



Stakeholder Engagement Plan (SEP)

**1125 MW DORJILUNG HYDROPOWER PROJECT
MONGAR AND LHUENTSE
BHUTAN**

NOVEMBER 2025



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LIST OF ACRONYMS

AoI	Areas of Influence
BC	Biodiversity Corridor
BPC	Bhutan Power Corporation
DGPC	Druk Green Power Corporation
DPR	Detailed Project Report
E&S	Environmental and Social
Eflow	Environmental Flows
ERA	Electricity Regulatory Authority
ESF	Environmental and Social Framework
ESHS	Environmental, Social Health and Security
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
FRL	Full Reservoir level
GRM	Grievance Redress Mechanism
HH	Household
HPP	Hydropower Plant
IBAT	Integrated Biodiversity Assessment Tool
ILO	International Labour Organization
KHP	Kurichhu Hydropower Plant
LALRP	Land Acquisition and Livelihood Restoration Plan
MDS	Muck disposal sites
MoENR	Ministry of Energy and Natural Resources
MoESD	Ministry of Education and Skills Development
MoHA	Ministry of Home Affairs
MoICE	Ministry of Industry, Commerce and Employment
MoIT	Ministry of Infrastructure and Transport
NGO	Non-Governmental Organization
PAP	Project Affected People
PCS	Phuensum Consulting Services
RAP	Resettlement Action Plan
RGoB	Royal Government of Bhutan
SEP	Stakeholder Engagement Plan
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
ToR	Terms of Reference
WB	World Bank

1. INTRODUCTION

Bhutan has significant untapped hydropower generation potential. The Power System Master Plan 2040 estimates the overall hydropower potential at 36,900 MW. To date, the Royal Government of Bhutan (RGoB) has constructed projects with a total installed capacity of 2,326 MW, and another 1,904 MW is under construction; with support from the World Bank, it issued National Guidelines for the Development of Hydropower Projects (2018) integrating environmental and social considerations to avoid or mitigate negative impacts.

In 2020, RGoB, through the Department of Hydropower and Power Systems (now Department of Energy) of the Ministry of Economic Affairs (now Ministry of Energy and Natural Resources) requested World Bank assistance to develop its human and institutional capacity by applying this renewed framework to develop specific projects. The 1125 MW Dorjilung Hydropower Project (Dorjilung HPP, the Project) was selected as a priority development and the Detailed Project Report (DPR) including the Environmental and Social Impact Assessment (ESIA) of the project is being updated by Druk Green Power Corporation Limited (DGPC) through the consultancy services of Studio Pietrangeli, Italy (Technical Advisory Consultant) and Artelia, France (ESIA Consultant).

The Dorjilung HPP is a proposed Peaking- Run of River hydropower development of 1,125 MW on the Kurichhu River in Eastern Bhutan (Mongar and Lhuentse Dzongkhags). It involves the construction of a 139.5 m high concrete dam of which 85 m will be above the riverbed level) and the creation of a 44.17 Mm³ reservoir. Water will be conveyed through a 14.974 km long headrace tunnel on the right bank of the river, connecting to an underground powerhouse with 6 Francis units and short twin tailrace tunnels (360 m). The conveyance of water through the tunnel will shortcut about 16 km of river stretch where the waterflow will be drastically reduced, one of the key impacts. The HPP scheme is planned to be operated in peaking mode, with an expected annual energy generation of 4,504 GWh. The existing Kurichhu Hydropower Plant (KHP) reservoir finishes about 1 km downstream of Dorjilung HPP tailrace tunnel and will act as a large demodulation basin for Dorjilung HPP peaking operations.

The Dorjilung Hydropower Project (the Project) aims to provide fiscal space and multiplier effects for the RGoB to invest in human and physical capital, allowing the country to significantly improve service delivery and educational and health outcomes. Hydropower projects drive economic growth through boosting general demand, both during the construction phase and when projects are commissioned. Dorjilung HPP is proposed by RGoB as a project to serve both domestic demand and regional electricity trade, which will bring revenue to the government from multiple sources. The development and implementation of Dorjilung HPP will also provide job opportunities to local labour and professionals of both genders.

The E&S instruments for the Dorjilung Hydropower Project (the Project) are being prepared under the World Bank's Environment and Social Framework (ESF) and applicable requirements of the Royal Government of Bhutan (RGoB), such as the Dam Safety Guidelines for Hydropower in Bhutan (2020) and

the Bhutan Guideline on Environmental Flows (2019). The Project is being developed by Druk Green Power Corporation (DGPC) with the financial support of the World Bank (WB).

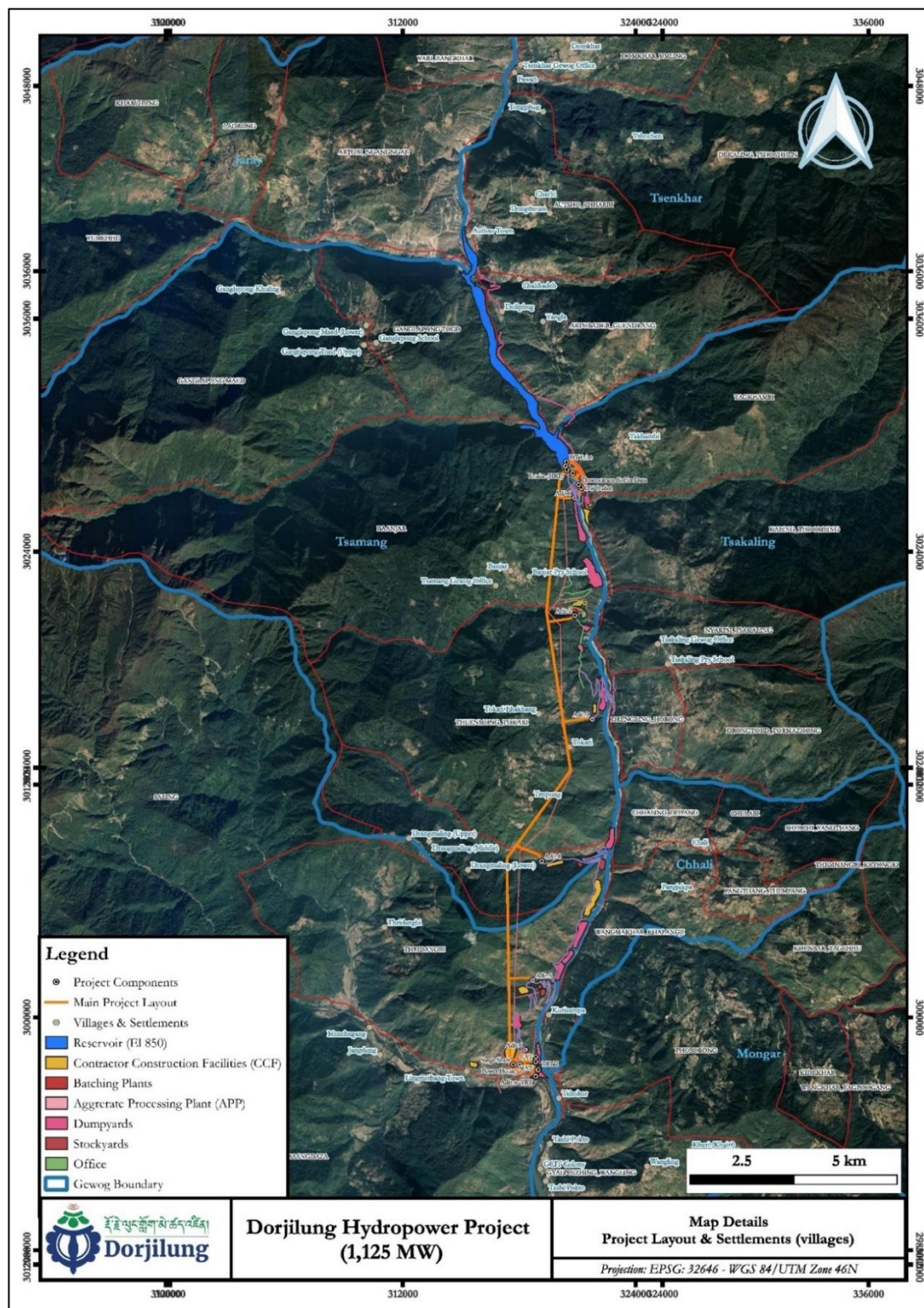


Figure 1: Project Components and Impacted area

2. OBJECTIVE/DESCRIPTION OF STAKEHOLDER ENGAGEMENT PLAN

The overall objective of this Stakeholder Engagement Plan (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 Druk Green Power Corporation Limited (DGPC) will engage and communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

The specific objectives are as follows

- To establish a systematic approach to stakeholder engagement that will help DHPP identify stakeholders and build and maintain a constructive relationship with stakeholders, especially Project affected parties.
- To enable stakeholders' views to be considered in project design and to improve the environmental and social sustainability of the Project.
- To promote and provide means for effective and inclusive engagement with Project-affected parties and other interested parties throughout the Project life cycle on issues that could potentially affect them.
- To ensure that appropriate Project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide Project-affected parties with accessible and inclusive means to raise issues and grievances and allow DHPP to respond to and manage such grievances.

