

KINGDOM OF CAMBODIA  
Nation Religion King

Ministry of Industry, Science, Technology & Innovation  
Ministry of Public Works and Transport



Water Supply and Sanitation Acceleration Project  
(WASAC) - P178417

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

September 2023

## TABLE OF CONTENTS

ABBREVIATIONS AND ACRONYMS.....	III
<b>1 PROJECT DESCRIPTION.....</b>	<b>1</b>
1.1 OVERVIEW .....	1
1.2 PROJECT DEVELOPMENT OBJECTIVE AND PROJECT COMPONENTS.....	1
1.3 PURPOSE OF STAKEHOLDER ENGAGEMENT PLAN .....	2
1.4 REGULATIONS AND REQUIREMENTS CONCERNING STAKEHOLDER ENGAGEMENT .....	3
<b>2 STAKEHOLDER IDENTIFICATION AND ANALYSIS .....</b>	<b>3</b>
2.1 AFFECTED STAKEHOLDERS .....	3
2.2 INTERESTED STAKEHOLDERS .....	4
2.3 ENGAGEMENT STRATEGIES FOR DISADVANTAGED/ VULNERABLE INDIVIDUALS AND GROUPS.....	5
2.4 STAKEHOLDER ANALYSIS .....	6
<b>3 STAKEHOLDER ENGAGEMENT PLAN.....</b>	<b>13</b>
3.1 PURPOSE AND TIMING OF STAKEHOLDER ENGAGEMENT PLAN .....	13
3.2 PROPOSED STRATEGY FOR INFORMATION DISCLOSURE .....	13
3.2.1 <i>During Project Preparation</i> .....	13
3.2.2 <i>During Project Implementation</i> .....	13
3.3 PROPOSED STRATEGY FOR CONSULTATION.....	14
3.3.1 <i>Methods of Consultation</i> .....	16
3.4 BRIEF SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES DURING PROJECT PREPARATION .....	20
3.5 TIMELINES.....	22
3.6 REVIEW OF COMMENTS.....	23
3.7 FUTURE PHASES OF PROJECT .....	25
<b>4 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES.....</b>	<b>25</b>
4.1 RESOURCES .....	25
4.2 MANAGEMENT FUNCTIONS AND RESPONSIBILITIES .....	26
<b>5 GRIEVANCE REDRESS MECHANISM .....</b>	<b>27</b>
5.1 OBJECTIVE OF THE PROJECT GRM .....	27
5.2 SUMMARY OF NATIONAL LEGISLATION RELATED TO GRIEVANCE AND COMPLAINT .....	28
5.3 PRINCIPLES OF PROJECT GRM .....	28
5.4 DESCRIPTION OF PROJECT'S REDRESS PROCEDURES.....	29
5.4.1 <i>Redress Procedure for Complaints Concerning the Project</i> .....	29
5.4.2 <i>Redress Procedure for Complaints related to Involuntary Land Acquisition</i> .....	30
5.4.3 <i>Redress Procedure for Complaints related to Labor and Working Conditions</i> .....	31
5.4.4 <i>Redress Procedure for Complaints related to Gender-Based Violence, Sexual Exploitation and Abuse, Sexual Harassment, and Violence Against Children</i> .....	32
5.5 RECORDING GRIEVANCES .....	32
<b>6 MONITORING AND REPORTING .....</b>	<b>33</b>
6.1 MONITORING .....	33
6.2 MONITORING OF PROJECT STAKEHOLDERS.....	34
6.3 REPORTING BACK TO STAKEHOLDERS .....	34
<b>7 COSTS AND BUDGET .....</b>	<b>34</b>
7.1 COSTS.....	34
7.2 BUDGET .....	34
<b>ANNEX 1 – TEMPLATE FOR DOCUMENTATION OF CONSULTATIONS.....</b>	<b>36</b>

ANNEX 2 – METHODS FOR STAKEHOLDER ENGAGEMENT .....	37
ANNEX 3 – GUIDANCE FOR ESTABLISHING PROJECT GRIEVANCE LOGBOOK .....	38
ANNEX 4 – NOTES FROM COMMUNITY CONSULTATION .....	39
ANNEX 5 – DESCRIPTION AND RELEVANT DOCUMENTS FROM PROVINCIAL CONSULTATIONS ON 10 APRIL 2023 .....	41
ANNEX 6 – PHOTOS OF SITE VISITS .....	53

## **LIST OF TABLES**

Table 1 – Consultation strategies for promoting participation of disadvantaged or vulnerable persons or groups .....	5
Table 2 – Stakeholder Identification Matrix .....	7
Table 3 – Stakeholder Analysis .....	10
Table 4 – Disclosure of Project Documents .....	15
Table 5 – Methods for Stakeholder Consultation .....	17
Table 6 – Consultation Sessions that have been hold during Project Preparation.....	20
Table 7 – Indicative Timeline .....	22
Table 8 – PMU’s Environmental and Social Members and Contact Information .....	26
Table 9 – Responsibilities for SEP Implementation.....	27
Table 10 – Key activities and costs for supporting SEP implementation (in US Dollars) .....	35

## ABBREVIATIONS AND ACRONYMS

DDIS	Detailed Design and Supervision (Consultant)
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESO	Environment and Social Office / Officers
ESS	Environmental and Social Standards
FPIC	Free Prior and Informed Consent
GDR	General Department of Resettlement
IP	Indigenous Peoples
IPP	Indigenous Peoples' Plan
IPPF	Indigenous Peoples Planning Framework
ISWSC	Implementation Support and Works Supervision Consultant
MPWT	Ministry of Public Works and Transport
MISTI	Ministry of Industry Science Technology & Innovation
NGO	Non-Government Organization
PMU	Project Management Unit
PMU-1	Project Management Unit of Component 1 under MISTI
PMU-2	Project Management Unit of Component 2 under MPWT
RGC	Royal Government of Cambodia
RP	Resettlement Plan
RPF	Resettlement Planning Framework
ROW	Right of Way
SA	Social Assessment
SEP	Stakeholder Engagement Plan
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
VAC	Violence Against Children
WB	The World Bank
WSS	Water Supply and Sanitation

# 1 PROJECT DESCRIPTION

## 1.1 Overview

The proposed project focuses on accelerating the provision of water supply and sanitation (WSS) in Cambodia by financing investments in selected provinces with a province-wide approach, while also fostering an enabling environment at the sector level to unlock bottlenecks and accelerate progress and at the operational level to sustain long-lasting investment. The interventions will complement other previous or ongoing investment projects in selected provincial towns, retrofitting existing and/or planned infrastructure to optimize capacity, and to expand or develop services in unserved areas in provincial towns and in areas outside provincial towns.

The project will have three components: Province-wide Water Supply Development, Provincial Town Sanitation Development, and Contingent Emergency Response Component (CERC).

## 1.2 Project Development Objective and Project Components

### *Project Development Objective*

The Project Development Objective (PDO) is to increase access to safely managed water supply and sanitation services in selected areas, strengthen institutions for water supply and sanitation service delivery, and in case of an Eligible Crisis or Emergency, respond promptly and effectively to it.

The project locations are tentatively identified in four target provinces: Mondul Kiri, Battambang, Pursat and Ta Khmau of Kandal province. While towns of these provinces are classified as urban areas, access to piped water and sanitation in these provinces remains a challenge. The selection of sites for investment in districts/towns outside the provincial municipality will be carried out taking into account measures to minimize E&S risks and impacts arising from the investment.

### *Project Components*

#### **Component 1: Province-wide Water Supply Development**

Component 1: Focuses on increasing access to safely managed water supply service through the development of piped water supply system across the selected provinces by supporting public provincial waterworks and private water operators to expand and improve their service, while at the same time bringing in professional water operators to the greenfield areas. Under this component, a “province-wide approach” will be adopted where investments to expand piped water supply<sup>1</sup> in provincial municipalities and other potential districts outside provincial municipalities would be considered in totality, and fostering an enabling environment at the sector level to accelerate progress, and at the operational level, to sustain long-lasting investment. Implementing such an approach would require clear financing framework to support private water operators, along with capacity building support and regulatory enforcement. This component consists of three sub-components: (i) support to selected provincial waterworks within the provincial towns, (ii) the support to improve water supply systems owned and operated by private operators outside provincial towns, and (iii) sector-level governance and project management support. Three sub-components are:

*Sub-component 1.1: Water Supply Expansion and Modernization of Public Water Utilities in the Battambang, Pursat and Mondul Kiri Provinces:* extend water supply networks and build water treatment plants in Mondul Kiri, Battambang and Pursat municipalities, currently operated respectively by Mondul Kiri Waterworks, Battambang Waterworks and Pursat Waterworks.

*Sub-component 1.2: Water Supply System Development and Improvement Outside Service Areas of Public Water Utilities in the Battambang and Pursat Provinces:* a framework to support private water operators (PWOs) will be developed to enable water operators to professionalize their operation, expand their service coverage within their licensed areas, and densify their network within existing service areas.

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<sup>1</sup> Note that there are two types of piped water supply in Cambodia: one run by operators (public or private) based on financial return on tariff, and another run by community. The project supports the former.

*Sub-component 1.3: Water Supply Institutional Strengthening, Capacity Building, and Project Management:* These complements Sub-components 1.1 and 1.2, recognizing that effective regulation is essential to incentivize improved service quality and efficiency, as well as customer orientation.

## **Component 2: Provincial Municipality Sanitation Development**

Component 2: Focuses on increasing access to safely managed sanitation service in selected provincial municipalities through development of wastewater treatment plant, sewerage network construction, and improvement of fecal sludge management service for parts of municipalities that cannot be served by sewerage. Each component above will be accompanied with support on improving sector governance and planning, strengthening institutional capacity, enhancing financial sustainability and sustaining operational management of the service. This component consists of two sub-components: (i) provincial town sanitation system development, and (ii) national sector support and project management.

*Sub-component 2.1: Focuses on Sanitation system development in Battambang, Pursat and Ta Khmau municipalities:* Activities will support extension of wastewater collection networks and provision of household connections to the sewerage network in selected provincial municipalities to deliver wastewater to existing, or planned, wastewater treatment plants developed under other projects. Support will also be provided to develop new wastewater treatment plants, including fecal sludge treatment facilities, wastewater collection networks and house connections in areas of selected provincial municipalities where services are currently not available.

*Sub-component 2.2: Supports National sector and project management.* The activities will support strengthening of institutional capacity of MPWT and relevant agencies for sector visioning, strategic planning, setting up benchmarking system for sanitation, coordinating with provinces to establish sustainable operational management of sanitation at the provincial level, and implementing relevant regulations including tariff framework.

## **Component 3: Contingent Emergency Response Component (CERC)**

Component 3: *Contingent Emergency Response Component:* this component is to enable response to unexpected crises and emergencies during the project implementation period. The CERC will be established and managed in accordance with the provisions of the World Bank Policy and World Bank Directive on Investment Project Financing.

This SEP is prepared for the implementation of Components 1 and 2 of the WASAC project.

### **1.3 Purpose of Stakeholder Engagement Plan**

The purpose of the Stakeholder Engagement Plan (SEP) is to set forth a plan to ensure project stakeholders, particularly those who are affected directly or indirectly, are identified and engaged repeatedly throughout project cycle. During implementation of this SEP, project stakeholders, particularly affected parties, will be engaged in consultation meetings to understand about the project purpose, its potential environmental and social risks and impacts, proposed mitigation measures, grievance redress mechanism, and to provide feedback based on such information to help the project avoid, minimize and mitigate potential risks and impacts during project design and implementation. As subprojects are designed, affected parties of each subproject will be engaged to understand the proposed designs and provide feedback on any aspects that impact them or their assets or livelihoods, both positive and negative impacts.

The SEP also sets out institutional arrangements to ensure effective engagement of project stakeholders during project implementation. The project recognizes that the voice of disadvantaged/ vulnerable persons or groups, such as women, indigenous peoples, those with disabilities, and the elderly are important to ensure these people are not adversely affected disproportionately during project implementation. The SEP sets out plans to ensure meaningful engagement with disadvantaged people is sought after, given consideration and incorporated into project design and implementation. It also ensures project stakeholders, especially affected parties, can participate in monitoring the project's environmental and social risks and impacts management process, and through such participatory monitoring activities provide timely feedback to enable the project to effectively manage potential environmental and social risks impacts.

To achieve the above purpose, this SEP will:

- Identify all potential project stakeholders, including directly and indirectly affected parties and other interested parties;
- Consult with project stakeholders to understand their concerns, development needs, priorities, particularly those of potential adversely affected groups and those who are disadvantaged/vulnerable;
- Understand the power dynamics among identified project stakeholders, particularly their interests in project activities, their influences on project design/implementation, and the impacts the project may have on them;
- Set out concrete mechanisms to ensure stakeholders' feedback is solicited in a timely manner for each project phase, and that it is considered and incorporated into project design and implementation;
- Identify strategies to notify and disclose project information to identified stakeholders, particularly affected groups, in manners that are easily understandable to them, to collect their meaningful feedback;
- Specify methods for consulting with project stakeholders, collect opinions, and incorporate feedback into project design;
- Ensure grievance redress mechanisms are in place. GRM will be designed to be accessible, responsive and culturally appropriate to potentially affected people, including to indigenous peoples or other disadvantaged / vulnerable peoples present in the project area;
- Ensure appropriate human and financial resources are arranged to ensure timely and effective implementation of the SEP; and
- Ensure project stakeholders, both affected and interested parties, have the opportunity to monitor the environmental and social risks and impacts during project implementation.

The SEP is a living document and should be updated, as needed, during project implementation.

#### **1.4 Regulations and Requirements Concerning Stakeholder Engagement**

This Stakeholder Engagement Plan establishes implementation mechanisms that foster full and meaningful participation of project stakeholders during project cycle. This mechanism is consistent with requirements of the Sub-Decree No. 72 of the Royal Government of Cambodia on the Environmental Impact Assessment Process (1999), the Parkas on General Guidelines for Developing Initial and Full Environmental Impact Assessment Reports (2009), the Standard Operating Procedures (SOP) on Land Acquisition and Involuntary Resettlement (LAR, 2018), and the World Bank Environment and Social Standard 10 on Stakeholder Engagement and Information Disclosure.

## **2 STAKEHOLDER IDENTIFICATION AND ANALYSIS**

Under this project, project stakeholders identified include a) people who are affected by the project, either positively or negatively (hereinafter "affected stakeholders"), and b) individuals/entities who have interests in project, and/or have influence on project's activities, including outcomes (hereinafter "interested groups").

### **2.1 Affected Stakeholders**

Affected stakeholders include households, communities, businesses, public facilities (schools, health centers, temples, etc.), and others who live or work along pipe line installations or near water and wastewater treatment plant sites, pumping stations, and the worker campsites of the subprojects. During project implementation, these people may be adversely affected as a result of construction operations, such as increased levels of dust, noise, vibration, as well as permanent or temporary loss of assets such as lands, houses, crops, economic trees, and livelihoods due to acquisition of land to allow construction of water treatment plants, wastewater treatment plants and pumping stations.

Workers for the contractors of the sub-projects are also stakeholders, whose working and living conditions should meet acceptable standards of safety and sanitation according to ESS2 on Labor Management.

Other potential negative risks may include risks related to traffic and sanitation, risks of child labor, sexual exploitation and abuse (SEA), sexual harassment (SH), violence against children (VAC) due to the influx of labor mobilized for project construction.

**Positively affected groups (beneficiary groups)**

- Direct beneficiaries: people living in households, working or visiting businesses, public facilities, stores, etc., that have access to the water supply networks and/or wastewater treatment systems, contributing to improved health and sanitation.
- Indirect beneficiaries: the broader community, because of the generally improved environment with reduced water pollution, especially those who use or earn their livelihoods from the local waters.

