

May 2024

Stakeholder Engagement Plan

Karachi Water & Sewerage Services
Improvement Project
Series Of Projects - II



EXECUTIVE SUMMARY

Government of Sindh (GoS) through Karachi Water and Sewerage Corporation (KWSC) is planning to implement the second phase of Karachi Water and Sewerage Services Improvement Project (KWSSIP-2 or Proposed Project). GoS is seeking financing from the World Bank (WB) and Asian Infrastructure Investment Bank (AIIB) for this purpose. The project has prepared the present Stakeholder Engagement Plan (SEP) to define the stakeholder engagement and consultation requirements during the various phases of the project, in accordance with the WB Environmental and Social Framework (ESF).

There are four prominent, officially declared, and legal water sources for the city of Karachi. Out of which three sources are surface water and one is categorized as groundwater source. City of Karachi has an allocated quota of 650 Million Gallons per Day (MGD) water from Keenjhar Lake and Hub Dam against a demand of 1,200 MGD resulting a huge unmet demand (550 MGD) for water. There is currently no sewage treatment, resulting in an estimated 475 MGD of sewage being discharged into the Arabian Sea via the storm water network. In order to address the above described water supply and sewerage issues in Karachi, four Series of Projects (SOPs) have been conceived under KWSSIP. Currently the SOP-1 is under implementation while the SOP-2 is under preparation stage. SOP-2 or KWSSIP-2 has seven sub-projects included under Component 2 of proposed project as described in Chapter 1 of this SEP.

Stakeholder engagement is a necessary and mandatory requirement for all development projects. To address this requirement, an SEP including a project-level Grievance Redress Mechanism (GRM) in accordance with Environmental and Social Standard -10 (ESS-10) of the WB ESF which outlines the mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. Project stakeholders are defined as ‘affected parties’; ‘other interested parties’ and ‘vulnerable and disadvantaged group’ who have the potential to influence the Project outcomes in any way. For the proposed KWSSIP-2, PAPs who are directly affected due to the proposed projects are the affected parties, whereas all the line agencies, departments, government and non-government institutions are categorized as other interested parties.

Stakeholder Consultations

The consultations were conducted by the E&S teams of Project Implementation Unit (PIU) and its consultants from December to June 2022, in the project area while conducting the E&S studies. A total of 179 consultation sessions, including 63 gender consultations, were carried out during the entire KWSSIP-2 preparatory stage in which 1,948 male and female community members participated.

Apart from these consultations, two (02) stakeholder engagement workshops with institutional stakeholders (other interested parties) were also conducted in which 114 stakeholders participated. In addition, a total of 109 institutional consultations were held during the E&S studies of each sub-project under KWSSIP-2.

The main concerns of the stakeholders were related to the displacement of their temporary structures falling in the project area of the proposed Project which will cause livelihood impact due to temporary displacement and access restriction. The stakeholders also pointed out that the provision of adequate water to the Households on daily basis must be ensured. Locals also shows their concerns related to the poor road infrastructure which will turn into the worst condition due to excavation. They also recommended that the project should proceed on the fast track with minimum disturbance of the social amenities and ensure provision of job and

labor opportunities for local people. These concerns/suggestions of stakeholders has been addressed through as per the measured shared by them in consultation with the executing agency.

Stakeholder Engagement Plan

The stakeholder engagement program aims to: establish a systematic and inclusive approach to stakeholder engagement; build and maintain a constructive relationship with stakeholders; incorporate stakeholders' views and concerns into project design/implementation; mitigate negative social and environmental impacts of the project; and, enhance project acceptance and socio-environmental sustainability. Stakeholder engagement has been divided into two phases: *Project Preparation Phase and Project Implementation Phase*.

The frequency of stakeholder engagement will vary across the Project activities. The project will review its stakeholder engagement against the SEP bi-annually, and this review will be a part of the progress report that will be shared with the client management and the World Bank. The implementation of all ESF instruments including the SEP will be financed from the project budget. The budgetary amount for the SEP implementation is estimated about **PKR 33,550,000**.

Management Functions and Responsibilities

PIU of KWSSIP-2 will be responsible for the overall management, supervision, and execution of the project. The overall responsibility of E&S performance, including SEP implementation, will rest with the Project Director (PD) of PIU. The social development specialist with the support from environment and gender specialists of PIU will be the focal person for SEP implementation.

Grievance Redress Mechanism

The Grievance Redress Mechanism (GRM) is proposed to address any complaints or grievances arising during the implementation of the project. Efforts will be made to avoid grievances through strong consultations at gross root level. Nevertheless, it may be expected that some complaints cannot be resolved through consultation and participation, therefore, an accessible and effective GRM is needed. The proposed Project will establish the GRM from the beginning, i.e., as soon as activities for project design starts and will remain functional till its closure. For effective coordination in the field, stakeholders will be involved at each sub-project level to build/maintain a close rapport with affected persons and local community throughout project implementation. The GRM will remain intact throughout the project implementation to address the community concerns and grievances arising during execution of project works.

The formal GRM will be set up with a three-tiered structure; the first at the *community level* enabling immediate local responses to grievances, second at *sub-project* and third at *PIU level* for reviewing and addressing the grievances.

The complaints received will be properly recorded and documented by a designated staff in the Complaint Register. The information recorded in the register will include the date of the complaint, particulars of the complainant, description of the grievance, actions/steps taken/to be taken to resolve the complaint, the person responsible to take the action, follow up requirements and the target date for the implementation of the mitigation measure. The register will also record the actual measures taken to mitigate these concerns. The aggrieved stakeholders will be kept informed about the actions on their complaints.

Monitoring and Review of GRM is critical to monitor its effectiveness. Appropriate measures for this include monthly reporting on the number of grievances received, resolved and

outstanding. This will be undertaken by the social development specialists of PIU.

Monitoring and Reporting

The SEP will be periodically reviewed and if needed, revised and updated annually during the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and effective in relation to the project context and specific phases of the development. Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. Information on public engagement activities undertaken by the Project will be conveyed to the stakeholders through standalone annual report on project's interaction with the stakeholders and Key Performance Indicators (KPIs) monitored by the project on a regular basis.

List of Acronyms

| | |
|--------|---|
| AIIB | Asian Infrastructure Investment Bank |
| CBO | Community Based Organization |
| CSO | Civil Society Organization |
| CWSC | Citizen Water and Sanitation Committee |
| DMC | District Municipal Cooperation |
| E&S | Environmental and Social |
| ESC | Environmental and Social Cell |
| ESCP | Environmental and Social Commitment Plan |
| ESF | Environmental and Social Framework |
| ESIA | Environmental and Social Impact Assessment |
| ESMP | Environmental and Social Management Plan |
| ESRS | Environmental and Social Review Summary |
| ESS | Environmental and Social Standard |
| FAQ | Frequently Asked Question |
| FGD | Focus Group Discussions |
| GBV | Gender Based Violence |
| GIS | Geographic Information System |
| GoS | Government of Sindh |
| GRC | Grievance Redress Committee |
| GRM | Grievance Redress Mechanism |
| KII | Key Informant Interviews |
| KMC | Karachi Metropolitan Corporation |
| KPI | Key Performance Indicator |
| KWSC | Karachi Water and Sewerage Corporation |
| KWSSIP | Karachi Water and Sewerage Services Improvement Project |
| MGD | Million Gallon Per Day |
| NGOs | Non-Governmental Organizations |
| NRL | National Refinery Limited |
| NRW | Non-revenue Water |
| OHS | Occupational Health and Safety |
| PAD | Project Appraisal Document |
| PAF | Pakistan Air Force |
| PIU | Project Implementation Unit |
| PKR | Pak Rupees |
| PM | Project Manager |
| PPP | Public Private Partnership |
| PTCL | Pakistan Telecommunication Company Limited |
| RP | Resettlement Plan |
| SC | Supervision Consultant |
| SEP | Stakeholder Engagement Plan |
| SEPA | Sindh Environmental Protection Agency |
| SMS | Short Message Service |
| SOP | Series of Project |
| SSWMB | Sindh Solid Waste Management Board |
| US\$ | United State Dollar |
| WB | World Bank |
| WWF | World Wildlife Fund |
| XEN | Executive Engineer |

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1. Introduction

Government of Sindh (GoS) through Karachi Water and Sewerage Corporation (KWSC) previously called as Karachi Water and Sewerage Board (KWSB) is planning to implement the second phase of Karachi Water and Sewerage Services Improvement Project (KWSSIP-2 or Proposed Project). GoS is seeking financing from the World Bank (WB) and Asian Infrastructure Investment Bank (AIIB) for this purpose. The project has prepared the present Stakeholder Engagement Plan (SEP) to define the stakeholder engagement and consultation requirements during the various phases of the project, in accordance with the WB Environmental and Social Framework (ESF).

1.1. Project Background

Karachi is Pakistan's largest city along with its economic and financial hub, and main port¹. The city contributes 15% of the national Gross Domestic Product (GDP) and the largest share of national tax revenues, industrial employment, manufacturing, and high-end services². Water and sanitation is the basic amenity and forming part of the fold of necessities that the city lacks and unable to perform to the required demand or standards. The agency in charge, the Karachi Water and Sewerage Corporation (KWSC) is no longer equipped or empowered to deal with the constantly changing ground realities.

KWSB established in 1981 by promulgating the Sindh Local Government (amendment) Ordinance of February 1983 leading to creation of KWSB within Karachi Metropolitan Corporation (KMC). In the year 1996, a new Act called the KWSB Act 1996 was enacted, which served to separate KWSB from KMC and placed them under the GoS as an autonomous body. It is a service-based and consumer-oriented organization responsible for production, transmission and distribution, cost recovery of potable water to the citizen of Karachi, managing sewerage system within the city to ensure hygienic environment, development of scheme to cover short falls in services and collection of revenues for sustained economic viability.

There are four prominent, officially declared, and legal water resources for the city of Karachi. Out of which three resources are surface water resources which include; Lake Haleji, Lake Keenjhar and Hub Dam. Fourth water resource is categorized as groundwater resource; the Dumlottee wells. City of Karachi has an allocated quota of 650 Million Gallons per Day (MGD) water from Keenjhar Lake and Hub Dam against a demand of 1,200 MGD. Water is collected and treated by the conventional water treatment plants and distributed by a system which is at least 40-45 years old with some new distribution facilities in the city. Approximately 210 MGD of water is supplied without treatment³. River Indus feeds water to the Lake Keenjhar. From Keenjhar, water through conduits goes to Haleji, Gharo, Port Qasim, Steel Mills and to Dhabeji Pumping Station. From Dhabeji Pumping Station, water is pumped to different pumping stations to supply water among all districts of the city by using electrical pumping motors.

There is a huge unmet demand for water (550 MGD current capacity versus an estimated demand of 1200 MGD); a high non-revenue water percentage (50-60 percent); very large financial losses (estimated at Pak Rupees (PKR) 569 million/ United States Dollar (US\$) 5.4 million per month); and significant outstanding arrears (estimated at PKR 32 billion/US\$305 million). Most of KWSC's 1.1 million customers get water through the piped network on an irregular basis, and some just 2-4 hours every other day. There is currently no sewage treatment,

¹ Pakistan Bureau of Statistics, 2017 census, provisional summary

² World Bank, *Transforming Karachi into a liveable and Competitive Megacity – A City Diagnostic and Transformation Strategy*, Washington DC, 2018; p.2

³ *Situational Analysis of Water Resources of Karachi*, WWF 2019

as the city's treatment facilities are dilapidated and not working, resulting in an estimated 475 MGD of sewage being discharged into the Arabian Sea via the storm water network.

1.1.1. Karachi Water and Sewerage Services Improvement Project

In order to address the above described water supply and sewerage issues in Karachi, the following Series of Projects (SOPs) have been conceived under KWSSIP:

- SOP-1 (KWSSIP-1): Focuses on reforms, maintenance and rehabilitation
- SOP-2 (KWSSIP-2): To scale-up investments
- SOP-3: Will focus on increasing water production and financing investments to ensure the additional wastewater created can be treated
- SOP-4: Will focus on improving services in informal settlements based on experience gained under the previous projects

Currently the SOP-1 is under implementation while the SOP-2 is under preparation stage. These SOPs have been assessed to be the most suitable financing modality for the complex, long term challenge of addressing the serious water and sanitation service gaps in the rapidly growing mega city of Karachi.