The SEP is a **“living document”** that will be updated and refined as the Project progresses. This will include a revision prior to the construction and operation phases so that the SEP continues to be fit for purpose.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS PER PROJECT COMPONENT

3.1 Principles

To meet objectives of the ESF and adopt the best practice approaches, the project will apply the following principles for stakeholder engagement:

- i. *Openness and life-cycle approach:* Periodic consultations with the Project stakeholder will be organized in an open manner, free of external manipulation, interference, coercion, or intimidation throughout the lifecycle.
- ii. *Informed participation and feedback:* Information will be provided to and widely disseminated among all stakeholders in an appropriate manner and format along with the opportunities for them to provide feedback, raise questions and concerns on proposed or completed project activities.
- iii. *Inclusiveness and sensitivity:* The participation process of the stakeholder consultations remains open and inclusive, and stakeholders are encouraged to actively participate in the consultation process. Equal access to information is ensured to all stakeholders. Special attention is given to vulnerable groups that may be at risk of being unable to participate in the consultation process due to various social and economic constraints or left out in of project benefits. The vulnerable groups for the Project include women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- iv. *Flexibility:* Different adaptive methodologies will be used to disseminate information and engage with varying stakeholders.

For the DHPP, the following stakeholders have been identified and potential risks and impacts related to project components have been done below. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2 Affected Parties

Affected parties include individuals and households, local communities, community members and other parties that may be subject to direct impacts from the Project activities. Specifically, the following individuals and groups fall within this category:

- Individuals and households affected by economic or physical displacements.
- Individuals and households losing assets
- Community members losing access or reduced access due to impact on social infrastructures, such as school, health facilities, drinking water, among others.
- Temporary or permanent loss of access or restricted use of productive assets
- Temporary, reduced or permanent loss of access natural resources.
- Individuals and households to be impacted by air, water or sound pollution Individuals and households impacted by increased vehicular movements
- Individuals and households living on the riverbank that may be impacted by reduced flow of water in the river
- Individuals and households who may be impacted by blasting activities during tunnel construction
- Individuals and households with impacts on tangible or intangible cultural heritage impact.

Table 1: Possible affected parties categorized by project components

3.3 Other interested parties

Other Interested parties refer to people or groups that may have an interest in the project for a variety of reasons such as professionally, economically, politically, or based on social or environmental concerns. The project's stakeholders also include parties other than the directly affected communities, including those listed in the table given below.

Table 2: List of possible affected parties categorized by project components

Interested parties	Interest in the project
Central Level	
Ministry of Energy and Natural Resources (MoENR)	
Department of Energy	- Plays the role of central coordinating agency for all matters related to energy, power systems and energy markets including cross-border trade of electricity. - Formulates national energy policies, plans, procedures, and guidelines for the Hydropower Sector - Ensures that project investments align with national and local level development priorities.
Department of Environment and Climate Change (DoECC)	- Plays the role of Regulatory Body for all environment related matters in the Kingdom - Issues the ToR for the National ESIA requirements and is responsible for issuance of National Environmental Clearance. - Responsible for ensuring compliance with the EA Act 2000, RECOP 2016, NEPA 2007, Waste Prevention and Management Act, 2009. Environmental Standards 2020.
Department of Water (DoW)	Ensures implementation of the Water Act of Bhutan, 2011 and its Regulation 2014 and fit with the NIWRM, 2016.
Department of Forest and Park Services (DoFPS)	- Ensures the sustainable management of Government Reserved Forests, conservation of wildlife, designation and management of protected areas, including biological corridors. - Issues forestry clearances/permits, fishing permits, prevention and control of forest fires, afforestation and reforestation. - Represents the interests of different interested parties and vulnerable groups
Department of Geology and Mines	- Ensures compliance with Mines and Minerals Management Act 1995 - Provides approval of quarries
Electric Regulatory Authority	Responsible for developing regulations, standards, codes, principles and procedures for power generation, distribution and sale by the electricity supply industry.

Interested parties	Interest in the project
	• Providing approvals and sets tariffs for power generation not regulated by power purchase agreement, transmission, distribution, and retail sale. • Ensures compliance with the Electricity Act 2001, Safety Regulation 2008, Tariff determination regulation, 2106, Grid Code regulation, 2008, Regulatory fees regulation 2006 and System Operator Charges regulation 2022.
Ministry of Agriculture and Livestock	
Department of Agriculture	• Promotes sustainable agricultural practices and appropriate agriculture technologies. • Develops sustainable irrigation and water management system.
National Research Centre for Riverine and Lake Fisheries, Department of Livestock	• Acts as the competent authority for technical advice for the sustainable use, conservation and management of fish and other living aquatic resources. • It is the main source of information on fish species distribution in the country.
National Biodiversity Centre	• Leads the preparation of the National Biodiversity Strategies and Actions Plans. • Acts as the focal point for Nagoya Protocol on access to genetic resources and the fair and equitable sharing of benefits arising from their utilization. • It is the repository and national clearinghouse for biodiversity information. • Implements ex-situ conservation and agrobiodiversity programs.
National Plant Protection Centre	• Focal agency for any national plans and policies regarding any PP activities and regulatory issues. • Coordinates with all plant protection activities in the country, including R&D, diagnostics, pest surveillance, and PP inputs.
National Soil Services Centre	• It is the focal agency for coordinating soil/land management research activities. • Provides technical backstopping on sustainable land management.
Ministry of Industry, Commerce and Employment (MoICE)	
Department of Labor	• Responsible for enforcing Labor and Employment Act 2007, Regulations on Working Conditions 2022, Regulation on Foreign Workers Management, 2022, Regulation on Occupational Health, Safety and Welfare 2022, and Regulations on Occupational Health and Safety for Construction Industry 2022
Competition & Consumer Affairs Authority (CCAA)	• Ensure fair trade and anti-competitive practices.
Ministry of Infrastructure and Transport (MoIT)	

Interested parties	Interest in the project
Department of Surface Transport	- Responsible for human settlement planning & development, Surface & Air Transport and construction, - Responsible for all primary and secondary highway development and maintenance works. - Ensures compliance with Road Act 2013, Road Safety and Transport Act 1999 and Road Safety and Transport Regulations 2021, Waste Prevention and Management Act, 2009, Water Act, Waste Prevention and Management Regulation, 2012.
Bhutan Construction and Transport Authority (BCTA)	- Responsible for issuance of motor vehicle and equipment licenses as well as ensuring the safety, reliability and efficiency of the construction sector and surface transport system including bus services. - Ensures compliance with Road Act 2013, Road Safety and Transport Act 1999 and Road Safety and Transport Regulations 2021.
Department of Human Settlement	Prepares standards and guidelines for rural and regional settlements and regulate planning and development in areas outside urban areas including ensuring safe drinking water, sanitation, and reliable supply of irrigation water.
Department of Infrastructure Development	- Drafts legislation, regulations, guidelines and standards related to human settlement and ensure environmentally friendly and culturally sensitive development. - Responsible for construction and maintenance of all urban infrastructures in line with the approved structure plan and local area plans.
Ministry of Health	
Department of Health	- Responsible for quality traditional and modern healthcare and ensures the provision of sustainable healthcare services throughout the country. - Ensures compliance with the Medicine Act 2003.
Ministry of Home Affairs (MoHA)	
Department of Local Governance and Disaster Management (DLGDM) - Local Governance Division - Disaster preparedness and response Division - Disaster prevention and mitigation Division	- Drafts and/or reviews and revises LG related acts, rules & regulation, protocols and policies. - Ensures compliance of LG Act, Rules, guidelines and other protocols by LGs Department. - Responsible for the formulation of policies, rules and regulations on disaster management and is the decision-making body and central coordinating agency of all disaster related planning and mitigation. - Responsible for mainstreaming disaster risk reduction into development plans, policies, programs and projects. - Formulates national standards, guidelines and standard operating procedures for disaster management.