**Adversely affected groups**

- **Individuals and households who suffer impacts from:**
  - Permanent or temporary loss of crops and/or economic trees due to land acquisition;
  - Permanent or temporary loss of physical structures or access to physical structures (buildings, fences, etc.); or
  - Permanent or temporary loss of non-agricultural livelihoods (shops, vendors, businesses, etc.) due to disruptions along pipe network installation, or near construction of water treatment or wastewater treatment plants, or near worker campsites.
- **Companies whose business activities are affected because of:**
  - Permanent or temporary disruption of access by customers; or
  - Permanent or temporary loss or reduction of income due to environmental pollution during construction operations.
- **Vulnerable Persons**

Vulnerable persons, in particular the elderly and disabled, may be unduly affected by any inconvenience caused by construction activities. Section 2.3 below discusses engagement strategies with these persons or groups.
- **Indigenous Peoples (Ips)**

Though there are no indigenous communities, as defined under ESS7, in or near the sites where the project is currently planned, sites selected later may impact IPs. Should this occur, an Indigenous Peoples Planning Framework is prepared for this project and included as an annex to the ESMF.

## **2.2 Interested Stakeholders**

Interested Stakeholders include those who are interested in project activities and outcomes, and/or may have certain level of influence on project design and implementation process. These stakeholders include local residents (who are not direct or indirect beneficiaries nor adversely affected by the project), concerned authorities, companies, enterprises (public and private sectors), non-governmental organizations (NGOs), service providers, public utilities, household connectors and mass media. They are:

- National government departments, such as Ministry of Industry, Science, Technology & Innovation, Ministry of Public Works and Transport; Ministry of Environment; General Department of Resettlement, Ministry of Economy and Finance;
- Relevant local departments, including Provincial Departments of Industry, Science, Technology & Innovation; Provincial Department of Public Works and Transport, Public Waterwork; private



water operator; Provincial Hall, District Hall, Commune and Village Authorities in Mondul Kiri, Battambang, Pursat, and Ta Khmau city;

- General Department of Resettlement (GDR), Ministry of Economy and Finance (MEF), Inter-Ministerial Resettlement Committee (IRC), Provincial Resettlement Sub-Committee (PRSC) and Working Groups;
- NGOs and civil society groups with an interest in gender, including sexual exploitation and abuse (SEA), sexual harassment (SH);
- NGOs and civil society groups with an interest in Indigenous Peoples' issues;
- NGO Forum (representing a broad range of NGOs);
- Sanitation Network;
- Popular mass media such as Fresh News, TVK, BTV; and
- Local residents.

### 2.3 Engagement Strategies for Disadvantaged/ Vulnerable Individuals and Groups

Disadvantaged or vulnerable individuals, households and groups include persons who are poor, physically or mentally disadvantaged, elderly, female-headed households, poor households, women and children, indigenous peoples, and other minority groups. Such individuals or groups are also more likely to be excluded from or unable to participate fully in the mainstream consultation process. As such, specific measures and/or assistance will be in place to enable them to participate fully during project consultation process. The project will take into account potential differences in terms of project access and communication needs of various groups and individuals, especially those who are from indigenous groups. This includes taking into account their challenges in accessing to means of communication, and in limited mobility among the elderly and people with disabilities. To incorporate the opinions of vulnerable groups into project design, meanwhile addressing inherent obstacles that may affect their full participation, strategies have been prepared to promote full participation of the disadvantaged/ vulnerable individuals or groups (See Table 1 below).

**Table 1 – Consultation strategies for promoting participation of disadvantaged or vulnerable persons or groups**

No.	Vulnerable Groups	Proposed Consultation Strategy
1	Poor households	<ul style="list-style-type: none"> <li>• Identify poor households in the project area</li> <li>• As poor people tend not to speak much at community meetings, and often do not even attend, they should be contacted at their homes or in small focused and short meetings where they will be comfortable to discuss their concerns</li> <li>• Venues of the small meetings should be close to their homes, in evenings after work</li> </ul>
2	Physically challenged persons	<ul style="list-style-type: none"> <li>• Use of sign language and other assistive tools, as required;</li> <li>• Providing transportation to the meeting venues; where possible, visit at their homes for planned consultation;</li> <li>• Provision of sufficient time for internal decision-making process;</li> <li>• Meeting times and duration are to be suitable to participants</li> </ul>
3	Mentally challenged	<ul style="list-style-type: none"> <li>• Short meetings with comfortable environment to ask questions or raise concerns;</li> <li>• Providing transportation to the meeting venues;</li> <li>• Provision of sufficient time for internal decision-making process;</li> <li>• Meeting times and duration are to be suitable to participants.</li> </ul>
4	Women	<ul style="list-style-type: none"> <li>• Meetings with female participants are led by female facilitators.</li> <li>• Having small, focused and short meetings where women will be comfortable asking questions or raising concerns;</li> <li>• Meeting schedules that do not interfere with domestic activities;</li> <li>• Venues should be located close to their homes;</li> </ul>

		<ul style="list-style-type: none"> <li>• Translation into local language.</li> </ul>
5	Elderly	<ul style="list-style-type: none"> <li>• Providing transportation to the meeting venue;</li> <li>• Time and duration of meetings based on the input of potential participants;</li> <li>• Translation into local language;</li> <li>• Separate meetings for males and females;</li> <li>• Option of one-on-one interviews</li> </ul>
6	Children	<ul style="list-style-type: none"> <li>• Getting verbal consent of their parents/ guardians;</li> <li>• Ask about issues that are important to children, that are part of their day-to-day experiences;</li> <li>• Choose a child-friendly or familiar venue;</li> <li>• Use language that is clear, appropriate to their age, and jargon free;</li> <li>• Separate meetings for boys and girls.</li> </ul>
7	Indigenous Peoples in or otherwise affected by a subproject (IP determined based on criteria in WB ESS7)	<ul style="list-style-type: none"> <li>• Engaging IP community members;</li> <li>• Engaging IP communities' representative bodies and organizations and other community members where appropriate;</li> <li>• Use of audio-visual when consulting with IPs and translation into local IP language; Use also written language of IPs where possible;</li> <li>• Provision of sufficient time for internal decision-making process; and;</li> <li>• Promote their effective participation during project design, particularly at subproject level to solicit their feedback for proposed mitigation measures to site-specific risks and impacts.</li> </ul>

## 2.4 Stakeholder Analysis

Different stakeholders have different levels of interest in, and influence on project design and implementation. Poor people and better-off people are also affected differently by the same type and same level of impact. Thus, it is important to understand a) the level of interest of each stakeholder as to project's investments, b) the magnitude of impact that the project may have on them, particularly those affected adversely, and c) range of influence that each stakeholder may have on project design, implementation process as well as eventual outcome. Under this project, stakeholders that are highly relevant to the project preparation and implementation include governmental agencies, potentially affected groups, and beneficiary communities at large. These stakeholders are affected by the project and at the same time influence project design and implementation, to various extents. Their interest in the project investments also vary at different stages of project cycle, and as such, exerting different levels of influence on project design and implementation processes.

Based on the roles, responsibilities, and the potential interest of the key stakeholders obtained from initial consultations with them, Table 2 below summarizes estimated static levels of Interest, Impact, and influence of each stakeholder that were identified during project preparation. It is noted that these levels of interest, impact, and influence may change over the course of project life. However, the current dynamics of stakeholders' interest, impact, and influence, as described in Table 2 (Stakeholder Identification Matrix) is useful to informing the design of stakeholder engagement strategy to promote full participation and meaning full feedback from project stakeholders. The list of stakeholders identified above is further described in Table 3 (below). Given the large number of 'Interested Stakeholders', stakeholders of similar interest (such as line ministries) are grouped.

Table 2 – Stakeholder Identification Matrix

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
Affected parties (Individuals, Groups, Communities)	COMMUNITY LEVEL				
	Positively affected (Beneficiaries)				
	Households (water supply and wastewater connection)	<ul style="list-style-type: none"><li>Participate in project planning and implementation</li><li>Sample interviews of householders, combined with public meetings</li></ul>	H	H	H
	Local businesses, including roadside vendors	<ul style="list-style-type: none"><li>Participate in project planning and implementation</li><li>Consider focus group meetings, sample interviews</li></ul>	H	H	H
	Local Land and Property owners	<ul style="list-style-type: none"><li>Participate in project planning and implementation</li><li>Individual meetings with a sample of property owners, and data collection</li></ul>	H	M	M
	Public facilities (schools, health centers, temples, etc.)	<ul style="list-style-type: none"><li>Participate in project planning and implementation</li><li>Consider focus group meetings in addition to interviews during data collection</li></ul>	H	M	M
	Construction workers, staff	<ul style="list-style-type: none"><li>Provide information on working conditions, occupational health and safety, and conditions in workers’ camps</li></ul>	H	H	H
	Adversely affected				
	Land owners with title whose property will be acquired (including agricultural land)	<ul style="list-style-type: none"><li>Attend consultation, provide feedback on mitigation measures and compensation</li></ul>	H	H	H
	Owners of businesses or houses who lose their assets, permanently or temporarily	<ul style="list-style-type: none"><li>Attend consultation, provide feedback on mitigation measures and compensation or/and voluntary donation</li></ul>	H	H	H
	Vulnerable/ Disadvantaged Groups, including Ips, women, the elderly, poor households, and those with disabilities	<ul style="list-style-type: none"><li>Provide input for project planning and implementation on their special needs / concerns to be able to gain access to / benefit from the project</li><li>Attend consultation, provide feedback on mitigation measures and compensation; and</li><li>Raising concern on their accessibility to their house and surrounding environment during construction and operation of the water treatment and wastewater treatment systems</li></ul>	H	H	H
	Companies and organizations	<ul style="list-style-type: none"><li>Attend consultation, provide feedback on mitigation measures and compensation or/and voluntary donation</li></ul>	H	H	H

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
Interested Parties	PUBLIC SECTOR				
	Central-level authorities				
	Ministry of Industry, Science, Technology & Innovation and Ministry of Public Works and Transport (MISTI AND MPWT) <ul style="list-style-type: none"><li>Department of Indigenous People Development</li></ul>	• Provide comments on project proposals, design, planning and implementation in Influence areas of water supply and sanitation; Indigenous People development; community development; and rural economic development.	H	L	H
	Inter-Ministerial Resettlement Committee (IRC) Ministry of Economy and Finance (MoEF) General Department of Resettlement for Development Projects	• Carry out project planning and implementing in influence areas of Land Acquisition and Involuntary Resettlement	H	L	H
	Ministry of Environment (MoE) <ul style="list-style-type: none"><li>General Department of Environmental Protection</li></ul>	• Provide comments on project proposals and design in influence areas of Environmental Protection and natural conservation.	H	L	M
	Local authorities (provincial, district, commune)				
	Provincial Resettlement Sub-Committee (PRSC) and Working Groups of Battambang, Pursat, and Ta Khmau city	• Provide comments on project planning and implementing in influence areas of Land Acquisition and Involuntary Resettlement	H	L	H
	Provincial Halls of Battambang, Pursat, and Ta Khmau city  Women’s and Children’s Affairs Committee	• Provide comments on project planning and implementing in influence areas of gender equity, and women’s and children’s issues.	H	L	M
	Provincial Halls of Battambang, Pursat, and Ta Khmau city  Provincial Unit of Inter-sector <ul style="list-style-type: none"><li>Provincial Office of Construction Management and Development; and</li><li>Provincial Office of Legislation and Public Safeguard.</li></ul>	• Provide comments on project proposals and design in influence areas of collaboration in principles identification of provincial transport infrastructure development, maintenance, rehabilitation and resettlement.	H	L	M

Parties	Key stakeholders	Key functions related to project	Interests	Impacts	Influences
			High/ Medium / Low		
	<b>Provincial Departments (PDs) in Battambang, Pursat, and Ta Khmau city</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals, design, planning and implementing in related influence areas by sector of each PD.</li> </ul>	H	L	M
	<b>Commune/Sangkat Administration</b> (in service coverage area)  Commune/Sangkat (C/S) Committee for Women and Children (CCWC)	<ul style="list-style-type: none"> <li>Provide comments on project planning and implementing in related influence areas of its roles of serving local affairs, and performant duties of Manage necessary public services that these services work well, protect and preserve the environment and natural resources, and role of conciliating disputes between citizens. CCWC's role and responsibilities in SEA/SH prevention, mitigation and intervention collaboration.</li> </ul>	H	M	H
	<b>PRIVATE SECTOR</b>				
	<b>Civil construction companies, including primary suppliers</b> (to be identified during project implementation)	<ul style="list-style-type: none"> <li>Participate in project planning and implementing Inclusion of environmental and social requirements</li> </ul>	H	L	H
	<b>CIVIL SOCIETY / NON—GOVERNMENTAL</b>				
	<b>Royal University of Phnom Penh (RUPP)</b> Faculty of Development Studies	<ul style="list-style-type: none"> <li>Provide comments on project proposals, design, planning and implementing in areas of environmental and social safeguards; natural resource management; climate change resilience, and urban planning.</li> </ul>	M	L	L
	<b>NGO Forum</b>	<ul style="list-style-type: none"> <li>Provide comments on project proposals, design, planning and implementing in areas of Environment, Development, Human Right, Indigenous People and Land Tenure</li> </ul>	M	L	M
	<b>Media:</b> Fresh News, TVK, BTV	<ul style="list-style-type: none"> <li>Understand of benefits of using clean water and good sanitation through wastewater treatment system.</li> </ul>	M	L	M

**Table 3 – Stakeholder Analysis**

Groups	Characteristics	Interests or Concerns	Proposed Strategies
<b>Affected Stakeholders</b>			
People living or operating businesses where pipes will be installed, <i>with special provisions for vulnerable persons or groups</i>	People living and working along project sections, including residents and vendors (such as those running restaurants, shops, tourism businesses, etc.). Special attention to poor household, women, including vendors, those living with a disability and children.	<p>They will be positively interested in the project as they have a need for water supply and sanitation improvement. They will be interested in the timing of construction and how it will affect them. Women may be particularly interested as they run a lot of the small shops.</p> <p>They will be interested in construction jobs and whether or not they are impacted by land acquisition and/or business disruption. May also be concerned if there is a large influx of workers. Businesses may be concerned about having works disrupt them and their income.</p> <p>Those living with a disability may be concerned about how they can access to their properties during constructions, attending consultation meetings, as well as access their houses when pipe networks installation is completed (e.g. how such concerns are considered and incorporated into water supply and wastewater system designs).</p> <p>Poor households will also be concerned about how they might get connected to the water supply network and / or sanitation network. What incentives or discounts might be available to help make the connections more affordable for them.</p> <p>Women may be concerned about worker's camp and the influx of workers. Women may also be interested in jobs. Children may be concerned about workers and potential dangers from water and wastewater system construction.</p>	<p>Consulted during field work at the concept stage to understand their views, expectations and concerns.</p> <p>Will be consulted in village-level consultations to introduce the project as well as to discuss and disclose the draft Environment and Social Management Plan (ESMP) including a special focus on gender issues, jobs and the Grievance Redress Mechanism (GRM).</p> <p>Will be closely informed before and during civil works so they know the timeline. May also included in trainings, such as gender and sanitation.</p> <p>Women may need to be consulted individually, in particular regarding Gender Based Violence (GBV) risks.</p> <p>Project information boards.</p>
People or businesses impacted by land acquisition	Those whose lands are to be acquired for construction of treatment plants and other facilities, whether through	As above, but would also be specifically concerned about land acquisition impacts and interested on procedures and entitlements and specific grievance redress mechanism for land acquisition and/or the criteria, procedures and benefits of voluntary donations.	As above. Would also be closely consulted before the socioeconomic baseline and Census as part of the Draft Basic Resettlement Plan, consulted once draft RPs have been written, and during the

Groups	Characteristics	Interests or Concerns	Proposed Strategies
	voluntary donations or involuntary acquisition (as described in the Resettlement Policy Framework).  If land acquisition is expected, it will be confirmed during sub-project detailed design.		process of preparing Detailed Resettlement Plans, including defining entitlements and compensation rates and/or the process of confirming any voluntary donations. Project Information Booklets to be developed with specific information regarding land acquisition at different stages (detailed measurement, calculation of entitlements, etc.)
Indigenous Peoples (if found with collective attachment to the area affected by the project)	To be determined during sub-project environmental and social scoping	To be determined during sub-project environmental and social scoping. Could include concerns about labor influx, land acquisition, encroachment on traditional lands, and cultural appropriateness	To be determined during sub-project environmental and social scoping, guided by this SEP and the IPPF, and further refined based on the Social Assessment part of the Indigenous People's Plan.
<b>Interested Stakeholders</b>			
General population near the sub-project areas	People living close to the pipe networks installation as well as those travelling to markets, schools, health centers, temples in select areas (TBD). Special attention to women and children.	Users will be interested in case there are road closures during civil works or impacts due to noise, dust or traffic congestion. Schools will also be interested in any potential negative impacts to children as they make their way to school, in particular due to traffic and speeding (sanitation), but also if there is a large labor influx of workers which could impact the safety of children walking unaccompanied. Women and children may be concerned about risks from workers.	Provision of updates to keep updated on project timelines and potential impacts and mitigation measures, including GRM. Disclosure of the ESMP in accessible locations, such as commune halls and the MISTI AND MPWT's website, project billboards. Conduct sanitation trainings in particularly targeted at school children and young men.
Government authorities working on water supply and sanitation. Special attention to include Commune Women's Group and MISTI AND MPWT Gender Group.	Specific government ministries and departments at the national, provincial, district and commune level responsible for water supply and sanitation, community consultation, land acquisition.	Responsible for overseeing and/or delivery of certain project components. Will want to do it on time and in line with project agreements. Will be interested if specific (negative) impacts to women.	Consultations/meetings before project implementation to inform them of the project. Ongoing communication, meetings and field work between project authorities to ensure everyone is updated on timelines, objectives, mitigation measures, etc.
			Project billboards.  National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.

