-title holders	Sharing about the project, possible short term and long-term impacts, asking their concerns. Status of WUAs, key bottlenecks affecting their effective functioning	Assuring that there will be compensation for any damages and mechanisms available to raise their concerns Greater institutional support from WRD is essential, particularly in terms of regular training on water management practices and in facilitating the timely and effective recovery of water charges
28-12-24	Teleconferencing	Office Bearers of WUA pf Raghunathpur	5 including 3 WUA Office bearers	Land revenue receipt, certificate of updated irrigation water charge	It was emphasized that field-level WRD officials should hold at least

				payment to be made a compulsory requirement for obtaining a 'No Objection Certificate' (NOC) for any land dealings.	one meeting per month with each WUA and actively support WUAs during the revenue collection process
21-06-24	Patna	Private Sector and irrigation service providers: International Rice Research Institute; Federation of Seed Industries, Jain Irrigation, Corteva, HUF, Intelcap, ACCESS Development Services, DeHAAT NGO: PRADAN	20 Including 11 representatives from Private firms and 2 from civil society organizations	From start ups to established private firms to NGOs, the Roundtable focussed how last mile support can be provided to farmers be it digital advisory, on ground capacity building, soil testing, access to quality seeds, fertilisers, nutrition; watershed management, strengthening community-based institutions and overall sustainability	Under the project, scope for knowledge exchange within Civil Society Organizations, Governments, Private Sector, Donors and Multilateral / Bilateral Agencies is envisaged
22-01-25	Patna	Water and Land management Institute, (WALMI), Patna	3 Team working on Participatory Irrigation management	Discussion on the project components	Capacity development will have major impetus and role of WALMI will be critical
22-01-25	Patna	Academic Institutions: Central Agricultural University (DrRPCAU) and Borlaug Institute for South Asia (BISA)	4 Faculty	Discussion on the project components	Involvement of Academic institutions in knowledge sharing
23-01-25	Patna	NGO: Bihar Rural Development Society	12 Including 9 representatives from BRDS	Discussion on the project components	Experience on technological innovations will be critical for project implementation
23-01-25	Patna	Think Tank: National Dolphin Research Institute	3	Risks related to dolphin habitats from project activities	Awareness generation and sensitization will be important to ensure no harm to dolphins. Site specific ESMP

					measures will be developed proportionate to the risks.
2-12-24	Teleconferencing	NGO: Development Support Centre, Ahmedabad, Gujarat; Indian Network on Participatory Irrigation Management, CSMRS Building, New Delhi	7 Including 5 representatives from two NGOs	Strategies to empower WUAs to sustainably undertake Operation & Maintenance (O&M) and equitable water distribution responsibilities. Subsidy to WUAs available under the Command Area Development and Water Management (CADWM) program should be made accessible to all WUAs, irrespective of whether they are covered by CADWM or not	Align the mission and activities of WUAs with various centrally and state-sponsored schemes and promote proactive efforts to connect WUAs with Corporate Social Responsibility (CSR)
12-12-24	Block level	Other Government Agencies	4 Officials of Department of Electricity	Nature of work to be executed, impact anticipated during implementation, Public utilities like lamp post, electric pole located on either side of embankment may be affected. These should either be shifted before construction activity or re-established after construction activity. Electric supply will be discontinued during shifting of electric pole.	Creating awareness about the project Lamp/ electric post will be shifted by concerned electric department before or during construction Work, if required. Impact will be temporary in nature.
22-12-24	District level	Other Government Agencies	3 Officials of Pollution Control Board	Nature of work to be executed, impact on environment anticipated during implementation, obtain required permission for storage and handling of any hazardous material; management of construction and demolition waste etc.	Creating awareness about the project. Adverse environmental impact will be mitigated.

(Refer to Annex 1: Stakeholder Consultations and Discussion Summaries)

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

Phase-wise Key Stakeholders and Proposed Consultation Activities

Project Stage	Stakeholders	Consultation Activities	Remarks
Preparation Phase	Community residing near project areas, concerned Govt. departments, line departments, WUAs, FPOs, smallholders and other vulnerable farmers, people belonging to vulnerable and marginalized groups	Consultation for understanding the feasibility of the project, assessing the social and environmental situation	Inputs customize the designing the intervention, planning for detailed assessment of social & environmental situation.
Pre implementation stage	Community residing near project sites, concerned Govt. departments, line departments, management unit of different projects area (district), project affected people	Consultation for sharing the purpose and type of intervention, for collecting baseline information of the proposed project sites	Incorporation of stakeholder inputs in preparation of ESIA, RAP, ESMP as necessary
Implementation stage	Relevant GPs, WUAs, farmers, FPOs, NRLM SHGs, community of project area, project management unit, concerned govt. departments	Consultation on i) environmental & social impacts due to proposed interventions, monitoring report of project ii) understand their concerns. Throughout the project cycle this consultation will continue.	Stakeholders' views/concerns/perceptions are the inputs in preparation of all safeguard mitigation documents and for annual Environmental & Social audit.
Post Construction phase	Relevant GPs, WUA, ISPs, FPOs, farmers, community residing in the project area, concerned govt. departments	Consultation on judicial use of water, adaptation of climate resilient agriculture, maintenance of irrigation water distribution system, technicality about canal water supply	Role of WUAs, other stakeholders for operation and maintenance of the canal system and embankment protection is a part of sustainability plan for the project.