Interested parties	Interest in the project
Department of Culture and Dzongkha Development (DoCDD)	- Responsible for conserving all tangible and intangible cultural heritage and integrate cultural heritage - Ensures compliance with the Cultural Heritage Bill 2016, Movable Culture Act 2005.
Other nodal agencies	
National Land Commission (NLCS)	- Acts as an apex agency for all matters pertaining to land registration, sale, exchange, or compensation. - Ensures compliance with Land Act, 2007, Land Exchange Rules and Regulations 2022 - Governs land Lease Rules and Regulations 2018
National Statistics Bureau (NSB)	It is the nodal agency for relevant and reliable statistics for the project area and, also responsible for issuance of survey clearance.
Local Government	
Responsible for ensuring sustainable developmental activities in the Dzongkhag.	- Responsible for ensuring sustainable developmental activities in the Dzongkhag. - Provides all necessary local government approvals and/or clearances
Local Government/Gewog Administration	- Responsible for all developmental activities in their jurisdiction. - They represent the interests of local communities. - Ensures compliance with the Local Government Act of Bhutan, 2009.
NGOs/CSOs	
Respect, Educate, Nurture, and Empower Women (RENEW)	- Involved in empowering women and children, survivors of domestic violence (DV) and Sexual & Gender Based Violence (SGBV). - Provides skills development trainings and livelihood programs to women, youth and the vulnerable groups of the society.
Ability Bhutan Society (ABS), Disabled People's Organization of Bhutan (DPOB) Draktsho The PEMA	- Promotes and advocates inclusion of persons living with moderate to severe diverse abilities and mental health conditions. - Implements skills development trainings and livelihood programs to young people with disabilities
Tarayana Foundation	- Provides multi-sectoral support to people living especially in rural areas. - Provides housing, energy, rural entrepreneurship to enhance rural livelihoods and reduce poverty.
Royal Society for Protection of Nature (RSPN)	Involves people of Bhutan in the conservation of the Kingdom's environment through, Education, Community Engagement and Sustainable Livelihood Opportunities.
Autonomous bodies	

Interested parties	Interest in the project
Gyalsung Infra Project	Responsible for infrastructure development and operation of the Gyalsung Academic facility at Bondeyma, Mongar.
Royal Bhutan Police (RBP)	- Responsible for law enforcement, crime prevention, and ensure safety of all persons. - Ensures safety, security and protection of lives and properties.
Corporations	
Other projects under DGPC - Yungichhu, Kurichhu	Collaboration for disaster preparedness and response.
Bhutan Power Corporation	Responsible for the delivery of electricity supply services in the power sector.
Natural Resources Development Limited	Responsible for sustainable and commercial management of timber, sand, stone and other natural resources as approved by DOFPS.
Green Bhutan Corporation Limited	Responsible for implementation of afforestation and reforestation plantations in the country.
Mass Media, newspapers, TV channels, social media, including the Facebook and twitter, among others)	- Provides information and news about the project to their audiences - Represents public interest
Academics and researchers	Possible research/study works at the project site to provide scientific knowledge of the risks, impacts and opportunities of the project.
Donors and Developmental partners	
Development partners and Agencies (DPs)	- Due diligence and implementation support on environmental and social impacts - Implementation assessment of E&S mitigation measures and lessons learned
Private Businesses	
Druk Petroleum Corporation Limited (DPCL) offices	Distributor for fuel and gas in the project area.
Restaurants, shops, hotels, suppliers, traders in the area and beyond	One of the beneficiaries of the project activities due to rise in various business opportunities
Potential Suppliers and sub-contractors to the project	Business opportunities for suppliers of construction raw materials, implementation of subcontract for the main contractor
Educational Facilities	
Schools & vocational training institutes in project area	Rise in number of students when the children of project employees are enrolled in the schools and/or vocational training institutes in the project area
Health Facilities	
Health Facilities in the project area	Rise in demand of health services from the migrant workers that may exert pressure on existing Health services.
Religious institutions	

Interested parties	Interest in the project
Religious institutions	Apart from the potential direct and indirect impacts to cultural heritages and religious institutions, there may be demand for their services for religious ceremonies.

3.4 Disadvantaged / Vulnerable Individuals or Groups

Table 3: List of Disadvantaged/vulnerable parties by project components

Components of DHPP	Disadvantaged/vulnerable individuals or groups	Possible barrier to information and project benefits
Component A: Preparatory Works	- Persons living in below poverty line - Women led households - Disabled persons in the affected households - Elderly (>65 years old) in the affected household - Households with no or limited access to productive land (<1.0 acre).	- Lack information about stakeholder consultations, potential E&S risk and impacts of the Project and opportunities - Unable to access project related information due to proximity issues or lack of reliable logistics, such as power and internet connectivity. - Unable to participate in consultations due to physical condition, and/or social and economic condition. - Lack of access to Project GRM or PIC to get information related to E&S risks and impacts and project benefits.
Component B: Dam, Powerhouse, and Electromechanical Works		
Component B1: Construction of Main Hydraulic Structures – Civil and Hydromechanical Works	- Persons living in below poverty line - Women led households - Disabled persons in the affected households - Elderly (>65 years old) in the affected household - Households with no or limited access to productive land (<1.0 acre).	- Lack of information about project activities and potential risks and impacts of such activities - Lack of communication with the vulnerable absentee HHs about compensation and project opportunities - Unable to reap project opportunities, including skill training, due to lack of timely information or social/financial constraints - Unable to access to Project GRM or GRM not responsive/functional
Component B2: Power Generation Facility – Electrical and Electromechanical Works	- Elderly (>65 years old) in the affected household - Households with no or limited access to productive land (<1.0 acre).	
Component C: Sector Technical Assistance	Not known at this stage, will be added once proposed activities under this component are known.	

4. STAKEHOLDER ENGAGEMENT PROGRAM

During the Project preparation, the following stakeholder consultation meetings were organized.

Table 4: Summary of Stakeholder Engagement Done During Project Preparation

Topic, Date, Venue	Number of participants	Key topics discussed/issues raised by the stakeholders
Topic: ESIA scoping consultations Date: 7th February 2023 to 27th April 2023 Audience: Five consultative meetings with five concerned government agencies	Total: 30	- Project briefed the government agencies about the proposed project, major components of the project, potential risks and impacts, and mitigations to the risks. - Additional questions about the impacts of the project, employment, skill enhancement opportunities for local youths - Asked to take steps to preserve local culture and customs, and natural resources - Urged to organize regular consultations and information disclosure and expressed full support and cooperation to the Project.
Topic: ESIA consultations Date: - From 17th May 2023 to 26th May 2023 17th May 2023 to 24th May 2023, Audience: - Two introductory and a debrief meetings at Lhuntse and Mongar Dzongkhags - Ten consultations at the Gewog Level with Project-affected Communities	Total: 240	- Project provided information to the locals about the proposed project, major components of the project, project activities during preparation, construction and operation, potential E&S risks and impacts and mitigations to the risks. The project also sought their opinion, comments, and concerns about the proposed project. - Questions about the compensation modality to impacted assets and other supports. - They asked to take measures to minimize project impacts and damages to local communities, farms, natural sources, and cultural heritages. - They also expressed concerns about the risks that may emerge from flow of migrant workers. - Also asked about project benefits and opportunities
Topic: Community Consultations on ESIA and ESMP of DHPP Date: 15th April 2024 to 20th April 2024 Audience: Project-affected people and project stakeholders	Total: 509	- Project briefed the locals about the proposed project, major components of the project, land requirement for the project, land acquisition compensation determination procedures, resettlement support and additional measures to restore livelihood. In response, they said that the Project need to ensure fair compensation to affected property and adequate resettlement and livelihood restoration support. - There is a need of proper consultations with PAPs while determining compensation rates and other resettlement and livelihood restoration support. - Project should ensure jobs for locals and skill training for those affected by land acquisition.