Groups	Characteristics	Interests or Concerns	Proposed Strategies
Media: national, local, and social media	Provide news, information, and opinion to local residents and general population through a variety of means	Report or present a variety of perspectives: some interested in local news and developments, others in human interest stories, etc. Involving media from onset can help provide correct information about the project to the broader community	Invite to national and local stakeholder consultations. Provide with news releases, information on sub-projects
NGOs working with poor households	NGOs working to improve the lives and livelihoods of those living in poverty	Will want to ensure the project benefits poor households, that they are not excluded from connection to the water supply and / or sanitation networks	Meetings and ongoing communications, including on GAP and ESMP relevant parts. Disclosure of ESMP and RP. Local consultations. Posters on gender issues. National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
NGOs interested in gender	NGOs interested in ensuring benefits to women as well as dealing with issues relating to SEA/SH	Will want to ensure project does not create negative impacts for women or children	Meetings and ongoing communications, including on GAP and ESMP relevant parts. Disclosure of ESMP and RP. Local consultations. Posters on gender issues. National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.
NGOs working on IP issues	If IP groups are identified, NGOs interested in ensuring benefits to Ips as well as protection of these groups, in particular issues relating to land and culture of Ips	Will want to ensure project does not create negative impacts for IP groups, including their culture and access to land and livelihood sources	Consulted as part of National Stakeholder Consultations to disclose IPPF. Further consultations if Ips are identified during project implementation.
Water and sanitation Network	Household connecting waste supply and wastewater system.	As a result of water supply and sanitation household connection, public health will be dramatically improved.	Meetings and ongoing consultation on sanitation measures. Disclosure of ESMP. National Stakeholder Consultations to disclose RF, IPPF, SEP and ESMF.



### **3 STAKEHOLDER ENGAGEMENT PLAN**

#### **3.1 Purpose and Timing of Stakeholder Engagement Plan**

The main purpose of the stakeholder engagement plan is to ensure that relevant project stakeholders are engaged by the project and participate fully in consultations during project design and implementation, particularly during stages stakeholders' feedbacks on project's proposed potential risks and impacts, including mitigation measures, are critical to informing project's intervention strategy. The project will consult various project stakeholders at different stages of project cycles, particularly during initial design of water supply and wastewater, before and during construction. The SEP should be read in conjunction with project's ESMF, site-specific ESMP, RPF, site-specific RPs, IPPF, IPPs).

#### **3.2 Proposed Strategy for Information Disclosure**

Disclosure of project information refers to the activities that aim to make project's key information accessible timely to identified project stakeholders in a form that is understandable to them, such as appropriate language, format, and presentation. Under WASAC, project's information will be disclosed during project preparation and project implementation on MISTI's and MPWT's websites.

##### **3.2.1 During Project Preparation**

The purpose of disclosing project information during project preparation, particularly prior to Bank's project appraisal, is to inform the project stakeholders of key information such as project purpose, activities, potential risks and impacts, proposed mitigation measures, and redress mechanism. Based on the information disclosed, the project consults people who are potentially affected, and those who are interested, to solicit their feedback on the disclosed draft environmental and social documents. Draft documents disclosed for consultation during this stage include Environmental and Social Management Framework (ESMF), which includes Resettlement Planning Framework (RPF), Indigenous Peoples Planning Framework (IPPF), Labor Management Procedures (LMP); Stakeholder Engagement Plan (SEP), and Environmental and Social Commitment Plan (ESCP). Disclosure will be made on MISTI AND MPWT's website (<https://www.misti.gov.kh/> and <https://www.mpwt.gov.kh/kh/>).

##### **3.2.2 During Project Implementation**

Additional documents will be prepared to address site-specific environmental and social risks and impacts, where required. These documents include Resettlement Plans (RPs), Indigenous Peoples Plan (IPPs), and Environmental and Social Management Plan (ESMPs) that will be prepared for specific locations where construction will take place. Contractors will also prepare site-specific C-ESMPs. These site-specific documents will be prepared in accordance with the ESMF, RPF, and IPPF, and are disclosed for consultation before finalization for use. As these documents are prepared for each civil work subproject, characteristics of local people and surrounding environment at each construction site (subproject) will be considered, including:

- (i) Anticipated environmental and social risks and impacts, and proposed mitigation measures, subproject implementation schedule for that subproject;
- (ii) Compensation and support policies, including livelihoods restoration plan for individuals/households, including vulnerable groups, who are affected by the subproject;
- (iii) Grievance redress procedures;
- (iv) Job opportunities that may be offered by project contractors (e.g. unskilled works)
- (v) Monitoring arrangements for subproject's environmental and social risks and impacts, including possible involvement of affected and interested people around the subproject site in monitoring the subproject's risks and impacts.

Please see Table 4 (below) for a summary of what and how project information will be disclosed during project cycles.

### **3.3 Proposed Strategy for Consultation**

Consultation is a two-way communication process between the project's implementing agency and project stakeholders. To facilitate the consultation process, the project will disclose project information (mentioned in Section 3.2 above) before consulting with them to solicit stakeholders' meaningful feedback. During project preparation, consultations were organized on a representative basis for select subproject located in project provinces. Consulted people are those who are potentially affected by project's civil works, particularly vulnerable groups, due to project's potential environmental and social impacts. During project implementation, consultation will be conducted with all people potentially affected at all subprojects.

Key criteria that will be used to guide the consultations with stakeholders, particularly affected people at subproject level, include:

- (i) Consultations will include both affected and interested stakeholder at subproject locations. People invited to consultation should include also vulnerable group, such as women, the elderly, people with disability.
- (ii) Household interviews and focus group discussions will be conducted in a manner that is locally and culturally appropriate without interference or pressure so that consultation participants can speak freely.
- (iii) Target participants will be notified of the planned consultation well in advance, and should be provided with key project information beforehand, e.g., in the form of project information booklet, to familiarize them with the project context such as project activities, related environmental and social risks and impacts, etc.
- (iv) Questions, comments, and suggestions provided by participants shall be collected and considered for incorporation into project design and implementation. Consulted stakeholders should be made aware of how questions/feedback not yet answered at consultation sessions would be addressed and responded in follow-up consultations, or summarized and disclosed on the MISTI's and MPWT's Facebook and websites.

**Table 4 – Disclosure of Project Documents**

Project Stage	List of Documents to be disclosed	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
<b>PROJECT PREPARATION</b>  (Prior to WB's Appraisal of Project)	ESMF (including RPF, IPPF, LMP), ESCP and SEP.	National Consultations in Phnom Penh.  MISTI AND MPWT's dedicated Facebook and website ( <a href="https://www.misti.gov.kh/kh/">https://www.misti.gov.kh/kh/</a> and <a href="https://www.mpwt.gov.kh/kh/">https://www.mpwt.gov.kh/kh/</a> ).		<ul style="list-style-type: none"> <li>Relevant Ministries, line departments at provincial and district level, NGOs, CSOs, service providers,</li> <li>Representatives of people in potential first-year subprojects</li> </ul>	MISTI AND MPWT PD/PM and ESOs
<b>PROJECT IMPLEMENTATION</b>	Site-specific ESMPs, including RPs, IPPs.	<ul style="list-style-type: none"> <li>Local level consultations,</li> <li>House-to-house consultations</li> </ul>	Additional consultations following some Detailed Design are available in first half of 2024 when sub-project sites are determined	<ul style="list-style-type: none"> <li>People with assets located in right of way or in areas where project facilities are to be built</li> <li>Local beneficiaries</li> <li>Other affected and interested stakeholders</li> </ul>	MISTI AND MPWT PD/ PM, ESOs, ISWSC/ DDIS
	ESMPs, focusing on particular risks and impacts, mitigation measures, community health and safety, job opportunity, construction schedule, etc.	<ul style="list-style-type: none"> <li>Local consultations</li> <li>Training for Contractors and workers</li> <li>Public Boards, Radio, Newspaper</li> <li>Posters</li> <li>Project website</li> </ul>	Local consultations and disclosure of document in 2024.	<ul style="list-style-type: none"> <li>Affected and interested stakeholders</li> </ul>	MISTI AND MPWT PD/ PM, ESOs, ISWSC/ DDIS
	Key elements in IPP (such as Social Assessment, procedures for FPIC if applicable, GRM, etc.) if applicable	<ul style="list-style-type: none"> <li>Local consultations, include consultations separately with female and other vulnerable group</li> <li>Posters and/or document in local language</li> <li>Village announcement (using local loudspeakers)</li> <li>IEC activities for public awareness raising</li> <li>Other as determined necessary during implementation</li> </ul>	Locally in affected villages if any	<ul style="list-style-type: none"> <li>Ips impacted by the project, with special consideration for women and/or the vulnerable.</li> <li>Also include IP NGOs active in the area (TBD)</li> </ul>	MISTI AND MPWT PD/PM, ESOs, DDIS
	Monitoring reports	<ul style="list-style-type: none"> <li>Local consultations</li> <li>Project website</li> </ul>	July 2022 onwards	MISTI AND MPWT, GDR, affected stakeholders and WB	MISTI AND MPWT PD/PM, ESOs and ISWSC/DDIS

### **3.3.1 *Methods of Consultation***

Appropriate consultation methods will be used depending on stakeholders (e.g. government vs local people). Face-to-face consultation methods include a) public meeting, b) focus group discussion, c) key informant interview, and d) household interview. If there are any IP communities affected by the project, consultations will be conducted in their language and in a manner appropriate to their culture. Where written language is available, project information booklet will be translated into local language and distributed before and during consultation with IPs (Please see methods/procedures used during consultation process with IP in project's IPPF).

- **Consultations at National Level**

During project preparation, consultation at national level, such as with representatives of governmental agencies, non-governmental organization (NGOs), service providers, and other interested groups, typically conducted during project preparation. These consultations take the forms of a) public meetings b) focus group discussion, and c) key informant interview. During detailed design and before subproject implementation, further consultations at national level will be conducted to incorporate the elements of disaster risks management into water supply and wastewater system design (See summary of consultation sessions and result at national levels in Annex 4).

- **Consultations at Local Level**

Consultation at local level is organized for both project preparation and project implementation. Consultations at local level typically target people who are potentially affected by the subprojects and local parties who may be interested in project activities. Consultation at local level typically uses public meetings, focus group discussions, consultation with key informants, and individual consultation in household interviews. Special attention is given to assure engagement with poor households and with other vulnerable groups.

- **Organization of Consultations**

For general feedback on a subproject, public hearings or community meetings can be used. However, for issues that are specific to certain groups of stakeholders, such as those who are poor or otherwise vulnerable or disadvantaged, focus group discussion or one-to-one meetings should be used. When focus group discussion is planned, individuals with similar characteristics should be invited to one group (such as poor, youth, women, etc.). Female facilitators should be arranged to moderate discussions for female groups.

Health safety measures must be in place and taken by consultation organizing unit to avoid/reduce the risks of COVID-19 transmission, especially when face-to-face consultation is carried out, regardless of number of participants. Free sanitizers and medical masks should be arranged beforehand at consultation venue in case participants need. Spacing should also be exercised as recommended by local government at the time of consultation. Instructions by local government on COVID-19 prevention measures should be strictly followed when face-to-face consultations are carried out.

**Table 5 – Methods for Stakeholder Consultation**

Project Phase	Stakeholder	Topic	Method	Location/ Frequency	Views of Women and/or Vulnerable	Responsible
	<b>AFFECTED PARTIES</b>					
Sub-Project Planning and Design	<b>People affected by land acquisition</b>	<ul style="list-style-type: none"> <li>▪ Project goal, activities, intended benefits...</li> <li>▪ Key anticipated environmental and social risks and impacts</li> <li>▪ Proposed environmental and social mitigation measures</li> <li>▪ Ways to enhance project development effectiveness</li> <li>▪ Approach taken to ensure vulnerable groups are included in meaningful consultation during project implementation</li> <li>▪ Resettlement &amp; compensation policies</li> <li>▪ Options for voluntary donations</li> <li>▪ Livelihood restoration program for people significantly affected</li> <li>▪ Occasional job opportunities available</li> <li>▪ Grievance redress mechanisms</li> <li>▪ Key project implementing agency</li> </ul>	<ul style="list-style-type: none"> <li>▪ Face-to-face (meetings, focus group discussions, consultation with key informants, household survey)</li> </ul> <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> <li>▪ Scheduled online meetings using Zoom, WhatsApp ...</li> <li>▪ Social media (project's Facebook, website)</li> <li>▪ Telephone</li> <li>▪ Local loudspeakers</li> </ul>	Subproject locations (commune/district level)	Interviews with women and vulnerable as applicable	MISTI AND MPWT PD and GDR
Sub-Project Planning and Design	<b>People voluntarily donating land</b>	<ul style="list-style-type: none"> <li>▪ Project benefits, option for voluntary donation procedures, rights (e.g. options to refuse donation), implementation plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Face-to-face (meetings, focus group discussions, consultation with key informants, household survey)</li> </ul> <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> <li>▪ Scheduled online meetings using Zoom, WhatsApp ...</li> <li>▪ Social media (project's Facebook, website)</li> <li>▪ Telephone</li> <li>▪ Local loudspeakers</li> </ul>	Subproject locations (commune/district level)	FGD with women and vulnerable, including Ips, if relevant	MISTI AND MPWT PD/PM and ESOs, ISWSC/DDIS