1.2. Project Description

The proposed KWSSIP-2 has the following three components:

- **Component 1** is related to the capacity building and reform measures to improve the utility performance, including more reliable and energy efficient services.
- **Component 2** undertakes selected infrastructure investments, aimed at improving the water and sewerage services in Karachi, while also increasing the city's resilience to water shortages, floods, and saltwater intrusion.
- **Component 3** deals with project management and associated studies.

The following are the sub-projects included under component 2 of KWSSIP-2:

1. K-IV Augmentation (connection of K-IV water treatment plants to the network);
2. Malir basin wastewater interceptors and treatment plant;
3. Improving water supply and sewerage in additional low-income communities (katchi abadis);
4. Priority sewer network rehabilitation and extension and rehabilitation of wastewater pumping stations;
5. Priority water network rehabilitation and extension including meters and to reduce Non-Revenue Water (NRW) and additional chlorination facilities to improve the water quality;
6. Reducing energy consumption; and
7. Rehabilitation of existing and construction of new filtration plants to assure treatment of all water currently produced.

The proposed KWSSIP-2 addresses three interlinked structural problems in Karachi's water and sanitation system – the overall supply shortfall; the low water quality; and the lack of sewage treatment capacity. The brief description of the sub-projects under component-2 of KWSSIP-2 is as follow:

1.2.1. Malir Basin Wastewater Interceptors and Treatment Plant

This sub-component will complement the ongoing S-3 Phase 1 investments carried out by the GoS and significantly improve the ability of KWSC to collect and treat wastewater in the Malir basin of Karachi. The project design is well advanced and alternative financing sources are presently highly uncertain. The WB and AIIB recommends assessing the possibility of a Public Private Partnership (PPP) solution for tertiary treatment and reuse of treated water from the Malir wastewater treatment plant in the nearby industry. This will release an additional significant amount of drinking water for other consumers.

1.2.2. Improve Water Supply and Sewerage in Additional Low Income Communities

Building on pilots in three katchi abadis during KWSSIP-1, the proposed KWSSIP-2 will quadruple support to informal settlements, expanding infrastructure investments as well as accompanying social and communications measures. The project will improve water supply and sanitation in katchi abadis, including through the installation or upgrading of water automated teller machines, metered house connections and provision of bulk water supply, drawing on lessons learnt during the KWSSIP-1 pilots. This program will include resources to support KWSC cooperation with local Non-Government Organizations (NGOs) and community-based entrepreneurs, particularly women's organizations. These measures will improve the climate resilience of katchi abadi residents, who are particularly vulnerable to heat waves and extreme storm water events, which increase demand for water, and/or flooding, which latter has a larger impact if floodwater is contaminated by sewage.

1.2.3. Priority Sewer Network Rehabilitation, Extension and Rehabilitation of Wastewater Pumping Stations

KWSSIP-2 will scale up investments in priority sewerage rehabilitation to restore network integrity in critical areas, and to reduce sewage leakage and flooding. A well-functioning sewerage system reduces the impact of floods—not only by reducing the contamination of water bodies, but also by lowering the probability of infrastructure, existing water sources, and local communities becoming overwhelmed by a flood carrying untreated wastewater.

1.2.4. Priority Water Network Rehabilitation, Extension and Additional Chlorination Facilities to Improve the Water Quality

Scaling up interventions under KWSSIP-1, this proposed subcomponent of KWSSIP-2 will reinforce the non-revenue water and revenue management reforms of Component 1, priority areas of the network will be rehabilitated, focusing on reducing major leaks, installing district and customer meters, and developing chlorination facilities. Leakage reduction will reduce the energy footprint of water supplied to consumers. Modern meters with data loggers for large bulk customers will be installed, and KWSC equipped with KWSC meter reading devices. Reducing NRW losses and introducing consumption metering will increase the supply of water and promote the conservation of water, thereby making Karachi's residents more resilient to water shortages.

1.2.5. Reducing Energy Consumption

This subcomponent of KWSSIP-2 will implement the recommendations of the Energy Audit carried out under KWSSIP-1. It is likely to involve major equipment modernization, particularly in the main pumping stations of KWSC. This is expected to realize significant energy savings and thus cost savings for KWSC. The design can only start during the early implementation of KWSSIP-2 after the energy audits are completed.

1.2.6. K-IV Augmentation

The proposed K-IV Augmentation Project is a linear project of water main pipes and revolve around the interconnection works of the Federal Government financed K-IV Treatment Plants to the existing water network, aimed to significantly improve water supply by up to an additional 260 MGD under Phase I (where the supply will over time be further augmented to 650 MGD under subsequent phases of the K-IV project, which are not included in the scope of work of KWSSIP-2). The Project involves large water mains to be laid at the identified routes to feed from three different water service reservoirs of K-IV mainstream, aimed at improving the reliability and quality of water supplied to the targeted areas of Karachi. Three (03) routes for the pipelines from the proposed reservoirs of K-IV which have been identified for the distribution of 260 MGD water in Phase-I are as follows:

- Route-1: 65 MGD from Reservoir 1 to Y Junction (28 km).
- Route-2: 130 MGD from Reservoir 2 to Gulbai (45 km); and
- Route-3: 65 MGD from Reservoir 3 to Qasba and Banaras (28 km).

K-IV mainstream project is an *Associated Facility* to the proposed K-IV Augmentation project. The K-IV mainstream project aims to meet the deficit of potable water for Karachi City. K- IV Corridor is located in Karachi and Thatta Districts. This project is divided into three (03) phases for the overall water deficit of 650 MGD out of which Phase-I of 260 MGD is planned to be constructed currently. It is approximately 111 km long and 300 feet wide pressurized conveyance system which falls in the north of the existing K-II and K-III corridor. Furthermore, it extends in east-west direction from Keenjhar Lake to Karachi. It starts from Kohistan Chak No. 2 (Thatta) and terminates at Deh Allah Pihai and Goth Khairo Barohi (Gadap Town, Karachi) near Northern Bypass. Total Project cost for 260 MGD (K-IV, Phase-I) is PKR 126,405 Million.

1.2.7. Rehabilitation of Existing and Construction of New Filtration Plants

This proposed sub-component of KWSSIP-2 responds to the challenge of water quality by including an allocation for the rehabilitation and construction of water filtration plants, so that KWSC can treat all their existing raw water. Currently, KWSC has an estimated treatment capacity of only 440 MGD for an estimated 515 MGD of daily water supply, resulting in significant amounts of untreated raw water supplied into its network. Changing this will alleviate the ongoing public health threat.

The proposed KWSSIP-2 is being prepared under the World Bank's Environment and Social Framework (ESF).

2. Objectives and Description of SEP

Under World Bank-financed projects, an SEP, and project level Grievance Redress Mechanism (GRM) need to be developed in accordance with Environmental and Social Standards 10 (ESS10 - Stakeholder Engagement and Information Disclosure) of the WB ESF. ESS10 and national legislations require that borrowers engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement have to be proportionate to the nature and scale of the project and its potential risks and impacts.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team of KWSSIP will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. See **Figure 1** below for the stakeholder engagement process.

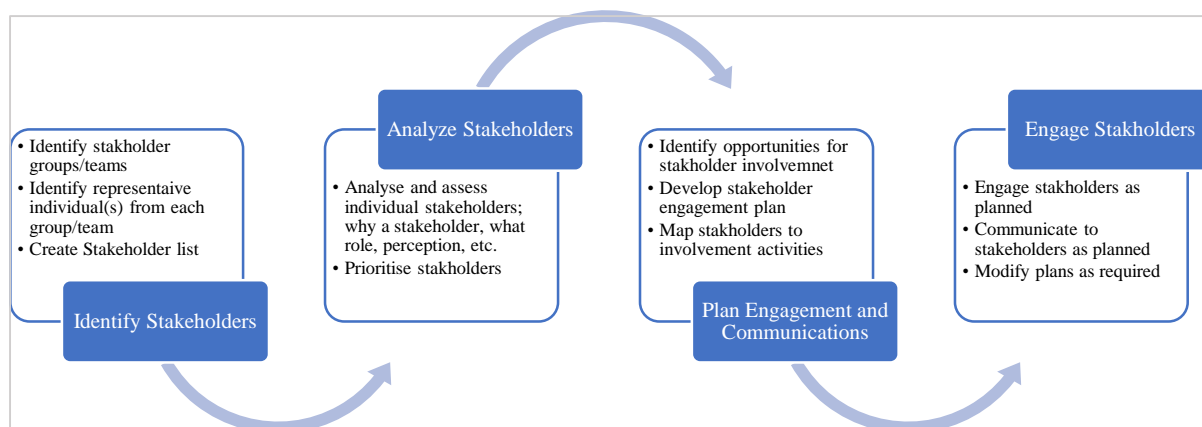


Figure 1: Process of Stakeholder Engagement

2.1. Summary of Previous Stakeholder Engagement Activities

PIU has been regularly conducting stakeholder engagement activities during the KWSSIP-1 preparation and implementation. Given below is a brief description of the consultations carried out by PIU and its consultants while conducting the Environment and Social (E&S) studies of the KWSSIP-1.

2.1.1. Preparation Stage of KWSSIP-1

During preparation stage of KWSSIP-1, the consultation sessions with key stakeholders were carried out during the month of October and November, 2018. A total of 24 consultation sessions were held in which 357 male and female community members participated. In addition, about 15 consultation meetings were held with the other interested parties including Board of Revenue, Directorate of Labor, Local Government of Sindh, Civil Society Organizations (CSO) and academia. A disclosure meeting was also held in the KWSC Committee Room on 22 March 2019 in which stakeholders from KWSC, Sindh Environmental Protection Agency (SEPA), private organizations, NGOs and various government organizations participated.

The major concerns raised during these consultations were lack of water and sanitation services; irregular water supply; contamination in potable water supply mixed with wastewater; health and hygiene issues; Inadequate water draining system causing environmental and public health problems; inadequate sewage water service; no or irregular service for solid waste collection at the household level; lack of response and service attitude; water theft and corrupt practices; lack of sufficient pressure to supply water in the apartment buildings; and lack of piped water supply and drainage services in katchi abadis.

2.1.2. Implementation Stage of KWSSIP-1

Currently, the KWSSIP-1 is in implementation stage and most of the stakeholders were already identified during preparation stage. Meetings with a range of governmental, non-governmental organizations, and local community members were organized during the implementation stage of KWSSIP-1. Twenty-Nine (29) public consultation sessions were held in different locations within the Project area. The public consultation meetings were attended by 529 people representing a range of interests. The details are shown in **Table 1** (public consultation meetings). In addition, seventeen (17) meetings with other interested parties (institutional stakeholders) were also conducted for KWSSIP-1 which are shown in **Table 2** (departmental/institutional Consultations).