Topic, Date, Venue	Number of participants	Key topics discussed/issues raised by the stakeholders
		- Project need to facilitate group resettlement so that they can retain community support system continue cultural practices. - Project should allocate budget for community development and the cultural and natural resources preservation. - Project should put efforts to preserve and promote local natural resources, forest, water, and culture and cultural heritages
Topic: Consultations for Biodiversity Management Plan Date: 11th December 2024 to 13th December 2024 Venue: Four consultative meetings with concerned government agencies	Total: 15	- People asked the Project to ensure that there will be no impact on community forests, sources of drinking water, cultural site/territories and the surrounding landscape - Also raised concerns on a huge risk of garbage (waste) management and pollution around cultural sites which may negatively impact on people's health, - There are also risks of landslides triggered by blasting during construction of tunnel. - There may be impacts on indigenous peoples' lifeways, language, and culture, which may ultimately displace the IP from their ancestral land.
Topic: Focus Group Discussion for Gender Action Plan Date: 17 th May to 24 th May 2023 Venue: Eight consultative meetings with affected Gewogs and concerned agencies	Total: 96	- Loss of land on which they depend to sustain their livelihood; concerns that compensation may not be enough to buy replacement land in nearby locations. - Women expressed worries that male members of the family will use compensation money in business or other activities, leaving not enough money to buy land. - Missing out on critical information about project benefits- compensation, employment, trainings, etc. - Opportunities through the project to develop livelihood skills such as running homestays, bakery, vegetable farming, goat and pig farming for income generation. - Employment for local female youths in the Project as per their qualification
Topic: Consultations on SEP Date: 25-26 November 2024- 13 December 2024 Audience: Four consultative meetings within the gewogs Tsenkhar, Tsamang, Tsakaling and Gyelpozhing	Total: 105	- The information on land acquisition and compensation, and the project locations is not clearly communicated to the local people - The compensation rate for the land should be determined based on the market rate, not on the government rates - Consult with stakeholders before start of construction and throughout construction process. - Ensure women get fair representation on any project-related committees.

Topic, Date, Venue	Number of participants	Key topics discussed/issues raised by the stakeholders
		- Land for land compensation should be considered for those households that aims to continue agriculture - Upmost priority should be given to preserve and promote local language, cultural practices and heritages, traditional medicine, and natural resources. - Local people should get the first priority in the project employment based on their experience and education. - Skill training opportunities need to be given to the local people as per their preferences and trainings must be finalized in coordination with the locals. - With influx of workers, impacts on safety and security will be a greater risk which will need to be appropriately addressed.
Topic: RAP Consultation Date: 13 and 15 March 2025 Venue: Two consultative meetings in Tsenkhar and Tsamang Gewog	Total: 13	- Local people need more and routine information about the project activities and timeline - The compensation rates must be clearly communicated to the people and should be more than the prevailing rates. - The Project needs to make sure that compensations are paid in land for loss of land - The government compensation rate is less than the market rate, so should be paid on market rate - Apart from the compensation for the impacted houses and structures, there should be a fair compensation for impacted trees and crops. - Impact on cultural heritage resources will have to be documented and compensated. - Water in the area above the tunnel will dry up, risking farming activities therefore farmers need to be compensated if the impact arises. - The Project need to have a clear policy for sharing project benefits, including free equity share. - Poor and vulnerable people may become more vulnerable from project activities, so they need additional safeguards - Local should be involved in small business opportunities - Programs to promote community benefits must be included and shared with the locals.
Topic: Consultation on LDP Date: 13 and 15 March, 2025 Venue: Three consultative meetings in Tsenkhar and Tsamang Gewog	Total: 19	- Villagers prioritize necessities through household consultations before presenting collective priorities at the Gewog office. Disputes about priorities are escalated to the Gewog or district office if unresolved. - Expectations for job opportunities, especially for skilled labor (e.g., drivers, machine operators). - Project-Affected Persons (PAPs) expect land replacement within Autsho or nearby areas like Mongar town. - Gewog offices facilitate registration for vocational training (electrical, plumbing, mechanical) but note limited local training institutes nearby - Challenges in selling agricultural products due to poor road conditions and distant markets (e.g., Mongar), leading to spoilage. Requests for market sheds and farm roads.

Topic, Date, Venue	Number of participants	Key topics discussed/issues raised by the stakeholders
		In Autsho, several attractions that could potentially draw visitors, such as sacred sites, historical landmarks, and possibly even rafting opportunities when the project comes
Topic: RAP & ESIA final Disclosure meetings Date: 19-20 May 2025 Venue: Two consultative meetings in Lhuentse and Mongar Dzongkhag	Total: 161	- Emphasis on concerns regarding the risks of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) that could arise with the influx of a large workforce into the community. - Need to prioritize the safety and well-being of the community throughout the construction phase, especially school children - Encouraged active participation of affected persons to raise concerns and seeking clarifications on issues such as land acquisition or other related matters. - Briefing on financing structure of the project, - Pre-construction schedule to commence with land acquisition process, construction of access roads by mid-2025 and main construction activities set to start by January 2026 and to continue for 6.5 years. - Emphasis on the collaborative effort amongst government agencies, local communities, contractors and all other parties involved. - presentation on project's location, layout, key features, implementation models, cost estimates, financing structures and major components, including the dam, headrace tunnel (HRT), powerhouse and submergence area. - details on access roads, bridges, highway realignment sections, muck disposal sites, construction contractor facilities (CCF), batching plants, quarry locations and other related infrastructure. Outline of studies completed to date and highlight on the project's positive and negative environmental and social impacts and detailed mitigation and management plans developed for implementation.
Topic: SEA/SH Consultative meetings Date: 4 April 2025 Venue: DHPP conference hall	Total: 13	- There is a huge risk of rise in GBV/SEA/SH incident due to the arrival of migrant workers for access road and main hydropower components. - The project needs to organize effective awareness campaign on how to prevent and respond to violence at the community level. - The awareness campaign and any mitigation measure need to consider high risk of GBV/SEA/SH exacerbated by the high prevalence of Intimate Partner Violence, Domestic Violence in the area. - Empowering women is important to raise their voice and decision-making at both the households and community level.

Topic, Date, Venue	Number of participants	Key topics discussed/issues raised by the stakeholders
		The Project should also support to have GBV response services and prevention programming as there no such schemes available in the Project area.
Topic: Gender Action Plan Consultative meetings Date: 12-13 December 2024 Venue: Three consecutive meetings in Autsho, Mongar, Lingmithang and Tsakaling	Total: 53	- Project must facilitate to have equal access to compensation amount for women and on land ownership. - Women are interested in skill trainings and livelihood restoration activities, and all such activities must be identified and finalized in consultations with them. - The Project must pay attention on education and health facilities for the families that will be displaced. - Women should be involved in all consultations and the timing for such consultation should be flexible considering their household responsibilities. - Project must ensure that access to natural resources is not restricted during construction. - There is need of some support on adult education and financial literacy for women.

4.2 Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement.

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliations against project stakeholders who share their views about the Bank-financed projects.

Table 5: Summary of Stakeholder Engagement Activities

Project stage	Target Stakeholders	Topic of consultation/message	Method used	Responsibilities	Frequency/Timeline
Project implementation phase	Lhuentse and Mongar Dzongkhag Local Gups of all gewogs	Involve Dzongkhag officials and local government in Land Acquisition, Resettlement, compensation	Community consultations and formal meetings	DGPC/SPV	Nov 2024- Jan 2025 (Completed)
	Affected persons/households	Field verification of affected land/property/livelihood to finalize compensation and livelihood restoration and drawing up of agreements.	Joint Field verification and consultation	DGPC/SPV and Dzongkhags	Nov 2024- Jan 2025 (Completed)
	Department of Forest & Park Services and National Land Commission	Replacement land identification and approval process	Discussions during site visits	DGPC/SPV	February 2025 (Planned/Upcoming)

Project stage	Target Stakeholders	Topic of consultation/messa ge	Method used	Responsibilit ies	Frequency/Timel ine
	Religious institutions, owners, and caretakers of heritage sites, Local representatives	Photo document all cultural sites (inside and outside), with the owner of the cultural site, duly verified by the local representative	Site visit for verification and agreement on baseline for heritage sties	DGPC/SPV and Contractor representative	August 2025 (Completed)
	NCWC and RENEW	Discuss Gender Action Plan, awareness on Gender Equality and Social Inclusion (GESI), Grievance Redress mechanism and roles and responsibilities for GAAP.	Formal meeting	DGPC/SPV	October 2023, February-March 2024 (Completed)
	Department of Forest and Park Services	Discussion on Biodiversity Management Plan	Formal meeting	DGPC/SPV	October 2024 (Completed)
	Lhuentse and Mongar Dzongkhag Local Gups	Discuss local development plan	Formal meetings	DGPC/SPV	October 2024 (Completed)
Project Operation phase	Lhuentse and Mongar Dzongkhag Local Gups	Implementation of Emergency preparedness and response measures. Continue the active support of local communities and local government. Address unanticipated incidents and take corrective action.	Formal meetings	DGPC/SPV	Throughout Operation Phase (Planned/Upcomin g)
Project Operation phase	Local Gups	Seek information for monitoring purposes.	Formal meetings	DGPC/SPV	Throughout Operation Phase (Planned/Upcomin g)
Project Operation phase	Lhuentse and Mongar Dzongkhag Local Gups Project stakeholders	Preparation of project completion report	Formal meetings	DGPC/SPV	Throughout Operation Phase (Planned/Upcomin g)

4.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups

The project will seek the views of vulnerable or disadvantaged groups identified through focus group meetings to remove obstacles to full and enabling participation / access to information. The strategy will include identification of vulnerable persons, involving CSOs/NGOs, seeking active participation and training the gender focal persons and local representatives in the gewogs and use of appropriate materials. These steps are summarized below.