Project Phase	Stakeholder	Topic	Method	Location/ Frequency	Views of Women and/or Vulnerable	Responsible
Sub-Project Planning and Design and Sub-Project Implementation	People living in the proximity of project sites (including schools, hospitals, business owners)	<ul style="list-style-type: none"> <li>Detailed ESMPs.</li> <li>Exact extent of works, including potential impacts</li> <li>Timing</li> <li>Project GRM</li> <li>Potential job opportunities</li> <li>Community health and safety</li> <li>Approach taken to ensure poor households and other vulnerable groups are included in meaningful consultation during project implementation</li> <li>Livelihood restoration program for people significantly affected</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face (meetings, focus group discussions, consultation with key informants).</li> </ul> <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> <li>Scheduled online meetings using Zoom, WhatsApp...</li> <li>Social media (project's Facebook, website)</li> <li>Telephone</li> <li>Local loudspeakers</li> </ul>	Subproject locations (commune/district level)	Focus group discussions with women and vulnerable, including Ips if relevant. Priority given to unskilled job opportunity	MISTI AND MPWT PD/PM and ESOs, ISWSC/DDIS
	<b>INTERESTED PARTIES</b>					
PROJECT PREPARATION (before WB project appraisal)	Authorities at Provincial, District and Commune level	<ul style="list-style-type: none"> <li>The project, location of subproject sites (water treatment site and wastewater treatment site), potential impacts and mitigation measures</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face (meetings, focus group discussions, consultation with key informants).</li> </ul> <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> <li>Scheduled online meetings using Zoom, WhatsApp ...</li> <li>Social media (project Facebook, website)</li> <li>Telephone</li> <li>Local loudspeakers</li> </ul>	Project provinces	Asking questions on women and vulnerable and incorporate commune women's groups in discussions	MISTI AND MPWT and WB team
Sub-Project Planning and Design and Sub-Project Implementation	Local communities	<ul style="list-style-type: none"> <li>Project goal, activities, intended benefits...</li> <li>Key anticipated environmental and social risks and impacts</li> <li>Proposed environmental and social mitigation measures</li> <li>Ways to enhance project development effectiveness</li> <li>Occasional job opportunities available</li> <li>Grievance redress mechanisms</li> <li>Key project implementing agency</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face (meetings, focus group discussions, consultation with key informants).</li> </ul> <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> <li>Scheduled online meetings using Zoom, WhatsApp ...</li> <li>Social media</li> <li>Telephone</li> </ul>	Subproject locations (commune/district level)	Interviews with women and vulnerable as applicable	MISTI AND MPWT PD/PM, ESOs with support from Consultants

Project Phase	Stakeholder	Topic	Method	Location/ Frequency	Views of Women and/or Vulnerable	Responsible
Sub-Project Planning and Design And Sub-Project Implementation	<b>Relevant government agencies, NGOs and CSOs, SEA/SH service providers, Media</b>	<ul style="list-style-type: none"> <li>▪ The project, location of water treatment site and wastewater treatment site, potential impacts and mitigation measures</li> <li>▪ On-going progress of the sub-projects</li> </ul>	<ul style="list-style-type: none"> <li>▪ Face-to-face (meetings, focus group discussions, consultation with key informants).</li> </ul> <p><i>Under COVID-19 restrictions</i></p> <ul style="list-style-type: none"> <li>▪ Scheduled online meetings using Zoom, WhatsApp ...</li> <li>▪ Social media (project's Facebook, website)</li> <li>▪ Telephone</li> <li>▪ Local loudspeakers</li> </ul>	Phnom Penh	Representatives from Ministry of Women's Affairs and/or NGO working on gender issues	MISTI AND MPWT PD/PM, ESOs with support from Consultants
	<b>Indigenous Peoples</b>	TBC – Project impacts and benefits, IPPF, GRM, info gathering for SA and IPP	TBC – Local consultations, Social Assessment	Subproject locations (commune/district levels)	FGD with women and vulnerable	MISTI AND MPWT PD/PM and ESOs, DDIS, IP Consultant (TBD)
Sub-Project Planning and Design And Sub-Project Implementation	<b>Household connectors</b>	Public health improvement	Signs, posters, trainings on sanitation	Subproject locations (commune/district level)	FGD with women and vulnerable	Contractor and/or sanitation consultant, supervised by ESO and DDIS/ISWSC
	<b>Project workers</b>	Code of Conduct, community health and safety, labor standards, GRM	Trainings and posters of code of conduct at worker's camp, trainings on gender and community health.	Subproject locations (commune/district level)	Training on risks of SEA/SH and relevant GRMs for SEA/SH and labor and working conditions	Contractor, supervised by ESO and DDIS/ISWSC

### 3.4 Brief Summary of Stakeholder Engagement Activities during Project Preparation

Several preliminary stakeholder engagement activities have been conducted since mid 2022. These are the sessions held as of end April 2023. Visits to proposed subproject sites included informal talks with local residents, while provincial level consultations were held in March and April 2023. Detailed information about the consultations on 10 April 2023 are presented in Annex 5.

**Table 6 – Consultation Sessions that have been hold during Project Preparation**

<b>Timing and Locations</b>	<b>Key purpose or content</b>	<b>Participants</b>	<b>Key feedback</b>	<b>Responses</b>
13 July 2022	Discussion with Battambang Water Work and visit the proposed site and water source	Key staff of Battambang Water Work	Understanding the current service of water supply in Battambang city  Understanding the proposed capacity and service area under new proposed project  There is a need to have a new project to be implemented	
14 July 2022	Meeting with commune chiefs of target communes	Commune Chiefs	Commune chiefs of target communes are aware of coming new project  There is a need of water supply in the communes as soon as possible	
15 July 2022	Meeting with local people in the proposed service area	Informal meetings with local residents	Local people are living without clean water and they are happy to hear about coming project	
30 September 2022	Meeting with Ta Khmau Provincial Authority	Ta Khmau Provincial Authority Staff	Understanding status of wastewater and drainage in Ta Khmau city	
03 October 2022	Meeting with Battambang Water Work	Key Staff of Battambang Water Work	Understanding the status of water supply in Battambang and potential site for constructing an additional water treatment plant	
04 October 2022	Meeting with Pursat Water Work	Key Staff of Pursat Water Work	Understanding the status of water supply in Pursat and potential site for constructing an additional water treatment plant	



<b>Timing and Locations</b>	<b>Key purpose or content</b>	<b>Participants</b>	<b>Key feedback</b>	<b>Responses</b>
February and March 2023 (several trips to proposed sites in Battambang, Pursat and Kandal.	Screening for a) presence of each potential E&S impacts in proposed subproject areas, and b) in particular any potential need for land acquisition for project infrastructure	Local people and local authorities  Informal talks when visiting sites	Local residents expressed interest in both the planned water supply and sanitation networks. Some concern expressed about fees for water supply.	
24 March 2023 Virtual Meeting	E&S Safeguards for PMU1 (PMU of MISTI for water supply systems)	Pursat and Battambang DISTIs, Waterworks and other private waterwork	Private waterwork representative asked if a grant is received from the project, does the private waterwork need to comply with E&S safeguards?	Project E&S consultants responded that any agency receiving a grant from the project, shall comply with the E&S Framework including any contractors and sub-contractors
10 April 2023 Virtual Meeting	E&S Safeguards for PMU2 (PMU of MPWT for waste water treatment / sanitation systems)	-Representatives from the provincial and municipal administrations, Provincial Departments of the Environment, Tourism, Health, Water Supply, Public Works and Transport, Planning, Electricity, Posts and Telecommunication, Land Management, Urban Planning and Construction, Water Resources and Meteorology, Agriculture, Forestry and Fisheries and Local Authorities.	Will the project compensate for the soil used for backfilling the land use on the river bank?  Request was made for specific assessment papers and design on location, network and so on.  We are happy to have a project and fully support the project	Land on RoW or Land Use belongs to the state and is not compensated. However, soil used for backfilling might be.  Informed project is in preparation stage, so specific assessment papers and others not yet available. Will be disclosed when ready.

Timing and Locations	Key purpose or content	Participants	Key feedback	Responses
10 April 2023 Virtual Meeting	E&S Safeguards for PMU1 (PMU of MISTI for Water Supply Systems)	-Representatives from the provincial and municipal administrations, Provincial Departments of the Environment, Water Supply, Public Works and Transport, Planning, Land Management, Urban Planning and Construction, Water Resources and Meteorology, Agriculture, Forestry and Fisheries and Local Authorities.	Request that construction and installation of water pipe, drainage, sewer lines, road construction and other utilities be done at the same time, to reduce the disturbance and disruption to residents.  Suggest to by (1) Contractor sharing construction schedule with local authorities and local people, with any digging done in one area on the same day; and (2) there be more public consultations. .	As budgets and schedules come from different sources, by different ministries, not possible to do all at the same time. But will keep this concern in mind for activities under this project.  Project will require contractors complete digging work and backfilling on the same day. Also more discussion meetings and public consultations to be conducted with relevant stakeholders for information disclosure and to get their before civil works commence.

### 3.5 Timelines

The following tables provide a summary of key activities.

**Table 7 – Indicative Timeline**

Activity	Project Phase	Timeline	Responsibility	Location
Field visits, initial consultations, to collect information for environmental and social documents	Conceptual Design, Prior to World Bank Appraisal	Begun early 2023. To continue as needed.	Consultants	Battambang, Pursat, and Ta Khmau
National consultations to disclose and discuss E&S documents for WASAC	Conceptual Design, Prior to World Bank Appraisal	Virtual consultations held 10 April 2023	MISTI/MPWT and Consultants	Phnom Penh

Provincial and district level consultations to disclose and discuss E&S documents, GRM	Implementation	TBD	MISTI/MPWT and consultants	Districts and provinces where sub-project are located
Local consultations, to introduce project, screening on Ips, project impacts, GRM, etc.	Implementation	TBD	MISTI/MPWT and consultants	Communities covered by sub-project
Where there will be civil works, local consultations with communities to discuss plans, potential impacts	Implementation	TBD	MISTI/MPWT and consultants	Communities where there will be civil works and any other affected communities
If there will be and acquisition or resettlement impacts, detailed measurement and preparation of A-DRPs.	Implementation	TBD	GDR, MISTI/MPWT and consultants	Communities where land acquisition or other resettlement impacts are expected
If applicable, preparation of Indigenous Peoples' Plan and Social Assessment	If Ips are found, in line with WB ESS7	TBD	MISTI/MPWT and consultants	Communities that fit the criteria of IP according to WB ESS7
Works commence, implementation of A-DRP ahead of civil works (i.e., delivery of entitlements), hiring of local workers, training on gender, training for contractors and workers. Delivery of IPP if applicable.	Civil Works	TBD	MISTI/MPWT and consultants, GDR (if land acquisition and resettlement)	Project Provinces

### 3.6 Review of Comments

This section describes some of the comments from consultations held with local residents thus far in Battambang, from a Provincial Consultation in Battambang, as well as how consultations will be carried out in future, how comments from project stakeholders will be gathered, reviewed, and reported back to stakeholders on the final decision, including a summary of how such comments were taken into account.

- **COMMENTS FROM LOCAL RESIDENTS ON PROPOSED WATER SUPPLY SYSTEM IN BATTAMBANG**

Consultations with local residents have already begun in Battambang city, where the first water supply project is planned under the WASAC project. Main points from the discussions are presented here, with notes from the discussions in Annex 4 and pictures from field visits in Annex 6.

- **EXISTING WATER SOURCES**

During consultations with local residents, people were asked where they currently obtained their water, if they were concerned with water quality and safety. They tend to use water from wells, ponds and collecting rain in the rainy season, but during the dry season, when there is little water left in the wells and ponds, they buy water from private water vendors. Some households using water purifiers purchased from NGOs. Otherwise, people do not seem too concerned about unhygienic water: they say they have used their water for years with no problems.

- **INTEREST IN WATER SUPPLY**

Most residents expressed interest in the water supply system, more for the convenience than for any health reasons. They were concerned about the costs of water connection, wondering if there might be any special payment arrangements to help cover their costs, especially for the poorer residents (those with ID-Poor).

- **POTENTIAL PROJECT IMPACTS**

Discussions held with local residents in Battambang also covered the potential project impacts, such as traffic disruption, noise, and air pollution during construction. They were also informed there would be a Grievance Redress Mechanism if they had any problems, and that there would be more consultations in future, as the project is being prepared.

- **NOTES FROM PROVINCIAL CONSULTATIONS IN BATTAMBANG AND PURSAT**

Provincial consultations with officials from relevant agencies and other key stakeholders were held on April 23, 2023. The consultations were virtual, due to continuing concerns with Covid-19. Notes from the meetings, documents used for presentation, and a list of participants are presented in Annex 5. Key issues raised by participants concerned policies for compensation of lost assets in ROW or on river banks, loss of livelihoods for fisherfolk who have been asked to stop aquaculture to control water pollution, and potential problems in land acquisition and resettlement found in other projects. Suggestions were made on how to assure good practices, again based on experiences with other projects, such as regular consultation with local residents and keeping local officials informed of construction plans.

- **METHODS FOR FUTURE CONSULTATION**

- **GATHERING FEEDBACK**

Aside from discussions noted above that had already been conducted, MISTI AND MPWT will establish multiple channels to receive feedbacks from project stakeholders (See Section 3.2 and 3.3 above). At commune level, feedback from local people (both verbal and written) will be gathered through commune/village offices. Commune office serves as the first level where local people can conveniently provide feedback, such as concerns, grievances, or ask for clarification. In addition to commune-level channel, feedback/grievance can be lodged through PMU using PMU's dedicated phone number, email, and postal address. Feedback through PMU will be managed by PMU's Social and Environmental Officers who will register all feedback received in the project's GRM database, acknowledge and inform feedback providers how comments/grievances will be processed. In addition, PMU will set up virtual channels, such as Facebook, website, to collect feedback. Stakeholders, including affected groups and interested groups, will be informed of all channels available to attend consultation, asking for clarification, and provide feedback, including complaints.

- **REVIEWING FEEDBACK**

Feedback/grievances submitted by stakeholders through project's dedicated channels will be registered and processed by the agencies in charge at different levels, including commune, district, provincial and national levels. Contractors will also be responsible for review/resolving complaints of their workers and staff concerning labor and working conditions, or SEA/SH. Important feedback, such as grievances, will be acknowledged in writing by the respective grievance receiving units at different levels, such as commune, district, provincial levels, or local leaders in the case of Ips. Grievances will be resolved within a timeframe specified for each step (See Section 5.4 for a summary of all three GRMs prepared for the project). It is noted that if a grievance is submitted through PMU, GRM focal point within PMU will acknowledge the receipt of grievance and notify the aggrieved person that their grievance will be transferred to the unit in

charge (outside PMU) for resolution. GRM focal point will also inform the aggrieved person how their grievance will be addressed, including next steps in the GRM process. MISTI and MPWT's ESOs will oversee the entire GRM process, including receiving, registering, transferring, following up with agencies in charge with regards to resolution process and results, and record each of these steps in project's GRM database. MISTI and MPWT's ESOs will work closely with GRM designated unit at all levels, including relevant governmental agencies and contractors who are responsible for grievance resolution. MISTI and MPWT's ESOs will update the Project Grievance Logbook and follow up on grievance resolution process with units in charge. MISTI and MPWT's ESOs will be responsible for these tasks and report regularly to MISTI and MPWT management.

- **REPORTING BACK**

Communicating back to stakeholders to provide tangible responses to the concerns raised is essential to maintaining continued and full participation of project stakeholder throughout project cycle. As mentioned above, feedback and grievances raised by affected parties will be processed/resolved in due time and reported back to the affected people. The agencies directly responsible for grievance resolution will resolve grievance and will report back to aggrieved persons. For example, a grievance related to compensation rate, submitted through a commune office will be resolved and reported back by the units who directly solve the case. Similarly, a complaint by contracted worker related to working condition submitted to his/her employer (contractor) will be resolved and reported back by the concerned contractor, or by PMU's GRM focal point if it is escalated to the PMU.