Consultations with stakeholders will be recorded and a synopsis of the discussions will be documented on the project page created on the WRD website.

4.3. Stakeholder Engagement Strategy

All relevant stakeholders will be informed in advance about the timing and format of these consultations. During the consultations, information about the project, its rationale, scope, benefits, including potential social and environmental impacts and mitigation measures, will be presented by the project management unit of WRD.

Information to be disclosed	Target stakeholders	Tools of engagement & mode of disclosure	Frequency	Responsibility
Details about the Project purpose, key activities & implementation strategy	Farmers, WUAs, ISPs, elected representatives, smallholders	Information camps, public consultations, FGDs	Multiple, during project planning	PMU
Provisions related to Canal repair and embankment strengthening works and their schedules/ timing	PMU staff Pollution control Board Farmers, Communities (affected/ other interested) at downstream of the Canal	Consultation meetings related ESIA and ESMP Minutes of the Consultation Meetings Web disclosure of related ESIA and ESMP	Multiple Must before work start During implementation ESMP, ESIA to remain on the WRD & WB websites and other disclosure locations throughout the project period.	PMU
Work opportunities for Structural works	PMU, WRD Consultants	Website notifications Tender advertisements in newspaper	Multiple Continuous	PMU
Resettlement impacts & proposed mitigation measures	Project affected persons (PAPs), elected representatives, separate consultations with women PAPs and those belonging to vulnerable and marginalized groups	Socio-economic survey, FGDs, RAP disclosure in local language, advance public notification about vacating encroached land-plots	After RAP preparation and 3 months before initiation of civil works	PIUs
Work opportunities for Petty contracts Labor	Communities (including disadvantaged persons) Petty contractor	Website notifications Meetings to inform Village heads or community representatives	Multiple Continuous	PIU and Contractor
GBV related provisions	WRD officials, PMU, Female workers including contracted workers	Office circular and training events Website notifications Bid documents and Contract provisions	Multiple Continuous	PMU
Labor Management Procedures and Workers Code of Conduct	WRD officials Contracted workers, Consultant personnel	Website notifications Bid documents and Contract provisions	Multiple Continuous	PMU

Flood and canal discharge/ release information and schedules	Individual farmers and members of WUAs WRD Officials	SMS based advisories and announcements Notice at Gram Panchayat Offices	Need based and Continuous	PMU
Powers and functions of WUAs	Members of new and existing WUAs, WRD staff	Training workshops, refreshers and village level meetings	Multiple	PMU
Grievance redress mechanisms	Communities (affected/ other interested), project workers, vendors (for procurement related grievances)	Phone number or Toll free Helpline Display boards at site with GRM information Village/ Panchayat meetings/ Awareness Camps Website notifications Meetings to inform Village heads or community Representatives, WUA representatives	Continuous Multiple To be disclosed at WRD & WB websites. Hard copies in local language at WRD district office, DM's office	PMU

During all stakeholder engagement events, the comments and suggestions of stakeholders will be noted, and their queries will be clarified. The signatures of all participants will be collected. Photographs of the consultations will be taken for the record. The comments and suggestions will be recorded and how these have been addressed will be detailed in the project progress reports.

4.4 Information Disclosure

Project related information shall be disclosed through public consultation and making relevant documents available on the website and public locations. The Project management unit and associated line departments shall provide relevant safeguards information in a timely manner, in an accessible place and in a form and languages understandable to affected person and other stakeholders.

The Resettlement Policy Framework will be disclosed along with the entitlement framework, though this is a part of the ESMF, in the WRD websites. This document shall also be translated into Hindi. The final version of Resettlement Policy Framework and Entitlement Matrix will also be disclosed in all the District Collectors/Magistrates Offices and the local offices of the implementing agency as well as website of WRD and the World Bank. When this document is updated, updated copies will also be made available at these different locations. At minimum, the following documents shall be made available at the offices of project management unit, district level offices of related line departments, and shall also be uploaded on concerned websites.