Measures to engage vulnerable groups will include:

- **Focus group discussions.** The project will conduct combined or separate focus group consultations for women, youth, elderly and disabled persons, as needed and the consultations will be led by a suitable facilitator who can speak the local language. This will allow vulnerable people to freely discuss any issues and concerns that they may have regarding the Project.
- **Household visits.** If there are people not able to attend such focus group discussions, they will be approached through the gewog and consulted directly. The project will ensure that such meetings are conducted in appropriate manner, in terms of location, timing and language and with an appropriate facilitator so that the person does not feel intimidated.
- **Use of appropriate materials for communication.** The project will ensure that appropriate materials are used for illiterate persons such as printed illustrations or videos in the local language, or use of braille and sign language where required.
- **Build capacities of the Gender Focal Person and Kidu (welfare) officers and utilize them.** Each Dzongkhag has a Gender Focal Person and a Kidu Officer. Kidu Officers maintain a list of destitute persons/families or old people who have no source of income. The Project can train the Dzongkhag Gender Focal Person on how to engage with vulnerable communities. The 2 Focal persons will be consulted regularly to enquire whether there are any reports on gender-based violence or poverty issues that have been reported in the project community and measures to resolve these issues will be undertaken with the assistance of the Gender Focal Person and Kidu Officer. When the project discovers a vulnerable person/household, this will be communicated to the Kidu Officer so that they can also benefit from welfare programs.
- **CSOs/NGOs.** There are several CSOs and NGOs that actively promote the rights of people with disabilities (Disabled Peoples' Organization, Draktsho, Ability Bhutan Society) or work with marginalized and vulnerable groups (Tarayana Foundation, RENEW, Nazhoen Lamtoen) and have experience in engaging those who are not able to participate in the larger forums or voice their opinions or concerns. The project will collaborate with these CSOs/NGOs to conduct awareness programs, outreach programs, and develop informational materials such as brochures, posters, and flyers to raise awareness on Gender Equality and Social Inclusion (GESI) and its relevance to the project or also engage them in monitoring the project's progress on meeting its commitments to the GESI.
- **Reporting of incidents.** The project will establish a mechanism wherein employees and the local community can report incidents of sexual exploitation and abuse and sexual harassment and domestic/gender-based violence. These reports must be treated with confidentiality and addressed promptly with the assistance of the officials of the CSOs/NGOs.

Special measures will be taken to address vulnerability in the SEP by ensuring the involvement of vulnerable groups to get their input on project development, including:

- Helping vulnerable people understand the complaints process.

- Provide transportation assistance, if necessary, to attend project and capacity building meetings.
- Considering gender equality and equal accessibility to the distribution of the project's profits will be as follows:
- All the Project's employment requirements will specifically state that women are encouraged to apply (gender-sensitive language when recruiting and contracting).
- When holding public meetings, communicate beforehand that women are particularly welcome and set appropriate timing.
- Organizing women-specific focus groups for discussions.
- Design and develop community development projects with female stakeholders and ensure that women are included in the Project's socio-economic development programs and initiatives.
- All data collected by the Project must be gender disaggregated, i.e., data collected and tabulated separately for women and men.

This is further detailed in the Gender and Vulnerability Action Plan developed as a stand-alone document.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT

5.1 Implementation Arrangements and Resources

The DGPC will oversee stakeholder engagement activities including the responsibility for carrying out stakeholder engagement activities. The overall responsibility for SEP implementation lies with the Project Implementation Unit (PIU) Director. The project's stakeholder engagement implementation arrangements are as follows.

Table 6: Responsible entities and individuals responsible for SEP implementation

Responsible person	Responsibilities
DHPP Project Director/CEO	- Approving the SEP, briefing Managing Director of the DHPP and Board of Directors and stakeholder engagement and GRM, - Providing overall guidance to the implementation of the SEP, including timely approval the annual budget required for implementation. - Managing the Level 2 GRM escalated from Level 1
ESHS Manager of the ESHS Section	- Take a lead role in implementation of the SEP, including the functioning of the GRM in an inclusive and transparent manner, organization of the periodic meaningful consultations with the stakeholders and vulnerable communities, and ensuring timely disclosure of project-related information - Preparing annual budget for the SEP implementation and managing monitoring and supervising the overall implementation of the SEP, including securing required financial resources and other logistics - Supporting the preparation and disseminating quarterly SEP implementation reports
Senior GRM and SEP Officer/ Focal Person of the Social Unit	- 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. - Take a lead role in preparing quarterly SEP implementation report and submit to the Word Bank, and other MFIs as relevant - Facilitate and support the social mobilizers in the implementation of the SEP - Coordinating the social mobilizers activities on the ground, including regular training and briefings - Hold monthly meetings with social mobilizers to examine and update the stakeholder engagement/feedback and grievance register records. - Provide a monthly summary of feedback, grievances, and SEP activities to the ESHS Manager
Communication Officer Sociologist of the Social Unit	- Responsible for overall communications strategy development and implementation linked with SEP - Responsible for managing project outreach channels, external and media relations - Coordination with Social Mobilizers at field level to understand ground situation

Responsible person	Responsibilities
Local Community Liaison Officers Sociologist of the Social Unit	• Ensure the operation of Project Information Centers, and good condition of the complaint boxes • Hold small group meetings in local IPs language to explain printed disclosure materials for people who are not literate or have problems in reading/understanding local languages • Receive stakeholder feedback and grievances, and maintain and document minutes of meetings conducted • Keep eyes on the local events, debate and discussion and communicate urgent issues and grievances to the team coordinator in a timely manner
Gender (GBV/SEA/SH) Officer/ Focal Person of the Social Unit	• Contribute to ensuring the integration and implementation of SEA/SH risk mitigation measures incorporated in the documents like ESCP, SEP, LMP, ESIA, ESMF, and SEA/SH Action Plan. • Ensure to carry out regular consultations in safe and enabling spaces. • Ensure that issues related to Gender and GBV, SEA/SH are covered in consultation sessions • As needed separate FGDs should be considered to raise concerns, issues related to SEA/SH induced by the project or on women's empowerment.

The stakeholder engagement activities will be documented by the Dorjilung Project Management through minutes of meetings, photo documentation and signed participant lists. The DGPC will lead and document stakeholder engagement activities with identified stakeholders and local communities, incorporate all views, concerns, and recommendations from the consultations wherever relevant during project implementation and update the SEP.

The budget estimate for the preparing and implementing SEP is USD 87,000.00. The budget breakdown can be found in Annex 2: SEP Budget Table (In USD)

6. GRIEVANCE MECHANISM

The purpose of the Grievance Redress Mechanism (GRM) is to ensure that all requests and complaints from individuals, groups and local communities throughout the Project life, from preparation of ESIA, through construction, operations and decommissioning, are dealt with systematically in a timely manner with appropriate corrective actions being implemented and the complainant being informed of the outcomes. The GRM is an initiative with the objective of early identification, assessment, and resolution of complaints related to projects. A GRM provides a predictable, transparent, and credible process to all parties, resulting in outcomes that are seen as fair, effective, and lasting. The GRM aims to identify adverse community incidents before they escalate into undesirable disputes due to activities of DHPP.

Specific purposes of the proposed Grievance Redress Mechanisms:

- To ensure that grievances, complaints, and concerns are acknowledged/registered, addressed and resolved in a fair, transparent, and easily accessible manner to achieve the goals of restoring or maintaining positive relationships with affected persons/households and communities.
- To ensure careful documentation and reporting of grievances, complaints and concerns and remedial actions.
- To facilitate timely feedback from local communities about DHPP and Contractors/

The GRM will favor an approach that emphasizes negotiation and mediation that ensures internal coordination to resolve grievances, and that is immediately responsive to community concerns and that coordinates with existing local conflicts resolution mechanisms. The project's GRM was formally established and has been operational since March 28, 2025. This will increase the likelihood that complaints/grievances could be addressed in a harmonious manner, which in turn will facilitate the promotion of a more stable working environment.

6.1 Composition of the GRM

The DHPP GRM system comprise of two-level committees.