Responses to general questions/ comments/ suggestion will be made as soon as possible. For example, questions raised at consultation meetings will be answered during the consultation. Answers to questions/ comments that require time for consideration will be reported back to the affected groups in a subsequent consultation meeting. Meanwhile, a summary of these responses (with no personal information) will be shared to the general public through MISTI and MPWT's dedicated website on a quarterly basis, or sooner when available. For SEA/SH complaints, if any, this information will be kept confidential (See Section 5.4.3 for details).

### **3.7 Future Phases of Project**

During project preparation, all project stakeholders were kept informed of project purpose, proposed activities, environmental and social assessment of risks and impacts, E&S management plan, and grievance redress procedure. During project implementation, affected parties will be informed and consulted if project's ES documents are updated, or when site-specific ESMPs and/or site-specific RPs are prepared. The documents, if updated, will be disclosed through the same channels where the previous versions were disclosed. Performance of environmental and social instruments, stakeholder engagement plan, and grievance redress mechanism will also be reported to relevant affected parties. With regards to grievance redress mechanism, complainants will be informed of steps and progress made in complaint resolution during the grievance resolution process. The project will report at least bi-annually to stakeholders, but will report more frequently during periods when project activities are actively carried out such as during consultation, compensation payment, construction, and resettlement process.

## **4 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES**

### **4.1 Resources**

The PMUs will be in charge of implementation of stakeholder engagement activities. The table below provides contact information of key environmental and social PMU members that can be reached to

provide comments, feedback, or raise questions about the project. In case there is change to the following personnel, this SEP will be updated to reflect new staff arrangements and will be disclosed through the same channel to keep project stakeholders informed. Changes will also be updated accordingly in material distributed for consultation.

**Table 8 – PMU’s Environmental and Social Members and Contact Information**

Contact information	PMU Director	PMU Social Officer	PMU Environmental Officer	GRM Focal Point
Name				
Postal address				
Email				
Phone number				

Adequate budget for stakeholder engagement activities will be allocated from the overall project cost, which will include cost for organizing meetings, workshops, trainings, hiring of staff, field visits to subproject locations, translation and printing of relevant materials, billboards, and operating project GRM. The cost for implementation and monitoring of environmental and social mitigation measures at construction sites will be integrated into the construction overhead and will be borne by the contractors.

## 4.2 Management Functions and Responsibilities

Institutional arrangements for implementation will follow the Government’s institutional structure. Under this project, as the Implementing Agencies (IA), MISTI and MPWT will each establish a Project Management Unit with a Project Director, a Project Manager, and one (1) qualified Environment and one (1) qualified Social Officer (also responsible for responsible for Labor and OHS and for Stakeholder Engagement/Community Liaison) (ESOs) based in the project PMUs. Field supervision of compliance with ESSs will be the responsibility of E&S specialists engaged by the contractors, with regular monitoring by the respective PMU ESOs.

MISTI and MPWT’s Project Director, Project Manager, and ESOs will be directly responsible for implementing the SEP during project implementation. MISTI and MPWT will oversee the SEP implementation of the PMUs under MISTI and MPWT. The project’s contractors or consultants will be responsible for implementing certain part of the SEP under the supervision of PMU’s ESOs.

Under the guidance of the PD/PM, the ESOs will be responsible for:

- Leading, or supervising organization of consultations as described in SEP;
- Leading, or supervising the disclosure of information as per SEP;
- Establishing, maintaining, regularly updating the Project Grievance Logbook;
- Reviewing monthly monitoring reports provided by project contractors and consultants;
- Reporting regularly to the Project Director.

Stakeholder engagement activities set out in this SEP will be evaluated periodically by PMU in line with specific stakeholder engagement activities described in respective ESMP, RPs, IPP, and other relevant project documents. Project stakeholders such as affected and interested people will be encouraged to take part in monitoring project activities at subproject level.

The ESO has been supported and trained by the national consultants during the project preparation phase. During project preparation, the ESOs will be further trained to be able to perform their assigned tasks appropriately.

**Table 9 – Responsibilities for SEP Implementation**

Responsibilities		
MISTI and MPWT	Project Director	<ul style="list-style-type: none"> <li>Review and approves monthly reports on grievance redress and stakeholder engagement</li> <li>Keeps World Bank informed on the implementation of the SEP</li> </ul>
	Project Manager	<ul style="list-style-type: none"> <li>Oversee ESO and the process of grievance redress and stakeholder engagement</li> <li>Submits monthly reports to the Project Director</li> </ul>
	ESO	<ul style="list-style-type: none"> <li>Implement stakeholder engagement activities as described in the SEP, including consultations, disclosure, trainings on gender-based violence, sanitation, etc.</li> <li>Coordinate with village and commune authorities and contractor on the grievance redress mechanism, following up those grievances are recorded and promptly resolved</li> <li>Oversee stakeholder engagement activities being conducted by the contractor and/or DDIS/ISWSC consultants</li> <li>Coordinate with other agencies involved such as GDR</li> <li>Leads the process of consultation on voluntary donations</li> <li>Leads the process of identification of Indigenous Peoples</li> </ul>
MEF	GDR	<ul style="list-style-type: none"> <li>Lead consultations on land acquisition, including on the detailed measurement survey, calculation of entitlements, compensation rates, project schedule, etc.</li> <li>Responsible for its own GRM relating to land acquisition</li> </ul>
Contractor	Chief Engineer	<ul style="list-style-type: none"> <li>Carry out consultations with stakeholders on project timeline, mitigation of civil work activities (such as dust, traffic), informs stakeholders about jobs</li> <li>Ensure careful consideration of women and vulnerable groups, including them in consultations and that they don't miss out on job opportunities</li> <li>Conduct training on Code of Conduct for workers, including on appropriate behavior and relations with community and gender-based violence</li> <li>Conduct trainings and awareness activities on sanitation</li> <li>Conduct due diligence on supply chain to screen for child labor and indentured labor</li> </ul>
PMUs	Environment and Social Experts	<ul style="list-style-type: none"> <li>Conduct site visits and interviews on to assess progress of voluntary donations and/or land acquisition to review progress and identify any issues</li> <li>Assesses the progress, accessibility and efficiency of the GRM</li> <li>Conduct trainings on gender-based violence, HIV/AIDS, sanitation and others as described in this SEP and/or as required by MISTI and MPWT</li> <li>Assist in the identification of Indigenous Peoples, working with the ESO</li> <li>Prepare the targeted Social Assessment and IPP if relevant, or this may be the task of a separate consultant</li> <li>Build capacity of ESO staff to deliver SEP</li> </ul>

## 5 GRIEVANCE REDRESS MECHANISM

### 5.1 Objective of the project GRM

The objective of the GRM is to provide affected persons with redress procedures that can be conveniently used to raise a project related concern or grievance. The GRM guides how a complaint can be lodged,

including forms and channels through which a complaint can be submitted. To facilitate the grievance resolution process, grievances received will be acknowledged in writing and solved within a specified timeframe. During the resolution process, where necessary, dialogue will be held with aggrieved person for mutual understanding and effective resolution. Once a complaint is resolved, aggrieved person will be notified of the resolution results. The GRM has sequential steps that aggrieved person can use. If the aggrieved person is not satisfactory with the grievance resolution result, or if their complaint is not resolved within the timeframe specified for a particular step, aggrieved person can move on to the next step which is higher in resolution hierarchy. The project has an appeal process that complainant can resort to if they are not satisfied with a resolution decision at a particular step, or their complaints are not resolved within a specified timeframe.

## 5.2 Summary of national legislation related to grievance and complaint

The Royal Government of Cambodia has various laws and sub-decrees that have been in place to guide the implementation of complaint resolution process. These documents specify the right of the complainants as well as the responsibilities of concerned governmental agencies as to complaint resolution. Relevant legal documents include:

- Law on Expropriation (dated 26 February 2010);
- Labor Law (dated 13 March 1997, amended on 20 July 2007 and 26 June 2018);
- Law on Prevention of Domestic Violence and Protection of Victims (dated 24 October 2005);
- Sub-decree No. 22 ANK/BK (2018) on Standard Operating Procedures for Land Acquisition and Involuntary Resettlement for Externally Financed Projects in Cambodia. Guidelines for Grievance Redress Mechanism (Appendix 8);
- Law on Administrative Management of Capital, Provinces, Municipalities, Districts and Khans (dated 22 May 2008) – Section 6 on Solution of Local Conflicts;
- Sub-decree No. 22 (25 March 2002) on Decentralization of Roles, Functions, and Power to Commune Councils (Article 61: duty to promote the role of conciliating disputes between citizens);
- Sub-decree No 47 ANK.BK (31 May 2002) on Organization and Functioning of the Cadastral Commission (Chapter 4 – District/Khan Level Conciliation).

## 5.3 Principles of Project GRM

- **Complainants bear no costs associated with the entire complaint resolution process.** Costs incurred as a result of grievance resolution will be borne by the project. However, if the complainants bring their case to the court of law as they wish, they will bear the costs associated with their lawsuit.
- **Project's complaint handling procedures will be disclosed in public domain.** All project's complaint handling procedures, such as that for project workers and people affected by land acquisition, will be disclosed on PMU's website, Facebook, to people who attend consultation meetings. Project GRM will also be disclosed through Project Information Booklet that will be distributed at consultation meetings and posted on MISTI's and MPWT's websites.
- **Complaint can be lodged in verbal or written form using different channels.** Affected person can submit their grievance through direct submission (handing), courier, mail, email, and telephone, or through authorized representative. Verbal complaint can be submitted by people with difficulties writing complaint letter (e.g. the elderly, people with disabilities...). Governmental staff at commune office will assist the person who has difficulty writing a complaint.



- **Complainant can delegate a representative who act on their behalf.** Person lodging a grievance can ask assistance from their family or from individual that they trust to transcribe their complaint, and act as their representative to submit their complaint.
- **Complaints will be registered in project GRM logbook and will be monitored until completion.** All complaint will be monitored by the parties in charge of complaint resolution, and by PMU of MISTI and MPWT. A grievance database will be established and maintained by PMU.
- **Complaint will be acknowledged within 48 hours from the date of complaint receipt.** The unit in charge of complaint resolution will notify complainant upon complaint receipt and will initiate the complaint resolution process.
- **Time-limit for grievance resolution is specified for each step.**

## 5.4 Description of Project's Redress Procedures

The project has in place complaint handling procedures for four types of potential grievances: 1) grievances concerning the project, except for grievances specifically for 2) involuntary land acquisition carried out under the GDR, 3) labor and working conditions, and 4) sexual exploitation and abuse and sexual harassment (SEA/SH), as well as violence against children (VAC). These procedures are established based on the above GRM principles and are in accordance with pertinent national legislation. The GRM for complaints relating to the project (except for the specific issues) is described below. The GRM related to involuntary land acquisition is under the responsibility of the General Department of Resettlement (GDR) of the of the Ministry of Economy and Finance, and is provided in the project's Resettlement and Policy Framework (RPF). The GRM for project workers, which follows a different procedure, is described in the Labor Management Procedures and is described in project's LMP (see LMP for details). A GRM concerning SEA/SH and VAC is established in accordance with pertinent national laws and the World Bank's guidance on SEA/SH and VAC. A summary for these procedures is provided below.

### 5.4.1 Redress Procedure for Complaints Concerning the Project

The project GRM will be established to respond to all complaints or suggestions concerning social or environmental impacts of the project, except for those involving involuntary land acquisition conducted under the GDR, labor issues, or SEA/SH or VAC. The processes for reporting each of these other issues is described in subsequent sections.

- ◇ **Step 1 – Village level.** In communities where APs are affected directly or indirectly, all complaints shall be discussed in the presence of local leaders and negotiations carried out with representatives of the project in the community where the AP lives.

If the complaint concerns land acquisition carried out by the GDR, the complaint will be forwarded to the Head of the District Office where the subproject is located. Cases concerning SEA/SH/GBV/VAC can be made anonymously, through a representative, and either taken up under the normal GRM process or raised directly with the project PMU, depending on the AP.

The project representatives will keep a record of the complaint, whether it needed to be referred to another process, the decision how to resolve the grievance, and whether or not the aggrieved person(s) agree to the decision. The project representatives will send the record of the complaint to the project E&S officers or focal persons, for the central GRM database.

- ◇ **Step 2 – Commune level.** An aggrieved AP may bring his/her complaint, either in writing or verbally, to the commune chief directly. The commune chief is responsible for keeping a log and documenting all complaints received. The commune chief will call for a meeting of the

Commune GRC within 15 days of the complaint being lodged, to decide how to resolve the complaint. If the complaint is more complex and additional time is needed, to take no more than another 15 days, the AP will be given written notice providing reasons why the additional time is needed. If after 15 days (or 30 days for more complex cases) a decision has not been made or delivered to the AP, or if the AP is not satisfied with the decision taken at this stage, the complaint may be brought to the District Office either in writing or verbally. The commune chief will send the record of the complaint to the project E&S officers or focal persons, for the central GRM database.

- ◇ **Step 3 – District level.** The District GRC will convene within 15 days after receiving a complaint, to meet with the aggrieved party and decide how to resolve the issue. The District GRC will appoint one of its members to be responsible for keeping a log and documenting all complaints received by the committee. If the grievance cannot be resolved at this stage, either the District GRC or the AP can take the complaint in writing to the Provincial GRC. The District GRC will send the record of the complaint to the project E&S officers or focal persons, for the central GRM database.
- ◇ **Step 4 – Provincial level.** The Provincial GRC will convene within 30 days after receiving a complaint, to meet with the aggrieved party and decide how to resolve the issue. The Provincial GRC will appoint one of its members to be responsible for keeping a log and documenting all complaints received by the committee. A decision must be made and informed to the AP in writing within 30 days of the submission of the grievance to the Provincial GRC. The Provincial GRC will send the record of the complaint to the project E&S officer and focal persons, for the central GRM database.

There are no fees or charges levied on the AP for lodging the complaint or processing of the complaint up to this stage. If the AP is not satisfied with the decision of the Provincial GRC, the aggrieved AP can file a suit at the Provincial Court to seek a resolution. The AP will be made fully aware that such actions will be at the cost of the AP.

- ◇ **Step 5 – Provincial Court.** If the aggrieved AP is not satisfied with the decision of the Provincial GRC, the AP can bring the case to the Provincial court, at the cost of the AP. The project will no longer be involved in the process, unless there is a judicial order from the court. During litigation of the case, RGC will request to the court that the project proceed without disruption while the case is being heard. If any party is dissatisfied with the ruling of the provincial court, that party can bring the case to a higher court. The RGC shall implement the decision of the court.

#### **5.4.2 Redress Procedure for Complaints related to Involuntary Land Acquisition**

For any area where there is to be land acquisition or resettlement carried out by the General Department of Resettlement (GRD) of the Ministry of Economy and Finance (MEF), a separate GRM for such matters is required to be established and implemented by the GDR. A summary of this GRM is presented here, with a more details provided in the Resettlement Policy Framework. Any other complaints that would fall under ESS5 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement, such as compensation for removal of trees, fences and other structures during construction, temporary loss of access to lands or resources during construction, or land donations or voluntary land acquisition, will be handled under the project GRM described in 5.4.1 above.

In provinces where the GEIP requires acquisition of land or loss of other livelihood assets, a Provincial Grievance Redress Committee (PGRC) will be established by the Provincial Governor in consultation with

and facilitated by the GRD through the Inter-Ministerial Resettlement Committee (IRC) of the MEF and its working group (IRC-WG).

#### *Steps in the GRD Grievance Redress Mechanism*

Detailed information about the Grievance Redress Mechanism (GRM) for land acquisition and resettlement issues is presented in section 5 of the main report, including the timing required to complete the process at each stage.

There are 4 stages to the GRM, the first informal and the next 3 the formal GRM. Prior to submitting a formal complaint, affected persons with a grievance will be encouraged first to try to resolve their issues directly with the Provincial Grievance Redress Committee Working Group (PRSC-WG) with the assistance of local leaders. If the grievance is not resolved at this stage, the affected person (AP) can submit a written complaint to the formal GRM.

The First Step of the formal process, the AP can lodge a complaint to the Head of the District Office where the subproject is located. The IRC-WG will appraise the Head of the District Office about the issue. A conciliation meeting must be held, and the IRC-WG will inform the GDR Department of Internal Monitoring and Data Management (DIMDM), which will review and seek the approval of the Director General, GDR for appropriate remedial action. The AP will be informed in writing by the GDR of the decision. If the AP is not satisfied with the result, the AP can proceed to the next step and lodge a written complaint to the GDR for resolution. In this Second Step, the GDR through its DIMDM will carry out a holistic review of the complaint and submit a report on its findings with the relevant recommendations to the Director General of the GDR for a decision. In the event that the subject matter requires policy level intervention, it will be referred to the IRC for a decision.

If the AP does not agree with the decision at the second step, the AP will submit a written complaint to the Provincial Grievance Redress Committee (PGRC). In this Third Step, the AP or a representative will be given an opportunity to present the case during the meeting, and the PGRC may consider any compelling and special circumstances of the AP when reaching a decision. The GDR will send a representative, as a non-voting member, to provide an explanation of the decision by the GDR in the second step. The decision of the PGRC must be reached on a consensus basis and will be final and binding except when the matter relates to any policy of the Government. Decisions on Government policy matters on land acquisition and resettlement are decided by the IRC. The decision of the PGRC will be sent to the IRC through the GDR for endorsement before taking any remedial action.

The handling of the complaint under the GRM ends at the Third Step. There are no fees or charges levied on the AP for lodging the complaint or processing of the complaint under the First, Second and Third Steps. If the AP is not satisfied with the decision at the Third Step, the aggrieved AP can file a suit at the Provincial/Municipal Courts. The AP will be made fully aware that such actions will be at the cost of the AP. At this stage, the GDR, PRSC, and IRC-WG will not be involved, unless there is a judicial order from the competent courts.

### **5.4.3 Redress Procedure for Complaints related to Labor and Working Conditions**

There will be a specific Grievance Redress Mechanism (GRM) for project workers as per the process outlined below. This considers culturally appropriate ways of handling the concerns of direct and contracted workers. Processes for documenting complaints and concerns have been specified, including time commitments to resolve issues.

All project workers will be informed of the Grievance Mechanism process for workers:

**Workers will be informed that they can choose where to submit their complaint:**

If it concerns working conditions, camp conditions, community relations, or other matters they feel can be handled at the local level, that they can present their complaints at the first stage, the Commune Level.

If, however, they wish to remain anonymous or have a complaint that concerns their contract (such as not getting paid or other violation of the conditions of the contract), they can present their complaints directly to the relevant PMU at the second stage.

**First stage at Commune level:** affected persons (AP) will present their complaints and grievances to the Commune Chief directly or through local project representative, depending on who the AP feels most comfortable to contact. The commune chief will call for a meeting of the group to decide the course of action to resolve the complaint within 15 days, following the lodging of complaint by the AP. The meeting of the group would consist of the commune chief, and several of the following as considered appropriate given the nature of the complaint: a representative from the project, a representative from the construction company, a representative from the workers, the supervision engineer, and representative(s) from community including a local leader. The commune chief is responsible for documenting and keeping file of all complaints that are directed through him/her. If after 15 days, the aggrieved AP did not hear from commune chief or if the AP is not satisfied with the decision taken in the first stage, the complaint may be brought to the District Office either in written form or verbal.

**Second stage to the Project Management Unit (PMU) of the relevant Ministry:** If the any party in the dispute is not satisfied with the decision, they can appeal directly to the PMU through the GRM focal person (E&S officer or E&S focal person). Within 30 days, the PMU will investigate and, in consultation with the Project Manager and other members of the Project Management Team, recommend a course of action to resolve the dispute.

**Final stage at Provincial court level:** If the either party does is not satisfied with the decision by the PMU, they can bring the case to Provincial or Municipal Court, understanding that all costs at this stage will be borne by the aggrieved party. The project will no longer be involved, unless requested by the court. During the litigation of the case, the RGC will request to the court that the project proceed without disruption while the case is being heard. If any party is still unsatisfied with the ruling of the Provincial Court, he/she can bring the case to a higher-level court. The RGC shall implement the decision of the court.

**5.4.4 Redress Procedure for Complaints related to Gender-Based Violence, Sexual Exploitation and Abuse, Sexual Harassment, and Violence Against Children**

Complaints concerning gender-based violence, sexual exploitation and abuse, sexual harassment, and violence against children and similar issues may require a different process, depending on the AP. The AP can first raise the matter anonymously with a person with whom they feel confident with, and then have it taken up either under the project GRM or raised directly with the E&S Officers or focal persons. If the AP prefers to remain anonymous, the grievance can be submitted through a confidential third party. The procedures for making complaints concerning these matters will be presented to the community through a variety of means: in consultations, posters, and brochures.

**5.5 Recording Grievances**

GRM logbooks will be kept at each level. Information of each grievance will be sent to the ESO to be maintained in a central database.

Each grievance record should be allocated a unique number reflecting year and sequence of received complaint (for example 2023-01, 2023-02, 2023-03, etc.). Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy. The ESO will be responsible for undertaking a regular (at least quarterly) review of grievances to analyze and determine if there are any common issues that arise and should be dealt with systematically. The ESO is also responsible for oversight of this GRM.

The GRM logbooks will include the following information:

- Name(s) of the AP (or if the complaint is submitted anonymously)
- Status of AP
- Date complaint, suggestion, etc., was received
- How complaint, etc., was received (verbally, by email, letter, etc.)
- Location received (for central database only)
- Type of issue (grievance, concern, suggestion, etc.)
- Summary of issue
- Category of Issue (Access, Exclusion, Safety, Construction, Pollution, etc.)
- Date decision made
- Date decision reported to AP
- Decision accepted by AP or not
- Actions to be undertaken, including if sent to next level
- Who is responsible to carry out the actions
- Date actions completed
- Actions as completed accepted by AP or not
- Additional actions required, if any

## **6 MONITORING AND REPORTING**

### **6.1 Monitoring**

The objective of internal monitoring of SEP implementation is to ensure activities set out in SEP is carried out timely and appropriately. Under the overall guidance of the Project Director and Manager, the ESOs of MISTI and MPWT is responsible for monitoring activities described in this SEP. During project implementation, the ESOs will prepare monthly internal monitoring reports for SEP activities, including activities to be carried out under IPP. Activities undertaken under RPs will be monitored by the GDR as described in project's RPF.

Internal monitoring by MISTI and MPWT will focus on:

- Level of understanding of the project and project objectives, including in relation to labor and community health and safety;
- Levels of impacts within expected parameters (more/less);
- Community feedback incorporated into project design and planning;

- Adequacy and success of implementation of mitigation measures;
- Main grievances and efficacy of GRM;
- Overall community satisfaction;
- The process for voluntary land donations;
- Ease of approaching contractors and/or the ESOs, including timely acknowledgement and resolution of questions and/or complaints;
- Type of information disclosed;
- Methods used for stakeholder engagement;
- Minutes of consultation meetings;
- Number of staff working on Stakeholder Engagement, and
- Plans for the next month and long-term plans.

## **6.2 Monitoring of Project Stakeholders**

During project implementation, communities who will benefit from project and people who are potentially affected adversely by the project will be encouraged join in participatory monitoring of activities which potentially affect them. These activities may include construction/rehabilitation of civil works at subproject level that may cause temporary environmental risks and impact, as well as impacts related to land acquisition, potential risks related to the influx of labour, safety, community health and safety (as described in the project's LMP).

## **6.3 Reporting Back to Stakeholders**

MISTI and MPWT's ESOs will ensure feedback from affected and interested parties, including grievances submitted by affected persons will be processed/resolved adequately and reported timely to affected parties. The method of reporting back to stakeholders will depend on the stakeholder itself. There are essentially two main methods:

- For National-level stakeholders, an email and/or official letter will be sent after workshops on how comments/suggestions were taken into account;
- For local stakeholders, follow-up meetings/consultations will be conducted to let stakeholders know on how comments/suggestions were taken into account;
- For Indigenous Peoples, ongoing consultations will be conducted in line with this SEP and IPPF to ensure that IP's view/concerns/suggestions are incorporated into project implementation, and are informed of how project responds to their feedback.

# **7 COSTS AND BUDGET**

## **7.1 Costs**

Indicative costs for SEP implementation are estimated during project preparation (see Table 10 below) for the purpose of budget planning. The actual costs of SEP implementation depend on scope and activities to be carried out, during project preparation and implementation. The estimated cost below may be updated once the list of subprojects is finalized. Costs incurred as disclosure materials and public consultations are covered by counterpart funding and are estimated in the project' SEP.

## **7.2 Budget**

The budget for implementing SEP will be allocated from source of counterpart funding. Budget sources are indicated for each anticipated activity – as indicated in Table 10 below.

**Table 10 – Key activities and costs for supporting SEP implementation (in US Dollars)**

No.	Key activities	Stakeholders involved	Estimated costs	Sub-Total
<b>Consultation During Project Preparation: Conceptual Design, Prior to World Bank Appraisal</b>				
1	<b>Disclosure materials:</b> Project Information Booklet, poster, leaflets, project billboards and Executive Summary of ESMF (summary of risks/impacts and mitigation measures) in both English and Khmer version	<ul style="list-style-type: none"> <li>• MISTI and MPWT (oversight)</li> <li>• ESO and Consultant (implement)</li> </ul>	5,000x4provinces	20,000
2	National consultations to disclose and discuss documents (RPF, IPPF and ESMF)	<ul style="list-style-type: none"> <li>• MISTI and MPWT (lead)</li> <li>• ESO (coordinate)</li> <li>• Consultant (implement)</li> </ul>	500	500
3	Public consultation at provincial and district levels using 3-way approach including online phone calls / emails and commune office	<ul style="list-style-type: none"> <li>• MISTI and MPWT (oversight)</li> <li>• ESO (lead)</li> <li>• Consultant (implement)</li> </ul>	3,000x4provinces	12,000
<b>Consultation During Project Implementation: Detailed Design</b>				
4	Local consultations, to introduce project, screening on IPs, extent of land acquisition, voluntary donations, detailed design, project impacts, etc.	<ul style="list-style-type: none"> <li>• MISTI and MPWT (lead)</li> <li>• Consultant (implement)</li> </ul>	3,000x4provinces	12,000
5	If land acquisition impacts, detailed measurement and preparation of Detailed RPs.	<ul style="list-style-type: none"> <li>• GDR (lead),</li> <li>• MISTI and MPWT and consultants (implement)</li> </ul>	10,000x4provinces	40,000
6	Disclosure of ESMP, voluntary donations, RPs if applicable	<ul style="list-style-type: none"> <li>• MISTI and MPWT (lead)</li> <li>• Consultants (implement)</li> </ul>	500x4 provinces	2,000
7	If applicable, preparation of Indigenous Peoples' Plan and Social Assessment	<ul style="list-style-type: none"> <li>• MISTI and MPWT (lead)</li> <li>• Consultants (implement)</li> </ul>	5,000x4 provinces	20,000
<b>Civil Works</b>				
8	Works commence, implementation of Detailed RP ahead of civil works (i.e. delivery of entitlements), hiring of local workers, trainings on gender, trainings for contractors and staff, etc. Delivery of IPP if applicable.	<ul style="list-style-type: none"> <li>• MISTI and MPWT (lead)</li> <li>• Consultants (implement)</li> </ul>	5,000x4 provinces	20,000
9	Staff allowance	<ul style="list-style-type: none"> <li>• MISTI and MPWT (oversight)</li> </ul>	\$35 x 6 staffs x 10 days x 4 provinces	8,400
10	Transport		500 x 4 provinces	2,000
11	Data collection		1,000x4 provinces	4,000
12	Others		500x4 provinces	2,000
<b>TOTAL</b>				<b>142,900</b>

## ANNEX 1 – TEMPLATE FOR DOCUMENTATION OF CONSULTATIONS

<b>Title of Consultations:</b>	
<b>Location and Date:</b> [name of the community/neighborhood/place and date]	
<b>Objective and agenda:</b> [explain the objectives and agenda of the consultation]	
<b>Participants:</b> [which stakeholders targeted, how stakeholders were invited, number of participants who attended and their gender and if they are ethnic groups. Note information on vulnerable groups]	
<b>Summary of the Consultation:</b> [describe the format/style of the consultation, who facilitated it, the language used, brief summary of information presented]	
<b>Questions/ Comments made and responses:</b>  [summarize the main questions asked and the responses given]	
<b>Photos</b>	



## ANNEX 2 – METHODS FOR STAKEHOLDER ENGAGEMENT

Method	What it Used For
Information Boards in Commune Offices, worker's camp and other relevant locations	<ul style="list-style-type: none"> <li>To disseminate information, announce meetings, advertise jobs</li> </ul>
Project Information Booklets	<ul style="list-style-type: none"> <li>To provide clear and summarized information about the project and particular impacts and mitigation measures (such as land acquisition and environment)</li> </ul>
Summaries of Environmental and Social Impact Reports	<ul style="list-style-type: none"> <li>To provide summaries of main environmental and social documents (ESMP and RPs) and how project impacts are being mitigated</li> </ul>
Correspondence by phone/ email/SMS	<ul style="list-style-type: none"> <li>Distribute project information to government officials, CSOs and NGOs</li> <li>Invite stakeholders to meetings</li> </ul>
Print media and radio announcements	<ul style="list-style-type: none"> <li>Disseminate project information to large audiences, announce meetings, advertise jobs</li> </ul>
One-on-one interviews and/or Focus Group Discussions (FGDs)	<ul style="list-style-type: none"> <li>Solicit views and opinions</li> <li>Enable stakeholders to speak freely and confidentially about ideas or concerns</li> <li>Get information regarding sensitive issues such as Gender Based Violence (GBV), labor influx, women workers, child labor, etc.</li> <li>Information gathering on, and consultation with, IP groups (if relevant)</li> <li>Social due diligence (on supply chain, IP issues, voluntary land donations, involuntary land acquisition, other)</li> <li>Project monitoring</li> </ul>
Formal meetings and consultations (national/ provincial)	<ul style="list-style-type: none"> <li>Present project information</li> <li>Allow stakeholders to provide their views and opinions</li> <li>Build relations with high level stakeholders and ensure initiatives of different ministries, donors and/or NGOs are well aligned</li> <li>Distribute/disclose technical or other project documents</li> </ul>
Village-level meetings	<ul style="list-style-type: none"> <li>Present/disclose project information to communities and other stakeholders in the project area</li> <li>Allow stakeholders to provide their views and opinions on the project, including proposed Grievance Mechanism</li> <li>Announce project initiatives/jobs (such as hiring local people, including women)</li> <li>Conduct trainings on relevant topics (such as sanitation, gender)</li> <li>Discuss IP issues (if relevant), involuntary land acquisition and/or voluntary land donations</li> <li>Build relationships</li> <li>Project monitoring</li> </ul>
Small group trainings	<ul style="list-style-type: none"> <li>Target specific groups of people in trainings or meetings (for instance, targeting contractors to train on GBV, conducting community trainings on sanitation, etc.)</li> </ul>
Surveys (i.e. socioeconomic, inventory of losses, other)	<ul style="list-style-type: none"> <li>Gather information from individual stakeholders that may be specifically impacted by the project, such as by loss of assets or relocation, or who are voluntarily donating land</li> <li>Gather information on a specific topic (such as IPs)</li> </ul>
Website and social media	<ul style="list-style-type: none"> <li>Disclose project information, project reports, timelines, project updates</li> </ul>

### ANNEX 3 – GUIDANCE FOR ESTABLISHING PROJECT GRIEVANCE LOGBOOK

A Project Grievance Logbook (PGL) should be established by the MISTI and MPWT as soon as the project become effective. The PGL summarizes concerns/complaints received as a list, along with key statistics on the number of complaints, time spent for each complaint from receipt to final resolution. Each case should be assigned with a unique number. A good practice is to assign the case by the date of receipt, such 2023-01, 2023-02 etc.). Supporting documents associated to each case should be documented electronically or in hard copy for convenient retrieval when needed. These supporting documents may include letter, email, record of conversation, etc.