- Executive Summary of the project and draft ESMF (English and Hindi)
- Final ESMF Report (in English) which includes Resettlement Policy Framework (English)
- Updated/amended ESMF, if applicable (in English and Hindi)
- Site specific Resettlement Action Plans, including their entitlement matrix (in English and Hindi)
- All ESIAs along with their ESMPs (English)
- Annual Environmental Monitoring Reports (English)

The following documents will be submitted to the World Bank for disclosure on the Bank's website. The project management unit will send written endorsement to The World Bank for disclosing these documents:

- a. Draft ESMF, Final ESMF, new or updated ESMF, and corrective action plan prepared during project implementation, if any
- b. LMP, RPF (part of ESMF)
- c. SEP
- d. Site-specific RAPs
- e. All ESIA's along with their ESMPs
- f. Environmental monitoring reports

The project will have a separate page designed on the current WRD portal where all the relevant information on the proposed project and publicly disclosable document shall be made available.

4.5. 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.

Consultations with stakeholders across the spectrum are needed early and continuously in the project. Project would be geared to carry out consultations from the preparation stage, through project planning and design, as well as during implementation to nurture trust among the stakeholders. The purpose of these consultations will be to a) give information about the project to the stakeholders, b) clarify misconceptions, c) take their suggestions and feedback on specific activities, d) create avenues for their participation, e) ensure inclusion of the vulnerable and marginalized groups and the equitable distribution of project benefits, f) create due community ownership of the project and g) address any concerns and grievances related to the project activities. This process will help in enhancing local ownership and ensure smooth project implementation.

Through periodic consultations with the local community, especially farmers, the PMU will engage them in project implementation, and monitoring. Consultations will be conducted in an atmosphere that is conducive to the project development and beneficial to the community and local population. The PMU will ensure that the consultations are free of coercion and intimidation, are gender-inclusive, and tailored to the needs of vulnerable groups. All relevant stakeholders will be informed in advance about the timing and format of the consultations. During project implementation, safeguard experts will have informal discussions with the locals residing in the vicinity of the proposed project activity sites to ensure no unmitigated adverse impacts fall on them and the planned project benefits are received by them.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The Project Management Unit based out of Patna will oversee the implementation of the stakeholder engagement activities, including monitoring of the functioning of the project's GRM. The budget for implementing the activities related to the Stakeholder Engagement over the project period is provided in the table below and covers the resources required for planning the stakeholder activities, Information

Education and Communication (IEC) related expenses towards creating public awareness about the project and the support required from the communities and for the implementation of the activities outlined in the stakeholder engagement strategy. The PMU/PMTC will periodically review this plan as well as the budget to ensure adequate resources are available for undertaking the proposed activities. The budget for SEP implementation is part of the project management costs as provided under in Component 4 of the project.

Activity	Number	Unit Cost (Rs.)	Total Cost (Rs.)	Remarks
Public Consultations and village level meeting	200	10,000	20,00,000	40 consultations annually, spread across all project districts
Meetings and forums with WUAs	100	10,000	10,00,000	20 WUA consultations per year, including annual forums of WUA EC members
Trainings & Capacity building Workshops	50	50,000	25,00,000	10 consultations annually, including state and district level stakeholder workshops
Setting up and maintenance of project level GRM	-	-	10,00,000	Lumpsum for 5 years
Development and printing of IEC Material	-	-	15,00,000	Lumpsum for 5 years
Miscellaneous costs		750,000	10,00,000	Lumpsum for 5 years
TOTAL			90,00,000	

5.2. Management functions and responsibilities

The key entities responsible for carrying out stakeholder engagement activities and monitoring their implementation are the Water Resource Department and the Project Management Unit/ Technical Cell. Following are the functions of the responsible agencies and officials with respect to the implementation of the SEP and the project GRM.

Responsible Agency/ Individual	Responsibilities for SEP and GRM implementation
Secretary, Department of Water Resources, GoB	Head of State level GRC. Under his Chairmanship the State level grievance cell works
Project Director	Overall review and monitor of implementation of SEP and GRM Reporting to all stakeholders, including World Bank
PMU, WRD (E&S Specialists)	Provide guidance to PMTC regarding implementation Overall coordination, management and oversee, Analyse and decide next course of action
PMTC, WRD (E&S Specialists)	Provide guidance and support to PIUs regarding implementation, monitoring, coordinating and managing, Compile data and prepare Report
PIUs at Division Offices of WRD	Implement, oversee the implementation at the site level Awareness building, handholding the stakeholders at project site all through the project cycle Responding to grievances
PIUs at Agriculture, Rural Development Depts	Engagement with farmer groups, SHGs: Orientation on project, awareness on climate smart practices, available opportunities and benefits under the project Responding to grievances related to their sector