Gewog Level GRM Committee: The five-member Level 1 GRM committee is based at the Gewog and led by the ESHS Manager of DHP. The Gup and Tshogpas of the concerned Gewog and the GRM Focal Person will be members of the Level 1 GRM committee. Depending on the nature and scale of the complaints, the committee can invite any person with subject knowledge, including Land Record Officer (as the land expert), Unit Heads and/or subject specialists of the DHPP as ad hoc member of the committee to facilitate the resolution process.

Project Level GRM Committee: The Level 2 Committee will include representatives from Dorjilung HPP Project, Dzongkhag and Respective Gewogs, with the Project Director of the project as the Chair of the Grievance Redress Committee (GRC). When grievances are forwarded to the Project GRM (Level 2), the relevant Gup from the complainant's Gewog along with the respective Dzongkhag Officials and Dzongda will be invited as the de-facto members of the committee, if needed. Additionally, case relevant Sector Heads shall become the de-facto members of the GRM (e.g. Dzongkhag Engineer - if its construction related complaints). If the case/complaint is of criminal nature, the case will be referred to RBP or judiciary by Committee and the complaint will be closed.

6.2 Description of Grievance Redressal Mechanism (GRM)

Table 7: Illustrative Table on the GRM Steps

Step	Description of process	Timeframe	Responsibility
GRM implementation structure	The GRM process is comprised of two GRM committees at the Gewog and Project levels. If the proposed solution provided by the GRM committee (Level 1) within the stipulated timeframe is acceptable to the complainant at the Gewog Level, the resolution will be implemented, and the grievance will be closed, once the implementation is complete. If the resolution is not accepted by the complainant or if the Level 1 GRM committee remains unable to provide the resolution within agreed period, the grievance will be escalated to the Project Level (Level 2) GRM. During the review process, the Project Level (level 2) GRC will refer to all the documentation, as well as may request clarification or additional information from the Gewog Level GRM committee, the complainant or the contractor if determined necessary.	At each level, grievances will not take more than 15 days from the date of receipt to review of cases and resolution	Grievance focal points and GRC
Grievance uptake	Grievances can be submitted via the following channels: Short Message Service to Project Grievance focal points of DHPP: For general grievance: +975 77309820 For SEA/SH grievance: +975 77309935 Letter to DHPP Office. In-person at the DGPC Office in Thimphu, until the Project office is established in Mongar, and at the Project Office in Mongar. Grievance or suggestion boxes located at Project Office in Mongar and other places The DHPP website will have a link with the contact (phone and email address) of the focal point of contact and also have a link to lodge the grievance online. Until such time, this online form will be used to register and lodge the grievances: https://forms.gle/8LfcUzDkwkA9L6Q37 Social media (WhatsApp and Telegram) Filling out and submitting a grievance form Annex 4: Grievance Submission Form at the project site office.		
Sorting, processing	Any complaint received is forwarded to Grievance Focal Person and logged in their Grievance Register; categorized according to the following complaint types:	Upon receipt of complaint	Grievance focal person

Step	Description of process	Timeframe	Responsibility
	Land Acquisition and Compensation Livelihood Restoration Plan and other project opportunities Loss and/or damage of private or social assets Environment Impact Social & Cultural Concerns Health & Safety GBV & SEA/SH General queries, feedback, or suggestions/recommendations The cases related to GBV & SEA/SH will be referred to the Service Providers. The complaint is further screened and categorized according to following complaint types, Severe/sensitive (including complaint related to SEA/SH), Moderate, and Standard		
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by the Grievance Focal Person at the Gewog or Project level: Formal registration of the grievance and assigning a unique number to the complaint as the complainant can use this as a reference to track the status of the complaint, and Informing the complainant about the unique number assigned to the complaint and process to be followed in person or through phone or in writing.	Within 2 days of receipt	Grievance focal person
Verification, investigation, action	- The Level 1 GRM committee will initiate the investigation. A proposed resolution is formulated based on the decisions of the GRM Committee and communicated to the complainant by the GRM Focal person. - If required, the relevant focal person can contact the complainant to seek further clarification or information related to the complaint. - A proposed resolution formulated by the first level GRM committee will be verbally communicated to the complainant by focal person within 2 days of the decision on resolution either by calling the complainant or meeting in person.	Within 15 days	Gewog Level GRM committee.

Step	Description of process	Timeframe	Responsibility
	- The focal person will prepare a written notification of the resolution as per the format given in <i>Annexure III</i> and handover the resolution within 15 days from the date of receiving the complaints/grievance either by meeting in person or sending it through the post or sending a scanned copy of the resolution in the personal electronic account of the complainant. In either case, the focal person will confirm the receipt of such resolution by the complainant and will ask the complainant for a written acceptance of the resolution if he/she is satisfied with the resolution within 7 days of the receipt of the resolution. - If the resolution accepted by the complainant, the actions agreed in the resolution will be implemented and the case will be formally closed by using a grievance close-out form provided in <i>Annexure IV</i> once the implementation of the agreed actions is completed. - If the resolution not accepted by the complainant, then he/she can inform the GRM focal person about the decision to reject the resolution with reasons. In such case, the grievance will be escalated to the Project Level (Level 2) GRM.as described in the appeal process below.		
Monitoring and evaluation	- All complaints will be recorded in a central database, enabling them to be tracked and monitored. - A report based on the information related to the status of the complaints received and recorded in the central database will be prepared and reported to the Dzongkhag and WB every month. - The GRM Focal Person will conduct monitoring to see whether the Grievance has been addressed as per the directives of the GRM committee and the resolution implemented.	Every month	Social Unit Head and GRM focal person

Step	Description of process	Timeframe	Responsibility
Provision of feedback	- All the grievances will be formally registered, and a unique case number will be provided to the complainant so that he or she can make inquiry about the case. - Feedback from complainants regarding their satisfaction with complaint resolution is collected through email or in writing to the GRM focal person.	Within one month of the Grievance being resolved/addressed	Grievance focal points
Training and capacity building	- Training needs for Project staffs like Grievance focal points, Gewogs, Dzongkhags and Contractors and will be identified and training will be conducted by the related NGOs and other service providers. - A comprehensive training/orientation on GRM will be organized for the key DHPP's corporate office and its site-based staff/consultants, contractors, and Consultants of the Owner's engineer one month after the financial closure. - Refresher training will be organized every year for the environmental and social staff.	First training as soon as project is approved and GRM committee members are notified, and Supervision Consultants are onboarded.	ESHS Manager, Supervision Consultants and Grievance focal points
If relevant, payment of reparations following complaint resolution	Payment for reparations will be made based on actual bills and as and when the remedial works are carried out. These will be paid for from the contingency fund.	As required	Project Finance Officer and Grievance focal points
Appeal process Level 2 GRM Committee	- Complainants will be informed about the resolution once it is made from the Level 1 GRM committee. - If the complainant does not accept the proposed solution, the responsible Grievance focal points shall then refer the GRM Case to the Project Level (Level 2) GRM committee, to facilitate an agreeable resolution. - The GRM Focal Person will formally notify the complainant about the resolution of the Level 2 GRM committee and will ask the complainant to accept or reject the resolution within 7 days after the date of the notification.	15 days from the date of the official notification of rejection of the Level 1 resolution from the complainant	ESHS manager, Social Unit head, and Grievance focal person

Step	Description of process	Timeframe	Responsibility
	- If the complainant accepts the resolution, the GRM Focal Person will take a written statement of such acceptance and will immediately take necessary actions to implement the agreed resolution. - If the complainant rejects the resolution, the complainant they can appeal at the Court of Law. - At any time during the process, the complainant can also access justice through the judicial system.		