The sample table below can be used. The table should include:

- Name and contact details of aggrieved persons;
- Details of the nature of the grievance;
- Date received,
- How it was submitted, acknowledged, resolved, and closed down.

Grievances can be submitted anonymously or the aggrieved person can also request their name be kept confidential.

Project Grievance Logbook (PGL)								
Name of Complainant (or anonymous)	Sex (M/F)	Contact info	Date Received	Details of the nature of the grievance (environmental impacts, social impacts, labor, health, etc.)	To whom was grievance submitted	Actions to resolve grievance	Date grievance was settled (and what stage)	How was the response provided?

## ANNEX 4 – NOTES FROM COMMUNITY CONSULTATION

<u>Questions</u>	<u>Answers/ Opinion on the subproject</u>
Safeguards Consultants: In your area, what kind of water are you using?	Community People: We use water from the wells, the ponds and from the rain in the rainy season while in the dry season, not much water left in the wells and ponds, so we still buy water from private water sale and some households are using water purifiers.
Safeguards Consultants: Do you think it is safe for use?	Community People: It is ok, we have been consuming it for years.
Safeguards Consultants: How do people get the water purifier?	Community People: We bought water purifier from an NGO
Safeguards Consultants: Do people here use the tap water/piped water?	Community People: No, in our area, we do not have tap water yet. We wish to have it here.
Safeguards Consultants: Are you willing to use the tap water/piped water or support the project?	Community People: Yes. Sure. We will support it.
Safeguards Consultants: Are you worried about unhygienic/unsafe drinking water?	Community People: So far, so good. No one tells us about that. We all keep using such water and not sure about the hygiene, bacteria or unsafe drinking water.
Safeguards Consultants: Have you heard about the plan of piped water connection in your area? And how do you feel with the planned subproject providing piped water in your area?	Community People: I have heard from the local authority and the waterwork, but no actions taken yet. We will be happy to have such a plan for piped water connection in our area. We will be happy then and support.
Safeguards Consultants: Will you use our service?	Community People: Yes. Sure. Do we have to pay for something?
Safeguards Consultants: Yes. There will be some fee to be paid for the household connection.	Community People: How much it will be for connection cost?
Safeguards Consultants: The waterwork unit will let people know in detail once project in implementation phase. But normally, it will cost more or less about 400,000 Riels (USD100) for one household connection.	Community People: We will think about it. We believe some people will do. Any better payment conditions applied? Installment payment, discount, or special promotion, or for ID-Poor residents?
Safeguards Consultants: We will consider on your raised points and	Community People: Yes. The sooner, the better for us, if the fee and the payment conditions are acceptable

we will discuss with the unit and the ministry.	
Safeguards Consultants: There are some anticipated environmental impacts/risks related to air pollution, noise, traffic during the construction, however, there are mitigation measures that contractor will comply with in order to control the risks. There will be more consultations soon in future during project implementation.	We are happy to hear that, that are all good for us
Safeguards Consultants: are there any protected area, conserved area, community forestry or any endangered species in or nearby your area	So far, there is no. There is no wildlife or anything so far
Safeguards Consultants: Will you allow the contractor to use the ROW in front of your houses to lay down the water pipes? Are you ok with some disturbance from such civil works for half a day to one day?	Community People: We are fine as long as we can connect to water supply.
Safeguards Consultants: As we informed and explained earlier related Grievance Redress Mechanism to address any complaints, feedback or suggestion. You can reach to Project's GRM focal persons once you have any problems related to project activities.	Community People: We are happy to know that, well noted.
Safeguards Consultants: Any suggestions you would like to say?	Community People: Yes, as mentioned earlier. We will be supporting the project if the project could meet our suggestion and requirements.

## **ANNEX 5 – DESCRIPTION AND RELEVANT DOCUMENTS FROM PROVINCIAL CONSULTATIONS ON 10 APRIL 2023**

### **Water Supply and Sanitation Acceleration Project (WASAC)**

#### **Virtual Public Consultation held on April 10,2023**

On April 10, 2023, virtual public consultations were held in two sessions: a morning session by Project Management Unit–2 (PMU-2) of the Ministry of Public Works and Transport (MPWT) and an afternoon session by Project Management Unit–1 (PMU-1) of the Ministry of Industry, Science, Technology & Innovation (MISTI). Participants included representatives from provincial and municipal administrations where the project is being planned: Provincial Departments of the Environment, Tourism, Health, Water Supply, Public Works and Transport, Planning, Electricity, Posts and Telecommunication, Land Management, Urban Planning and Construction, Water Resources and Meteorology, Agriculture, Forestry and Fisheries and Local Authorities.

The consultation started with the opening remarks by PMU-2’s Project Director (Morning Session) and PMU-1’s Project Manager (Afternoon Session). They welcomed the participants and explained the main purposes of the consultation, highlighting the significance and need for the consultation with relevant stakeholders on WASAC’s ESF instruments. This included a brief description of the project, the current status and expected benefit, and encouraged the full participation from all the participants. After the participants introduced themselves, the Project E&S Consultants gave a slide presentation on the project background, proposed subproject locations, the expected project benefits, beneficiaries, and the requirements under the WB ESF. This included presentation of the 10 WB ESSs and the necessary safeguards documents required during the project’s preparation stage. The consultants then described the expected impacts during the construction works, how the impacts are classified as High, Substantial, Moderate and Low, the proposed impact mitigation measures, compensation of the AP affected assets, and consideration to be given to vulnerable APs and IPs if any. They also explained the process of the Grievance Redress Mechanism (GRM) which is to deal with any complaints during the construction works. The full discussion with the questions and answers are presented in Table-1 for PMU-2 on wastewater systems and in Table-2 for PMU-1 on water supply systems. The morning session ended at 11.30 am by Mr. Lun Heng, the PMU-2 Project Manager and the afternoon session ended at 4:30 pm by PMU-1’s Project Manager, both of whom summarized the key topics/purposes and the results of the consultation. They both thanked all the participants in their sessions for their full participation with questions, concerns, and suggestions, and ended the meetings with the 4 Buddha Blessings to all participants and wishing everyone enjoyment in the upcoming Khmer New Year.

**Table 1: Key E&S Concerns by Stakeholders for WASAC**

Type of Concern	Specific Issues Raised
Compensation for lost assets	Asked about compensation for lost assets along ROW, such as fruit trees, crops, and structures, or for land use on the river bank
Compensation for removal of soil	Asked about compensation for soil used for backfilling the land on the river bank
Impacts on farmers and fisherfolk using lake proposed for WWTP in Pursat	Concerned that that use of the natural lake (Krang Takao Lake) proposed for WWTP would adversely affect the farmers and fisherfolk who now use the lake for their livelihoods. Wonder if an alternative site would be possible.

Inadequate compensation for land	Experience with another project described, in which APs were not paid the full compensation as stated in their agreements. Would like to make sure a similar problem does not arise with this project
Impact of sewerage system on existing water supply pipelines	Wondered if the sewerage system and storm drainage systems would have any adverse impact on the existing water supply network.
Timing of Civil Works linked to land resettlement	There was a question whether or not civil works can commence only after land compensation is completed.
Delayed land titling	Described experience of delays for APs in obtaining land titles for their new plots after resettlement, and difficulty getting loans without land title.
Structural concern of pipes attached to bridges	In another project, water pipes attached to inside of bridge. Concerned that such practice would cause additional weight and damage the bridge or cause accidents. Wondered if WASAC would follow similar practice.
Coordination of works by various utilities	Noted that different utilities carry out works along roads at different times, causing disturbance to residents each time. Wondered if there could be more coordination among the various utilities, such as laying water pipes, sewerage pipes, road works, and other utilities, to carry out their works along roads around the same time.
Better consultation and communication	Based on experiences with projects by other donors, suggest there be better communication and consultation, including Contractor sharing a construction schedule with local authorities and local people, and carry out any digging in an area on the same day,
Compensation for fish farmers requested to stop their aquaculture causing pollution to the river	Local people upstream on the Sangkae river have been encouraged by Provincial Fisheries Administration to raise fish (Aquaculture) in the Sangkae river, and about 50 families are now raising fish. There was a request from Battambang Waterwork to the Provincial Administration to ask them stop raising fish inside the river as it causes considerable water pollution, especially in the dry season. Moreover, the Provincial Governor and his subordinates visited the site and decided not to allow those families to raise fish inside the river anymore by the end of this year. Will those families be compensated for losing their fish farms? Will they receive budget for moving to a new location plus the cost of the materials.

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តុលាការខេត្ត។ ក្នុងអំឡុងពេលប្តឹងនេះរាជរដ្ឋាភិបាលកម្ពុជានឹងស្នើសុំទៅតុលាការឱ្យឃ្លានការពារគម្រោងប្រកបទៅដោយគ្មានការរំខានខណៈសំណុំរឿងនេះស្ថិតក្នុងដំណាក់កាលដំនុំជម្រះ។ ប្រសិនបើភាគីណាមួយមិនពេញចិត្តនឹងសេចក្តីសម្រេចរបស់សាលាដំបូងខេត្ត ភាគីនោះអាចប្តឹងបន្តទៅសាលាឧទ្ធរណ៍ជាបន្តទៀត។ រាជរដ្ឋាភិបាលកម្ពុជា នឹងអនុវត្តតាមសេចក្តីសម្រេចរបស់សាលាដំបូងតុលាការ។

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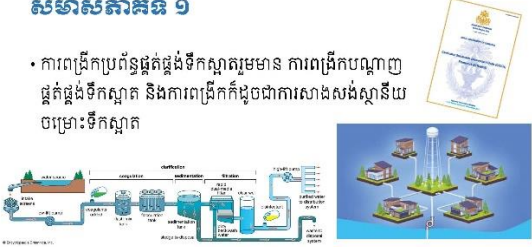
**សង្ខេប៖** ព័ត៌មានស្តីពីគម្រោង និងយន្តការដោះស្រាយបណ្តឹងសារទុក្ខ នឹងត្រូវប្រើប្រាស់នៅទីតាំងសាងសង់ និងសាលាយុវ័យភ្ជាប់ជាមួយលេខទំនាក់ទំនង។



## Project Information Booklet




Slide Presentation	
<div data-bbox="229 300 284 349" data-label="Image"></div> <div data-bbox="596 304 767 340" data-label="Image"></div> <p><b>សិទ្ធិសាធារណៈគ្រោះយោបល់ស្តីពីការផ្គត់ផ្គង់ធីកស្តាន</b>  <b>សម្រាប់ខេត្តបាត់ដំបង និង ពោធិ៍សាត់</b></p> <p><b>ក្រុមប័ណ្ណបរិស្ថាន និងសង្គម</b>  <b>សម្រាប់គម្រោងជំរុញការផ្គត់ផ្គង់ធីកស្តាន និងអនាម័យនៅប្រទេសកម្ពុជា</b></p> <p>ថ្ងៃទី១០ មីនា ២០១៣</p>	<p><b>គោលបំណងនៃសិទ្ធិសាធារណៈ</b></p> <ul style="list-style-type: none"> <li>• ដើម្បីជូនព័ត៌មានរបស់គម្រោងដល់ភាគីពាក់ព័ន្ធ នូវព័ត៌មានអំពីគម្រោង វិសាលភាព នៃគម្រោង អត្ថប្រយោជន៍នៃគម្រោង ក្របខ័ណ្ឌបរិស្ថាន និងសង្គម (ESF) របស់ធនាគារ ពិភពលោក ហានិភ័យ និងហេតុប៉ះពាល់ផ្នែកបរិស្ថាននិងសង្គម ដែលនឹងអាចកើតមាន ឡើងនៅពេលអនុវត្តគម្រោង និងផែនការគ្រប់គ្រងហានិភ័យ និងហេតុប៉ះពាល់។</li> <li>• ដើម្បីទទួលបានមតិយោបល់ ទស្សនៈ ក្តីកង្វល់ សំណូមពរ និងការផ្តល់យោបល់ពីអ្នក ចូលរួមទាំងអស់។</li> </ul>
<p><b>ក្រុមប័ណ្ណបរិស្ថាន និងសង្គមរបស់ធនាគារពិភពលោក</b></p> <ul style="list-style-type: none"> <li>• ក្របខ័ណ្ឌបរិស្ថាន និងសង្គម ដើម្បីធានាដល់ការអភិវឌ្ឍន៍ប្រកបដោយចីរភាព តាមរយៈ គោលនយោបាយរបស់ធនាគារពិភពលោក និងបទដ្ឋានបរិស្ថាន និងសង្គម</li> </ul> <div data-bbox="600 958 750 1124" data-label="Image"></div>	<p><b>បទដ្ឋានបរិស្ថាន និងសង្គមទាំង១០របស់ធនាគារពិភពលោក</b></p> <ul style="list-style-type: none"> <li>• <b>បទដ្ឋានទី១៖</b> ការវាយតម្លៃ និងការគ្រប់គ្រងហានិភ័យ និងហេតុប៉ះពាល់ បរិស្ថាន និងសង្គម</li> <li>• <b>បទដ្ឋានទី២៖</b> លក្ខខណ្ឌពលកម្ម និងលក្ខខណ្ឌការងារ</li> <li>• <b>បទដ្ឋានទី៣៖</b> ប្រសិទ្ធភាពធនធាន ការបង្ការ និងការគ្រប់គ្រងបំពុល</li> <li>• <b>បទដ្ឋានទី៤៖</b> សុខភាព និង សុវត្ថិភាពសហគមន៍</li> <li>• <b>បទដ្ឋានទី៥៖</b> លទ្ធកម្មដីធ្លី ការដាក់កំហិតលើ ការប្រើប្រាស់ដីអាស្រ័យផល និងការតាំងទីលំនៅដោយមិនស្ម័គ្រចិត្ត</li> </ul>
<p><b>បទដ្ឋានបរិស្ថាន និងសង្គមទាំង១០របស់ធនាគារពិភពលោក (ត)</b></p> <ul style="list-style-type: none"> <li>• <b>បទដ្ឋានទី៦៖</b> ការអភិរក្សជីវចម្រុះ និងការគ្រប់គ្រងធនធានធម្មជាតិដោយ និរន្តរភាព</li> <li>• <b>បទដ្ឋានទី៧៖</b> ជនជាតិដើមភាគតិច</li> <li>• <b>បទដ្ឋានទី៨៖</b> បេតិកភណ្ឌវប្បធម៌</li> <li>• <b>បទដ្ឋានទី៩៖</b> អន្តរការីហិរញ្ញវត្ថុ</li> <li>• <b>បទដ្ឋានទី១០៖</b> ការចូលរួមរបស់ភាគីពាក់ព័ន្ធ និងការផ្សព្វផ្សាយព័ត៌មាន</li> </ul>	<p><b>ទីតាំងគម្រោងជំរុញការផ្គត់ផ្គង់ធីកស្តាន និងអនាម័យ</b></p> <div data-bbox="906 1375 1299 1612" data-label="Image"></div>

<p><b>សមាសភាគទី ១</b></p> <ul style="list-style-type: none"> <li>ការពង្រីកប្រព័ន្ធផ្គត់ផ្គង់ទឹកស្អាតរួមមាន ការពង្រីកបណ្តាញផ្គត់ផ្គង់ទឹកស្អាត និងការពង្រីកកម្លាំងថាសាងសង់ស្ថានីយចម្រោះទឹកស្អាត</li> </ul> 	<p><b>ការធ្វើចំណាត់ថ្នាក់ ហេតុប៉ះពាល់ ឬហានិភ័យអន្តរាគមន៍</b></p> <ul style="list-style-type: none"> <li>រាល់គម្រោងដែលទទួលបានកម្រិតទាបនៃការពិភាក្សា ត្រូវបានធ្វើចំណាត់ថ្នាក់ ហេតុប៉ះពាល់ឬហានិភ័យជាទាបក្នុង រួមមាន៖ ខ្ពស់ បង្គោល មធ្យម ទាប។</li> <li>ផ្អែកលើវិសាលភាពនិងលក្ខណៈនៃគម្រោង និងការវាយតម្លៃជាបឋម គម្រោងត្រូវបានធ្វើចំណាត់ថ្នាក់ហេតុប៉ះពាល់ឬហានិភ័យ បង្គោល</li> </ul>
<p><b>ហេតុប៉ះពាល់បរិស្ថាន និងសង្គម និងវិធានការប្រុងប្រយ័ត្ន</b></p> <p>មុនពេលសាងសង់និងកំឡុងពេលសាងសង់ត្រូវសិក្សានិងផ្តោតការយកចិត្តទុកដាក់លើ៖</p> <ul style="list-style-type: none"> <li>ធនធានបរិស្ថាន (ទឹក និង ខ្យល់)</li> <li>ធនធានជីវសាស្ត្រ (សត្វព្រៃ តំបន់ការពារធម្មជាតិ)</li> <li>ជនជាតិដើមភាគតិច (បើពាក់ព័ន្ធ)</li> <li>បេតិកភណ្ឌវប្បធម៌</li> <li>បុគ្គលិក ភូមិភាគ និងអ្នកពាក់ព័ន្ធ (សុខភាព និងសុវត្ថិភាពការងារ)</li> <li>សហគមន៍មូលដ្ឋាន (សុខភាព សុវត្ថិភាព សំណង់លើទ្រព្យសម្បត្តិដែលរងហេតុប៉ះពាល់ និងការស្តារជីវភាពរស់នៅ)</li> </ul> <p>ក្រោយពេលសាងសង់ ឬដំណាក់កាលប្រតិបត្តិការ៖</p> <ul style="list-style-type: none"> <li>សំណល់</li> <li>សុខភាពសាធារណ និង សុវត្ថិភាព</li> </ul>	<p><b>ការត្រួតពិនិត្យ វាយតម្លៃ និងការដោះស្រាយបណ្តឹងអតិថិជន</b></p> <ul style="list-style-type: none"> <li>ការត្រួតពិនិត្យតាមដានជាទៀងទាត់និងការវាយតម្លៃជាប្រចាំលើការអនុវត្តលើផ្នែកបរិស្ថាននិងសង្គមដែលអនុវត្តដោយក្រុមហ៊ុនម៉ៅការសាងសង់</li> <li>ការបង្កើតគណៈកម្មការដោះស្រាយបណ្តឹងអតិថិជនក្នុងតំបន់ដែលកំពុងអនុវត្តគម្រោង</li> </ul>
<p><b>ឯកសារក្របខណ្ឌបរិស្ថាន និងសង្គមសម្រាប់អន្តរាគមន៍WASAC</b></p> <p>ឯកសារពាក់ព័ន្ធសម្រាប់គម្រោងមានដូចជា៖</p> <ul style="list-style-type: none"> <li>ក្របខណ្ឌគ្រប់គ្រងបរិស្ថាន និងសង្គម (ESMF)</li> <li>ផែនការដំឡើងការចូលរួមរបស់ភាគីពាក់ព័ន្ធ (SEP)</li> <li>នីតិវិធីគ្រប់គ្រងពលកម្ម (LMP)</li> <li>ក្របខណ្ឌគោលនយោបាយជនជាតិដើមភាគតិច (IPPF)</li> <li>ក្របខណ្ឌគោលនយោបាយលើការតាំងទីលំនៅ (RPF)</li> <li>ផែនការបង្ហាញពីការប្តេជ្ញាចិត្តផ្នែកបរិស្ថាន និងសង្គម (ESCP)</li> </ul>	<p><b>សូមអរគុណ</b></p> 



Lists of participants for PMU-2 Consultation



ព្រះរាជាណាចក្រកម្ពុជា  
ជាតិ សាសនា ព្រះមហាក្សត្រ

រដ្ឋសាលាខេត្តកណ្តាល

**បញ្ជីចូលរួម**

ចុះកិច្ចប្រជុំពិគ្រោះយោបល់សាធារណៈ សម្រាប់គម្រោងពង្រីកការផ្គត់ផ្គង់ទឹកស្អាត និងអនាម័យ  
ដែលនឹងទទួលបានប្រយោជន៍សាធារណៈរបស់រដ្ឋសាលាខេត្តកណ្តាលសម្រាប់សាធារណៈការ  
និងដឹកជញ្ជូន តាមប្រព័ន្ធទឹកស្អាត

ថ្ងៃទី១០ ខែមេសា ឆ្នាំ២០២៣ វេលាម៉ោង ០៨:៣០ នាទីព្រឹក នៅសាលាខេត្តកណ្តាល អគារ "A"

ល.រ	គោត្តនាម-នាម	ភេទ	តួនាទី	អង្គភាព	លេខទូរស័ព្ទ	ហត្ថលេខា
១-	ឯកឧត្តម គុត ពុទ្ធជាតិ	ប្រុស	អភិបាលរង	សាលាខេត្ត		
២-						
៣-	គុណ ហ៊ុនធីតា	ប្រុស	ប្រធាន	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
៤-	ឧកញ៉ា ហ៊ុនធីតា	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
៥-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
៦-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
៧-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
៨-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
៩-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
១០-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
១១-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
១២-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	
១៣-	ឧកញ៉ា កុម្មារ	ប្រុស	អគ្គនាយក	ក្រុមហ៊ុន ប៊ីស៊ី	០១២៨០៤៤	

**ព្រះរាជាណាចក្រកម្ពុជា**  
**ជាតិ សាសនា ព្រះមហាក្សត្រ**



**រដ្ឋបាលខេត្តពោធិ៍សាត់**

**បញ្ជីបង្គោល**

**កិច្ចប្រជុំ** : គណៈកម្មាធិការបោះឆ្នោតខេត្តពោធិ៍សាត់ បានជួបប្រជុំគ្នា ក្នុងថ្ងៃ ពុធ ទី ០៤ ខែ មេសា ឆ្នាំ ២០១២ ដើម្បីពិនិត្យ និង បញ្ជាក់ បញ្ជីបង្គោល បោះឆ្នោត ក្នុង ខេត្ត ពោធិ៍សាត់ ។

**ក្រោមអធិបតីភាព** : ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន (នាយករងខេត្តពោធិ៍សាត់) ។

**ថ្ងៃទីខែឆ្នាំ** : ០៤ ខែ មេសា ឆ្នាំ ២០១២ រំលង ១២ ម៉ោង ព្រឹក ។

**ទីកន្លែង** : នៅសាលាប្រជុំខេត្តពោធិ៍សាត់ (សាលាប្រជុំខេត្តពោធិ៍សាត់) ។


ល.រ	នាម-គោត្តនាម	ភេទ	តួនាទី	អង្គភាព	លេខទូរស័ព្ទ	ហត្ថលេខា
1	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់		
2	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	017292921	
3	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	012674741	
4	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	017818827	
5	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	012986267	
6	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	012262100	
7	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	086999108	
8	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	018799507	
9	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	012769523	
10	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	012598357	
11	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	092747863	
12	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	0968154409	
13	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	018613727	
14	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	098397277	
15	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	012377767	
16	ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន	ប្រុស	នាយករងខេត្តពោធិ៍សាត់	នាយករងខេត្តពោធិ៍សាត់	092218883	

17 - ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន ប្រុស 012496893

18 - ឯកឧត្តម ប៊ុន ហ៊ុន ហ៊ុន ប្រុស 01323 0074



Participants list from Pusat for PMU-1 Consultation


  
 ព្រះរាជាណាចក្រកម្ពុជា  
 ជាតិ សាសនា ព្រះមហាក្សត្រ

ក្រសួងអប់រំ យុវជន និងកីឡា  
 អគ្គនាយកដ្ឋានអប់រំ យុវជន និងកីឡា  
 ខេត្តកោះកុង

បញ្ជីអ្នករួម  
 ក្នុងកិច្ចប្រជុំពិគ្រោះយោបល់ ក្នុងការអនុវត្តការងារការងារបណ្តុះបណ្តាល  
 កាលបរិច្ឆេទ ថ្ងៃទី១០ ខែមេសា ឆ្នាំ២០២៣

ល.រ	ឈ្មោះ	ភេទ	តំណក់	អង្គភាព	ទូរស័ព្ទ	ហត្ថលេខា
1	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
2	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
3	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
4	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
5	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
6	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
7	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	

ល.រ	ឈ្មោះ	ភេទ	តំណក់	អង្គភាព	ទូរស័ព្ទ	ហត្ថលេខា
8	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
9	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
10	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
11	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
12	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
13	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
14	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
15	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
16	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
17	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	
18	ស្រី គីរីដា	ស្រី	ស្រី គីរីដា	ស្រី គីរីដា	០១២៨៨២៧	

ល.រ	ឈ្មោះ	ភេទ	តំណភ្ជាប់	អង្គភាព	ទូរស័ព្ទ	ហត្ថលេខា
១៩	កាត់ រតនា	ប្រុស	អនុប្រធានកម្មវិធី	បច្ចេកវិទ្យាបច្ចេកទេស	០៩៣៣៦៦៦៦	
២០	ស៊ុន សុខា	ស្រី	គ្រូបង្រៀន	វិទ្យាស្ថាន	០៨៨៩៦៨៩៦	
២១	គូ ប្រាសាទ	ប្រុស	គ្រូបង្រៀន	វិទ្យាស្ថាន	០១២៨៣៨០៤	
២២	លាង ឈៀន	ប្រុស	គ្រូបង្រៀន	វិទ្យាស្ថាន	០៩៤៦១០០៩	
២៣	ស៊ុន ស៊ីវ ស៊ីវ	ស្រី	អនុប្រធានកម្មវិធី	បច្ចេកវិទ្យាបច្ចេកទេស	០៨៨៩៤៤៦៣៣	
២៤	ស៊ុន សុខា	ប្រុស	គ្រូបង្រៀន	វិទ្យាស្ថាន	០១២៨៣៨០៤	
២៥	ស៊ុន ធីតា	ស្រី	អនុប្រធានកម្មវិធី	បច្ចេកវិទ្យាបច្ចេកទេស	០៨៨៩៤៤៦៣៣	
២៦	ស៊ុន ធីតា	ស្រី	អនុប្រធានកម្មវិធី	បច្ចេកវិទ្យាបច្ចេកទេស	០៨៨៩៤៤៦៣៣	
២៧						
២៨						
២៩						

**Participants list from Battambang for PMU-1 Consultation**

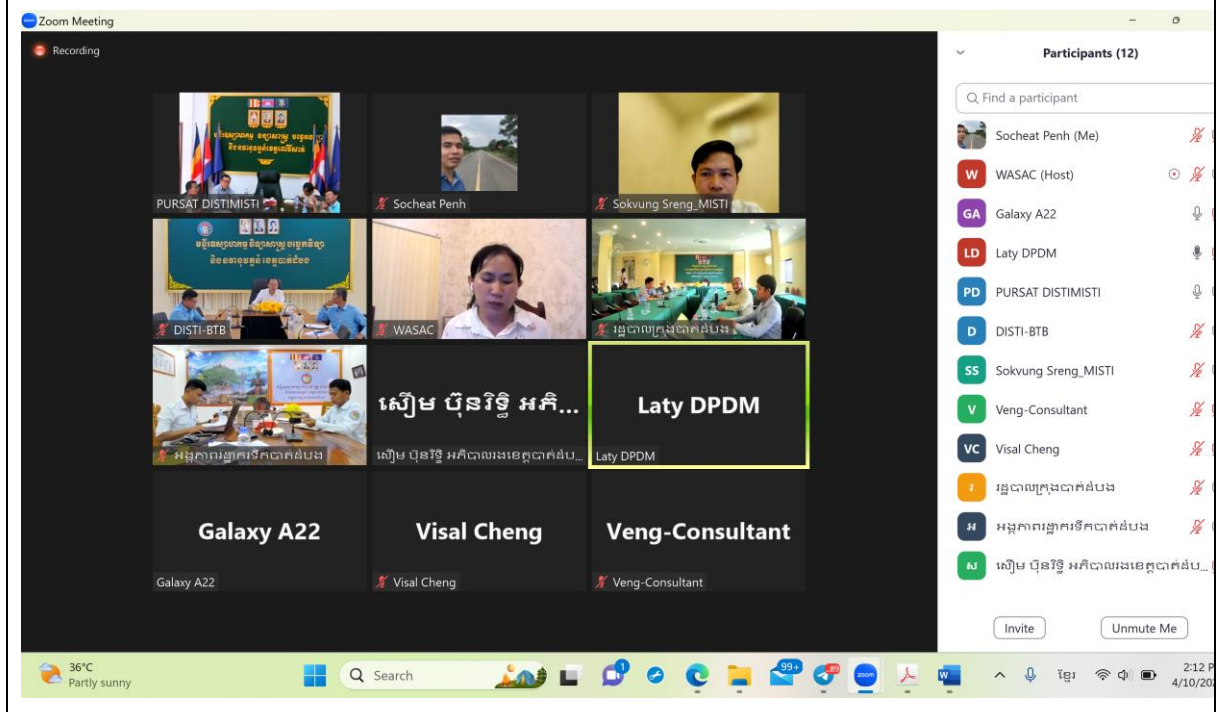
**មន្ទីរឧបនេត្តបាត់ដំបង៖**

- ១- លោក រស់ វិសិដ្ឋ៖ អនុប្រធានមន្ទីរ
- ២- លោក ឈឿម សុភា៖ ប្រធានការិយាល័យទឹកស្អាត
- ៣- លោក ប៉ែន យាន៖ អនុប្រធានការិយាល័យទឹកស្អាត
- ៤- កញ្ញា ឈឿម លីនេ៖ មន្ត្រីកិច្ចសន្យា

**អង្គភាពរដ្ឋាករទឹកបាត់ដំបង៖**

- ១- លោក សុទ្ធ ច័ន្ទរ៉ាដា៖ ជំនួយការប្រធានអង្គភាព
- ២- លោក យន ណារិទ្ធ៖ ប្រធានផ្នែករដ្ឋបាលនិងធនធានមនុស្ស
- ៣- លោក សេត្តា ស្មើ៖ បុគ្គលិកផ្នែកបណ្តាញនិងសេវាកម្មទឹកស្អាត

## Photo of virtual meeting





## ANNEX 6 – PHOTOS OF SITE VISITS

Meeting with Battambang Waterworks	Meeting with Battambang Waterworks
	
Reserved land for water treatment plant	Visiting the pipe networks
	
Visiting the pipe networks	Visiting the pipe networks
	



Local road in Thom Kol District	Local road in Thom Kol District
	
Local road in Sangkai District	Local road in Sangkai District
	
Meeting with Watkor Commune Chief	Meeting with Outambang Muoy Commune Chief
	



<p>Meeting with Tamim Commune Chief</p>	<p>Meeting with Ou Taki Commune Chief</p>
	
<p>Meeting with Chrey Commune Chief</p>	<p>Meeting with Omal Commune Chief</p>
	
<p>Interviewing with Local People</p>	<p>Interviewing with Local People</p>
	

Interviewing with Local People	Interviewing with Local People
	