Table 1: Summary of Public Consultation Meetings during E&S Studies of KWSSIP-1

| Sr. No. | Name of Katchi Abadi/ Institution | Date | Venue | No. of Participants |
|---------|-------------------------------------|------------|--|--|
| 1 | Tekri Village | 04-03-2022 | Residential Area, Tekri Village | 8 Persons |
| 2 | Tekri Village | 09-04-2022 | Residential Area, Tekri Village | 7 Persons |
| 3 | Tekri Village | 10-04-2022 | Young Itehad Social Welfare Associations, Tekri Village (Muslim Community) | 86 (Male Participants of Muslim Community) |
| 4 | Tekri Village (Gender Consultation) | 10-04-2022 | Young Itehad Social Welfare Associations, Tekri Village (Muslim Community) | 33 (Female Participants of Muslim Community) |
| 5 | Tekri Village | 10-04-2022 | Young Itehad Social Welfare Associations, Tekri Village (Hindu Community) | 25 (Male and Female Participants of Hindu Community) |
| 6 | Tekri Village | 29-04-2022 | Young Itehad Social Welfare Associations, Tekri Village | 40 (Male and Female Participants) |
| 7 | Essa Nagri | 03-03-2022 | Residential and Commercial Area | 5 Persons |
| 8 | Essa Nagri | 8-04-2022 | Sadu Group Church (Christian Community) | 16 (Male Participants) |
| 9 | Welfare Colony | 09-04-2022 | Edhi Center | 15 (Male Participants) |
| 10 | Welfare Colony | 10-04-2022 | Rehmania Masjid, Welfare Colony (Muslim Community) | 25 (Male Participants) |

Stakeholder Engagement Plan (SEP)

| Sr. No. | Name of Katchi Abadi/ Institution | Date | Venue | No. of Participants |
|---------|-----------------------------------|------------|---|-----------------------------------|
| 11 | Essa Nagri | 18-04-2022 | Residential and Commercial Area | 10 Persons |
| 12 | Essa Nagri | 19-04-2022 | Residential and Commercial Area | 6 Persons |
| 13 | Essa Nagri | 20-04-2022 | Residential and Commercial Area | 6 Persons |
| 14 | Essa Nagri | 29-04-2022 | Sadu Group Church (Christian Community) | 35 (Male and Female Participants) |
| 15 | Sobanagar | 03-03-2022 | Local Community Sobanagar | 5 Persons |
| 16 | Sobanagar | 08-04-2022 | United Church, Sobanagar | 4 Persons |
| 17 | Sobanagar | 10-04-2022 | United Church, Sobanagar (Christian Community) | 25 (Male Participants) |
| 18 | Goharabad | 12-04-2022 | Commercial Market, Goharabad (Muslim Community) | 30 (Male and Female Participants) |
| 19 | Sobanagar | 12-04-2022 | United Church, Sobanagar (Christian Community) | 44 (Male and Female Participants) |
| 20 | Goharabad | 14-04-2022 | Commercial Market, Goharabad | 10 Persons |
| 21 | P-01 (Teen Hatti) | 06-04-2022 | Nursery, Daak Khana Chowk | 14 Participants |
| 22 | P-01 (Teen Hatti) | 08-04-2022 | Nursery, Daak Khana Chowk | 09 Participants |
| 23 | P-02 (Karachi Complex) | 22-03-2022 | Furniture Market, Ghareebabad | 26 Participants |
| 24 | P-02 (Karachi Complex) | 07-04-2022 | 10 Number Lalu Khet. | 18 Participants |
| 25 | P-03 (University Road) | 21-03-2022 | Panama Center | 07 Participants |
| 26 | P-03 (University Road) | 19-04-2022 | University Road | 10 Participants |
| 27 | P-04 (Gulberg) | 22-03-2022 | People's Chowrangi | 10 Participants |
| 28 | P-04 (Gulberg) | 21-04-2022 | Mahiba's Montessori Schooling System | 05 Participants |
| 29 | P-04 (Gulberg) | 21-04-2022 | Karachi Institute of Health Sciences, Gulberg | 05 Participants |

Table 2: Summary of Departmental/Institutional Stakeholders Meeting during E&S Studies of KWSSIP-1

| Sr. No. | Date | Department | Representatives of Departments |
|---------|-------------------|------------|---|
| 1 | Oct to April 2022 | PIU-KWSSIP | Ms. Kiran Bano (Environmental Expert) Ms. Hameeda Kaleem (Gender/Social Expert) Mr. Khurram (Social Development Specialist) |
| 2 | 07-02-2022 | PIU-KWSSIP | Mr. Mansoor (Project Manager, Sewer Schemes) Mr. Raees (Deputy Director, Sewer Schemes) |

| Sr. No. | Date | Department | Representatives of Departments |
|---------|-------------------------|--|--|
| | | | Ms. Kiran Bano (<u>Environmental Expert</u>) |
| 3 | 28-02-2022 | Commissioner's Office | Miss Sara (<u>Assistant Commissioner</u>) |
| 4 | 28-02-2022 | Commissioner's Office | Mr. Jawad Muzaffar (<u>Additional Commissioner-II</u>) Miss Sara (<u>Assistant Commissioner</u>) |
| 5 | 03-3-2022 and 04-3-2022 | District Municipal Corporation (DMC) / KMC | Mr. Syed Shariq Ali (<u>Incharge Anti-Encroachment of DMC East</u>) Mr. Safdar (<u>GIS Expert of DMC South</u>) Mr. Shahzad Ahmad (<u>Deputy Director Anti-Encroachment of DMC Central</u>) Mr. Rughu Raja (<u>DMC Keamari</u>) |
| 6 | 12-4-2022 | SEPA | Mr. Imran Sabir (<u>Deputy Director Technical</u>) |
| 7 | 12-4-2022 | Sindh Katchi Abadis Authority (SKAA) | Mr. Manzoor Ahmad Chandio (<u>Deputy Director SKAA</u>) |
| 8 | 12-4-2022 | Trans Karachi | Mr. Pir Sajjid (<u>Project Director</u>) |
| 9 | 12-4-2022 | (KMC) | Mr. Maqsood (<u>Director KMC</u>) Mr. Razaq Nasir (<u>Deputy Director KMC</u>) |
| 10 | 13-4-2022 | Parks and Horticulture | Mr. Junaid Khan (<u>Director General Parks</u>), Mr. M. Azad Khan (<u>Deputy Director Parks</u>) |
| 11 | 13-4-2022 | Sindh Forest and Wildlife Department | Mr. Javed Ahmad Mahar (<u>Conservator Wild Life</u>) |
| 12 | 14-4-2022 | Urban Resource Center (URC) | Mr. Zahid Farooq |
| 13 | 15-4-2022 | K-Electric | Mr. Sarmad Shah (<u>Public Relation Officer</u>) |
| 14 | 15-4-2022 | Local Govt. and Housing Town Planning Department | Mr. Prem Kumar (<u>Project Director</u>) |
| 15 | 21-4-2022 | Marine Fisheries Department | Mr. Rana Dildar (<u>Hydrologist</u>) |
| 16 | 21-4-2022 | Sindh Archeology Department | (<u>Director Antiquities and Heritage</u>) |
| 17 | 14-06-2022 | KWSC | WB Team AIIB Team Deputy Managing Director KWSC |

Issues were raised by different stakeholders during stakeholder engagement and focus group discussions throughout the E&S studies of KWSSIP-1. **Table 3** presents a summary of the major issues raised by stakeholders whoever, the detailed comments of the participants and their responses are provided in **Annex-I**.

Table 3: Summary of Issues Raised by Stakeholders during the E&S Studies of KWSSIP-1

| Issues raised | Suggestions |
|---------------------------------|---|
| Severe shortage of water supply | The municipal water comes once in a month in bulk water supply line. PIU will ensure regular water supply in concerned villages and nearby settlements to make the project a success story. |

Stakeholder Engagement Plan (SEP)

| | |
|---|---|
| Polluted drinking water | PIU will arrange clean drinking water in nearby villages. |
| Sewerage network usually remain over-filled and choked | Covered drains are proposed in all the streets and regular maintenance and cleaning will be ensured especially before monsoon. |
| Access to Villages | PIU will allow easy access to villagers living in Tekri Village, Essa Nagri, Welfare Colony, Sobanagar and Goharabad, Teen Hatti, Liaquatabad, University Road and Gulberg by providing them the security passes. Especially relaxation will be given in case of emergency. |
| Fear of road accidents during construction phase of the project | PIU will rehabilitate the old roads to be used during construction phase to avoid traffic hazards to local community |
| Lack of health and educational facilities in the area | This upgradation of health and education facilities is not in the scope of the KWSSIP project however, PIU will assist the concerned villages and nearby settlements in this matter to resolve this issue through other line departments and KWSC management as per their CSRs. |
| Job preference to local people | Job preference will be given to local people. |
| Hiring of local people | Hiring process will be open and transparent and hiring committee will include participants from concerned villages and nearby settlements. |

3. Stakeholder Identification and Analysis

This Chapter identifies various types of stakeholders for the proposed KWSSIP-2 and also charts out their needs with respect to consultations and engagement to be carried out by PIU.

3.1. Stakeholder Identification

For meaningful and substantive engagement, it is necessary to determine who the stakeholders are and understand their needs and expectations for engagement, as well as their priorities and objectives in relation to the Project. This information will then be used to tailor engagement to each type of stakeholder. As part of this process it is particularly important to understand how each stakeholder may be affected – or perceives they may be affected – so that engagement can be modified accordingly. Project stakeholders are defined as individuals, groups or other entities who:

- are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘project affected parties’); and
- may have an interest in the Project (‘other interested parties’). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups’ interests in the process of engagement with the Project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

3.2. Methodology

The project intends to utilize various methods of engagement that will be used as part of its continuous interaction with project stakeholders. For the engagement process to be effective and meaningful, a range of various techniques need to be applied that are specifically tailored to the identified stakeholder groups. In accordance with best practice approaches, the project will apply the following principles for stakeholder engagement:

- ***Openness and life-cycle approach:*** public consultations for the project will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- ***Informed participation and feedback:*** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders’ feedback, for analyzing and addressing comments and concerns;
- ***Inclusiveness and sensitivity:*** stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for the

projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, drug addicts, persons with disabilities, youth, elderly and the cultural sensitivities of diverse ethnic and religious minority groups and those living in remote or inaccessible areas.

3.3. Types of Stakeholders

The three categories of stakeholders as per the ESS10 are outlined below:

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence (AOI)⁴ that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status⁵, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

3.3.1. Affected Parties

ESS10 refers to Identifying individuals, groups, and other parties that may be directly or indirectly affected by the project, positively or negatively. Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the Project. The SEP focuses particularly on those directly affected, positively or adversely by the project activities. At this time, the client has identified directly affected parties under this category as:

- KWSSIP-2;
- KWSC;
- Beneficiaries of the project; and
- People as well as entities affected by environmental and social impacts such as livelihood loss, social and cultural issues, noise, dust and increased vehicular traffic.

3.3.2. Other Interested Parties

There may be broader stakeholders who may be interested in the project because it indirectly affects their work or has some bearing on it. As elucidated in the ESS10, while these groups may not be directly affected by the project, they may have a role in the project preparation or

⁴ This refers to the overall project area which may have direct or indirect impacts due to project activities in these locations.

⁵ Vulnerable status may stem from an individual's or group's race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

have a broader concern including for, but not limited to, information dissemination, awareness raising, community mobilization, and feedback. Interested parties under this category may be identified as SEPA, Sindh Solid Waste Management Board (SSWMB), Agriculture Department, Forest Department of Sindh, Sindh Wildlife Department, Fisheries Department, Revenue Department, Archeological Department, KMC and DMCs, Local Councilors, Civil Society Organizations (CSO) and Community Based Organizations (CBO) such as Hisaar Foundation; Water, Environment And Sanitation Society; Gul Bahao Foundation; & Leading Environmental Awareness Foundation, Academia and Subject Specialists, Labour and Human Resource, Social Welfare Department, Women Development Department, Donor Agencies, Supervision consultants, Contractors, Workers organizations, Workers Unions, Service providers, Suppliers; and Press and Media.

The SEP process will include conducting consultations with representatives of each of these groups and defining a strategy for continual engagement with each of them throughout the project life as relevant.

3.3.3. Disadvantaged / Vulnerable Individuals or Groups

It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impact of a project. It would also be critical to ensure that awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups be adapted to take into account particular sensitivities, concerns and cultural sensitivities of such individuals or groups and to ensure a full understanding of project activities and benefits. The vulnerability may stem from person's origin, gender, age, health condition, literacy levels, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. religious and ethnic minorities or fringe groups), dependence on other individuals or natural resources, especially those living in remote, and insecure or inaccessible areas. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

In this project, the vulnerable or disadvantaged groups may include, but are not limited to the following:

- Women employees of PIU and KWSC;
- Women in the water and sanitation sector in Pakistan;
- Elderly employees and citizens;
- Disabled employees and citizens;
- Minorities (ethnic, religious, women);
- Low-income households especially with inadequate and poor water supply, reliance on street taps;
- Women/child headed households; and
- Transgender persons.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate.

3.4. Summary of Project Stakeholder Needs

The stakeholder needs are presented in **Table 4** below.

Table 4: Stakeholder Needs

| Stakeholder group | Key characteristics | Language needs | Preferred notification means (e-mail, phone, radio, letter) | Specific needs (accessibility, large print, child care, daytime meetings) |
|---------------------------|--|--|--|---|
| Low-income Communities | Low income, below or close to poverty line. | Local languages (Urdu, Sindhi, Balochi Punjabi and Pashto) | <ul style="list-style-type: none"> •Radio, Television (TV), media and text messages •In person through social organizers or NGOs | <ul style="list-style-type: none"> •Available at specific times of day, probably in evening. •May only be willing to talk to NGO workers and community organizers who have been in contact with them. |
| Middle income communities | Range of livelihoods | As above, but probably comfortable with local languages as applicable | Phone, television, social media, community leaders may be available on email or by telephone | <ul style="list-style-type: none"> •Available at specific times of day, probably in evening |
| Academics | Often employed in research organizations and Universities | English or Urdu | Email and phone | <ul style="list-style-type: none"> •Meetings during working hours preferably |
| CSO and CBO | Often exercise influence in local communities and can be. Important in social mobilization and awareness raising | <ul style="list-style-type: none"> •Local languages as applicable (English and Urdu with larger NGOs and CBOs at the provincial level) •Local languages as applicable (Urdu, Sindhi, Balochi Punjabi and Pashto) at district level when engaging with CSOs | <ul style="list-style-type: none"> •Email and phone •In person meetings | <ul style="list-style-type: none"> •Meetings during working hours preferably |
| Women | May not have much freedom | Local languages as | <ul style="list-style-type: none"> •Phone, social media or radio | <ul style="list-style-type: none"> •Accessible mainly to other women. |

| Stakeholder group | Key characteristics | Language needs | Preferred notification means (e-mail, phone, radio, letter) | Specific needs (accessibility, large print, child care, daytime meetings) |
|--|---|---|---|--|
| | of association or movement | applicable (Urdu, Sindhi, Balochi Punjabi and Pashto) | <ul style="list-style-type: none"> •Community meetings organized by local CSOs working in rural areas | <ul style="list-style-type: none"> •Times of availability will vary for different groups •Younger married women may need child-care during the consultation meetings |
| Vulnerable groups such as differently abled citizens, minorities, low-income households especially with inadequate and poor water supply, reliance on street taps, elderly people and transgender people | Often excluded from voicing concerns and/or marginalized in society | Local languages as applicable (Urdu, Sindhi and Pashto) | <ul style="list-style-type: none"> •In person through social organizers or NGOs •Meetings and group discussion with all the vulnerable group • | <ul style="list-style-type: none"> •Times of availability will vary for different groups •Accessibility for differently abled citizens will be considered. |

A detailed stakeholder mapping of the three categories of stakeholders - Affected, Interested and Disadvantaged/Vulnerable Groups was initially undertaken which guided the consultations. The project consultations, meetings and workshops carried out to date are outlined in the subsequent Chapter.

4. Stakeholder Engagement Program

This Chapter describes the process and outcome of the consultations carried out with various stakeholders during the project preparation phase.

4.1. Stakeholder Engagement During Project Preparation

The consultations were conducted by the E&S team of the PIU with their Consultants from December to June 2022, in the project area while conducting the E&S studies. A total of 179 consultations were carried out during the entire KWSSIP-2 project preparatory stage by various E&S teams in which 1,948 male and female community members participated. Out of 179, gender consultations were carried out at 63 localities within the project area. The summary of these consultations is presented in **Table 5** and detailed in **Annex-II**.

Table 5: Community Consultations (Project Affected Parties) – Summary

| Sub-Project of KWSSIP-2 | Type of Stakeholders | Participants | Numbers of Consultations | Number of persons Consulted |
|-----------------------------|----------------------|--------------|--------------------------|-----------------------------|
| K-IV Augmentation Project | Public / Community | Male | 16 | 216 |
| | | Female | 09 | 103 |
| Malir Basin Interceptor | Public / Community | Male | 15 | 298 |
| | | Female | 06 | 61 |
| Filter Plants | Public / Community | Male | 12 | 153 |
| | | Female | 11 | 116 |
| Reducing Energy Consumption | Public / Community | Male | 2 | 20 |
| | | Female | 2 | 23 |
| Priority Water Network | Public / Community | Male | 39 | 373 |
| | | Female | 22 | 171 |
| Priority Sewer Network | Public / Community | Male | 22 | 217 |
| | | Female | 12 | 98 |
| Low Income Katchi Abadis | Public / Community | Male | 10 | 86 |
| | | Female | 1 | 08 |

In addition, two (02) stakeholder engagement workshops with institutional stakeholders (other interested parties) were also conducted (refer **Table 6**).

Table 6: Stakeholder Consultation Workshop (Other Interested Parties) – Summary

| Sr. No. | Sub-Project of KWSSIP-2 | Type of Stakeholders | Date and Venue | Numbers of Participants |
|---------|-------------------------|---|--|-------------------------|
| 1 | First Workshop | Institutional Stakeholders (Other Interested Parties) | April 28, 2022 at Marriott Hotel Karachi | 44 |

| Sr. No. | Sub-Project of KWSSIP-2 | Type of Stakeholders | Date and Venue | Numbers of Participants |
|---------|-------------------------|---|--|-------------------------|
| 2 | Second Workshop | Institutional Stakeholders (Other Interested Parties) | July 28, 2022 at Regent Plaza, Karachi | 70 |

4.1.1. Community Consultations (Project Affected Parties)

A total of 116 community consultations were carried out during the entire KWSSIP-2 project preparatory stage by various E&S teams in which 1,368 community members participated. The key findings of the consultations held in the project area are summarized in **Tables 7** while detailed about these consultations are provided in **Annex-II**:

Table 7: Summary Findings of the Consultations

| Sr. No. | Concerns/suggestions by the Participants | Mitigation Proposed by the Participants | Action to be taken by the Project Executors |
|---------|---|--|---|
| 1. | Participants showed their concerns regarding the displacement of their commercial structures falling in the project area of the proposed Project. | Participants were of the view that due to the displacement of their commercial structures they may face issues regarding their livelihood. They were of the view that proper compensation at the replacement cost must be given to the project affectees for the re-establishment of their livelihood. | All the project affectees will be given proper compensation for their lost structures/assets including resettlement and relocation assistance. This has been considered in RPs of all the subprojects. |
| 2. | Many of the structures are built/encroached on the government land. What will be the status of such encroached structures? | Participants were of the view that they belong to a marginalized community and they established these commercial structures after spending a struggling life. They must be compensated for their affected structures. | Structures built/encroached on the government land must be compensated according to the approved entitlement matrix of the RP documents. This has been considered and enumerated in RPs of all the subprojects. |
| 3. | Proper compensation rates for affected structures/assets. | Market-based rates must be given to the project affectees for their affected structures/assets. Being a marginalized community, additional financial support/assistance will be given to the project affectees, so they can shift their structures to the proper location. | Market based rates will be given for the affected structures/assets. Besides, additional financial assistance will be given in the shape of allowances according to the proposed Entitlement Matrix. This has been considered and enumerated in RPs of all the subprojects. |
| 4. | Due to the impact on business owners, different types of workers working | Proper compensation must be given to these project affectees so that they can earn their livelihood without any complications. | Allowances determined in the entitlement matrix against employment loss will be given to these |

Stakeholder Engagement Plan (SEP)

| Sr. No. | Concerns/suggestions by the Participants | Mitigation Proposed by the Participants | Action to be taken by the Project Executors |
|---------|---|---|--|
| | at shops on daily wages will lose their livelihood. | | employees. This has been considered and enumerated as livelihood loss impacts in RPs of all the subprojects. |
| 5. | Provision of adequate water to the Households on daily basis. | Participants suggested/demanded a sufficient/adequate water supply for their households on daily basis through proper management of the water distribution system. | An effective and proper water distribution system will be established through which an adequate supply of water makes sure for every household. A strong and effective monitoring system is also required. This aspect has been considered as operational performance in whole KWSSIP project. |
| 6. | Already available poor road infrastructure will turn into the worst condition due to excavation. | After laying pipelines, the roads must be repaired/constructed in a proper way for the facilitation of the local community. | The measures will be taken in this regard to keep the roads properly functional after laying the pipelines. This has been covered in ESIA and ESMP of respective subprojects as site restoration plan. |
| 7. | The project should proceed on the fast track. | Water scarcity is a very big issue for the resident of Karachi city. The Project will proceed on the fast track so that people become able to get adequate water supply for daily usage. The work regarding the laying of pipelines can continue day and night to complete the Project as soon as possible. | Appropriate steps will be taken to complete the project at the earliest. The construction activities may continue in shifts (day and night) to complete the Project which has been considered in construction scheduling accordingly. |
| 8. | How the project affectees or community members can register/log a complaint regarding any issue related to the Project? | The proper mechanism must be developed for the project affectees and community members to log/register their complaints. | Proper/functional GRM will be established for the convenience of the project affectees and community members so that they can file/register their complaints. Compliance lodge and M&R system of GRM has been established in PIU-KWSSIP. |

| Sr. No. | Concerns/suggestions by the Participants | Mitigation Proposed by the Participants | Action to be taken by the Project Executors |
|---------|---|---|---|
| 9. | During the construction period, the mobility of the local community especially of kids and females will be disturbed. | An alternate route must be provided to the local communities for convenience in mobility. | An alternate route will be provided before the commencement of the civil work on the proposed project which has been added in design and E&S reports. |
| 10. | Disturbance of the social amenities. | Participants were of the view that due to the construction of the proposed project, several social amenities will be disturbed. These social amenities will be restored before the commencement of the civil work to avoid any inconvenience for the local community. | Social amenities will be restored immediately after the disturbance without waiting the completion of the civil work. This aspect has been recommended in E&S documents of sub-projects. |
| 11. | Due to construction activities as well as an influx of labor, movement of the citizens particularly females, residing in the local area will be restricted. | In order to tackle this situation, construction/laying work can be carried out within scheduled hours. So that after construction hours, the local community, particularly females can easily move into the area. | People will be aware of complete construction activity plans so that they can move in the area freely and safely. |
| 12. | Dust and noise will disturb the nearby residential and commercial structures. | All protective measures must be taken to keep safe the local community from noise and dust. | The contractor will be bound to take all protective and precautionary measures to keep safe the health and properties of the local people. Internationally approved practices will be adopted in this regard. |
| 13. | Scarcity of social amenities like gas, proper roads, health, and education facilities. | Participants of the community consultations proposed to provide the absent social amenities in their areas as part of the proposed Project. | The E&S studies will take respective steps which fall within their preview. |
| 14. | Job and labor opportunities for local people. | The skilled and unskilled workforce will be hired from the local community. It will enhance the acceptability of the proposed project among local people. | The contractor will be bound to hire the skilled and unskilled workforce from the local community as a priority. This aspect is duly incorporated in E&S documents and bidding/tender documents accordingly. |
| 15. | The process of the consultation should keep continuing. | The continuation of the consultation process with the project affectees and local communities may help in reducing | Consultation is an ongoing process that will be carried out with the project affectees and |

| Sr. No. | Concerns/suggestions by the Participants | Mitigation Proposed by the Participants | Action to be taken by the Project Executors |
|---------|--|--|--|
| | | problems arising at the local level. This is an effective strategy for the smooth implementation of the project. | other stakeholders located along the alignment of the proposed project throughout the implementation period. |

4.1.2. Gender Consultations

Keeping in view the important role of the female in the household as well as in the society, overall sixty-three (63) gender consultations were also conducted in which 580 females were consulted to record views of the females and issues faced by female community related to the project implementation. The sub-project wise summary of these consultations is provided in the **Table 8**.

Table 8: Gender Consultation Meetings – Summary

| Sub-Project of KWSSIP-2 | Type of Stakeholders | Participants | Numbers of Consultations | Number of Females Consulted |
|-----------------------------|----------------------|--------------|--------------------------|-----------------------------|
| K-IV Augmentation Project | Public / Community | Female | 09 | 103 |
| Malir Basin Interceptor | Public / Community | Female | 06 | 61 |
| Filter Plants | Public / Community | Female | 11 | 116 |
| Reducing Energy Consumption | Public / Community | Female | 2 | 23 |
| Priority Water Network | Public / Community | Female | 22 | 171 |
| Priority Sewer Network | Public / Community | Female | 12 | 98 |
| Low Income Katchi Abadis | Public / Community | Female | 1 | 08 |

The concerns/suggestions raised by the female participants along with the responses are mentioned in **Table 9**.

Table 9: Concerns and Their Responses

| Sr. No. | Concerns/Suggestions | Response |
|---------|--|---|
| 1 | There is Lack of facilities of safe drinking water. Currently, there is severe shortage of water in the area and women have to go in other areas to fetch water. | KWSC will be requested to ensure regular water supply. The project has been proposed to address the issue of shortage of water. |
| 2 | There should be proper control over water supply distribution after the supply lines are laid. | Related issues will be discussed with KWSC and PIU to control over the water theft and ensure the water supply in the area. |

| Sr. No. | Concerns/Suggestions | Response |
|---------|--|---|
| 3 | Old water supply and sewer lines are damaged, needs to be replaced with the new lines | Regarding replacement and rehabilitation of old system suggestion will be reported in the relevant E&S documents of sub-projects and will be discussed with officials of KWSC and KWSSIP-2. |
| 4 | There is poor sewerage and drainage system and there are in adequate pipelines of water supplies. | Concerns will be discussed with KWSC and PIU representatives to resolve the issues related to existing sewerage system and water supplies |
| 5 | The construction activities will cause inconvenience to the mobility of the women | The contractor will ensure that construction work do not create disturbance for local people's access to the local route and their routine life activities. |
| 5 | Privacy issues were raised by local females during construction work of due to outside labor in the project area. | Labor will be bound to work and stay in the designated area or camp sites and contractor will have instructed to hire maximum labor force from the local areas. |
| 6 | Women and children have health issues due to poor quality of water and health | The proposed project will provide the improved quality of water to the inhabitants of the area. |
| 7 | Women face harassment issues during fetching water outside of their home, | KWSSIP-2 has established complaints cell in PIU to receive and address all complains. The complaints will be registered through email, WhatsApp. call and personally and progress and cation taken can be checked. Through tracking system. There are other helplines of police also available. Due to implementation of the project it is expected that issues related to the water will resolve and gender violence will also decrease. |
| 8 | Women and children have to fetch water outside of their homes it is waste of time which can be utilized for the productive activities, | Different components of the project have been proposed to address all issues related to the water supplies and availability of the water. |
| 9 | The cost of the water charges is high should be subsidized. | This suggestion can be incorporated as per the GoS policies of subsidization. |

Problems Faced and Pressing Needs of the Women

The project area falls in both urban, semi-urban areas needs and problems of women are different in nature related to the urban and semi urban areas. Female participants highlighted various issues faced in the area which are:

- Lack of facilities of safe drinking water;
- Poor sewerage and drainage system;
- In adequate pipe water supply or no supply in some areas
- Poor quality of water;
- Low quantity of water;
- Limited access and Inequitable use within households;
- Water contamination by waste water

- Health concerns for self and children;
- Children health is at stake;
- Water borne diseases such as diarrhea, dysentery, eczema etc.;
- Unreliable water supply;
- Lack of privacy;
- Issues of harassment while fetching water from private wells or in neighborhood;
- Higher Tariff;
- Water needs to be subsidized;
- More number of household connections;
- Regular and uninterrupted service;
- Water availability will be ensured in adequate quantity;
- Government support and subsidy;
- Time wastage in fetching water; and
- Time savings and productive use of time.

Their foremost preferred needs are clean drinking water, improved health facilities, better public transport, facilities of training and employment opportunities. Their major concerns were related to resettlement issues and adverse impacts of residential, commercial structures and their displacement. Privacy of women will be disturbed due to outside labor force during construction work.

4.1.3. Institutional Consultation (Other Interested Parties)

A total of 109 institutional consultations held with other interested parties for each sub-project under KWSSIP-2 which are summarized in **Tables 10**.

Table 10: Institutional Consultations (Other Interested Parties) – Summary

| Sr. No. | Sub-Project of KWSSIP-2 | Type of Stakeholders | Numbers of Consultations |
|---------|-----------------------------|--|--------------------------|
| 1. | K-IV Augmentation Project | Government Department and Private Institutions | 12 |
| 2. | Malir Basin Interceptor | Government Department and Private Institutions | 20 |
| 3. | Filter Plants | Government Department and Private Institutions | 24 |
| 4. | Reducing Energy Consumption | Government Department and Private Institutions | 05 |
| 5. | Priority Water Network | Government Department and Private Institutions | 33 |
| 6. | Priority Sewer Network | Government Department and Private Institutions | 15 |
| 7. | Low Income Katchi Abadis | Government Department and Private Institutions | -- |

The details of these consultations and their feedback is provided in **Annex-III** however, the concerns/suggestions of some major departments are enlisted in **Table-11**.

Table 11: Consultations and Discussions with Major Institutional Department

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| Sr. No. | Dept./ Organization | Officials | Stakeholder Views/Concerns |
|---------|---------------------------|---|--|
| 1 | KWSC | <ul style="list-style-type: none"> • Mr. Zafar Ali Palijo, Chief Engineer • Mr. Shafqat Hussain, Executive Engineer (XEN) • Mr. Muhammad Shoaib Tughlag, Secretary for Sr. Land and Estate- KWSC • Mr. Iqbal Palijo, XEN • Shahzad Mashkoo, Assistant Executive Engineer • Sadaqat Ali, Assistant Executive Engineer, Hub Filtration • Aijaz Buliadi, Residential Engineer, Dhabeji • Ejaz Ahmed. Assistant Executive Engineer, Shah Faisal | <ul style="list-style-type: none"> • The E&S studies provides a unique opportunity to demonstrate ways in which the environment and social may be improved as part of the development process • Officials informed that existing systems are outdated and must continuously be renovated or upgraded. • Designing of water supply and sewerage system must be cost effective and sustainable. • A close involvement of the community is essential, as this may help to protect the environment reduce possible social conflicts over multiple water and sewerage system use and encourage efficient use. |
| 2 | Revenue Department | <ul style="list-style-type: none"> • Rizwan Ali Abbasi, Superintendent | <ul style="list-style-type: none"> • Status of land must be clarified with all concerned Districts Revenue department with sharing the proposed alignments. To minimize the adverse social impact alternative routes will be considered |
| 3 | Social Welfare Department | <ul style="list-style-type: none"> • Tahir Mehmood, Director | <ul style="list-style-type: none"> • Due to construction activities there will be disturbance of livelihood of the small business operators who are doing business in the project area of the proposed project. • OHS will be taken care with respect during construction of the road. • Physical disturbance must be avoided. • During the construction period safe moment of the pedestrian must be ensured and proper TMP must be devised. |
| 4 | Health Department | <ul style="list-style-type: none"> • Dr. Mohammad Khan, District Health Officer, Malir • Dr. Jameel Mughal, District Health Officer, East • Muhammad Ahmed, District Health Officer South | <ul style="list-style-type: none"> • Awareness among the population about the risks associated the Project activities and mitigation measures must be created. • Due to construction activities dust and air pollution may lead |

Stakeholder Engagement Plan (SEP)

| Sr. No. | Dept./ Organization | Officials | Stakeholder Views/Concerns |
|---------|--------------------------------|--|---|
| | | | to respiratory diseases. Medical camp must be established in the area during the period of construction. |
| 5 | Local Government Department | <ul style="list-style-type: none"> • Syed Mohammad Taha, Special Secretary (Tech) | <ul style="list-style-type: none"> • The official appreciated the proposed Project as its implementation will benefit the resident of Karachi especially the low income communities; |
| 6 | Sindh EPA | <ul style="list-style-type: none"> • Ms Farzana Naseem, Assistant Director (tech) | <ul style="list-style-type: none"> • It must be assured in design that all WBG EHS guidelines are being followed and directed to ensure compliance with EPA's Laws, Rules, Regulation and Standards; • Environmental Monitoring at all environmental sensitive areas along the routes must be considered; • No Objection Certificates (NOCs) of all utility departments must be acquired prior to Project construction. |
| 7 | District Municipal Corporation | <ul style="list-style-type: none"> • Sajjida Qazi, Administrator Korangi • Zohaib Hassan, Deputy Administrator Korangi • Riaz Ahmed Khatri, Administrator Malir • Javed Soomro, Assistant District Commissioner East • Rehmatullah Sheikh, Administrator East | <ul style="list-style-type: none"> • The importance of environmental protection and conservation measures has been increasingly recognized during the past two decades. It is now generally accepted that economic development strategies must be compatible with environmental and social goals of sustainable development. This requires the E&S incorporation into the planning, design and implementation process of developmental projects. • It is important to make choices and decisions that will eventually promote sound development by understanding the E&S functions. |
| | Wildlife Department | <ul style="list-style-type: none"> • Dara Munir Qazi, Deputy Conservator Wildlife • Adil Khan Personal Secretary | <ul style="list-style-type: none"> • The officials said that these kinds of projects result in many far-reaching positive ecological changes which are also beneficial for human population. |

Stakeholder Engagement Plan (SEP)

| Sr. No. | Dept./ Organization | Officials | Stakeholder Views/Concerns |
|---------|--|---|--|
| | | | <ul style="list-style-type: none"> • Official stressed upon the importance of Keenjhar lake, the source of water for the city of Karachi, ensuring that the ecological impacts of the project on the lake, and the adjoining wildlife and plant life must be considered. • He informed that no protected area of ecological importance is fall in and around the project area of the proposed project. |
| | Sindh Employees Social Security Hospital | <ul style="list-style-type: none"> • Dr. Farooq Ahamed, Resident Medical Officer | <ul style="list-style-type: none"> • The water quality is very poor which cause to lead the mostly common disease as diarrhea, hepatitis A, B and C as well as the stomach problems. • The water supply line is too old and it have the leakages as well as it is along with the sewer line, therefore due to old and damaged water supplying line it is become contaminated with sewerage water and become the harm full for the health. • It is recommended that as per international standards the water supply line and sewerage line must be on specific distance as they will not be mixed when these become damaged. |
| | Sindh Solid waste Management Board Sindh | <ul style="list-style-type: none"> • Ghulam Nabi Sheikh, Assistant Director Compliance | <ul style="list-style-type: none"> • There is intense need of awareness among the citizens, to own the water and sewerage sector schemes to keep them clean and dump the solid waste at dedicated points. • The official told us that, sewer lines need periodic cleaning. This is because in many areas the water supply is deficient due to which the wastewater will be highly concentrated and the flow in the sewer pipe will not achieve the self-cleansing velocity. If the velocity of flow in sewer pipes is less than the self-cleansing velocity, settling of solids will occur, which ultimately will lead to the |

| Sr. No. | Dept./ Organization | Officials | Stakeholder Views/Concerns |
|---------|--------------------------------------|--|--|
| | | | <p>blockage in sewer pipes. This is an important hydraulic point, but is never considered in the context of Karachi's sewerage system.</p> <ul style="list-style-type: none"> The official said that the E&S studies provides a unique opportunity to demonstrate the ways in which the E&S aspects of the project area may be improved as part of the development process. |
| | Public Health Engineering Department | <ul style="list-style-type: none"> Muhammad Bakhash, Research Officer | <ul style="list-style-type: none"> The proposed project is essential for the improvement of public health and socio-economic development, particularly in Karachi with a high incidence of water-related diseases, which affect particularly children. Safe drinking water and disposal of wastewater have already been recognized as key health issues in Karachi city and the proposed project will effectively change the present scenario. |

4.1.4. Stakeholder Consultation Workshops (Other Interested Parties)

First stakeholder consultation workshop was arranged on April 28, 2022 at Marriott Hotel Karachi. All the key stakeholders were contacted through letter (attached as **Annex-IV**). The agenda of the workshop was also shared with the participants (attached as **Annex-IV**). The PIU of KWSSIP-2 along with their consultants presented the project briefs to the stakeholders and asked the participants to provide their valuable comments/suggestion to make the project most feasible and viable. The comments, concerns, and suggestions received from stakeholders during the stakeholder consultation session have been collated (attached as **Annex-IV**). The comments solicited from stakeholders were helpful in the screening of the potential E&S aspects of the project. The participants invited in this session and the attendees list is attached as **Annex-IV**.

PIU KWSSIP-2 with the support of their Consultants, organized another stakeholder consultation workshop on July 28, 2022 at Regent Plaza in relation to information disclosure and stakeholder engagement on KWSSIP-2. Relevant identified Government Departments, NGOs, academia, WB, SEPA, Pakistan Air Force (PAF), K-Electric, Transport and Mass Transit Department, World Wildlife Fund (WWF), Pakistan Telecommunication Company Limited (PTCL), National Refinery Limited (NRL), Karachi Development Authority (KDA), Planning and Development Board and Local Community representatives were invited through letters. The stakeholders actively participated and provided comments, suggestions and shared

their views based on their practical experience at different projects. The stakeholder consultation list of the participants, their concerns and suggestions are given as Error! Reference source not found. VError! Reference source not found..

The main issues and concerns were raised by the secondary stakeholders during the workshops specifically related to the proposed Project are mentioned in **Table 12**.

Table 12: Summary of Concerns and Mitigations Action

| Sr. No | Concerns/ Suggestions by the Participants | Mitigation Proposed |
|--------|---|--|
| 1 | The need for transparency along the entire process is very important, as it will determine the success of the project, along with being vital for the satisfaction of the people and primary stakeholders | Consultations will be carried out throughout the project life to disseminate project development information with stakeholders. The studies related to the project will be made public for transparency. |
| 2 | The potential recycling of the water being wasted in the form of wastewater was highlighted, where it was proposed that a project of that nature should take precedence over this. | KWSC will also look into the effective recycling the wastewater being generated on priority basis to fulfill the requirement of the water in the mega city. |
| 3 | The participants expressed concern about the committee overseeing the project, as they believed that having only government officials could potentially introduce bias and diminish the project's potential. They likely feel that a diverse committee with representation from various stakeholders, including government, private sector, academia, and community members, would provide a broader perspective and help mitigate biases. This concern underscores the importance of transparency, accountability, and inclusivity in decision-making processes to ensure fair and effective governance of projects. | As a solution, different experts and representatives from different components/specialties of the project will be part of the committee that oversees the project, to avoid any conflict. |
| 4 | The attendants very strongly pushed the notion that for this project to be a success for the people of Karachi, institutional reform and awareness raising for the KWSC is detrimental alongside capacity building | There is need for awareness raising campaign and capacity building of the stakeholders for the success of the proposed project. |
| 5 | Stakeholders were interested in the possibility of being able to drink the water that would be transmitted through these pipelines | Participants were assured that efforts are being made for the timely completion of the project so that residents of Karachi can get water through this project. |
| 6 | The wildlife department stressed upon the importance of Keenjhar lake, the source of water for the city of Karachi, ensuring that the ecological impacts of the project on the lake, and the adjoining wildlife and plant life should be considered. | Efforts will be made to avoid/minimize anticipated negative ecological impacts of the project on the lake, and the adjoining wildlife and plant life. |
| 7 | Suggestions were provided on other potential mechanisms that may be adopted for saving as much water as possible, e.g. small dams, and rainwater harvesting mechanisms. | All suggestions were recorded properly and will be discussed with the design team for the successful implementation of the project. |

4.2. Purpose and Timing of Stakeholder Engagement Program

The approach for the stakeholder engagement analysis will be underscored by three elements: (i) belief in the primacy of qualitative data; (ii) commitment to participatory methods; and (iii) flexible responsive methods. An inclusive and participatory approach has been followed taking the main characteristics and interests of the stakeholders into account, as well as the different levels of engagement and consultation that will be appropriate for different stakeholders.

In general, engagement is directly proportional to the impact and influence of a stakeholders. As the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that particular stakeholder group will intensify and deepen in terms of the frequency and the intensity of the engagement method used.

The different combinations of influence and importance that a stakeholder may exercise are elucidated in the diagram below (**Figure 2**). This formulation is based on individual interviews with representatives from the various organizations, which have been consulted to date. The table may be populated as more interviews and group consultations are conducted throughout the project cycle. A majority of the interviewees play an important role in the power sector and have considerable influence. Their input is therefore critical for this project to highlight important issues that the project may address in its implementation phase.

| | | Degree of Influence | |
|----------------------|-----------------|---|--|
| | | High influence | Low influence |
| Degree of Importance | High Importance | <p>Box A: Stakeholders who stand to lose or gain significantly from the project AND whose actions can affect the project’s ability to meet its objectives</p> <ul style="list-style-type: none"> • PIU-KWSSIP 2 • KWSC | <p>Box B: Stakeholders who stand to lose or gain significantly from the project BUT whose actions cannot affect the project’s ability to meet its objectives</p> <ul style="list-style-type: none"> • Communities near project sites • Beneficiaries of the project • Other vulnerable groups |
| | Low Importance | <p>Box C: Stakeholders whose actions can affect the project’s ability to meet its objectives BUT who do not stand to lose or gain much from the project</p> <ul style="list-style-type: none"> • Government departments and Private Institutions • NGOs | <p>Box D: Stakeholders who do not stand to lose or gain much from the project AND whose actions cannot affect the project’s ability to meet its objectives</p> <ul style="list-style-type: none"> • Academia • Local NGOs, CSOs |

Figure 2: Stakeholder Influence and Importance

The stakeholder engagement program aims to: establish a systematic and inclusive approach to stakeholder engagement; build and maintain a constructive relationship with stakeholders; incorporate stakeholders’ views and concerns into project design/implementation; mitigate negative social and environmental impacts of the project; and, enhance project acceptance and socio-environmental sustainability. Stakeholder engagement has been divided into two phases:

- **Phase I (Project Preparation):** The purpose of stakeholder engagement during this phase has been to: ascertain institutional needs; apprise all stakeholders about planned activities; improve project design; create synergies; and, enhance the socio-environmental sustainability of the project activities envisaged under the different project components. Details of these consultations for the proposed project has been discussed in the previous chapter.
- **Phase II (Project Implementation):** Extensive stakeholder engagement will be carried out during this phase with nearby communities, disadvantaged/vulnerable groups and other interested parties. An exhaustive list of topics for stakeholder engagement during this phase along with the corresponding tools and techniques for conducting them is provided later in the Chapter.

4.3. Proposed Strategy for Information Disclosure

Based on consultations with the implementing agency and following World Bank disclosure protocol, the following table (**Table 13**) provides an initial outline of the information to be disclosed at the preparation and implementation stages.

Table 13: Strategy for Information Disclosure

| Project stage/ Components | Target stakeholders | List of information to be disclosed | Methods and timing proposed |
|---|---|---|---|
| Preparation | PIU, affected parties, interested groups, public at large, vulnerable groups, Government entities | <ul style="list-style-type: none"> • Project Documents, • Appraisal stage Environmental and Social Commitment Plan (ESCP) and Environmental and Social Review Summary (ESRS) • E&S instruments | <ul style="list-style-type: none"> • PIU KWSSIP-2 website before project effectiveness • Print and electronic media • One-on-one meetings, • Consultation meetings |
| | Implementation | PIU and other relevant Government departments and Private Institutions | <ul style="list-style-type: none"> • Project Appraisal Document (PAD), E&S principles and obligations, ESCP • Consultation process/SEP, • Sub-project Environmental and Social Impact Assessments (ESIAs), Environmental and Social Management Plans (ESMPs), and Resettlement Plans (RPs) • Other E&S instruments, • GRM procedures and project information |
| Local communities (Communities around project areas) and Vulnerable groups (including local labor, disabled people, minorities and women) | | <ul style="list-style-type: none"> • Regular updates on project activities and specific interventions for vulnerable groups • SEP and GRM procedures. • Consultations as per E&S instruments | <ul style="list-style-type: none"> • Outreach through local community organizations • Public notices • Press releases in the local media and on the project website • Mobile loudspeakers, announcements in local mosques and communities in local languages • Dissemination of information through social media |

| Project stage/ Components | Target stakeholders | List of information to be disclosed | Methods and timing proposed |
|--|---|--|--|
| | International donor agencies (WB and AIIB) | <ul style="list-style-type: none"> • Scope of Project, opportunities for collaboration • regular updates on project progress • Sub-project ESIAAs, ESMPs, and RPs • Other E&S instruments, • SEP and its implementation | <ul style="list-style-type: none"> • Bi Annual Consultative sessions with agencies to create synergies in the work undertaken and avoid duplication of efforts • Virtual meetings. |
| | NGOs, Media representatives Academia | <ul style="list-style-type: none"> • Scope of Project, opportunities for collaboration • Sub-project ESIAAs, ESMPs, and RPs • Other E&S instruments, • SEP and GRM procedures. | <ul style="list-style-type: none"> • PIU KWSSIP-2 website • Bi-Annual Project Dissemination Workshops |
| | General public | <ul style="list-style-type: none"> • Frequently asked questions (FAQs), • SEP and GRM procedures | <ul style="list-style-type: none"> • PIU KWSSIP-2 website • Short Message Service (SMS) • Mosque announcements in sub-urban areas • Local influential (councilors, community workers etc.) |
| Operation and Maintenance (O&M) | PIU and KWSC Staff | <ul style="list-style-type: none"> • Project O&M activities, E&S & OHS instruments / plans of O&M, • Consultation process during O&M, • GRM procedures and project information | <ul style="list-style-type: none"> • PIU KWSSIP-2 and KWSC website • One-on-one meetings • Consultation meetings |
| | General Public, NGOs, Media, Academia representatives | <ul style="list-style-type: none"> • Scope of O&M activities which may impact the target stakeholders, • E&S & OHS instruments / plans of O&M, • GRM procedures. | <ul style="list-style-type: none"> • PIU KWSSIP-2 and KWSC website • Consultation meetings |

For the implementation stage, appropriate modes of communication and frequency of future engagements will be determined for each type of stakeholders, based on the outcomes of preparation stage consultations.

4.4. Proposed Strategy for Consultations

The proposed strategy of consultations during the subsequent phases of the project is presented in **Table 13**.

Table 14: Strategy for Consultations

| Topic of consultation / message | Method used | Target stakeholders | Responsibilities |
|---|--|--|--|
| Preparation Phase | | | |
| <ul style="list-style-type: none"> • Need of the project • Planned activities • E&S principles, risk and impact, management • GRM | <ul style="list-style-type: none"> • Virtual meetings providing background information • Phone • Emails • Appropriate adjustments were made to take into account the need for social distancing (use of audio-visual materials, technologies such as telephone calls, WebEx, Microsoft Meetings, SMS, emails, etc.) | PIU Officials | PIU E&S Staff and GRM focal points |
| <ul style="list-style-type: none"> • Proposed project components • Environmental and Social Risks and any other concerns stakeholders may have, including but not limited to the irregular water supply, contamination issues, in adequate drainage system. | <ul style="list-style-type: none"> • Phone • Emails • Individual meetings in person and virtually • Virtual Consultative workshops providing background information and discussing environmental and social risks • Appropriate adjustments were made to take into account the need for social distancing (use of audio-visual materials, technologies such as telephone calls, WebEx, Microsoft Meetings, SMS, emails, etc.) | <ul style="list-style-type: none"> • Communities • Relevant Government departments and organizations • Academia • NGOs' working in communities | PIU E&S Staff |
| Implementation Phase | | | |
| <ul style="list-style-type: none"> • Project progress on ongoing activities/targets and outputs | <ul style="list-style-type: none"> • Review of Project progress Reports • Emails • Meetings | PIU Officials | PIU Occupational Health and Safety (OHS) staff |

Stakeholder Engagement Plan (SEP)

| Topic of consultation / message | Method used | Target stakeholders | Responsibilities |
|---|--|--|--|
| <ul style="list-style-type: none"> • Implementation of ESIA's, ESMPs and RPs • SEP and its implementation • GRM Processes • OHS concerns • E&S and other concerns stakeholders may have, including but not limited to the irregular water supply, contamination issues, in adequate drainage system. • Monitoring and Evaluation Plan | <ul style="list-style-type: none"> • Electronic publications as well as dissemination of hard copies of E&S Frameworks • Monitoring reports and reviews • Outcome of Gender Assessment (if carried out on need basis) • GRM Reports • | | <p>GRM Focal Points on GRM issues</p> <p>PIU E&S Staff – Project progress, implementation of the ESMP and the SEP, and E&S concerns</p> |
| <ul style="list-style-type: none"> • Project ongoing and planned activities • Implementation of ESMPs and RPs • SEP and its implementation • GRM for public • E&S risks and other concerns stakeholders may have, including but not limited to the irregular water supply, contamination issues, in adequate drainage system. | <ul style="list-style-type: none"> • Information resource portal on the PIU KWSSIP-2 website with district data pertaining to project activities and GRM information • Social media platforms (e.g. Facebook and twitter) of PIU • Outreach programs on radio and state-run television where the public can call-in | <ul style="list-style-type: none"> • General public, • Project area Beneficiaries | <p>GRM Focal Points - GRM Procedures</p> <p>PIU E&S Staff Project progress, implementation of the ESMPs, RPs and the SEP, and E&S concerns</p> |
| <ul style="list-style-type: none"> • Project progress on activities. • Opportunities for collaboration • E&S Instruments • SEP and its implementation • GRM Procedures • OHS concerns • E&S risks and other concerns stakeholders may | <ul style="list-style-type: none"> • Bi Annual Provincial consultative meetings • Review of Project progress Reports • Information resource portal on the PIU KWSSIP-2 website with district data pertaining to project activities and GRM information • Print, electronic and social media | <ul style="list-style-type: none"> • Other ministries and public bodies, • Universities and research organizations • Print and Electronic Media, • NGOs and CSOs in each province/area | <p>GRM Focal Points</p> <p>PIU E&S Staff</p> |

| Topic of consultation / message | Method used | Target stakeholders | Responsibilities |
|---|--|--|---|
| <p>have, including but not limited to the irregular water supply, contamination issues, in adequate drainage system.</p> | | <ul style="list-style-type: none"> International Organizations such as International Labor Organization (ILO), Asian Development Bank (ADB), etc. | |
| <ul style="list-style-type: none"> Information on safety and prevention measures Implementation of ESIA's, ESMPs and RPs SEP and its implementation GRM Procedures E&S risks and other concerns stakeholders may have, including but not limited to the irregular water supply, contamination issues, in adequate drainage system. | <ul style="list-style-type: none"> Community meetings in disadvantaged/ vulnerable areas through local CSOs Project Brochures, posters | <ul style="list-style-type: none"> Affected individuals and their families Local communities Vulnerable groups | <p>GRM Focal Points</p> <p>E&S Staff</p> |
| Operation and Maintenance (O&M) Phase | | | |
| <ul style="list-style-type: none"> Project O&M activities Implementation of O&M related OHS and E&S measures as recommended in ESIA's, ESMPs and RPs GRM Processes | <ul style="list-style-type: none"> Review of Project O&M activity reports Emails Meetings Electronic publications as well as dissemination of hard copies of E&S Frameworks Monitoring reports and reviews Outcome of Gender Assessment (if carried out on need basis) GRM Logs and Reports | <p>PIU and KWSC Officials</p> | <p>PIU and KWSC E&S Staff – Project progress, implementation of the ESMPs, E&S & OHS concerns</p> <p>GRM Focal Points on GRM issues</p> |

The frequency for consultations and reporting during the implementation stage will be determined within a month of the project effectiveness date.

4.5. Proposed Strategy to Incorporate the View of Vulnerable Groups

Consultations will be carried out with vulnerable groups (as defined in **Section 2.3.3**) near or in the vicinity of the project sites using Focus Group Discussion (FGD) as a tool. Engagement mechanisms and frequencies, will accordingly be designed and customized for vulnerable people. This will continue throughout the Project life. A few such consultations have been held with communities in the project area in the preparation phase, which will continue in the implementation of the project.

4.6. Timelines

The frequency of stakeholder engagement will vary across the Project activities (quarterly, bi-annual or annual), depending on the nature/pace of activity design/implementation, its social and environmental risk and impact and its relevance to the stakeholders. As consultations are held with stakeholders these timelines will be ascertained accordingly during implementation.

The project will review its stakeholder engagement against the SEP annually, and this review will be a part of the progress report that will be shared with the client management and the WB and AIIB.

4.7. Review of Comments

All stakeholder engagement activities (FGDs, Key Informant Interviews (KIIs) and consultations) will be recorded and transcribed. Comments provided by stakeholders will be collated and reviewed following each engagement activity. These comments will be analyzed and formulated into a report which will be shared with all relevant entities including WB.

4.8. Future Phases of the Project

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism which will be conducted biannually. **Table 14** presents a tentative plan for future consultations; this plan will be updated while updating the SEP during the project implementation phase of all the sub-projects under KWSSIP-2 (SOP-2).

Table 15: Future Consultations

| Description | Target Stakeholders | Timing | Responsibility |
|--|---|--|----------------|
| <ul style="list-style-type: none"> Public awareness campaigns/ information sharing sessions to share the ESIA, ESMPs and RPs with the communities and other stakeholders. Location: various places in project area | <ul style="list-style-type: none"> Communities within project area, general public; and line departments/agencies. | At the start of the site activities | PIU / SC |
| <ul style="list-style-type: none"> Establishment of GRM and Grievance Redress Committees (GRCs) Location: various places in project area | <ul style="list-style-type: none"> Communities at/around project area | Before commencement of project activities. | PIU / SC |
| <ul style="list-style-type: none"> Consultations with the communities during ESIA, ESMPs and RPs implementation Location: various places in project area | <ul style="list-style-type: none"> Communities at/around project area | During project implementation | PIU and SC |

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| Description | Target Stakeholders | Timing | Responsibility |
|---|---|---|-------------------------|
| <ul style="list-style-type: none"> • Grievance redressal • Location: various places in project area | <ul style="list-style-type: none"> • PIU staff; consultants; relevant line departments; and communities. | Project implementation Stage | PIU and SC |
| <ul style="list-style-type: none"> • Informal consultations and discussions. • Location: various places in project area | <ul style="list-style-type: none"> • Communities at/around project area | Project implementation Stage | PIU and SC; contractor |
| <ul style="list-style-type: none"> • Consultations with the communities during internal monitoring • Location: various places in project area | <ul style="list-style-type: none"> • Communities at/around project area | Construction Stage | PIU and SC |
| <ul style="list-style-type: none"> • Consultations with the Communities during the Independent Monitoring • Location: various places in project area | <ul style="list-style-type: none"> • Communities at/around project area | Construction Stage | PIU and SC |
| <ul style="list-style-type: none"> • Consultation workshops to review ESIA's, ESMPs and RPs implementation, any outstanding issues and grievances, views and concerns of communities; and actions needed to address them. • Location: site offices in project area. | <ul style="list-style-type: none"> • Communities at/around project area; relevant line department; relevant NGOs | Six-monthly during implementation phase | PIU and SC |
| <ul style="list-style-type: none"> • Consultations with the communities during the site visits by the World Bank Review Missions. • Location: various places in project area. | <ul style="list-style-type: none"> • PIU; Communities at/around project area | Construction/ Operation Stage | PIU; WB and AIB Mission |

5. Resources and Responsibilities for Implementing Stakeholder Engagement

5.1. Resources

Implementation of all ESF instruments including the SEP will be financed from the sub-project budget. Most of the SEP implementation activities will be carried out by the PIU.

5.2. Management Functions and Responsibilities

PIU will be the implementing agency for the Project that will be led by the Project Director (PD). At present, a fully-staffed PIU is supporting implementation of KWSSIP-2 (all sub-projects), and procurement, financial management, and Environmental and Social Cell (ESC) supporting E&S activities assigned to work on the Project.

The key players involved during construction phase of the proposed Project are the PIU as employer / proponent, the Supervisory Consultant (SC) and the Contractor(s). The roles and responsibilities of these organizations are outlined below. The following staff will be involved in the implementation of SEP:

- PIU (PD) / Proponent / Employer;
- PIU E&S Specialists;
- Supervisory Consultant; and
- Contractor's Staff.

ESC currently comprises two Environment Specialists, one Social Development Specialist (SDS) and one Gender Specialist. ESC will be tasked to implement all the E&S instruments including SEP and SDS will be the focal person for SEP implementation.

PIU will also hire independent Supervision Consultant(s) - SC, with necessary expertise in water and sewerage sector for each sub-project of KWSSIP-2, as well as project and contract management to support the PIU. Technology transfer is envisaged through this Project, and SC will also be tasked with strengthening capacity of PIU staff as well as stakeholders in Pakistan water and sewerage sector and technical universities in latest technology.

The contractors will be responsible for implementation of SEP as well as ESIAs/ESMPs and RPs to avoid or minimize adverse E&S impacts during implementation.

5.3. Cost for SEP Implementation

The proposed Project will have a dedicated budget for engagement and communications activities to ensure the implementation of this SEP and outreach activities envisaged. The budget estimate for the preparing and implementing SEP is PKR 33.55 Million. The budget breakdown of this SEP is attached as **Annex-VI**.

6. Grievance Redress Mechanism

GRM outlines the policy and procedure for documenting, addressing, responding and employing methods to resolve project grievances and complaints that may be raised by the project affectees or community members arising from environmental and social performance, the engagement process, resettlement and/or unanticipated environmental or social impacts resulting from project activities that are performed and/or undertaken by PIU. The Section describes the scope and procedural steps and specifies roles and responsibilities of the parties involved. The purpose of the GRM is to receive, review and resolve grievances from project affectees or community members and ensure smooth and fair implementation of subproject activities. The Grievance Redress Committee (GRC) and Gender Based Violence Committee (GBV) has been established in PIU-KWSSIP through a notification. A GRM has been established under KWSSIP-1 and the following description is based on the existing arrangements.

6.1. Principles

A GRM is established to address any complaints or grievances arising during the implementation period of the projects. People of the project area may perceive risks to themselves or their property or their legal rights or have concerns about the possible adverse environmental and social impact that a project may have. Any concerns or grievances will be addressed quickly and transparently, and without retribution to the project affectees or community members or complainant.

The primary principle of GRM is that all complaints or grievances are resolved as quickly as possible in a fair and transparent manner.

6.2. Objectives

The objectives of the GRM are to:

- develop an organizational framework to address and resolve the grievances of individual(s) or community(s), fairly and equitably;
- provide enhanced level of satisfaction to the aggrieved;
- provide easy accessibility to the aggrieved/affected individual or community for immediate grievance redress;
- ensure that the targeted communities and individuals are treated fairly at all times;
- identify systemic flaws in the operational functions of the project and suggest corrective measures; and
- ensure that the operation of the project is in line with its conception and transparently to achieve the goals for sustainability of the project.

6.3. Type of Complaints

The major complaints that may arise during the execution of the proposed project at site include but not limited to:

- Resettlement issues including loss of livelihood;
- Issues related to compensation of resettlement impacts;
- E&S issues (dust, noise, air pollution, social and cultural issues);
- Damage and blockage of public utilities;
- Traffic inconvenience; and
- GBV and harassment.

6.4. Disclosure of GRM

The GRM shall be disclosed at PIU-KWSSIP, KWSC head offices, and concerned XEN and Superintendent Engineer (SE) offices, KWSSIP website as well as on sub-project sites.

6.5. Structure of Grievance Redress Mechanism

The project will establish a three-tier GRM comprising Community GRC, sub-project GRC; and PIU-GRC. These tiers are described below.

6.5.1. Community GRC (Tier-1)

The community-GRC will provide a platform for project affectees or community members to raise and discuss their concerns, resolve the E&S issues at the community level and coordinate with project management to communicate these E&S issues and concerns. Community-GRC will be established to maintain a close rapport and coordination with affected persons and community members throughout the project implementation. The SDS of PIU will facilitate for the establishment of community-GRC that is representative of the ethno-cultural and gender diversity within the community. The community-GRC will comprise the following six members with one as the committee convener:

- Three female member (from the project affectees or community members); and
- Three male members (from project affectees or community members).

The project E&S and engineering staff will coordinate with community-GRC to review and resolve the E&S issue or concern related to resettlement planning or implementation as well as environmental and social concerns preferably within five (05) working days from receipt of the grievance. Any complaints that cannot be resolved at community-GRC will be forwarded to the next tier.

6.5.2. Sub-Project GRC (Tier-2)

Sub-project will constitute a GRC headed by concerned Project Manager (PM) to resolve all grievances and complaints of the project affectees or community members. Sub-project GRC will comprise of the following members:

- Project Manager (PM), as head/convener of sub-project GRC;
- Environment, SDS and Gender specialists of PIU;
- E&S specialists of Supervision Consultant (SC)
- Resident Engineer of supervision consultant;
- A representative (E&S specialist) of contractor will act as focal point; and
- A representative of local community.

Note: Representative from any other district government department may be called as and when required by the sub-project GRC. Environmental Specialist of PIU and SC will join sub-project GRC meeting related to environmental issues only.

Sub-project GRC will meet once a month and when the need arises. The sub-project GRC will review grievances involving all E&S issues that may arise due to project implementation. Sub-project GRC will perform following functions:

- Record, categorize and prioritize the grievances that need to be resolved by the committee and resolve them within ten (10) working days;
- Invite and hear aggrieved persons/parties to produce evidence of their claims and record their view point;
- Communicate its decisions and recommendations on all resolved issues to project executors and the aggrieved persons for smooth implementation;
- Forward the unresolved cases/ complaints to PIU-GRC within an appropriate time frame with reasons recorded and its recommendations;
- Develop an information dissemination system and acknowledge the aggrieved persons/parties about the development regarding their grievance;
- Maintain a complaint register accessible to the project affectees or community members with brief information about complaints and sub-project GRC decision with status report; and,
- Maintain complete record of all complaints received by the sub-project GRC with actions taken.

Any complaint that cannot be resolved by the sub-project GRC, will be forwarded to the next tier – the PIU-GRC.

6.5.3. PIU-GRC (Tier-3)

At the third tier, the PIU has constituted a GRC (PIU-GRC). The committee has the following composition:

- Project Director KWSSIP, (Chairman of PIU-GRC);
- SDS, Member
- Gender Specialist, Member;
- Concerned Project Manager – PIU, Member;
- SDS of SC, Member; and
- Representative of Civil Society.

Note: Representative from any other district government department may be called as and when required by the PIU-GRC. Environmental Specialist of PIU and SC will join PIU-GRC meeting related to environmental issues only.

The PIU-GRC through authorized representative, will acknowledge the complainant about his/her complaint, scrutinize the record, investigate the remedies available and request the complainant to produce any record in favor of his/her claim. After thorough review and scrutiny of the available record on the complaint, field visit will be conducted to collect additional information, if required. Once the investigations are completed, the PIU-GRC will give decision

within twenty (20) working days of receipt of the complaint. If the complainant is still dissatisfied with the decision, he/she can go to the court of law, if he/she wishes so. Organization of the GRC is shown in **Figure 1**.

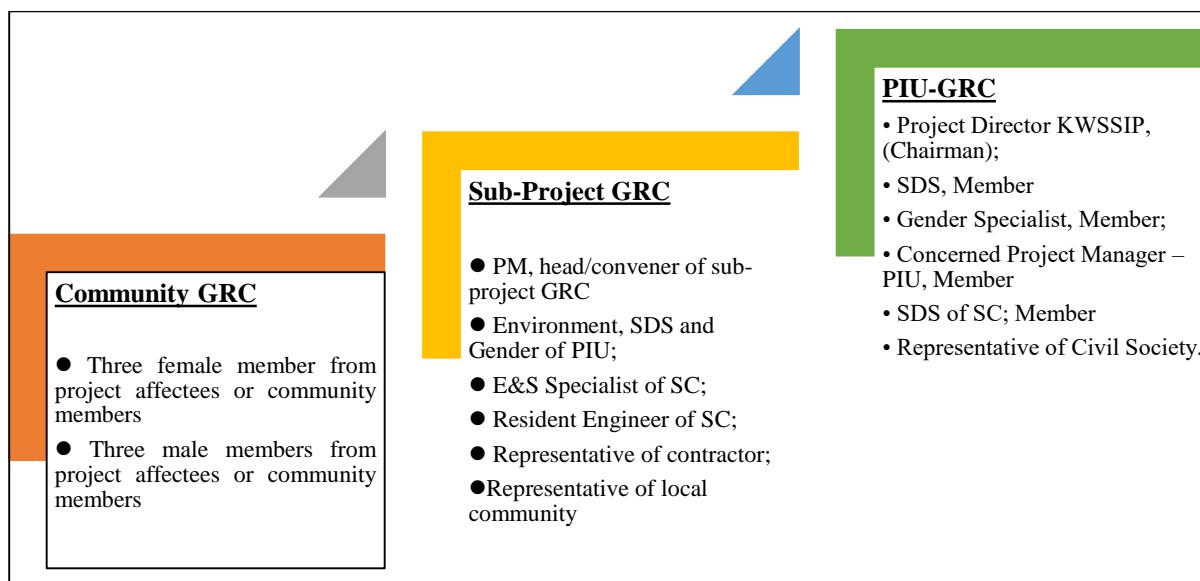


Figure 3: Organogram of GRC

Gender representation will be ensured by inducting a female member in all GRCs. The mechanism will ensure the access of project affectees or community members to a GRM that openly and transparently deals with the grievances and makes decision in consultation with all concerned that are consistent with the WB ESF requirements.

6.5.4. Gender Based Violence (GBV) Committee

Besides PIU-GRC, GBV committee has also been established and notified consisting of the following members;

- Concerned Project Manager, Head/ Convener of GBV Committee;
- Gender Expert KWSSIP, Secretary; and
- SDS KWSSIP, Member.

GBV Committee will address the gender related issues due to project activities during implementation.

6.6. Grievance Redress Procedure/ Mechanism

The intention of GRM is to resolve a complaint as quickly and at as low a level as possible to avoid a minor issue becoming a significant grievance. Irrespective of the stage of the process, a complainant has the option to pursue the grievance through the court as is his/her legal right in accordance with law.

The GRCs will work at site, sub-project and PIU levels. The E&S and engineering staff of PIU, in coordination with site staff will inform the project affectees and community members about

the GRCs and its mechanism through consultations and by posting at prominent places. The complaints received through any media will be screened by type and category. These complaints will be registered in Community Complaints Register (CCR), where the name and address of complainant, date, description of complaint and action taken will be recorded. The Following procedure will be considered to redress the grievances:

- First, complaint resolution will be attempted to be addressed at community-GRC through the involvement of the field E&S/engineering staff. The community-GRC shall give decision within 05 working days of receipt of the complaint. If unsettled, grievance can be lodged to the sub-project GRC by the complainant to proceed under law and communicate decision in least possible time.
- Sub-project GRC will acknowledge the receipt within 02 working days of lodging of complaint. Initial review and consultation with the sub-project GRC will be conducted within 05 working days of receipt of complaint. If required, sub-project GRC will advise the E&S/engineering specialists to conduct field visits in consultation with the aggrieved persons/parties and local community and submit a fact-finding report. Preferably, the fact finding will be completed within 08 working days from receipt of complaints. sub-project GRC shall give decision within 10 working days of receipt of the complaint. If unresolved, a grievance will be lodged to the (PIU-GRC) by the complainant.
- The PIU-GRC shall give decision within 20 working days of receipt of the complaint. If the complainant is still not satisfied, he/she can pursue further by submitting to the appropriate court of law.

All the E&S issues will be dealt according to the above GRM procedures. GRC will clarify the legal course of action and guide aggrieved persons/parties to approach appropriate legal forum. The GRCs will hear and clarify with the complainant (if required so) about the E&S issue and shall conclude and communicate its recommendations for further implementation in due course of time. Complainant will be kept informed during the process and the GRC decision will be communicated accordingly. In case of any delay, the complainants will be informed on the progress and process about their grievances. The GRC proceedings will be documented step by step and all records will be maintained and summarized in the project progress and internal monitoring reports.

6.6.1. Lodging of Complaint

The complainant(s) can lodge their grievances by online, mail, phone, WhatsApp, e-mail and complaint box. Moreover, PIU has established E-Portal for filing and tracking progress of the application online the detail has been provided below:

- An electronic complaint lodging system (application) that will be accessible through a link on the PIU KWSSIP website;
- The focus of the e-portal is the quick complaint lodging for all types of primary stakeholders;

- Any project affectee or community member with internet access can lodge a complaint with option for anonymous complaints. Uploading of photos for better understanding of the problem will also be an option;
- Each complainant will get a unique Grievance Number to track their complaints through the e-portal;
- Each complaint will go through a quick resolution mechanism being managed by a dedicated team at the PIU. Each complainant will be contacted to ensure that his/her issue is resolved;
- The portal will differentiate between types of complaints for targeted decision-making and action on behalf of PIU; and
- The portal will allow a quick and easy method for monitoring of the entire complaint lodging and resolution mechanism.

6.7. Monitoring and Reporting of GRM

Regular (preferably monthly) review, monitoring and reporting of the grievance log will be carried out by the SDS of PIU-KWSSIP and a central database will be established where all grievances are recorded, including details such as date of submission, nature of grievance, actions taken, and resolution status.

The PIU officials will also gather feedback on the grievance redress process from stakeholders about the resolution and their satisfaction on exiting GRM. Based on the findings of this feedback mechanism, required corrective actions to address gaps or weaknesses in the grievance redress process, such as enhancing communication channels, providing additional training to staff, or revising procedures will be suggested and implemented. Documentation of all monitoring and reporting activities will be ensured at PIU-KWSSIP for future reference, audits, or evaluations.

6.8. Funding Sources for GRM

The cost for operationalization of GRM, its monitoring and reporting is built into the overall monitoring, evaluation, staffing, capacity-building training, and communications budgets of the PIU KWSSIP.

7. Monitoring and Reporting

7.1. Involvement of Stakeholders in Monitoring Activities

A monitoring and evaluation plan to ensure transparency and accountability will be concomitantly strengthened and updated on an ongoing basis, with national and provincial partners to monitor the implementation process of the SEP based on the performance indicators for the project.

7.2. Reporting Back to Stakeholder Groups

It is critical to follow-up with stakeholders at different stages of the project cycle. Once consultations have taken place, stakeholders will want to know which of their suggestions will be used, what risk or impact mitigation measures will be put in place to address their concerns, and how, for example, project impacts are being monitored.

Often the same methods used in information disclosure are applied to reporting back to stakeholders. This follow-up can include large-scale forums, brochures, targeted meetings, and consultative committees. Given the current context and the need for social distancing, alternate means such as SMS, radio, television, social media handles, and PIU KWSSIP-2 website will also be employed to share updated information with stakeholders.

The SEP will be periodically revised and updated annually during the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis. Based on the data collected regularly, these indicators include:
 - Number of consultation meetings (virtual) and other public discussions/forums conducted monthly, quarterly, and annually;
 - Frequency of public engagement activities; and
 - Number of public grievances received (monthly, quarterly, and annually) and number of those resolved within the prescribed timeline.

List of Documents Reviewed

1. Concept Environmental and Social Review Summary (ESRS Concept Stage)
2. Template for ESS10: Stakeholder Engagement Plan for Floating Solar Project of WAPDA
3. Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings
4. The GRM Template available at
<http://pubdocs.worldbank.org/en/909361530209278896/ESF-Template-ESS10-SEP-June-2018.pdf>
5. The GRM Checklist available at
(<http://pubdocs.worldbank.org/en/354161530209334228/ESF-Checklist-ESS10-GRM-June-2018.pdf>)
6. Guidance Note on ESS10 for Borrowers available at:
<http://pubdocs.worldbank.org/en/476161530217390609/ESF-GN10-June-2018.pdf>
7. Draft Project Appraisal Document.
8. Environmental and Social Management Frameworks of SOP-1 and SOP-2 (The WORLD BANK)
9. Inception Report KWSSIP 2 – Component 2 – Group 1 (E&S Studies)