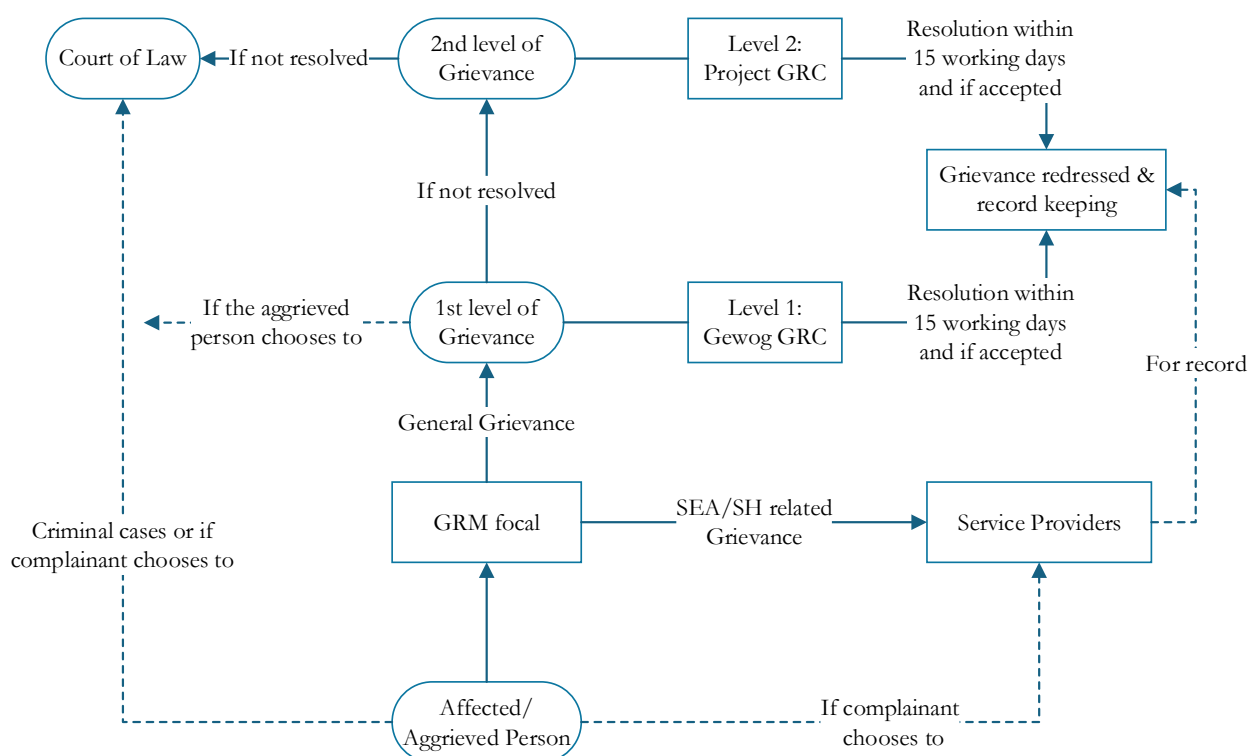


Figure 2: Flow chart of the DHPP Grievance Mechanism

6.3 Employee and Labor Grievance Redress Mechanism

Project employees and worker GRM will be covered by a separate Workers' GM, which will be part of the Labor Management.

6.4 SEA/SH GRM

6.4.1 Organizational framework

The GBV-SEA/SH GRM as an extension of the project GRM which will receive all SEA/SH related complaints incurred by the project. The GBV-SEA/SH GRM is established to address project induced SEA/SH allegations. The DHPP will have a Gender/GBV Specialist who will act as the SEA/SH focal person (distinct from the general GRM focal person), who specifically focuses on facilitating SEA/SH

allegations and coordinating support to the survivors. The GBV focal person will be trained on SEA/SH/GBV related issues, including CSA/CSE, including training on evaluation and management of child GBV survivors with a specific focus on management and response procedures to strengthen the redress system. Additionally, a dedicated SEA/SH GRM Committee will be established to investigate and respond to the SEA/SH grievances with confidentiality. The GBV-SEA/SH cases received by DHPP will be referred to Service Provider to manage SEA/SH case allegations, facilitate, and provide immediate support services to the survivor as per the consent and need. SEA/SH GRM will take a survivor-centered approach. Further details on the SEA/SH GRM processed, roles, and responsibilities are outlined in the SEA/SH action plan.

6.4.2 Step wise sequence on SEA/SH GRM function:

i. Receive, register, and acknowledge the grievance

The complainant can register complaints/grievances at the DHPP site office in Mongar or contact the SEA/SH GRM Focal directly, who will immediately administer the case in accordance with the SEA/SH GRM Standard Operating Procedures (SOP). While registering the case, a confidential coding system will be used to ensure anonymity and proper tracking of each SEA/SH complaint. The code will be alphanumeric and represent the location, type of grievance (SEA, SH, or GBV), and a sequential case number (e.g., *DHPP-SEA-001*). This ensures confidentiality while allowing systematic monitoring and reporting.

A short statement of the incident will be recorded directly from the survivor, including whether the alleged perpetrator is associated with the project and, if possible, the age and sex of the survivor. The identity of any witnesses or family members contacting the GRM will be protected. Only with the survivor's informed assent/consent or under legal obligation may their identity be revealed. All cases will be logged in a secure and restricted access register, digital or hard copy, maintained by the SEA/SH GRM Focal Person. Access to identifiable information will be strictly limited to authorized personnel to ensure survivor privacy and data protection.

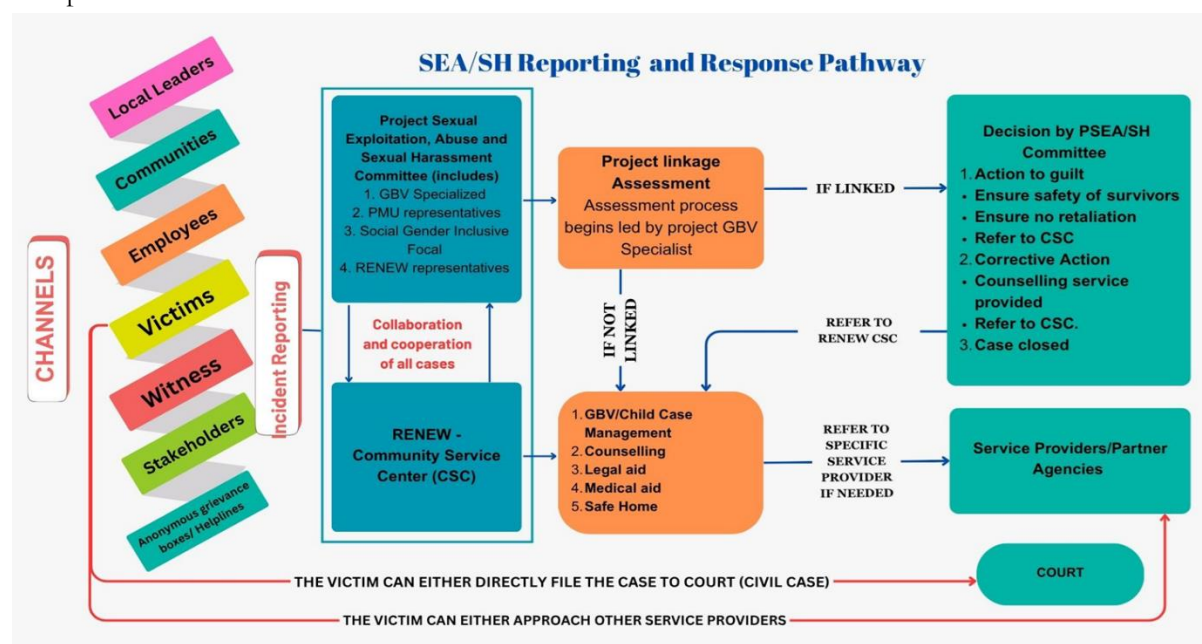


Figure 3: SEA/SH GBV referral pathway by RENEW

SEA/SH related complaints can also be received through the available Project-level GRM channel, which will then be directed to the SEA/SH GRM focal. They can also be received through complaint/suggestion boxes placed by the project in strategic locations. The general grievances register desk will receive and record a reported incident or suspicion by using a form (*Annex 4*).

ii. Review and evaluate grievance

Upon the survivor's consent, the SEA/SH GRM focal person will review the case and assess whether the perpetrator is associated with the project or not. Such cases will be subsequently referred to the Service Providers through appropriate channels within 24 hours for survivor support and reported internally for investigation and disciplinary action. For children under 16 years, informed consent/assent should be sought from the child, depending on their age and understanding, or from parents/legal guardians. Any disciplinary action taken against the alleged perpetrator shall be reported back to the survivor.

iii. Response to grievance

The Service Provider will immediately provide appropriate support services, such as medical assistance, security and shelter, psychosocial counselling etc. Survivor consent will be sought prior to availing the services.

Only with the survivor's informed consent, the Service Provider will represent the survivor and support her/him throughout until the case is closed. If the survivor denies consent, the case or SEA/SH related grievance should be closed automatically. However, the survivor is free to choose available legal recourse with or without routing through the Project SEA/SH GRM.

iv. Close-out/follow up

The SEA/SH GRM focal person will closely and regularly coordinate with the Service Provider for updates on the status of the case and final closure of the case in the GRM if the case is resolved by the Service Provider.