6. Grievance Redress Mechanism for BWSIMP

The main objective of the project GRM will be to assist in resolving complaints and grievances in a timely, effective, and accountable manner that satisfies all parties involved, especially the aggrieved. A 3-tier mechanism for grievance redress is proposed for BWSIMP and will have multiple channels to ensure inclusive access for all category of stakeholders and interested citizens. The proposed GRM will build on the lessons and experiences of the existing GRM that was developed under a similar project supported by the World Bank- the Bihar Kosi Basin Development Project (BKBD) for the Water Resources Department and which is still functional. The project GRM will also leverage the other departmental and statewide GRMs being implemented by the Government of Bihar, including the Chief Ministers Public Grievance Portal on which there is already wider public awareness, and which is being extensively used by citizens to register grievances related to public services

6.1. Description of the current GRM

A similar World Bank supported project, Bihar Kosi Basin Development Project (BKBD), due to close in March 2025, has followed three-tier grievance redressal mechanism, Tier I at the project site level, Tier II at District level and Tier III at State level (PMU level). In first-tier Sarpanch of local Gram Panchayat or a designated Project staff at project site is the focal point to record the complaint and address the issue or escalate to district level for mediation within 15 days of the submission of the complaint. The second tier at district level comprises a Grievance Redressal Committee (GRC) chaired by the District Collector and here GRC provides their view within 30 days of receiving the grievance. The aggrieved person if not satisfied with the verdict given by district level grievance cell, moves to the third tier, i.e. State level grievance committee which works under the Chairmanship of Secretary of concerned Department to get the complaint resolved within 45 days after receiving it.

However, the major challenge of Grievance redressal system of BKBDP was that each tier was being led by high powered officials of Govt. administration, because of which the redressal process became time consuming as GRC meetings could not be held with regularity. Based on this learning, an alternate system has been proposed for BWSIMP.

This system will be over and above the state based GRMs which are listed below:

Level	Name of mechanism	Link to the project Implementing Agency	Links to the Available systems	Designation & Contact of the Focal point in WRD
National	CPGRAMS	Accessible to all citizens. Citizens can register their grievances online and through Mobile App. Complainants track the status of the complaints with the unique registration ID generated at the time of complaint registration.	Contact no.: 06122215409, Email: publicgrievances-bih@gov.in	R.N Choudhary JS, General Administration Department, Patna Executive Engineer, office of Engineer in Chief (Headquarter), WRD
State	CM Portal/Helpline	Anyone can fill online form at any time by giving their personal details/contacts and	Contact no.: 18003456284	Superintending Engineer, Planning & Monitoring Circle-4, Patna cum Nodal Officer

		feedback. Thus, Project beneficiaries can access the portal to register their grievances.	(Daily working hours between 09:30 am to 06:30 pm) Email: info-Lokshikayat-bih@gov.in	(e-dashboard), WRD, Bihar
Department	Departmental Grievance cell	At present WRD has public information officer and Grievance Redressal officer at the state level with whom complainants can register their complaints.	Toll free number: 1800 3456 145 #HelloWRD	Public Information Officer, WRD, Bihar, Patna Public Grievance Redressal Officer, WRD, Bihar, Patna
Department	Internal Complaint committee	At present WRD has an ICC	sepmc4@gmail.com jyotiptn@gmail.com	Superintending Engineer, Planning & Monitoring Circle-4, Patna-Chair man Assistant section-19-Member Secretary

6.2 Proposed Grievance Redress Mechanism under BWSIMP

For the BWSIMP, a unique system will be developed for general stakeholders, individual beneficiary, PAPs, laborers and complainants of GBV/SEA/SH. They may also access any of the existing grievance redressal platforms mentioned above to express their grievances and seek resolution.

Citizen/groups/stakeholders would be able to submit through various mediums - **i) Web-based, ii) Telephonic, iii) Mail Post iv) in person to concerned official/s.** At the PMU level, all grievances will be recorded and tracked through the project MIS. One Operator will be hired, and trained to receive, record, categorize and forward all the grievances daily. He/She will do that based on a charter which contains a list of designated Officials who will be alerted, and their responsibility. In case of grievances received through web-based system or in person, screening and resolution of the same or communicating with the divisions/ department for resolution of the same will be done. There will be an internal escalation mechanism, alert generation, response and closure protocol developed for the same. A receipt or a unique number will be generated for all such complaints and communicated to the complainant within 24 hours. The complainant will follow up based on that unique number. If response is not received within 5 working days, the complaint will be escalated to the concerned official's superior.

Some key features will include:

- Investments on creating public awareness about the available GRM systems, including the project GRM
- Easy system for filing complaints
- Charter of responsibilities and response protocols
- Availability of multiple options for filing grievance (including ICT based protocol)
- Provision for registering offline grievances either in-house or through an independent /third-party
- Generation of unique complaint ID for individuals to help them track their grievances
- Development of redress protocols (including timelines) based on nature and complexity of grievances
- Hierarchical system of escalation of unresolved complaints from sub-district upto the state

- Accessibility of GRM data to program managers at all levels for periodic monitoring and review
- Random back-checks after closure of complaints to ensure quality of grievance handling.
- Option for registering anonymous SEA/ SH related grievances

District level Grievance Management: At the district, nodal department will be responsible for collecting off-line grievances, undertaking a preliminary assessment on the relevance of grievances, digitization offline grievances, their categorization according to nature of complaint, updating complainants about status of their grievance and routing them to concerned duty- bearers. The district level focal point will also be responsible for generating and submitting state monthly or quarterly reports on status of grievance management. In addition, tributary or minor-wise grievances will also be tracked to ensure that all members of the WUA, both at the head and tail-end of the system receive an adequate share of irrigation water. Grievances received from members regarding absence of flow or lack of supply, especially farmers at the tail-end will be regularly tracked, resolved in a timely manner and separately reported through the GRM reporting system of the project.

State level Grievance Management There will be a State level Grievance Redressal Committee (SGRC) to review the functioning of the above on a six-monthly basis. ESS10 requires the development and implementation of a GRM that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner. The SRC will be established under the chairmanship of Secretary, Department of Water Resources. Project Director will be convener of this committee. The composition of this committee will be critical to ensure representation of all aspects and stakeholders under the project like Heads of Participating Departments; PRIs; State level Environmental Officer of project; State level Social Officer of project; representative of PAPs etc.

For SEA/ SH Related Grievances: An Internal Complaints Committee (ICC) for addressing any SEA/SH-related complaints at the workplace will be set up by the WRD under BWSMIP. The committee will be constituted as per the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The PMU will put in place necessary mechanisms and procedures for confidential reporting with safe and ethical documentation of SEA/SH issues at the project level. All employers including contractors as per the Act must ensure that the contact information of ICC is displayed in their respective offices and that regular trainings/orientation programs are organised for project staff and the workers of contractors. The PMU will identify and train GM operators and GBV/SEA/SH focal points within the GRM, who will be responsible for GBV/SEA cases and referrals as defined in the referral pathway. SEA/SH related processes will be overseen by the Social Development & Management Specialist within the PMU and monitored on the ground by the Environmental and Social experts within the PMTC with support from PIU focal points. Survivors and aggrieved persons can also register their complaints with existing channels such as Women Helpline (181), Emergency Helpline (112), CM Helpline, One Stop Centre, NGOs etc.

Labor Management: In addition, every office and worksite will also have complaint boxes and complaint registers that can be accessed by the direct and contracted workers to register their work-related grievances, as has been described in the Labor Management Procedures (LMP). In addition to these, the workers will also have the freedom to access any other channel for registering their grievances without fear of coercion or retribution.

Resettlement: The project Grievance Redressal Mechanism will be available for PAPs. The aggrieved person if not satisfied with the verdict given by State level grievance Committee, will have the right to approach the Judiciary. Project will help the aggrieved person in all respect if person wants to approach the judiciary. Targeted communications and awareness to women regarding potential SEA / GBV risks, their rights, and GRM especially for project affected people under resettlement

Building Awareness about the Grievance Redress Mechanism: The PMU Social Development & Management Specialist will initially brief all staff, PMU, consultants, and contractors on the grievance mechanism and GBV/SEA/SH complaints mechanism of the project and explain to them the procedures for filing, reporting and documentation of public grievances. Awareness campaigns will be conducted targeting project stakeholders to inform them of the availability of the mechanism through various mediums. The grievance arrangement will also be published on the WRD website. Construction sites under the project will also display the phone number, email, and address for filing public grievances.

The project MIS dashboard will display this information for follow up and analysis. The number of grievances received and resolved will be recorded in the project MIS and disclosed (on WRD website) using the following matrix.

District /Location	Number of complaints received	Number of complaints resolved	Number of complaints Pending	Remarks/ Reasons for pendency

7. Monitoring and Reporting

The Stakeholder Engagement Plan will be periodically revised and updated as necessary during implementation to ensure that the information presented herein is consistent and relevant. The project will also ensure that the identified methods of engagement remain appropriate and effective in line with the project context and specific phases of the project-cycle. Any major changes to the project-related activities and their schedule will be duly reflected in the SEP. To implement the SEP, annual plans and budgets will be allocated for stakeholder engagement related activities.

Monthly summaries and internal reports on public grievances, inquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by the PMU and PMI social experts. The monthly summaries will provide a mechanism for tracking the status of complaints so that they are addressed in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year will also be monitored and reported in quarterly and six-monthly basis. SEP monitoring will be integrated in the project monitoring and

evaluation (M&E) arrangement will focus on the overall implementation quality of the stakeholder engagement.

Indicators for measurement

Indicators for M&E	Data source to measure these indicators
1. Grievances received and resolved within a stipulated time	Monthly/quarterly/bi-annual reports
2. Persons participated in training and sensitization on SEP, GBV, SEA, SH and other E&S trainings	Quarterly reports of PMI / Third party Quality assurance agency
3. Number of consultations undertaken and number of participants (disaggregated)	PIU Progress Reports

Reporting

Reports will be prepared on a monthly, quarterly and on a half-yearly basis and submission will be in line with the project implementation report.

Monthly Reports	Quarterly and Half-Yearly Reports
<p>For internal monitoring and to map activities and achievement, the PMU Social Development & Management Specialist with the assistance of Social Expert of PMI will prepare brief monthly reports on stakeholder activities that include:</p> <ul style="list-style-type: none"> • Activities conducted during each month, allocation and expenditure under SEP • Entries to the grievance register – received, closed and open grievances 	<p>PMU will compile reports summarizing stakeholder activities for the PMU on a quarterly basis. Project level half-yearly reports will be prepared and sent to the World Bank. This report will provide a summary of all public consultation issues, grievances, and resolutions. The report will provide a summary of relevant public consultation findings from formal and informal meetings held at the community level.</p>

Annexure I: Summary of the Consultation undertaken to inform the SEP and ESMF preparation

Stakeholder category wise summary of the key issues discussed, and responses received from the stakeholders are tabulated below:

Stakeholder	Key discussion	Response
Water User Association (WUA)	Challenges faced and aspirations	Project impetus to strengthening and supporting participatory irrigation management through WUAs
Think Tanks	Expanse of the project and types of activities proposed	Incorporating biodiversity and social inclusion in project design
Private Firms (ISPs)	Expanse of the project and types of activities proposed	Positive role of private sector for pilots, for cross learning and exchange
NGOs	Strategies to empower WUAs to sustainably undertake Operation & Maintenance (O&M) and equitable water distribution responsibilities	Project impetus to strengthening and supporting participatory irrigation management through WUAs
PAPs Including women	There are planted tree on left side embankment in chat land Area. Compensation shall be paid for any such tree felling.	Only canal lining and desiltation activity is proposed for Jhanjharpur Branch Canal. Canal lining and desiltation activity will not affect tree located on embankment of canal.
	No private land shall be acquired	Project is not intended to acquire any private land.
	Contractor shall employ local labour during construction and operation	Contractor will be appropriately oriented to engage local labour force in the work to the extent possible based on the required skill base. It will be a part of the contractor's obligation.
	Re-use of desilted material generated due to desiltation may be a problem. People suggested the below reuse practices	Desilted materials are mainly having sand, which can be used for backfilling of road, filling of low laying area. Silt test carried out by River Research Institute (RRI) has recommended safe use of desilted material in other similar study.
SHGs	There may be social issues like women trafficking, sexual harassment in the workplace during project implementation. Management planned to consider this, such activities in advance	Workers camp site is proposed at least 500 meters away from nearby habitation. Although considering the social and cultural practices of this place there is minimum chance that woman labor will work in the project. However, if there are women residing in the camp, separate shower and accommodation facilities (to be reflected in the LMP). Security guards will be posted at each camp site to restrict movement of local people within campsite.
Elected Representatives	Village roads may be elevated by using excavated earth which comes from river/ canal bed. Disposed silt may be used to raise the elevation of a selected area of village so that villagers can be re-located at the time of flood.	Desilted material will be used in filling of low lying area, if need arises it may be sold directly to different end users. Much of the silt will be deposited in the chat land area of WRD on both sides of canal embankment. In addition, raising low land area using desilted material will not be a problem. It will reduce burden of desilted material disposal. Possibilities will be explored before commencement of desiltation.

Farmers Including female farmers	<p>No object to dumping river/ canal silt in their land since the silt from the river /canal will make their land more fertile.</p> <p>Farm land located across the chat land of WRD may be affected due to deposition of excavated material.</p> <p>Contractor shall not store construction material and demolition waste in nearby agricultural field.</p>	<p>Possibilities shall be explored during desiltation operation and dumped on agricultural land only after quality testing on interest of farmer</p> <p>Desilted material will temporarily be stored on Chat land of WRD available on both side of canal embankment and sold directly from there. However proper lining arrangement will be provided in case of temporary stocking in agricultural land. Crop compensation will be provided</p> <p>Construction material will be stored on side of embankment keeping enough space for local commuters. Haul road will be provided for material transfer. Contractor shall obtain consent of land owner before stocking construction or demolition material for temporary period on agricultural land. Crop compensation will be provided in case of crop damage.</p>
Women	Contractor shall engage woman workers from nearby community.	Inclusion principles are incorporated in the ESMP.
	Contractor shall provide equal wage for women workers and shall not force them to work during night time.	Equal wage for equal work will be followed and included in the plan.
	Separate toilet shall be provided for women at camp as well as work site.	Included in ESMP as a part of labour camp and work site management plan.

Village level consultations/discussions and interactions:

S.No	Date	Venue / Location	Stakeholder Profile	Number of Participants	Key Issues discussed	Response Provided
1	22/06/24	Village: Chitauli, Block – Tilouthu, District- Rohtas	WUA Office Bearers and Progressive farmers, WRD Field Staff	19	Status of WUAs, key bottlenecks affecting their effective functioning. Need to strengthen existing model by granting WUAs appropriate powers to enforce penal action against defaulters in payment of water charges.	Greater institutional support from WRD is essential, particularly in terms of regular training on water management practices and in facilitating the timely and effective recovery of water charges.
2	06/12/2024	Village : Laukahi Atri, Block: Laukahi, District: Madhubani	PRI representatives, WUA office bearers, villagers, WRD field staff	13	WUAs should be constituted universally across all canal systems. Regular monitoring the progress and	WALMI's training support has
3	04/12/2024	Village : Barail, Block: Suoaul, District: Supaul	PRI representatives, WUA office bearers, villagers,	11		

			WRD field staff		performance of WUAs is required.	been valuable, and it should continue to play an active role
4	07/12/2024	Village: Barsan, Block: Madhepur, District: Madhubani	PRI representatives, villagers, WRD field staff	12	Key issues affecting their agriculture activities, importance of WUA, Actions required to improve the irrigation status from different fronts	Greater institutional support from WRD is essential, particularly in terms of regular training on water management practices
5	09/12/2024	Village : Gabrauda, Block: Madhepur, District: Madhubani	PRI representatives, villagers, WRD field staff	25		
6	09/12/2024	Village: Bhupatti, Blcok: Babybarhi, District: Madhubani	PRI representatives, villagers, WRD field staff	12		
7	21/02/25	Village: Majhari, Block: Nirmali, Dist. Supaul	Ward member, villagers, WRD field staff	9		
8	21/02/25	Vill:Mahua, Block: Nirmali, Dist. Supaul	Ward member, villagers, WRD field staff	7		
9	21/02/25	Vill:Rasuar, Block: Nirmali, Dist. Supaul	Ward member, villagers, WRD field staff	8		
10	21/02/25	Vill:Kadmaha, Block: Marauna, Dist. Supaul	Panchayat Samiti member, villagers, WRD field staff	8		
11	21/02/25	Vill:Sisauni, Block: Marauna, Dist. Supaul	Panchayat Samiti member, villagers, WRD field staff	8		

12	21/02/25	Vill:Kataiya, Block: Marauna, Dist. Supaul	Ward member, villagers, WRD field staff	6		
13	18/02/25	Vill:Barhara, Block: Marauna, Dist. Supaul	Panchayat Samiti member, villagers, WRD field staff	9		
14	18/02/25	Vill:Ghoghraria, Block: Marauna, Dist. Supaul	Panchayat Samiti member, villagers, WRD field staff	8		
15	18/02/25	Vill:Panchgachh iya, Block: Marauna, Dist. Supaul	Panchayat Samiti member, villagers, WRD field staff	8		
16	18/02/25	Vill:Manga Sihaul, Block: Marauna, Dist. Supaul	Panchayat Samiti member, villagers, WRD field staff	8		
17	18/02/25	Vill:Parsauni, Block: Madhepur, Dist. Madhubani	Ward member, villagers, WRD field staff	7		
18	18/02/25	Vill:Khokhnaha, Block: Marauna, Dist. Supaul	Ward member, villagers, WRD field staff	6		
19	18/02/25	Vill:Manohar Patti, Block: Marauna, Dist. Supaul	Ward member, villagers, WRD field staff	6		
20	18/02/25	Vill:Hadari, Block: Marauna, Dist. Supaul	Ward member, villagers, WRD field staff	5		
21	18/02/25	Vill: Parsa Madho, Block:	Ward member, villagers,	6		

		Nirmali, Dist. Supaul	WRD field staff			
22	18/02/25	Vill: Dhavghat, Block: Nirmali, Dist. Supaul	Ward member, villagers, WRD field staff	5		
23	18/02/25, 20/02/25	Vill:Gadhgaon, Block: Madhepur, Dist. Madhubani	Panchayat Samiti member, villagers, WRD field staff	13		
24	18/02/25, 26/02/25	Vill:Basi Patti, Block: Madhepur, Dist. Madhubani	Ward member, villagers, WRD field staff	7		
25	18/02/25, 22/02/2025	Vill:Telwa, Block: Supaul, Dist. Supaul	Ward member, villagers, WRD field staff	15		
26	18/02/25, 23/02/25	Vill:Mehsa, Block: Madhepur, Dist. Madhubani	Ward member, villagers, WRD field staff	13		
27	18/02/25	Vill.Nakta, Block: Supaul, Dist. Supaul	Ward member, villagers, WRD field staff	5		
28	28/2/26	Rahiyar, Block: Shivaji Nagar, Dist. Samastipur	PRI representatives, villagers, WRD field staff	15	Due to flood people faces the adverse impact of riverside erosion, loss of agriculture and home stead land, crop loss. Sand casting in riverside agriculture land is a concern. Unhygienic living condition, loss of shelter and disruption of transportation due to rise of water level impacted their life.	WRD will provide necessary support and take appropriate measures to resolve their problem
29	28/2/25	Bariyahi Ghat, Parsa, Block: Kahra, Dist. Saharsa	PRI representatives, villagers, WRD field staff	11		
30	28/2/25	Ghiwahi, Block: Shivaji Nagar, Dist. Samastipur	PRI representatives, villagers, WRD field staff	20		
31	28/2/25	Kankar Chowk, Block: Shivaji Nagar, Dist. Samastipur	PRI representatives, villagers,	22		

			WRD field staff		Public expressed concern about problem of dust, water pollution, increase of traffic congestion during construction work. They seek opportunity of employment and compensation for displacement	
32	03-01-25	Lagma, Block: Singhia, Dist. Samastipur	PRI representatives, villagers, WRD field staff	18		
33	01-03-25	Akara (rustampur), Block: Hayaghat, Dist. Darbhanga	Ward member, villagers, WRD field staff	11		
34	01-03-25	Dighra (basa mirzapur), Block: Hayaghat, Dist. Darbhanga	Ward member, villagers, WRD field staff	12		
35	01-03-25	Manoratha (srirampur), Block: Hayaghat, Dist. Darbhanga	Ward member, villagers, WRD field staff	12		
36	01-03-25	Mannupur kharra (pauram), Block: Hayaghat, Dist. Darbhanga	Ward member, villagers, WRD field staff	11		
37	01-03-25	Ramoili (ramouli gujrouli), Block: Baheri, Dist. Darbhanga	PRI representatives, villagers, WRD field staff	11		
38	28-02-25	Guwas (Hathaudi North), Block: Baheri, Dist. Darbhanga	PRI representatives, villagers, WRD field staff	15		
39	28-02-25	Baghwa (Hathaudi North), Block: Baheri, Dist. Darbhanga	PRI representatives, villagers, WRD field staff	15		
40	28-02-25	Kothra (Hathaudi North), Block: Baheri, Dist. Darbhanga	PRI representatives, villagers, WRD field staff	15		
41	28-02-25	Khagraitha (Dhadhopur), Block: Baheri, Dist. Darbhanga	PRI representatives, villagers, WRD field staff	16		

42	28-02-25	Rupolia (Dhadhopur), Block: Baheri, Dist. Darbhanga	PRI representati ves, villagers, WRD field staff	16		
43	28-02-25	Adharpur (Samadhpura), Block: Baheri, Dist. Darbhanga	PRI representati ves, villagers, WRD field staff	14		
44	28-02-25	Lakshmipur (Samadhpura), Block: Baheri, Dist. Darbhanga	PRI representati ves, villagers, WRD field staff	14		
45	28-02-25	Chhatauni (Dahiyar Ranna), Block: Shivajinagar, Dist. Darbhanga	PRI representati ves, villagers, WRD field staff	15		
46	28-02-25	Chhatauni (Dahiyar Ranna), Block: Shivajinagar, Dist. Darbhanga	PRI representati ves, villagers, WRD field staff	15		
47	28-02-25	Boraj (Parsa), Block: Shivajinagar, Dist. Darbhanga	PRI representati ves, villagers, WRD field staff	16		