6.4.3 Information sharing of SEA/SH grievances

With the written and informed consent of the survivor, the SEA/SH GRM focal person will report minimal information to the ESHS Office, including the nature of the case; whether the case is project-related, age and sex of survivor. The Office will also provide the same minimal information as per the requirements of the Environment and Social Incident Reporting Toolkit (ESIRT) to the Bank task team leader.

6.4.4 Monitoring and reporting

The Third-Party Monitoring NGO, if required will be onboarded and shall be responsible for monitoring the response measures, including SEA/SH GRM procedures and referral pathways while maintaining close communication with the GBV Service Providers. As specified in SEA/SH action plan's monitoring framework, the TPM NGO will conduct monitoring and evaluation field visits, quarterly review the action plan and execute its independent monitoring plan to ensure protocols are followed. The GBV Service Providers will submit a periodic report as agreed between the parties. The GRC will prepare a periodic report which should include the number of project-related SEA/SH complaints received and/or referred disaggregated by age and sex, the number of open cases and the time they have remained open, the number of cases closed, and time taken to close the case, and the number of survivors accepting referral to GBV services for the reported incident and the number or survivors that did not.

6.4.5 Disclosure of SEA/SH Grievance Redress Mechanism

Prior to commencement of construction activities, community sensitization programs shall be conducted to disseminate information about the GBV- SEA/SH GRM. The information on GBV-SEA/SH redress mechanisms will also be part of the overall project level GRM dissemination activities including any consultation that the project conducts.

7. MONITORING AND REPORTING

The SEP will be monitored throughout the project lifecycle and corrective actions, if required, will be agreed with Project stakeholders and implemented to ensure that the SEP achieve desired results.

7.1 Summary of the SEP monitoring and reporting, including indicators

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. SEP reporting will include the following:

- a. Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- b. Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- c. Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex 3.

7.2 Involvement of stakeholders in monitoring

The Dzongkhag and Gewog Authorities will participate in the SEP process. Additionally, support will be provided from other agencies, local government and Tshogpas¹ to the Project in SEP implementation. Depending on their mandates, interests and needs and availability. The primary roles and responsibilities of various stakeholders are as follows:

- a. Dzongkhags and Gewog Authorities - Land Acquisition, Resettlement, livelihood restoration activities
- b. Department of Environment and Climate Change (DoECC): Compliance monitoring of the Project activities as per approved EC
- c. Department of Water (DoW): Synergies with the National Integrated Water Resources Management Plan
- d. Department of Forest and Park Services (DoFPS): Forestry clearances/permits, implementation of Compensatory Afforestation Plan
- e. Department of Geology and Mines: Compliance monitoring of the quarry operations as per approved EC
- f. National Research Centre for Riverine and Lake Fisheries, Department of Livestock: fish surveys and fisheries conservation programs
- g. Department of Labour - compliance checks/audits and ensure compliance with all relevant labour regulations.
- h. Competition & Consumer Affairs Authority (CCAA)- Regular monitoring of market prices and practices and address/facilitate resolution of consumer grievances.

¹ Tshogpa' means a representative of a village, or a cluster of villages.

7.3 Reporting Back to Stakeholder Groups

The SEP will be revised and updated as necessary during project implementation. All the 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 GRM Focal Person with the support from the Local Community Liaison person will collate summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions in a monthly basis and will prepare a monthly SEP Implementation Report in a prescribed format and submit it to the Social Unit under the ESHS Section.

Based on the monthly report, the Social Unit will prepare a quarterly SEP Implementation Report, which will provide detailed information on

- Stakeholder consultations organized in the review period, including questions and concerns raised by the participants and the response from the Project
- Understanding reached between the DHPP and the participating stakeholders for the next course of actions, in any
- List of Project-related information disseminated to the stakeholders, including the distribution of updated FAQs or Response Report (“You Ask We Answer”)
- Number of grievances recorded during the review period, their nature and categorization, the number of grievances resolved and their implementation status, number of closed grievances, and unsolved grievance and their status.
- An analysis of the trend and nature of the grievance received during the review period and the recommendation of a set of probable corrective and preventive actions to minimize grievance of a specific nature.

The quarterly SEP Implementation Report, which will be prepared and finalized no later than a month after the end of each quarter, will be reviewed and cleared by the ESHS Section before the report shared in the quarterly stakeholder meetings. The quarterly SEP Implementation Report will highlight

- A summary of the feedback and concerns raised by stakeholders during last review period and the actions taken to addressed or minimize the impacts
- A summary of Project activities undertaken in the last quarter, E&S impacts that emerged and the mitigation measures taken and status of implementation.
- A summary of planned activities for the next quarter, potential E&S risks and impacts, and the proposed mitigation measures
- Upcoming Project opportunities and benefits and means to have access to the information

The quarterly SEP Implementation Report will be disseminated through the Gewog offices and Project offices at sites. The report will also be posted in the Project's website and will also be shared with the World Bank.

Annex 1: Template to Capture Consultation Minutes

Date, place, and No. of participants	Summary of issues concerns/feedback	Response of Project	Agreed Follow-up Action/Next Steps
Date:			
Place:			
Total participants:			
Male:			
Female:			

Annex 2: SEP Budget Table (In USD)

Budget categories	Quantity	Unit Cost	Times/Y ear	Total Cost	Remarks
1. Estimated staff salaries and related expenses					
1a	ESS staff salaries	-	0	-	Included in administrative budget
1b	Travel cost for ESS staff	-	0	-	Included in administrative budget
1c	Cost of NGOs/CSOs involvement	7,000.00	5	35,000.00	For 2 persons @ 2000 per day for 15 days
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a	Project launch meetings	1,000.00	1	1,000.00	One time
2b	Organization of focus groups	500.00	5	2,500.00	Once every year for 5 years
3. Communication campaigns					
3a	Outsourcing of Brochures/TV programs/ Educational materials	2,000.00	5	10,000.00	Once per year for 5 years
3b	Translation costs	500.00	5	2,500.00	Once per year for 5 years
4. Trainings					
4a	Training on social/environmental issues for PIU and contractor staff	1,000.00	5	5,000.00	Every year for 5 years
4b	Training on Gender-Based Violence (GBV) for PIU and contractor staff	1,000.00	5	5,000.00	Every year for 5 years
5. Beneficiary surveys					
5a	Mid-project perception survey	4,000.00	1	4,000.00	One time
5b	End-of-project perception survey	4,000.00	1	4,000.00	One time
6. Grievance Mechanism					
6a	Training and refresher training of GM committees	1,000.00	5	5,000.00	Once a year
6b	GRM committee meetings	100.00	50	5,000.00	Two meetings per year in each gewog for 5 years
6c	Grievance investigations/site visits	100.00	50	5,000.00	Two site visits per year in each gewog for 5 years
6d	GM Information System (setting)	2,000.00	1	2,000.00	One time set up and maintenance as required

Budget categories	Quantity	Unit Cost	Times/Y ear	Total Cost	Remarks
	up or maintenance)				
7. Other expenses	Unanticipated costs	1,000.00	1	1,000.00	If required
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				87,000.00	

Annex 3: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GRM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	- Are project-affected parties raising issues and grievances? - How quickly/effectively are the grievances resolved?	- Usage of GM and/or feedback mechanisms - Requests for information from relevant agencies. - Use of suggestion boxes placed in the villages/project communities. - Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. - Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) - Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.	Records from the implementing agency and other relevant agencies
Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?	- Was there interest and support for the project? - Were there any adjustments made during project design and implementation based on the feedback received? - Was priority information disclosed	- Active participation of stakeholders in activities - Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. - Number of consultation meetings and public discussions where the feedback and	Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
	to relevant parties throughout the project cycle?	recommendation received is reflected in project design and implementation. Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	- Were the activities implemented as planned? Why or why not? - Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	- Percentage of SEP activities implemented. - Key barriers to participation identified with stakeholder representatives. - Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	Communication Strategy Periodic Focus Group Discussions Face-to-face meetings and/or FGDs with Vulnerable Groups or their representatives

Annex 5: Sample Grievance Closure Form

Grievance Closure Form	
Resolution	
Grievance number	
Grievance registered date	
Describe the steps taken to resolve the grievance:	
Describe the resolution:	
Department:	
Mode of communication for reply (meeting/ written/ verbal/ display):	
Date closed:	
Signatures	
Complainant: Date:	Project representative: Date:

Annex 6: Resolution Notification Form

Resolution Notification Form

Grievance number:

Grievance registered date:

Resolution date:.....

GRM level:

Resolution

On behalf of DHPP		On behalf of complainant
Prepared by	Verified by	Received by
Name:	Name:	Name:
Date:	Date:	Date:
Signature:	Signature:	Signature: