

# **STAKEHOLDER ENGAGEMENT PLAN**

**FOR**

**Private Investment and Digital Entrepreneurship Project  
(PRIDE) Project: Component - 4**

**Project ID no: P170688**

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**Bangladesh High Tech Park Authority**

**Ministry of Posts, Telecommunications and Information**

**Technology**

**[www.bhtpa.gov.bd](http://www.bhtpa.gov.bd)**

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## Acronyms and Abbreviations

<i>Acronym</i>	<i>Description</i>
ASA	Association for Social Advancement
BACCO	Bangladesh Association of Call Center& Outsourcing
BASIS	Bangladesh Association of Software and Information Services
BCS	Bangladesh Computer Samity
BHTPA	Bangladesh High-Tech Park Authority
BRAC	Bangladesh Rural Advancement Committee
BUET	Bangladesh University of Engineering and Technology
BWDB	Bangladesh Water Development Board
CBO	Community based organizations
CSOs	Civil Society Organizations
CUET	Chattogram University of Engineering and Technology
DESCO	Dhaka Electric Supply Company Limited
DIA	Direct Area of Influence
DIU	Daffodils International University
DNCC	Dhaka North City Corporation
DUET	Dhaka University of Engineering and Technology
eCAB	E-commerce association Bangladesh
E&S	Environmental & Social
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard of the 2018 World Bank ESF
FBCCI	Federation of Bangladesh Chambers of Commerce and Industry
GRC	Grievance Resolution Committee
GRM	Grievance Redress Mechanism
HTP	High-Tech Park
ISPAB	Internet Service Providers Association Bangladesh
IT	Information Technology
ITeS	Information Technology Enabled Services
LMP	Labour Management Plan
MoPT& IT	Ministry of Posts, Telecommunications and Information Technology
PAP	Project-Affected Person (or Project-Affected Party)
PD	Project Director
PIU	Project Implementation Unit

PRIDE	Private Investment & Digital Entrepreneurship
PSDSP	Private Sector Development Support Project
NGO	Non-Governmental Organization
RAJUK	Rajdhani UnnayanKotripokko
SEP	Stakeholder Engagement Plan
STP	Software Technology Park
UGC	University Grants Commission
ULAB	University of Liberal Arts
WASA	Water and Sewrage Authority
WB	World Bank

# 1. Introduction and Project Overview

## 1.1 Project Background

Government of Bangladesh (GoB) has launched an ambitious zones agenda to provide industrial land and infrastructure to increase private investment to support the government's development goals. One of the key legislative accomplishments of the Government was to create authorities to spearhead the push towards industrialization with greater involvement of the private sector. The Bangladesh Hi-Tech Park Authority Act—in 2010—created the Bangladesh Hi-Tech Park Authority (BHTPA), which is tasked to exploit the benefit of the hi-tech parks (HTPs)/ Software Technology Parks (STPs) in the country. BHTPA would rely mainly on private capital and expertise to build and operate the new zones but with important government oversight.

BHTPA is responsible for the establishment and expansion along with management, operation and development of Hi-Tech Parks within the country. BHTPA issues licenses to hi-tech parks that can serve both manufacturing and services companies within the broader ICT sector. However, the experience to date is that BHTPA is better equipped to deal with a sub-category of hi-tech parks referred to as software technology parks (STPs). The STPs are services-oriented clusters in urban areas that have a small spatial footprint and cater to firms with white-collar workers. As this industry matures and the businesses expand they require dedicated space complemented by advisory and support services.

BHTPA has successfully offered training programs and incentives for technical quality certification programs in the past and it is seeking to scale up this support to implement the GoB's 'Digital Bangladesh' 2025 vision. It is planning to establish the first incubation centers within STPs and select technical universities to strengthen the entrepreneurship ecosystem and encourage digital entrepreneurship. BHTPA is now playing the role of a facilitator and has so far issued a few private HTP or STPs licenses to individual IT and ITeS companies for single-tenant parks. BHTPA is focusing on utilizing private sector expertise and integrating and scaling up programs based on good international practices around incubation, acceleration and mentorship/growth programs. ICT incubator of BDBL Bhaban at Kawran Bazar in Dhaka is the first IT Incubator in the country and, the first Software Technology Park is also housed at the Janata Tower, Karwan Bazar. Beside these, 12 Private STP out of 13 is also located in Dhaka. Leading players such as Wipro, IBM, TCS, NTT Data and WPP are already leveraging the location through delivery center set-ups and joint venture with local companies.<sup>1</sup>

Strengthening industry-linkages to academia could also help raise industry standards. Bangladesh needs to strengthen the pipeline of IT and ITeS companies that have the size and capabilities to leverage private equity and venture capital for further growth.

## 1.2 Project Description

**Bangladesh Private Investment & Digital Entrepreneurship Project (PRIDE)** project covers four components and the fourth component would be implemented by BHTPA. The activities build on the experience from, and work done to date, under the IDA-funded Bangladesh Private Sector Development Support Project (P120843) and the joint WB-IFC Bangladesh Investment Climate Fund 2. The project is designed as an Investment Project Financing operation with disbursement-linked indicators (DLIs) to strengthen focus on achieving important institutional and regulatory reforms.

Through the fourth component, BHTPA aims to strengthen the foundation of the digital entrepreneurship and innovation ecosystem in the country. Besides creating the largest cluster of IT and ITeS firms in Bangladesh, it will design and implement a program that supports digital entrepreneurship at three levels: first it seeks to change attitudes and attract more youth, women and young professionals to consider becoming entrepreneurs. Second, it will put in place start-up and scale-up

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<sup>1</sup> Growing ICT Entrepreneurship & Workspace Challenges in Bangladesh, a BHTPA Study; page 12

facilities and services in select STPs, which will be open to all digital entrepreneurs. Second, it will put in place start-up and scale-up facilities and services in select STPs, which will be open to all digital entrepreneurs. Third, it creates innovation hubs in three of Bangladesh's best technological universities to encourage entrepreneurship among software and other engineering and business graduates. Besides, incubation and acceleration support, market entry and market expansion advisory, and investment readiness support to help digital entrepreneurs' access to external sources of finance and equity funding. The services offered in the Chittagong, Dhaka, and Jashore STPs will be made accessible on demand to entrepreneurs located elsewhere too. The goals are:

- for STPs and leading universities to evolve into entrepreneurship hubs,
- to improve the market entry and growth rates of digital startups and small and medium-sized enterprises in the digital economy, and
- to create a gender-inclusive culture for digital entrepreneurship.

More specifically, the fourth component has two sub-components:

#### ***Sub-Component 4.1. Establishing Digital Entrepreneurship Hub in Dhaka (US\$10m)***

The first sub-component will help establish Dhaka as a relevant digital entrepreneurship hub in South Asia. It will do so by facilitating network effects and developing Bangladesh's first significant cluster of IT and ITeS firms. BHTPA currently operates the Janata STP in an old but ideally located government building that rents out 72,000 ft<sup>2</sup> of workspace to IT and ITeS firms. The building needs upgrading and improved maintenance of common spaces. BHTPA is also acquiring the land next door from another government entity to allow for an expansion of 100,000-125,000 square ft of workspace to create a proper cluster of up to 200,000 square ft of micro, small and some medium-sized enterprises that serve the digital economy. The current occupants serve both domestic and foreign markets and employ many women. The sub-component would finance works, goods and technical assistance to: (a) upgrade and expand Janata STP by adding 100,000-125,000 square ft of workspace through public and private investment; and (b) assess the feasibility and develop models for private participation for the expansion and management, and then promote private tenants to the site. This STP will host approximately 100 small and medium-sized firms with 2,000 professionals plus another 100-200 micro entrepreneurs.

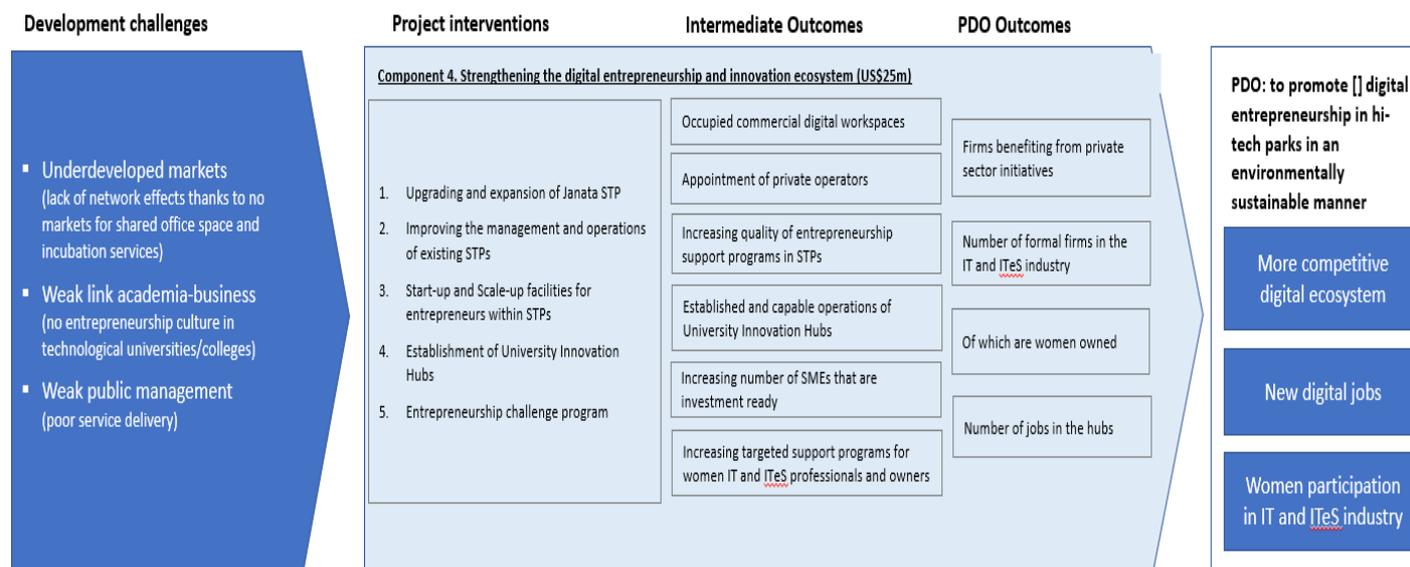
#### ***Sub-Component 4.2. Digital Entrepreneurship and Innovation Support Program (US\$15m)***

The second sub-component will design and implement a digital entrepreneurship and innovation support program to attract more youth and professionals to become digital entrepreneurs; provide start-up and scale-up facilities and services for entrepreneurs in STPs to increase the number of firms that investment ready; and establish innovation hubs in public and private universities across the country. The work will seek to make the outputs of this program financially sustainable and integrated in existing institutions (**universities and STPs**). First, an Entrepreneurship Challenge Program will promote participation in the digital ecosystem by financing media production that will be shared through television and various online media. The programs will target budding and existing entrepreneurs through informative and competitive programs and content where one program may follow successful entrepreneurs while another program may offer a challenge fund with participants and winners availing of grants for training or advisory services. The objective is to reach a broader audience that are potential entrepreneurs and this production will be procured from private, professional media companies.

Second, Start-up and Scale-up Facilities and Services will help create a market for, and boost demand for, mentorship and advisory services that are tailored for micro, small and medium entrepreneurs in the digital economy. The facilities and services will be offered to budding entrepreneurs at the undergraduate/graduate levels in technological universities and to existing entrepreneurs in STPs. The services on offer will include incubation and acceleration support, market entry and market expansion advisory, and investment readiness support to help digital entrepreneurs access external sources of finance and equity funding. **The services offered in the STPs set up by the BHTPA will be made accessible on demand to entrepreneurs located elsewhere too.** It will cover a dedicated program to support women entrepreneurs. **New University Innovation Hubs set up by BHTPA** will aim to attract

more students to become digital entrepreneurs within leading technological universities. **Professional operators will be engaged to design, operate and then transfer the University Innovation Hubs to the universities in which they are embedded.**

**Figure 1: BHTPA: Theory of Change and Results Chain for Component 4**

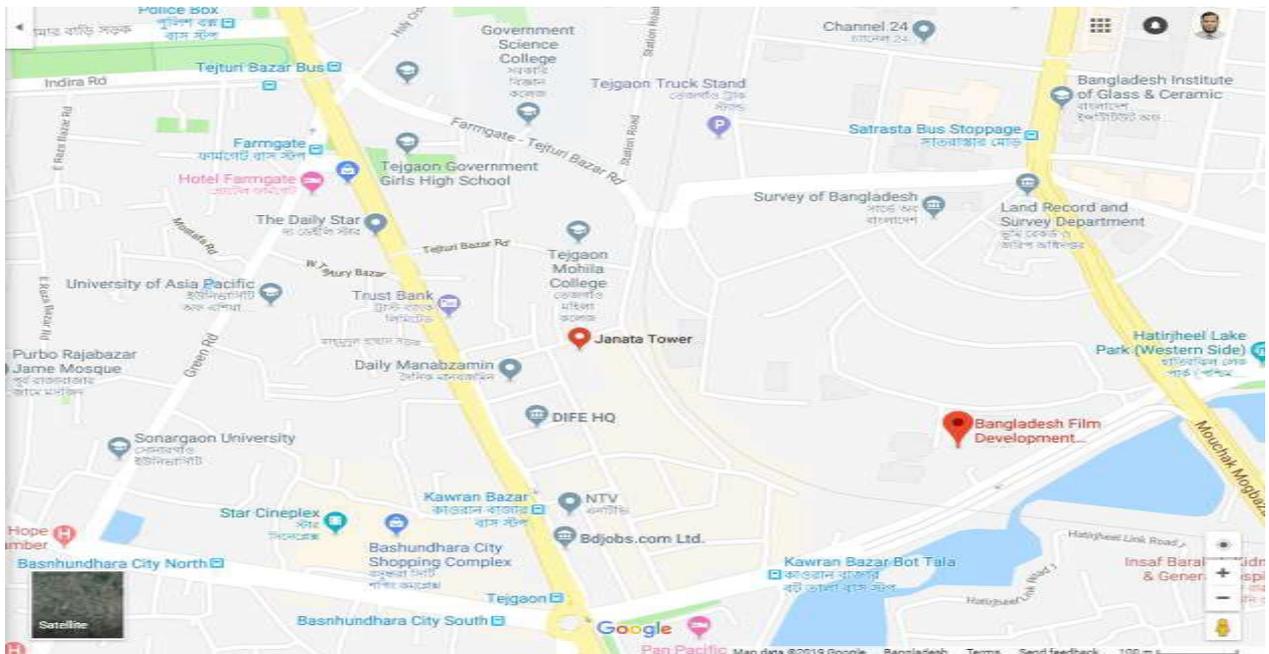


### 1.3 Project Location

The proposed site for the establishment of 12 Storied BHTPA Office Building of about 240,000 square feet is located at Plot No. 49, Karwan Bazar, Dhaka. Karwan Bazar is a mix of Commercial and Residential Area. This area is dominated by commercial activities, office, institutional and market buildings. The proposed site is located by the East side of the Airport-Gulistan Highway about 8 kilometers from the center (zero point) of Dhaka City and about 12 Km from the Airport. The area of the proposed site is 0.47 acres. It is a vacant land belonging to Public Works Ministry and is in the process of being transferred to the BHTPA (**As of 21 January 2020, the land is yet to be handed over to BHTPA**). There would be a good number of STPs in various parts of the country including Dhaka, Chattogram and Jashore. Besides incubation centers are also planned in a good number of Public and Private Technological Universities within the country.

The project work of BHTPA Complex at Karwan Bazar would involve 1) General site development; 2) Land development; 3) External boundary wall; 4) Common Utilities, like water, electricity, gas; 5) Office Building; 6) Other facilities for BHTPA; 7) Optic fiber Cable connection; 8) External electric connection; and 9) Main Gas connection. **However, as of 21 January 2020, the design has not been finalized.**

The location map (**Figure 2**) and a photograph of current landscaping from Janata Tower STP are given below:



**Figure 2:** Goggle Location Map of 12 Storied Proposed BHTPA Office Building at Plot No. 49, KarwanBazar, Dhaka on the South side of Janata Tower STP (Source: Google Satellite Image)



**Figure 3:** Location Picture of Current Landscaping of the Project Site

## 1.4 Summary of the potential social and environmental risks and impacts of the project.

### Environmental Risks and Impacts

The project work would involve:

- Land use will primarily include excavation of earth for the foundation of the structure and perimeter wall, and refilling it after the foundation work is done. In the process loose earth and construction material causing congestion to pedestrian movement would be carried to the dumpsite;
- There would be sound, dust, fume and light pollution in the area for a prolonged period owing to the construction work at the project site and similar effect is expected at Janata STP during improvement work. The construction work will use heavy construction equipment operated by electricity and fossil fuel and lubricants and there would be environmental pollution due to usage of fossil fuel by these equipment and vehicles including generators during periods of load shedding;
- There will be environmental concerns during the construction stage due to earth removal, construction work, construction related solid and liquid waste and electronic and electrical waste (e-waste) throughout the project life cycle. DNCC is responsible for garbage disposal in the Karwan Bazar Area. The PD and Contractor would need to coordinate with DNCC about this issue throughout the life cycle of the project;
- The PD/Contractor would plan it in coordination with Ward No. 26 and the Market Committees and work out a time when it would be most suitable to move the construction material to the project site and the alternative traffic and pedestrian movement plan;
- The IT and ITes firms at the BHTPA office building would also generate handful amount of solid waste, mainly paper, cartoon etc. The Food Court and Food Vendor stalls, to be located in the BHTPA Office Building, would generate domestic waste that would require safe disposal;
- IT and ITes firms, to be located in the BHTPA Office Building, STPs at Chattogram, Dhaka, Jashore and elsewhere in the country and the Incubators at the planned Universities would generate “E-Waste” comprising of computers, printers, toner cartridges, monitors, TVs, mobile phones, calculators, faxes, photocopiers, scanners, digital/video cameras, DVD players, MP3s, CDs, batteries, cables, magnetics and disks, etc. There needs to be adequate measures to recycle/dispose off the E – Waste effectively. The PD would have to plan on this matter.

### Social Risks and Impacts

The following are likely to be the effect in view of the project:

#### ***E&S risks and impacts on Disadvantaged and Vulnerable persons: ESS1***

Under this project, vulnerable person will be defined in accordance with the ESF directive. Vulnerable groups are people or households whose social, political, and economic status put them at higher risk of forgotten or violated rights. Due to their vulnerable position in society, they need special protection as compared to the majority. In the Kawran Bazar area, there different types vulnerable people that include slum dwellers, floating population, and sex workers. However, these people will not be further adversely affected by the project activities. No vulnerable groups have been identified that will be affected by the setting up of incubation centers. However, BHTPA will need to ensure that physically challenged people can access the facilities and services.

#### ***E&S risks on labor and working conditions: ESS2***

BHTPA shall contract agencies to undertake civil works, primary suppliers of material/equipment and other implementation support partners. Project workers would include Direct workers, Contracted workers (including Migrant Workers) and Primary supplier workers (those providing goods and materials e.g. IT services, security services outsourced through by the contractor). Risks include employment of child labor, non-payment of wages by employer, non-payment of benefits (compensation, bonus, maternity benefits etc.) by employer, discrimination in employment (e.g. abrupt termination of the employment, working conditions, wages or benefits etc.), possibility of gender-based violence, health risks of labor relating to HIV/AIDS and other sexually transmitted diseases. Construction of the high-rise building will involve a range of activities that might pose occupational health and safety if measures or precautions are not taken. During operation phase, maintenance of the building specially the outdoor works at the upper floors would have potential safety issue. The incubator centers will not have any major civil work.

***E&S risks and impacts relating to Resource efficiency and Pollution Prevention: ESS3***

Impact on air quality: Potential impact on the air quality during the construction stage will be due to the fugitive dust and the exhaust gases generated in and around the construction site. Dust is a major component of air pollution, generated mainly from site clearance and use of heavy vehicles and machinery/equipment etc. at construction site. Dust is also generated from transportation of construction materials, such as sand and cement to the construction site and from excavated materials (soil) stockpile. The fuel of vehicles and construction machineries will also contribute to air pollution releasing hazardous air emissions such as: NO<sub>x</sub>, SO<sub>2</sub>, CO<sub>2</sub>, CO, SPM. During operation phase of the building, pollution of the air may be caused by emission from generators. It is estimated that a typical Generator set emits 25 – 30 pounds of Nitrogen Oxides (NO<sub>x</sub>) per megawatt hour of power generated. The level of Sulphur Oxides (SO<sub>x</sub>) depends on the percentage sulphur in the oil being used in the generator. Vehicular emissions would include Carbon Monoxide (CO) being the major pollutant emitted by motor vehicle exhaust systems. This is highest when vehicles are poorly maintained, causing incomplete combustion to take place.

Impact on water quality: There is no natural surface water body near the project site and hence the potential of contamination of surface water is very low. Construction activities such as piling work of building, excavation, concreting work, accidental spillage of hazardous chemicals like fuel oil and lubricant from the construction vehicles, improper storage and disposal of construction waste (debris and cement), solid and liquid waste from the worker's facilities may mix with rainfall water and it can accumulate on the adjacent drain and hamper their normal operation. Construction work would require considerable amount of water for various purposes. Water will be sourced from DWASA.

Soil contamination: If not properly disposed of, the spillage of oil from the machinery, cement residue from concrete mixer plants, sewage and solid wastes, might contaminate the soil.

Noise Pollution: Noise is perceived as one of the most undesirable consequences of construction work. Due to the various construction activities, there will be short-term noise impacts in the immediate vicinity of the project area, which may exceed acceptable limits and reach nuisance levels for residents. These include piling work, concreting and mixing, excavation for foundations with driller (if used), construction plant and heavy vehicle movement (e.g. cranes) etc. Also, noise levels are not expected to exceed occupational limits; therefore, no adverse effects on employees should result. Nonetheless, noise conservation procedures need to be introduced when necessary. During Operation Phase, noise would be generated from generators. A typical generator set emits approximately 117 dBA of noise which is above the National ambient noise standards and presents a nuisance to those in close proximity. Mitigation measures need to be applied so that the noise generated from the generator sets and pumps can be regulated to acceptable limits. Employees working close to this equipment for extended periods, will be encouraged to wear ear protection.

Generation of Solid waste: Solid waste will be generated mainly for dismantling of existing abandon structures. Construction activities will lead to the generation of solid waste in significant amounts, mainly in the form of construction debris. If these waste streams are not properly managed, the potential exists for a negative environmental impact. During construction period, about 20 ft excavation

might be needed for laying two basements. The excavated excess soil needs to be removed from site to a suitable place. Solid waste would also be generated during the operation phase of the building. These would be mostly inorganic in nature and a major share would comprise of paper and other office waste. Certain amount of e-waste in the form of computer and other electronic accessories would be generated which needs to be disposed of properly.

Sewage and Liquid waste: Sewage would be generated from the use of toilets and other sources and would be disposed to the central sewer line of DWASA. Pollution to surface water may occur, if not properly managed. Any bursting or choking of internal sewer may cause adverse impact such as foul smell, unhygienic waterlogged condition and health related impact on the live-in population. Therefore regular maintenance checks shall be carried out by the health and safety staff.

***E&S risks and impacts relating to Community Health and Safety: ESS4***

Movement of vehicles for the transportation of construction materials at the project site would increase the accident and road safety risk. Trucks are usually not allowed to enter into Dhaka city before 10pm. Hence, the local residents near the construction site will not be impacted much by the proposed construction activities. However, the project site is located close Kawran Bazar which is one of the largest whole sale market of the city. A large number of vendors operate in and around the market throughout the whole night keeping the area one of the busiest night time city center. Hence proper management of movement of vehicles even at the night time will be required to avoid any disruption to the market operation and reduce accident risks. A Traffic Management and Safety Plan is recommended to be prepared by the Contractor to minimize traffic disruption and reduce accident risks during construction. The project would draw a stream of traffic during its operation phase and might cause traffic jam in the nearby area if not properly managed. Sufficient parking space in the building design has to be ensured. Outbreak of fire from electric short circuit or from any other sources might put the safety of the occupants in danger and hence sufficient fire fighting measures has to be included in the design of the building including fire hydrants and fire exit door. The building should also be designed considering the earthquake force. The incubation centers are unlikely to cause any adverse effects to community health and safety.

***E&S risks and impacts on land & assets: ESS 5***

The project with its current design involves no involuntary resettlement and requires no land acquisition. The project area currently belongs to the Ministry of Housing and Civil Works, and the single family of the ministry employee who is living there informed that if acquired by BHTPA, the ministry will transfer his family to staff quarters. The study found no squatters living in the project site. No land will be required for the incubation centers.

***E&S risks and impacts relating to Bio-diversity & Living Natural Resources: ESS 6***

There is no forest area in the vicinity and faunas in the area are limited to the common varieties. There are twenty-nine mahogany, two peepal and one jack Fruit tree in the project site which will need to be cut-off during construction phase. No thermal discharge would be emitted to any water body. The liquid waste would be discharged to the sewerage system of DWASA, so, the impact on aquatic fauna is insignificant. This standard will not apply to incubation centers.

***E&S risks and impacts relating to Indigenous People/Small Ethnic Minorities: ESS7***

There are no indigenous people or small ethnic minorities in or around the planned project sites.

***E&S risks and impacts relating to Cultural Heritage: ESS8***

The site does not have any ancient monuments and/or archaeological site. Thus, no impacts are foreseen on cultural heritage due to the construction of this project. If any fossils, old coins, articles of value of antiquity, structures and other objects of archaeological interest is discovered on the site during excavation works, shall be the property of the Government and shall be dealt with as per provisions of the relevant legislation. Chance find procedures will be incorporated in the ESMP and chance find clauses will be incorporated in work contracts requiring contractors to stop construction till further discussion with the relevant parties.

The proposed facilities would bring economic benefits to the local people through employment of the skilled and unskilled labor force (both men and women) at the local level in construction and operation

phase of the facility. After finalization of construction there will be new jobs creation, most of them related to operation and maintenance (O & M) of the project. The employees of BHTPA as well as IT Professionals and Entrepreneurs of the STPs and the Universities will get IT related facilities that will directly contribute to IT development as well as development of the economy.

## 1.5 Project Implementation Arrangement

The project will be implemented by BHTPA through a dedicated Project Implementation Unit (PIU). Ministry of Science and Information & Communication Technology will have overall responsibility for project implementation and management through BHTPA for the relevant subprojects of PRIDE project. BHTPA is a dependable Bank client and is quite familiar with Bank safeguard policies and Bank processes. It has worked under PSDSP. BHTPA has a reasonable track record of implementing safeguard policies in Bank-financed projects.

The ESF is new to BHTPA. A detailed E & S capacity and systems assessment of BHTPA has been undertaken during the preparation of ESA following the Bank Guidance Note on Assessing Borrower Capacity at the Project Level. The outcomes of the assessment has informed the required E & S staffing and strengthening for this proposed program and will be used to develop a long-term E & S capacity building program for both agencies to be supported under the program.

Following the Government's Rules of Business, the PIU-BHTPA would report to their Ministerial Project Steering Committee (PSC). There will be a PSC chaired by the Secretary, ICT Division, Ministry of Posts, Telecommunications and Information Technology. PSC will include representatives from ministries, division, departments/agencies that are part of overall implementation, coordination, and strategy. PSC will be responsible for: (i) providing implementation advice and operational guidance; (ii) reviewing financial and physical progress; (iii) resolving any implementation problems (iv) providing any other necessary direction for effective implementation. The Managing Director, BHTPA would be the Head of the Procuring Entity (HOPE) and Chairperson, Project Implementation Committee (PIC). The PIC will be also responsible for: (i) supervising and reviewing implementation and providing necessary advice for timely delivery; (ii) monitoring and evaluating implementation progress and suggesting necessary course corrections; (iii) resolving issues and conflicts that may emerge during implementation; (iv) facilitation coordination and convergence with other line ministries, division, and departments/agencies; and (v) keeping the PSC apprised on overall performance and key issues relating to the project.

The BHTPA PRIDE PIU would be headed by a Project Director (PD). He will have some 16 staffs and 11 consultants. The designation and source of remuneration are also shown in **Table 1**. An amount of **USD 2.625883 Million** would be arranged from the project fund for this purpose.

**Table 1: Project Implementation Unit (PIU) (Proposed)**

SL	Name of Post	No.	MM	BDT in Lac of GoB	BDT in Lac of WB/ Equivalent USD@ Tk. 85.00	Total	Comments
1.	Project Director	01	60 mm	70.00	-	70.00	
2.	Deputy Project Director	01	60 mm	52.00	-	52.00	
3.	Assistant Director	01	60 mm	30.00	-	30.00	
4.	Assistant Accounts Officer	01	60 mm	-	22.00	22.00	
5.	Office Assistant-Cum-Computer Typist	02	120 mm	-	34.00	34.00	
6.	Work assistant	02	120 mm	-	34.00	34.00	
7.	Messenger	01	60 mm	-	122.00	122.00	Outsourcing staff
8.	MLSS	02	120 mm				
9.	Security Guard	02	120 mm				
10.	Cleaner	01	60 mm				
11.	Driver	03	180 mm				

Total		17	152.00	BDT 212.00	364.00
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### Consultants

SL	Name of Post	No.	MM	BDT in Lac of WB// Equivalent USD@ Tk. 85.00	Comments
1	Senior Financial Management Specialist	1	60	330.00	
2	Procurement Specialist	1	60	300.00	
3	Environmental Specialist	1	40	140.00	
4	Social Specialist	1	40	140.00	
5	Training & Management Specialist	2	120	300.00	
6	Supervision Engineer	1	60	210.00	
7	Junior Supervision Engineer	2	120	180.00	
8	Innovation & Commercialization Specialist	2	120	420.00	
	<b>Total</b>	<b>11</b>		<b>BDT 2020.00</b>	
	<b>GRAND TOTAL (14 Staffs + 11 Consultants = 25 persons to be funded from the Project)</b>			<b>BDT 2232.00 Lac// USD 2.625883 Million</b>	

The PIU will ensure that implementation follows both Government and Bank rules and regulations. The PD and the PIU will be actively assisted by the Consultants in carrying out the project preparation and implementation tasks.

## 2. Regulations and Requirements

### 2.1 Key National, Social, Legal Provisions and Citizen Engagement

#### 2.1.1 Constitution of the People's Republic of Bangladesh

**Article 36. Freedom of movement.** Subject to any reasonable restrictions imposed by law in the public interest, every citizen shall have the right to move freely throughout Bangladesh, to reside and settle in any place therein and to leave and re-enter Bangladesh.

**Article 37. Freedom of assembly.** Every citizen shall have the right to assemble and to participate in public meetings and processions peacefully and without arms, subject to any reasonable restrictions imposed by law in the interests of public order health.

**Article 38. Freedom of association.** Every citizen shall have the right to form associations or unions, subject to any reasonable restrictions imposed by law in the interests of morality or public order;

**Article 39. Freedom of thought and conscience, and of speech.**

(1) Freedom of thought and conscience is guaranteed.

(2) Subject to any reasonable restrictions imposed by law in the interests of the security of the State, friendly relations with foreign states, public order, decency or morality, or in relation to contempt of court, defamation or incitement to an offence-

(a) the right of every citizen of freedom of speech and expression; and freedom of the press, are guaranteed.

**Article 59. Local Government.**

(1) Local Government in every administrative unit of the Republic shall be entrusted to bodies, composed of persons elected in accordance with law.

(2) Everybody such as is referred to in clause (1) shall, subject to this Constitution and any other law, perform within the appropriate administrative unit such functions as shall be prescribed by Act of Parliament, which may include functions relating to-

- (a) Administration and the work of public officers;
- (b) the maintenance of public order;

the preparation and implementation of plans relating to public services and economic development.

### **Article 60. Powers of local government bodies**

For the purpose of giving full effect to the provisions of article 59 Parliament shall, by law, confer powers on the local government bodies referred to in that article, including power to impose taxes for local purposes, to prepare their budgets and to maintain funds.

#### **2.1.2. The Consumers' Right Protection Act, 2009**

This Act aims at protection of the rights of the consumers, prevention of anti-consumer right practices and related matters connected therewith.

#### **2.1.3. Right to Information Act (RTIA) 2009**

The Act makes provisions for ensuring free flow of information and people's right to information. The freedom of thought, conscience and speech is recognised in the Constitution as a fundamental right and the right to information is an alienable part of it. Since all powers of the Republic belong to the people, it is necessary to ensure right to information for their empowerment. The right to information shall ensure that transparency and accountability in all public, autonomous and statutory organisations and in private organisations run on government or foreign funding shall increase, corruption shall decrease and good governance shall be established. It is expedient and necessary to make provisions for ensuring transparency and accountability.

**2.1.4. Law on Local Government.** Bangladesh is a democratic republic with two spheres of government: national and local. Local government is enshrined in the constitution (Chapter IV Articles 59 and 60) and the main legislative texts include the Acts covering zila parishads (2000), upazila parishads (1998, amended 2009), union parishads (2009), pourashavas (2009), city corporations (2009) and hill district councils (1989). The local government division within the Ministry of Local Government, Rural Development and Cooperatives is responsible for local government, with the exception of the hill district councils, which are under the Ministry of Hill Tract Affairs.

**2.1.5. Bangladesh Labour Law, 2006 (Amended in 2013) and Labour Code 2015.** This Law pertains to the occupational rights and safety of workers and the provision of a comfortable work environment and reasonable working conditions. In the chapter VI of this law safety precaution regarding explosive or inflammable dust/gas, protection of eyes, protection against fire, works with cranes and other lifting machinery, lifting of excessive weights are described. And in the Chapter VIII provision safety measure like as appliances of first aid, maintenance of safety record book, rooms for children, housing facilities, medical care, group insurance etc. are illustrated.

The Labour Law of Bangladesh 2006 bans children under the age of 14 from working. Chapter III of the Act<sup>2</sup> under "EMPLOYMENT OF ADOLESCENT WORKER" puts restrictions on employment of children and adolescents as follows:

- (1) No child shall be employed or permitted to work in any occupation or establishment.
- (2) No adolescent shall be employed or permitted to work in any occupation or establishment, unless:

- (a) A certificate of fitness in the form prescribed by rules, and granted to him by a

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<sup>2</sup> The Bangladesh Labour Law, 2006; Act No. XLII OF 2006 [11 October, 2006]

registered medical practitioner is in the custody of the employer; and  
(b) He/She carries, while at work, a token containing a reference to such certificate.

## 2.2 World Bank Requirements

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Key elements of ESS10 include:

- "Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project."
- "Borrowers will 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 will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not."

Borrowers are required to develop a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts. Stakeholders have to be identified and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

### 3. Project Stakeholders

The first step in preparing a SEP is mapping the Project stakeholders. This analysis is important to inform the design of the SEP, particularly in developing the Project’s approach to consultation and communication. This involves identifying relevant Project stakeholders or groups of stakeholders, characterising the key stakeholder issues and concerns, and mapping the Project stakeholders to determine the appropriate level of engagement for each stakeholder or stakeholder group. This section describes the outputs from the stakeholder mapping process.

#### 3.1 Stakeholder Identification and Analysis

For the purposes of this SEP, as defined in the World Bank Environmental and Social Framework, **“stakeholder” refers to individuals or groups who: (a) are affected or likely to be affected by the Project (project-affected parties); and (b) may have an interest in the Project (other interested parties).**

Stakeholder identification for the BHTPA PRIDE Project was initiated during the scoping meetings and was further developed during the stakeholder mapping workshop held with key representatives from the World Bank and the Environment and Social Assessment (ESA) Project team on 29 August 2019. The stakeholder mapping workshop was undertaken to:

- Confirm the stakeholders and groups who were identified in initial scoping exercises and further revise and update the stakeholder list with input from key stakeholders;
- Analyse the level of impact the Project have on each stakeholder group, their level of interest, influence and importance, to identify the level of engagement required for each group; and
- Identify engagement strategy with each stakeholder group and assign responsibility to team members.

**Table 2** provides a summary of Project stakeholders, which have been grouped into 13 categories.

**Table 2: Summary of BHTPA PRIDE Project Stakeholders**

Stakeholder Group	Stakeholder
<b>Project-Affected Parties</b>	
Directly Affected Population	Individuals and households and Batchelor Messes/shops/offices/markets that are located within the Project Direct Area of Influence (DIA): <b>In the DIA there is no household/shops/ offices.</b> Environmental – those areas located within the Project’s footprint or area of disturbance, i.e, Karwan Bazar area. Social – the Public/Private Offices, individual shops/Markets and households/ directly affected by Project construction and operation at Karwan Bazar area.
Indirectly Affected Population	Individuals and organisations located within Indirect Area of Influence includes: Environmental – those areas located within 1 km of any project construction, access road, and worker camp components and other ancillary project facilities Social – the Office of the Zonal Executive, Zone 5 (Karwan Bazar and Ward Number 26 within which the Project is located.

Stakeholder Group	Stakeholder
Cumulatively Impacted Population	Individuals and organisations located within the Cumulative Area of Influence of the project; it would cover all STP and HTP entities including IT and ITES service providers, and Technological Universities throughout the country who will be supported by the project.
Project-Affected Dhaka North City Corporation (DNCC)	DNCC, in particular Office of the Zonal Executive, Zone 5 (Karwan Bazar) and Ward Number 26.
<b>Other Interested Parties</b>	
National Government	PMO, ERD, Planning, Education and Cabinet Division Ministry of Posts, Telecommunications and Information Technology and BHTPA Ministry of Finance RAJUK, WASA, DESCO, UGC, TITAS GAS, DoE and Local Law enforcing agencies
Elected Officials	Ward Commissioner and Members of Ward Number 26, Tejgaon Karwan Bazar Management Committee Karwan Bazar Bonik Samity (Businessmen's Association) Karwan Bazar Workers Welfare Association
Media	Newspapers (daily and weekly) Dhaka-based TV stations Dhaka-based radio stations Social media: Facebook FM Radio Channels
Businesses and Associated Groups	Federation of Bangladesh Chambers of Commerce and Industries (FBCCI); IT and ITES companies planning to function from BHTPA Complex; STP Hub at Janata Tower, Dhaka, Chhattogram and Jashore.
Educational Institutions	Public and Private Universities joining the program
Interest Groups	<ul style="list-style-type: none"> <li>• Bangladesh Association of Software and Information Services (<b>BASIS</b>), the national trade body for Software &amp; IT Enabled Service industry of Bangladesh.</li> <li>• Bangladesh Association of Call Center &amp; Outsourcing (<b>BACCO</b>)</li> <li>• E-commerce association Bangladesh (<b>eCAB</b>)</li> <li>• Bangladesh Computer Samity (<b>BCS</b>)</li> <li>• Internet Service Providers Association Bangladesh (<b>ISPAB</b>)</li> <li>• Overseas IT related entrepreneurs who intend to invest in Bangladesh</li> </ul>
Internal Stakeholders	Include but not limited to: supervision consultants, suppliers, Construction Contractors and Contractor's workforce, sub-contractors, petty contractors, etc.
International and local Non-Governmental Organisations (NGO) and Organisations	<ul style="list-style-type: none"> <li>• BRAC Microfinance Outlet for the shopkeepers and businessmen at Karwan Bazar</li> <li>• ASA Microfinance Outlet for the shopkeepers and businessmen at Karwan Bazar</li> <li>• Two Multipurpose Cooperatives also operate at Karwan Bazar. These are: <ul style="list-style-type: none"> <li>○ Al-Amin Multipurpose Cooperatives, and</li> <li>○ BanglarAlo Multipurpose Cooperatives</li> </ul> </li> </ul>
Project Financiers	<ul style="list-style-type: none"> <li>• The World Bank</li> <li>• Other potential financiers</li> </ul>

The **Project-Affected Parties (PAPs)** are divided into two categories:

- a. **Directly Affected Population** - Individuals and households that are located within the Project Direct Area of Influence (DIA). These may include, but not limited to:

- People who make their living by working as a daily laborer in close proximity to the project site, petty shopkeepers, fruit sellers, and Truck/Van Drivers and staffs that park their transports opposite to the project site boundary wall;
- Pedestrians, office goers and shoppers in the vicinity of the project site that will have restricted access through the lane adjacent to the project site and have to use adjacent lanes for commuting;
- People directly affected by the construction and operation of the ancillary facilities; and
- Officers and staffs at Janata Tower STP Park whose work would be affected while renovation and ungradation work of the STP floors are undertaken.
- University Authorities and STP entrepreneurs (including women entrepreneurs), IT and ITeS staffs and entrepreneurs (for Sub component 4.2)

**b. Indirectly Affected Population** – Individuals and organisations located within Indirect Area of Influence who may experience increased traffic congestion, sound and dust pollution while the construction work goes on. These may include, but not limited to:

- The Markets, offices, and Vendors of different commodities at Karwan Bazar;
- People outside KarwanBazar area who visit this place on official/business/shopping purpose due to the Project construction and operation;
- Public and private organisations and businesses located at Karwan Bazar Area.
- University Incubation Center and STP equipment suppliers , vendors and users

### 3.2 Disadvantaged/vulnerable individuals or groups

Vulnerable groups are those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable. Identification of the vulnerable groups helps the Project further identify individuals and sub-groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate forms of engagement. It is to be noted that neither 'Directly Affected People' live in the project location, nor any ethnic or religious minority groups live in the project area of influence. For this project, the vulnerable groups are identified as slum dwellers, floating people, and the road side fruit and vegetable sellers. Based on the current status of the project, it is not likely to impact the vulnerable groups adversely. However, the floating retailers who use the walls of the plot for business may become vulnerable due to dismantling the wall for construction activities. During Operation Phase, University Authorities and STP entrepreneurs (including women entrepreneurs), IT and ITeS staffs and entrepreneurs and University Incubation Center and STP equipment suppliers , and vendors and the service takers could become vulnerable/disadvantaged differently and they are to be consulted with by BHTPA at the appropriate time.

BHTPA will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, participate in the engagement activities, provide feedback, and submit grievances. The deployment of the Social Development Officers will help to ensure proactive outreach to all population groups, and they will make a special effort to engage with those identified as vulnerable or disadvantaged. If necessary, BHTPA would deliver brochures and informational material to them in Bangla. Table 2 provides a summary of the potentially vulnerable Project stakeholders.

**Table 3: BHTPA Project Potentially Vulnerable/Disadvantaged Groups**

<ul style="list-style-type: none"><li>• Elderly people, persons with disabilities, children and pregnant women while commuting through the lane adjacent to the project area; They are vulnerable only when they are passing through the project site unaccompanied.</li><li>• Irregular laborers and urchins (men and women) working in the Market area adjacent to the project site who regularly look for jobs to have a living. They may look for job at the construction site;</li><li>• Minority Transgender community in close proximity of the project site, if any. They normally live in a small community and could look for jobs at the project site;</li><li>• No specific mitigation measures need to be designed for vulnerable people except specific measures for displaced vendors (using outer walls) to identify alternative space for their business during construction.<sup>3</sup>Liaison and communication with Karwan Bazar BonikSomity, Karwan Bazar Management Committee and Ward Commissioner, Ward No. 26 in this respect would pay dividend.</li><li>• For Sub component 4.2 the women entrepreneurs, physically challenged staffs, members of the transgender community working in STPs/Universities or looking for employment at these institutions, the suppliers/vendors etc. could be treated differently and may become vulnerable. Transparency and accountability of the authority concerned (including UGC) would be the only way out to ensure that these persons/entities are dispensed with justice;</li></ul>
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### 3.3 Stakeholder Mapping

Stakeholder mapping, illustrated in **Figure 4**, was undertaken to identify the level of engagement required for each group of stakeholders (**Table 1**) based on their level of interest and level of impact.

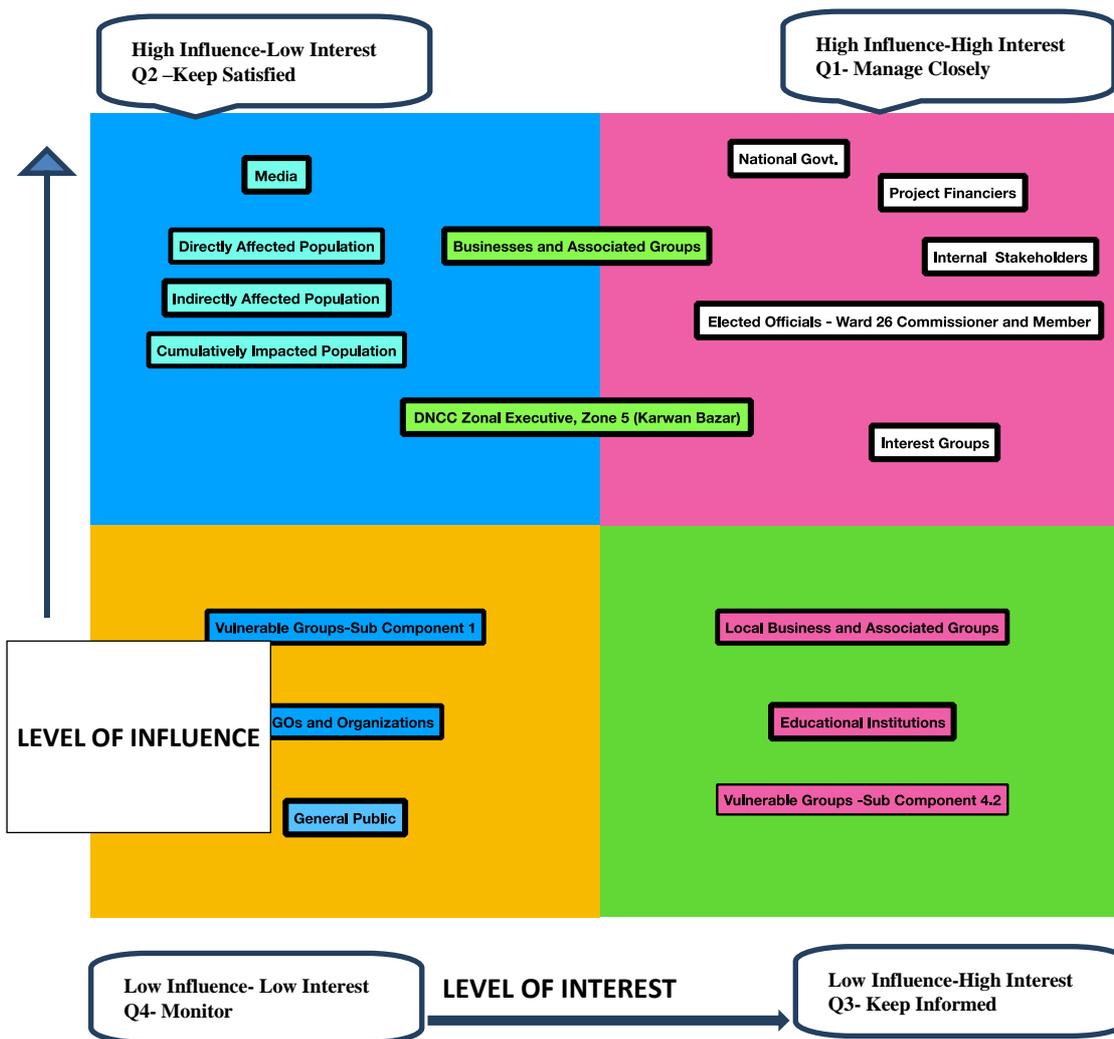
The stakeholders were mapped by group. The mapping results are as follows:

- The stakeholders that appear in the top right quadrant are those that need to be managed closely (i.e. the stakeholders that need to be proactively engaged on a regular basis and engagement efforts should be focused on this group). This is because these are the stakeholders that are most interested in the Project and have the potential to impact its outcome (i.e. the ability to hinder or stop the Project from going ahead).
- The stakeholders that appear in next quadrants (i.e. in Q2 and Q3) need to be kept informed – i.e. provided information and consulted on issues of interest to the stakeholders.
- The final stakeholders (i.e. in Q4) need to be monitored – i.e. informed of key Project aspects. It is important to track if their level of interest or impact changes.

The stakeholder list as well as stakeholder analysis and mapping will continue to be revised and updated during the consultation during the planning phase, based on the ongoing receipt of comments and input from local, national and international stakeholders directed to the Project.

<sup>3</sup>BHTPA ESIA on PRIDE Project; paragraph 6.2.1; p 43

**Figure 4: BHTPA PRIDE Project Stakeholder Mapping Results**



### 3.4 Summary of Previous Stakeholder Engagement Activities

As a part of development of BHTPA, a total of seven public consultations, meetings, or focus group discussions were carried out where affected persons, community leaders, Shopkeepers' Association, Labor Welfare Association, local government administration, women's groups and relevant government department representatives and end users of the facility participated. Details are given in Table 1. The Public consultations were held at different locations including World Bank, Dhaka Office, the BHTPA Office, the project site and surrounding Karwan Bazar area.

The participants were generally enthusiastic about the project and believed that it would be the Hub of 'Digital Bangladesh' while bringing social and economic development in the country. The project would also create job opportunity at different levels for the local unskilled labor force and enhance their standard of living besides accommodating new IT related entrepreneurs, software developers, Call Centers and IT experts. The local community expressed no concern about the influx of additional people coming to their areas as this is a Market area and remains crowded throughout the day and night.

As a part of stakeholder engagement, BHTPA authority and their consultants participated in different level of public consultations/stakeholder engagements. The different tiers at which these consultations took place including participants include:

- Meeting and FGD with Govt. Regulatory Bodies including RAJUK, WASA, DESCO, UGC, TITAS GAS, Officers of the Office of the Zonal Executive, Zone 5 (Kawran Bazar), DNCC, DoE and Local Law enforcing agencies. The focus was on obtaining legal clearance, support and services connectivity for the construction of the 12 storied BHTPA Complex.
- Meeting with the IT and ITeS entities including Bangladesh Association of Software and Information Services (**BASIS**), the national trade body for Software & IT Enabled Service industry of Bangladesh; Bangladesh Association of Call Center & Outsourcing (**BACCO**) and E-commerce association Bangladesh (**eCAB**), Bangladesh Computer Samity (**BCS**) and Internet Service Providers Association Bangladesh(**ISPAB**). These organizations are expected to be housed in the BHTPA Complex /use BHTPA services after the completion of project implementation stage.
- Meeting with Technological Universities representatives (both Public and Private Universities) and STP representatives, Local NGO representatives, civil society, women organization including women representatives of FBCCI that promised to support women entrepreneurship in the IT sector.
- Local community including Fruit sellers located South of the project site, Local community member residing in the vicinity of the project site, Truck/Van/Rickshaw pullers who use this road, Labor force working in the area, Kawran Bazar Laborers Welfare Association representatives, Karwan Bazar Bonik Samity representatives, KarwanBazar Management Committee, Karwan Bazar security organization representatives and other persons including school/college going students in the area.

As a result of the consultations with project-affected people, the following adjustments to the project desing are planned:

- 1) No labor camp will be established at the project site
- 2) DNCC has been approached for theremoval of construction related waste/other waste at the operational level
- 3) Construction material should be brought at the project site between 22:00hours to 1:00hours so that normalcy of KarwanBazar is not affected
- 4) Traffic and pedestrains should be guided to use the nearby lanes and bylanesto avoid any harm during construction period. Necessary sign posting would be done.
- 5) BHTPA would advise the contractors to recruit day laborers from the local workforce (men and women).

**The following documents of the project would be disclosed soon:**

- ESMF and ESIA through public notice board, national newspaper, and BHTPA website.

**Table 4. Previous Consultations and Engagement with Project Stakeholders**

Place	Date	Participants	Key points raised
World Bank, Dhaka Office	29 Aug' 2019	WB Staffs and Consultants and PD BHTPA	<ul style="list-style-type: none"> <li>• The Project would directly contribute in attaining the GoB's objective of 'Digital Bangladesh'.</li> <li>• Need to employ consultants to work on ESIA, ESCP and SEP forthwith by BHTPA authority.</li> <li>• Liaise with Ministry of Public Works for immediate transfer of the Land for the project.</li> <li>• The Bank would provide all sort of assistance to PD for the successful project implementation.</li> </ul>

Place	Date	Participants	Key points raised
Project Site at Karwan Bazar	17 Sep' 2019	21 PAPs including shopkeepers from Hasina Market, Fruit Vendors, Truck and Van owner/Drivers, officials from DNCC Ward No. 26 and the local community that included women, NGO representatives, and the vulnerable group	<ul style="list-style-type: none"> <li>• Everyone welcomed the project and were forthcoming to cooperate during Project Implementation stage.</li> <li>• The shopkeepers in the vicinity suggested that prior to starting work at the project site, the area should be secured with perimeter fences so to avoid accidents.</li> <li>• They suggested that security guards should be employed from the beginning to guide pedestrians coming to the co-located shops/controlling traffic movement so to avert accident.</li> <li>• DNCC Ward 26 officials were delighted that such an iconic project is planned in their Ward and promised to provide all possible support.</li> <li>• The local community welcomed the project and were looking forward to new job opportunities during project implementation and operation levels.</li> </ul>
World Bank, Dhaka Office	26 Sep 2019	24 PAPs including representative from Workers Welfare Association that include women workers in the market area, Shopkeepers' Association, Bazar Management Committee, Laborers working in the vicinity of the project site	<ul style="list-style-type: none"> <li>• Everyone welcomed the project and were forthcoming to cooperate during Project Implementation stage. They were happy noting that the project site was so chosen that it would not affect the shop owners. The jobless laborers working in the area are likely to find work during project implementation.</li> <li>• The Truck/Pick Up/Van owners informed that during construction phase they would not be able to park their transports at the project site as before. However, they would find alternative parking area as there are numerous lanes criss crossing the Market area.</li> <li>• Bazar Management Committee informed that the market remains very busy with Truck load of goods between midnight and early morning. As such they requested that the construction material be brought considering the business of the market.</li> </ul>
BHTPA Office	02 Nov' 2019	PD, staffs from RAJUK, WASA, DESCO, TITAS GAS, Officers of the Office of the Zonal Executive, Zone 5 (Karwan Bazar), DNCC, DoE and Local Law enforcing agencies	<ul style="list-style-type: none"> <li>• PD Informed the participants about the forthcoming project and seeking their assistance for timely start and completion of the project.</li> <li>• Local Law Enforcement Agencies promised to do their best in maintaining peaceful environment and assist with traffic control in the area during project implementation stage.</li> <li>• All other agencies promised to do the needful to support the successful completion of the project.</li> </ul>
BHTPA Office	03 Nov' 2019	PD BHTPA, Office Bearers of BASIS, BACCO, BCS, eCAB, ISPAB and	<ul style="list-style-type: none"> <li>• PD informed the House about the forthcoming project.</li> <li>• More than 4500 ICT companies are registered in Bangladesh and in 2019 there 1171 BASIS member companies. Besides, BCS (Bangladesh Computer Samity) has 1889 members, BACCO (Bangladesh Association of Call</li> </ul>

Place	Date	Participants	Key points raised
		other IT/ITeS including representative from FBCCI	<p>Center &amp; Outsourcing) has 120+ members, e-CAB (e-Commerce Association of Bangladesh) has 650+ members and ISPAB (Internet Service Providers Association Bangladesh) has 90+ members.</p> <ul style="list-style-type: none"> <li>All these entities would be supported by BHTPA from its newly constructed complex.</li> <li>This would also attract overseas IT and ITeS investors in Bangladesh.</li> <li>Women entrepreneurs in the IT and ITeS sector would be welcomed. FBCCI would encourage women entrepreneurs to this effect.</li> </ul>
World Bank, Dhaka Office	08 Nov' 2019	PD BHTPA, WB staffs and consultants	<ul style="list-style-type: none"> <li>PD shared the progress of the consultants' work.</li> <li>Various other issues concerning the project was discussed.</li> </ul>
Tea Stall beside Project Site	17 Nov ' 2019	Staffs of PD BHTPA, consultants and 28 PAPs/Local community/Sho keepers/Fruit Vendors and Truck/Van Owners	<ul style="list-style-type: none"> <li>Educating the locals about the incumbent project.</li> <li>All present were excited that Karwan Bazar would be the IT hub of Bangladesh and would create many a job opportunity and economic activities surrounding it.</li> <li>All promised to support the implementation of the project.</li> <li>They felt that as the project site is a secluded one, it would not adversely effect the locals.</li> <li>No squatters live at the project site; there is no temporary shop in it and no vehicle is parked inside the project area. As such none would be adversely affected by the project.</li> <li>Limited restriction of vehicular movement is expected in the project area. However, diversions are plenty and can be used to offset this limitation.</li> </ul>
BHTPA Office	15 Dec' 2019	PD, BHTPA, Mr. Syed Zahurul Islam, PD, CUET IT Business Incubator Project, Assistant Director, SDKHTP Project and Training & Management Specialist of the project, representatives from UGC, BUET, CUET, DUET, KUET, ULAB and DIU	<p>The meeting agreed on having the following facilities at the Universities:</p> <ul style="list-style-type: none"> <li>AR VR Lab, Cyber Physical Systems with IOT, Block Chain Systems Security, Big Data Analytics, Robotic process Automation, FAB Lab with 3D Printer, High Resolution Computer and Computerized Numeric Control (CNC) Moulding facility could be ensured for the UIH.</li> <li>Most of the Lab facilities should be in cloud and used as Common Facility which will be set up in one location and used by all UIH</li> <li>A proper display system could be considered for each Innovation Hub.</li> </ul>

### 3.5 Lessons Learned on Stakeholder Engagement

BHTPA is working on PSDSP project since 2014 and is regularly engaged with the relevant stakeholders. In the process certain lessons have been learned which are given below:

#### PSDSP- WB funded project

- The BHTPA officials need to coordinate with the PAPs and local populace/offices/shopkeepers etc. from the early stage of the project. BHTPA would support the PAPs by informing them of the project and its developments, including the construction related hazards and traffic and pedestrian restrictions around the project site for the safety of the PAPs;
- Whenever possible, the local workforce would be given priority as laborers during the construction phase;
- More scopes should be created to increase 'Women participation' in the project in the form of Entrepreneurs and local workforce.
- BHTPA should also coordinate with DNCC and Ward Commissioner, Ward No. 26 along with Karwan Bazar Bonik Samity representatives, Karwan Bazar Management Committee, Karwan Bazar security organization representatives from the early stage of the project.

### 3.6 Summary of stakeholder needs

This section describes the needs of the key stakeholders who have been identified and consulted for their preferences/needs for engagement.

**Table 5: Summary of stakeholder needs**

Community and Other Entities	Stakeholder Group	Key Characteristics	Language Needs	Preferred notification means (email, phone, radio, letter, etc.)	Specific needs (accessibility, large print, child care, daytime meetings, etc.)
International Entities	Project Financiers, Interest Groups that may include: Environmental and societal NGOs (including those working on Labor, Human rights, environment and Gender and GBV matters), Foreign Investors in the IT Sector, Multinational or foreign companies	Development Partners, IT/ITeS investors, potential investors of BHTPA and INGOs working on compliance issues relating environment, Labor Laws and Gender related Issues	English	FGD  Written information, email, Updates in website etc.	Early invitation for the meetings  Meeting at a central place.  PA equipment for ease of communication  Supply of Flyers/ Brochures  BHTPA may assist with obtaining Visa to the overseas entities, when approached.

Community and Other Entities	Stakeholder Group	Key Characteristics	Language Needs	Preferred notification means (email, phone, radio, letter, etc.)	Specific needs (accessibility, large print, child care, daytime meetings, etc.)
National Regulatory Body	RAJUK, WASA, DESCO, TITAS GAS, Office of the Zonal Executive, Zone 5 (Karwan Bazar), DNCC, DoE, local Law Enforcing Agency, Local Fire Station and Ward Commissione, Ward 26, Dhaka	GoB Regulatory entity and service providers including local elected officials	Bangla and English	FGD Written information Information through Website Through Local administration - Ward Commissioner/ Member of the locality	Early Coordination to ensure presence of all relevant stakeholders Meeting at a central place of convenience. PA equipment for ease of communication Supply of Flyers/ Bochures
Janata Tower STP	IT and ITeS operators housed at Janata Tower STP	Small and Medium Entrepreneurs on Software Development	Bangla and English	FGD, Key Informant Interviews, Meetings, Face-to-Face interviews, Discussions etc.	Early information for the meeting to be provided Meeting at a central place within the BHTPA/Janata Tower Complex. PA equipment for ease of communication Supply of Flyers/ Brochures
IT and ITeS related Organizations during Operation Level	BASIS, BACCO, BCS, eCAB, ISPAB, Business and workers' organizations and other IT and ITeS related entrepreneurs all over Bangladesh	Entrepreneurs working at BHTPA facility and elsewhere	Bangla and English	FGD, KII, Discussions, Meetings, Face-to-Face interviews etc.	Early information for the meeting to be provided Meeting at a place of common consent. PA equipment for ease of communication Supply of Flyers/ Brochures
Technological Universities at Dhaka, Chittagong and Khulna, Other Academic institutions (e.g. universities, think tanks,	Universities and Software entrepreneurs; Training service providers	Researchers and Training support providers to work on better efficiency in BHTPA's performance and develop new entrepreneurs in	Bangla and English	FGD, Key Informant Interviews, Meetings, Face-to-Face interviews, Discussions etc.	Venue and Program to be informed well ahead of time Uploading relevant information in BHTPA website Specific Agenda may be forwarded early

Community and Other Entities	Stakeholder Group	Key Characteristics	Language Needs	Preferred notification means (email, phone, radio, letter, etc.)	Specific needs (accessibility, large print, child care, daytime meetings, etc.)
schools) and STPs at Chittagong, Dhaka, and Jessore STPs and STPs elsewhere		this field			for better preparation  Identifying appropriate researchers/Think Tank organizations  Some Fund may be required to assist the researchers to undertake the research work
Local NGOs, Media and Business Entities	Environmental and societal NGOs (HR, Gender, Labor Issues), Media, Business community	Local Watchdog on HR, Gender and Labor issues, Media to communicate to the general mass and business entities about events relating BHTPA	Bangla and English	FGD, Interviews, Discussions	Early information to be provided  A central location of convenience for all is to be arranged  PA equipment for ease of communication  Supply of Flyers/ Brochures  Uploading relevant information in BHTPA website
Project Affected entity/Local Community/ Universities, STP entrepreneurs including women, vendors and suppliers of equipment and other goods	Local communities, Local small business man, Truck/van owners, fruit sellers and local laborers	Likely affected people in the vicinity of Project site	Bangla	Meeting, Discussion, FGD whenever necessary	Venue and Program to be informed well ahead of time  Flyers/Brochures may be circulated early
Contractors and labor Force	Project employees and Project's sub-contractors	Important partners of the project implementation	Bangla, English	FGD, Meetings, Consultations	As and when needed by BHTPA authority or requested by the contractors/sub-contractors

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project and will enable the project to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community's and institutional endorsement of the project by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

## 4. Stakeholder Engagement Plan

### 4.1. Information disclosure

As a standard practice, the Project materials (ESMF, ESMP, SEP, RFP or RAP) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the project developer in a formal manner.

The project director will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development.

The ESMF report (together with the associated environmental and social management plan – ESMP) in Bangla, and English will be made available for public review in accordance with the international requirements. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review during the same period of time.

Distributions of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access. Free printed copies of the ESMF/ESMPs and the SEP in Bangla and English will be made accessible for the general public at the following locations:

- The Headquarters of BHTPA, Janata Tower STP and Project Office
- Ward Commissioner's Office, Ward No. 26
- Other designated public locations near the project site to ensure wide dissemination of the project's information.
- The Three Technological Universities at Dhaka Chittagong and Khulna; STPs at Dhaka, Chittagong and Jessore and other STPs elsewhere on need basis
- Newspapers, posters, radio, television;
- Information centers and exhibitions or other visual displays;
- Brochures, leaflets, posters, nontechnical summary documents and reports;
- Official correspondence, meetings

Electronic copies of the ESMF, ESMP, NTS, RFP, RAP (as required) and SEP will be placed on the project web-site <http://www.bhtpa.gov.bd>. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The web-site will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include further in the report and will disclose materials to local, regional and national NGOs as well as other interested parties.

**Table6: Information Disclosure Mechanism**

Project stage	List of Information to be disclosed	Methods proposed	Timetable: Locations/Dates	Target stakeholders	Percentage reached	Responsibilities
Project Preparation Phase	ESMF/LMP/ESIA/ESCP /SEP	BHTPA website, Newspaper advertisement , and notice board	As soon as the concerned documents are uploaded in the website/published	Expert in the field of ES,Media,NGOS/CBOs, PAPs, Local Population and the Interest Groups	85% of the local people and Interest Groups will be made aware through the process	BHTPA/ PD/Social Specialist
Project Implementation/Construction phase	Traffic management plan Labor management Plan	Meeting Signboard Brochure FGD	Monthly 02 numbers in the project site 01 Piece As per need	Contractors ,local community including pedestrians and the PAPs  Workers/laborers of the project	80% of local people will be made aware through the process  Poster or bulletin board reaches the rest percentage of the population	PD BHTPA, Social Specialist, Contractors
Operation and Maintenance	Skills development Program – BHTPA to work on the modalities in consultation with stakeholders	Meeting Brochure FGD	Monthly 01 piece As per need	PAPs, Youth, IT, ITes, STP and University Staffs that should include the disabled,Womenand members from the minority transgender community, when available	85% of local people will be made aware through the process	PD BHTPA, Social Specialist, Training related Firm

## 4.2 Proposed strategy for stakeholder engagement

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them.

**Table 7** presents the stakeholder engagement activities that BHTPA authority will undertake for their project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

The methods used would vary according to the target audience and would include:

- Public/community meetings, separate meetings for women and vulnerable groups
- Face-to-face meetings
- Focus Group Discussions
- Workshop with the Experts
- Surveys, polls etc.
- Interviewing stakeholders and relevant organizations
- Mass/social media communication (as needed)
- Disclosure of written information: brochures, posters, flyers, website

Information boards at the project site

- Grievance mechanism
- BHTPA newsletter and website

**Table 7: Planned stakeholder engagement activities**

<i>Stage</i>	<i>Target stakeholders</i>	<i>Topic(s) of engagement</i>	<i>Method(s) used</i>	<i>Location/frequency</i>	<i>Responsibilities</i>
<b>STAGE 1: PROJECT PREPARATION (PROJECT DESIGN, SCOPING)</b>	<b>Project Affected People:</b> <ul style="list-style-type: none"> <li>- People residing in close proximity of the project area</li> <li>- Vulnerable people</li> <li>- petty businessmen/van, truck drivers, laborers around the project site</li> <li>- Local administration and local leadership</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope and rationale</li> <li>- ESMF, ESMP, SEP disclosures</li> <li>- Project E&amp;S principles</li> <li>- livelihood restoration options for the displaced shopkeepers, if any</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>- Public meetings, separate meetings for women and vulnerable</li> <li>- Face-to-face meetings</li> <li>- Mass/social media communication (as needed)</li> <li>- Disclosure of written information: brochure, posters, flyers, website</li> <li>- Information boards at the Project site</li> <li>- Grievance mechanism</li> <li>- BHTPA newsletter and website</li> </ul>	<ul style="list-style-type: none"> <li>- Project Site - disclosure of Drafts ESMF, ESIA, ESCP, SEP at beginning of construction</li> <li>- Continuous communication through routine interactions</li> <li>- Throughout SEP development as needed</li> <li>- At the project site</li> </ul>	<ul style="list-style-type: none"> <li>- BHTPA Pride Team</li> <li>- PDBHTPA</li> <li>- Point of Contact</li> <li>- Social Specialists</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- IT and ITeS Businesses and their organizations</li> <li>- Workers' organizations</li> <li>- Technological Universities, STPs etc.</li> <li>- General public and jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> <li>- ESMF, ESMP, SEP disclosures</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>- Face-to-face meetings</li> <li>- Joint public/community meetings with PAPs</li> <li>- Public Disclosure</li> <li>- Trainings/workshops prior employment at the project implementation stage (separate meetings specifically for women and vulnerable as needed)</li> <li>- Mass/social media communication</li> <li>- Disclosure of written information: Brochures,</li> </ul>	<ul style="list-style-type: none"> <li>- Throughout SEP development as needed</li> <li>- Project launch meetings in situ</li> <li>- Quarterly meetings at project site or as an when demanded by the affected community</li> <li>- Disclosure meetings in at BHTPA Office</li> </ul>	<ul style="list-style-type: none"> <li>- BHTPA E&amp;S Team &amp; management</li> <li>- PDBHTPA and point of Contact</li> <li>- Social Specialists</li> </ul>

<i>Stage</i>	<i>Target stakeholders</i>	<i>Topic(s) of engagement</i>	<i>Method(s) used</i>	<i>Location/frequency</i>	<i>Responsibilities</i>
			posters, flyers, website - Grievance mechanism - Notice board for employment recruitment		
	<b>Other Interested Parties (External)</b> - Other Government Departments including DoE from which permissions/clearances are required; - Other project Investors, donors	- Legal compliance issues - Project information scope and rationale and E&S principles - Coordination activities - Grievance mechanism process - ESMF/ESMP/SEP disclosures	- Face-to-face meetings - Invitations to public/community meetings - Submission of required reports	- Disclosure meetings - Reports as required	- BHTPA PRIDE team - PDBHTPA and point of Contact
	<b>Other Interested Parties (Internal)</b> - Other BHTPA and Janata Tower STP staff - Supervision Consultants - Supervision contractors, sub-contractors, service providers, suppliers, and their workers	- Project information: scope and rationale and E&S principles - Training ESMF/ESMP requirements and other management plans - Grievance mechanism process - E&S requirements - Feedback on consultant/contractor reports	- Face-to-face meetings - Trainings/workshops - Invitations to public/community meetings	As needed	- BHTPA PRIDE team - PDBHTPA and project management team
<b>STAGE Z: CONSTRUCTION AND MOBILIZATION ACTIVITIES</b>	<b>Project Affected People</b> - People residing in project area - Vulnerable people around the project site - Petty shopkeepers, truck/van drivers, laborers	- Grievance mechanism - Health and safety impacts (EMF, community H&S, community concerns) - Employment opportunities - Project status	- Public meetings, open houses, trainings/workshops - Separate meetings as needed for women and vulnerable - Individual outreach to PAPs as needed	- Quarterly meetings during construction stage - Communication through mass/social media as needed - Notice boards updated weekly - Routine interactions	- BHTPA PRIDE team and project management team along with point of Contact - Social Specialist - Supervision

<i>Stage</i>	<i>Target stakeholders</i>	<i>Topic(s) of engagement</i>	<i>Method(s) used</i>	<i>Location/frequency</i>	<i>Responsibilities</i>
	in the area		<ul style="list-style-type: none"> <li>- Disclosure of written information: brochures, posters, flyers, website</li> <li>Information boards at the project site</li> <li>- Notice board(s) at construction sites</li> <li>- Grievance mechanism</li> <li>- BHTPA Quarterly newsletter</li> </ul>	<ul style="list-style-type: none"> <li>- Brochures at the BHTPA Office and Project Office</li> </ul>	<ul style="list-style-type: none"> <li>consultants</li> <li>- Contractor/sub-contractors</li> </ul>
	<p><b>Other Interested Parties (External)</b></p> <ul style="list-style-type: none"> <li>- Other Government Departments including DoE from which permissions/clearances have been obtained;</li> <li>- Other project developers etc.</li> <li>- Ward Commissioner, Ward No. 26 and Sub Zonal Office5, DNCC</li> <li>- Karwan Bazar BonikSomity</li> <li>- Bazar Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>- Project scope, rationale and E&amp;S principles</li> <li>- Grievance mechanism</li> <li>- Project status</li> <li>- World Bank compensation requirements</li> <li>- Construction related Waste Disposal</li> <li>- Timing of 'Movement of Vehicles carrying construction material' to the project site</li> </ul>	<ul style="list-style-type: none"> <li>- Face-to-face meetings</li> <li>- Joint public/community meetings with PAPs, STPs at Janata Tower (for renovation work)</li> <li>- Meeting with various Elected Committees at Karwan Bazar</li> </ul>	As needed (monthly during construction stage)	<ul style="list-style-type: none"> <li>- BHTPA PRIDE team and project management team</li> <li>- Social Specialist</li> <li>- BHTPA point of Contact</li> <li>- Supervision consultants</li> <li>- Contractor/sub-contractors</li> </ul>
	<p><b>Other Interested Parties (External)</b></p> <ul style="list-style-type: none"> <li>- Media</li> <li>- NGOs</li> </ul>	<ul style="list-style-type: none"> <li>- Project information - scope and rationale and E&amp;S principles</li> <li>- Project status</li> <li>- Employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>- Public meetings, open houses, trainings/workshops</li> <li>- Disclosure of written information: brochures,</li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly meetings during construction stage</li> <li>- Communication through mass/social media as needed</li> </ul>	<ul style="list-style-type: none"> <li>- BHTPA PRIDE team and project management team</li> <li>- Social Specialist</li> </ul>

<i>Stage</i>	<i>Target stakeholders</i>	<i>Topic(s) of engagement</i>	<i>Method(s) used</i>	<i>Location/frequency</i>	<i>Responsibilities</i>
	<ul style="list-style-type: none"> <li>- Businesses and business organizations including FBCCI, BCS, BASIS, BACCO, eCAB, ISPAB and other IT and ITeS entities</li> <li>- Workers' organizations</li> <li>- Technological Universities at Dhaka, Chittagong and Khulna, Other Academic institutions (e.g. universities, think tanks, schools) and STPs at Chittagong, Dhaka, and Jashore and STPs located elsewhere;</li> <li>- National Government Ministries</li> <li>- General public, and jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>- Environmental and Social concerns</li> <li>- Opening up Incubation center at the Universities</li> <li>- Modality of Supporting small and Medium Entrepreneurs</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>posters, flyers, website, Information boards in BHTPA</li> <li>- FGD with the Universities/STPs</li> <li>- Notice board(s) at construction site</li> <li>- Grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Notice boards updated weekly</li> <li>- Routine interactions</li> </ul> Brochures in Project offices	<ul style="list-style-type: none"> <li>- BHTPA point of Contact</li> </ul>
	<p><b>Other Interested Parties (Internal)</b></p> <ul style="list-style-type: none"> <li>- Other BHTPA staff</li> <li>- Supervision Consultants</li> <li>- Contractor, sub-contractors, service providers, suppliers and their workers</li> </ul>	<ul style="list-style-type: none"> <li>- Project information: scope and rationale and E&amp;S principles</li> <li>- Training on ESMF/ESMP requirements and other sub-management plans</li> <li>- Worker grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Face-to-face meetings</li> <li>- Trainings/workshops</li> <li>- Invitations to public/community meetings</li> </ul>	Daily, as needed	<ul style="list-style-type: none"> <li>- BHTPA PRIDE team and project management team</li> <li>- Social Specialist</li> <li>- BHTPA point of Contact</li> </ul>

<i>Stage</i>	<i>Target stakeholders</i>	<i>Topic(s) of engagement</i>	<i>Method(s) used</i>	<i>Location/frequency</i>	<i>Responsibilities</i>
<b>STAGE 3: OPERATION AND MAINTENANCE</b>	<b>Project Affected People:</b> <ul style="list-style-type: none"> <li>- People residing in project area</li> <li>- Vulnerable People</li> </ul>	<ul style="list-style-type: none"> <li>- Satisfaction with engagement activities and GRM</li> <li>- Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>- Outreach to individual PAPs</li> <li>- BHTPA website</li> <li>- Grievance mechanism</li> <li>- BHTPA newsletter</li> </ul>	<ul style="list-style-type: none"> <li>- Outreach as needed</li> <li>- Meetings (as needed/requested)</li> <li>- Monthly (newsletter)</li> </ul>	<ul style="list-style-type: none"> <li>- BHTPA PRIDE team and project management team</li> <li>- Social Specialist</li> <li>- BHTPA point of Contact</li> </ul>
	<b>Other Interested Parties (External)</b> <ul style="list-style-type: none"> <li>- Press and media</li> <li>- NGOs</li> <li>- BCS, BASIS, BACCO, eCAB, ISPAB and other IT and ITeS entities</li> <li>- Workers' organizations</li> <li>- Selected Public/Private Technological Universities in the country, Other Academic institutions (e.g. universities, think tanks, schools) and STPs at Chittagong, Dhaka, and Jessore STPs and elsewhere in Bangladesh on demand; Academic institutions</li> <li>- DNCC Zone 5 Officials including Ward Commissioner Ward 26</li> <li>- General public</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism process</li> <li>- Issues of concern</li> <li>- Status and compliance reports</li> </ul>	<ul style="list-style-type: none"> <li>- Grievance mechanism</li> <li>- BHTPA website</li> <li>- Face-to-face meetings</li> <li>- Submission of reports as required</li> </ul>	As needed	<ul style="list-style-type: none"> <li>- BHTPA PRIDE team and project management team</li> <li>- Social Specialist</li> <li>- BHTPA point of Contact</li> </ul>

### 4.3 Proposed strategy / differentiated measures to include the views of and encourage participation by vulnerable groups

#### Participation by vulnerable groups

This section describes how the views of vulnerable or disadvantaged groups will be sought during the consultation process, and which measures will be used to remove obstacles to participation specially for vulnerable or disadvantaged groups.

Based on the current status of the project, it is not likely to impact the vulnerable groups adversely. However, during the project implementation stage the floating retailers who uses the walls of the plot for business (as mentioned earlier) may become vulnerable due to dismantling the wall for construction activities. As such they would always be consulted with.

**Table8: Vulnerable Group and Proposed strategy**

Project Sub-Component	Target Group	Strategy
Establishing Digital Entrepreneurship Hub in Dhaka - Construction of 12 storied BHTPA Complex and upgrading and improved maintenance of common spaces of Janata STP	<p>Elderly people, persons with disabilities, children and pregnant women while commuting through the lane adjacent to the project area;</p> <p>Irregular laborers and urchins (men and women) working in the Market area adjacent to the project site who regularly look for jobs to have a living in the vicinity;</p> <p>Minority Transgender community in close proximity of the project site, if any</p> <p>Displaced vendors (using outer walls)for their business</p>	<ul style="list-style-type: none"> <li>• Guiding the elderly people, persons with disabilities, children and pregnant women to use nearby lanes/by lanes while commuting through the area. Necessary Sign Posting at the lane adjacent to the project site would give dividend.</li> <li>• Giving priority to the unemployed laborers (including women) and members of the minority transgender community while employing local labor force in the project.</li> <li>• The unemployed labor force including the minority transgender community, when present could be gathered at the project site and their employment potential studied by the Contractor and then employed.</li> <li>• identify alternative space for their business during construction through Liaison and communication with Karwan Bazar BonikSomity, Karwan Bazar Management Committee and Ward Commissioner, Ward No. 26 in this respect would pay dividend.</li> </ul>

Project Sub-Component	Target Group	Strategy
<p>Digital Entrepreneurship and Innovation Support Program</p>	<p>Employees and staffs of IT and ITeS entities who could be disabled or from the minority transgender community and always under fear of losing jobs owing to their physical handicaps.</p> <p>Suppliers and contractors who could be from the elderly, disabled or the minority transgender community and intending to work with BCS, BASIS, BACCO, eCAB, ISPAB and staffs of the BHTPA Complex could be coerced by these agencies while giving contracts. They could be also forced to make illegal gratification to secure a contract.</p> <p>Young Entrepreneurs and students with mental or physical disabilities or minority status (religious, ethnic, gender identity, etc.)</p> <p>There would be a race amongst the Public and Private Universities aspiring to have Incubator at their institutions. They are vulnerable about their selection and getting assistance from BHTPA. UGC would have a role to play in the selection. Political influence and other forms of illegal gratification may hinder the process of fair selection of the Universities.</p> <p>STPs at Dhaka, Chittagong, Jashore and in other areas on need basis will look for financial and technical assistance from BHTPA to raise their present standing. In their case too, Political influence and other forms of illegal gratification may adversely affect the process of fair selection of the STPs.</p>	<ul style="list-style-type: none"> <li>• Separate, targeted consultations for students/entrepreneurs with disabilities including from among the staffs/employees and members of the transgender community, if any.</li> <li>• Monthly meeting of Management and Staffs/employees and addressing complaints, if any.</li> <li>• Circulating on GRC to all concerned at the operational level so that any individual/entity aggrieved may contact and communicate grievances at the earliest.</li> <li>• BHTPA to ensure that the grievances are attended readily and transparently. PD, BHTPA has a major role here.</li> <li>• Provide start-up and scale-up facilities and services for entrepreneurs in STPs to increase the number of firms that are investment ready.</li> <li>• Supporting the Tech Universities in establishing innovation hubs fairly.</li> </ul>

#### 4.4 Review of Comments

The comments will be gathered (written and oral comments) and reviewed, and reported back to stakeholders on the following process:

- Comments received from stakeholders orally or in the written form at the project level
- The Social Development Officer / responsible officer would summarize the comments and bring to the notice of the Project Director (PD)

- An Officer on behalf of the PD would respond to the comments by oral or written means at the project level (If the comments are in the written form, then the answer will be also in the written form)
- The PIU, BHTPA/ Officer appointed may organize the meeting with respective stakeholders
- If the matter is not solved, then it will be addressed by PD, BHTPA,
- Again, if it is not solved at PD level, it will come to BHTPA Executive Board level.
- The Social Development Officer will share the summary of the comments to stakeholders in every level.
- A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all.

In the existing project BHTPA welcomes suggestion and comments from the stakeholders on the project. Based on suggestions from the local peoples and elected representatives, BHTPA has room to take necessary action in modifying the project plan, if necessary.

## 5. Roles, Responsibilities and Resources for Stakeholder Engagement

### 5.1 Resources

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within BHTPA PIU, its Project office and local contractors/sub-contractors. The project will ensure necessary logistics and budget to implement the SEP as per above mentioned discussion.

The contact information of BHTPA is given on the right. Table 8 indicates the Tentative Budget for implementing the SEP where the Project has to cater for an amount of US\$2.75 Million. Details are shown below:

Description	Contact details
Company:	Bangladesh Hi-Tech Park Authority
To:	Manager (Admin)
Address:	ICT Tower (9 <sup>th</sup> Floor), E-14/X, Agargaon, Dhaka 1207
E-mail:	<a href="mailto:info@bhtpa.gov.bd">info@bhtpa.gov.bd</a>
Website:	<a href="http://www.bhtpa.gov.bd">www.bhtpa.gov.bd</a>
Telephone:	02-8181736 (ext – 423)

**Table 9: Tentative budget for implementation of SEP**

1	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/Month	Total Cost (USD)
1.1	Staff salaries	25		See Table 1	<b>2.625883 Million</b>
1.2	Travel expenses	1	100	60	6000
1.3	Stakeholder/Community/Sensitization meeting	25	100	-	2500
1.4	Meeting with DNCC Zone 5 Officials and Ward Commissioner	9	250	(Quarterly for 3 years)	2250

1	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/Month	Total Cost (USD)
	Ward No. 26				
1.5	Meeting with Regulatory Bodies	12	500	(Quarterly)	6000
1.6	Communication Materials (Posters; Brochure, Flyers, Billboard uploading information in website etc.)	12	500	(Quarterly)	6000
1.7	Training on Social and Environmental issues (Batch, per batch 20 persons) and Staffs and STP/University persons	10	5000		50000
1.8	HHs Surveys for PAPs report preparation	6	500	Half yearly for 3 years of construction period	3000
1.9	Meeting with Tech Universities and STPs	6	1000	Half Yearly	6000
2	<b>Grievance Redress Activities</b>				
2.1	Communication Materials	12	500	Quarterly	6000
2.2	GRM Guidebook	1	500		500
2.3	Suggestions Box	4	100	Once	400
2.4	GRM MIS Database	Lump sum	2500		2500
2.5	Training on GRM Committees and Contractor staff	4	1000	Each Year Twice for first two years	4000
2.6	Honorarium for committees	Lump sum	25000		25000
2.7	Contingency (10%)				12015**
<b>Grand Total: USD 2.758048 Million</b>					

\*\* Less Serial 1.1

## 5.2 Management functions and responsibilities

The stakeholder engagement activities will be incorporated into the project management system with the formation of PIU where one social development specialist (BHTPA), Social Development Officer (Field level), and Design and Supervision consultancy firm will assist to implement the day-to-day activities.

The roles and responsibilities of the organizations are presented below:

**The Project Implementation Unit (PIU)** will be responsible for the preparation and physical implementation of the project. This unit will be under the oversight of the Project Director and GM (Planning and Development) of BHTPA, comprising the following staff: Project Director, GM (Planning and Development), Procurement Officer, Social Development Specialist and an Environmental Specialist.

**The Social Specialist** who is part of the PIU be responsible to manage all social development aspects of the BHTPA. The Social Specialist will oversee all planned stakeholder engagement activities and those in the process of being implemented. Responsibilities of the Social Specialist include the following:

- Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;
- Oversee all stakeholder engagement related activities for the Project;
- Manage the grievance mechanism;
- Interact with related and complementary support activities that require *ad hoc* or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);
- Liaise with the Project Director/BHTPA to ensure that stakeholder engagement requirements/protocols are understood; and
- Proactively identify stakeholders, project risks and opportunities and inform the PD / Social Specialist to ensure that necessary planning can be done to either mitigate risk or exploit opportunities.
- **An Officer (Field)** who is part of the PIU would be responsible to manage all social development aspects of the BHTPA Project site. The Officer will oversee all planned stakeholder engagement activities or in process of being implemented in the field. He/she will be responsible to assist the Social Specialist (BHTPA)

**Supervision Consultant** shall be recruited to provide institutional capacity and support to the Project Implementation Unit (PIU) with: (a) overall project management and supervision including procurement, design, and contract management; and (b) oversee the overall implementation, monitoring, and reporting of safeguards aspects such as ESMPs, LMP, and SEP. After familiarizing themselves with the project area through reading and consultations with the BHTPA Project Unit, the consultants will design appropriate questionnaires intended for data collection at project location levels. The consultations will be on-going and an integral part of the project as set out in this SEP.

In order to advance the Project, the PIU will work collaboratively with some of government departments and stakeholders and relevant organization in the city.

The roles and responsibilities, their interest and potential influence, and the internal coordination and communication arrangements are summarized below.

**Table10: Roles and responsibilities of the stakeholder**

Actor/ Stakeholder	Responsibilities
PIU	<ul style="list-style-type: none"> <li>○ The PIU will be responsible for the preparation and physical implementation of the project.</li> <li>○ Organize regular meeting with stakeholders</li> <li>○ The PD would oversee the activities of the Project Social Development Specialist and monitor the ongoing activities</li> </ul>
Project Social Development Specialist	<ul style="list-style-type: none"> <li>○ Quaterly reporting on SEP and the GRM to the WB.</li> <li>○ Responds to stakeholder feedback</li> <li>○ Keep PD posted on all matters relating SE</li> </ul>
Social Specialist (HQ)	<ul style="list-style-type: none"> <li>○ Develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> </ul>

Actor/ Stakeholder	Responsibilities
	<ul style="list-style-type: none"> <li>○ Oversee all stakeholder engagement related activities for the Project;</li> <li>○ Manage the grievance mechanism;</li> <li>○ Interact with related and complementary support activities that require <i>adhoc</i> or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);</li> <li>○ Liaise with the PD/BHTPA to ensure that stakeholder engagement requirements/protocols are understood; and</li> <li>○ Proactively identify stakeholders, project risks and opportunities and inform the PD / senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.</li> </ul>
Social Development Officer (field)	<ul style="list-style-type: none"> <li>○ Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> <li>○ Support to Social Specialist to oversee all stakeholder engagement related activities for the Project;</li> <li>○ Coordinate the grievance mechanism;</li> <li>○ Interact with related and complementary support activities that require <i>adhoc</i> or intensive stakeholder engagement;</li> <li>○ Liaise with the PD/BHTPA to ensure that stakeholder engagement requirements/protocols are understood; and implemented.</li> </ul>
Supervision Consultant	<ul style="list-style-type: none"> <li>○ Supervision/monitoring of contractor;</li> <li>○ Management of engagement activities during the construction phase;</li> <li>○ Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> <li>○ Support to Social Specialist to oversee all stakeholder engagement related activities for the Project.</li> </ul>
Others government departments and stakeholders	<ul style="list-style-type: none"> <li>○ Supervision/monitoring of contractor</li> <li>○ Management of engagement activities during the construction phase.</li> <li>○ Support to Social Specialist to develop, implement and monitor all stakeholder engagement strategies/plans for the Project/ESIA;</li> <li>○ Support to Social Specialist to oversee all stakeholder engagement related activities for the Project;</li> </ul>

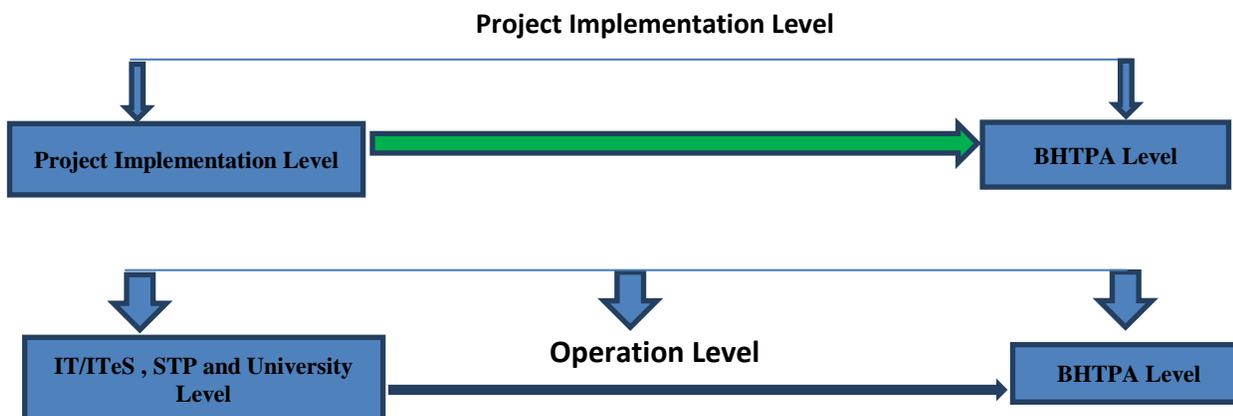
## 6. Grievance Mechanism

### 6.1. Grievance Mechanism Structure/Architecture

Grievances in the project may range from effect on the society and the local community due to construction related activities or negative effects on livelihood of project-affected people. Considering the overall need for the total project period, BHTPA intends to establish a GRM to address complaints and grievances starting from Project Implementation Level as there is not likely to be rekonable adverse effect on the community. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons resorting to expensive, time-consuming legal actions. The mechanism will, however, not bar an aggrieved person to go to the courts of law.

The purpose of the GRM is to **record and address any complaint that may arise during the life-cycle of the project period effectively and efficiently**. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs) and the complainants. The GRM works within existing social management & resettlement frameworks, providing an additional opportunity to resolve grievances at the local, project, IT/ITeS level operations and at the apex, BHTPA level. Necessary sign posting/bill board would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level. The structure of Grievance Mechanism chain is as follows:

**Figure 5: The structure of Grievance Mechanism**



### **Project Implementation Level Grievance Redress Mechanism**

The objective of the project implementation level GRM is to bring the GRM closer to PAPs/ workers of the project in its implementation stage. All effort shall be made to resolve issues at the first instance. The Social Specialist at the project level shall carry out the following as regard to redressing grievances:

- Hear the grievances of the PAPs/staffs and workers, and provide an early and mutually satisfactory solution to those;
- Immediately bring to the notice of the Project unit or Social Standards Officer any serious matter that may have arisen/complaint received;
- Inform the aggrieved parties about the progress of actions of their grievances and decisions of the Project unit/Industry level.

The project Implementation level GRM shall have the following Grievance Redress Committee (GRC) members:

- Project Social Specialist (Convenor) - BHTPA
- An elected member of the DNCC North Zone 5/WardCommissioner, Ward No. 26
- A member of the Bazar Committee/Workers Welfare Committee at Karwan Bazar
- A Member of the PAPs/workers of the project
- Local NGO working on Labor and Gender related Issue
- Officer responsible for Janata STP – 1 (Member Secretary)

The project Implementation level GRC shall resolve or reach a decision within **fifteen (15) days** from the date the complaint is received. The chairperson of the GRC shall communicate the committee's decision to the aggrieved PAPs in writing and maintain a record of all decisions related to each case.

### **IT/ITeS, STP and University Level Grievance Redress Mechanism during Operation Stage**

The objective of IT/ITeS, STP and University level GRM is to oversee the GRM of the IT/ITeS at the operation stage and assist the Industries/Entrepreneurs in addressing the grievances immediately upon receipt of a complaint. When a grievance could not be effectively addressed and mitigated at the Industry/Entrepreneur level, it would be forwarded to the BHTPA level for necessary action. All effort shall be made to resolve issues at the earliest. Appropriate representative of the Industry along with HR Manager at the operational level.

The IT/ITeS, STP and University level GRM shall have the following Grievance Redress Committee (GRC) members:

- Director (Finance and Administration)- Convener
- Representative of the staff or workers of the Industry/STP/Incubator including a female staff/worker
- Project Social Specialist (Convenor) - BHTPA
- Local NGO working on Labor and Gender related Issue
- HR Manager Administration of IT/ITeS/STP and a senior administrative staff at the University (Member Secretary)

The IT/ITeS, STP and University level GRC shall reach a decision **within fifteen (15) days** from the date the complaint is received. The chairperson of the GRC shall communicate the committee's decision to the aggrieved ones in writing and maintain a record of all decisions related to each case.

### **BHTPA Level Grievance Redress Mechanism**

A committee of knowledgeable persons, experienced in the subject area, shall be constituted at the BHTPA to handle complaints that have not been addressed or resolved at the Project implementation and operational level. The BHTPA level GRM shall be comprised of the following members:

- Director (Finance and Administration), BHTPA (Convener)
- Legal Specialist, Member
- Social Specialist , Member
- Environmental Specialist-Member
- Ward Commissioner, DNCC North Zone 5 (on behalf of PAPs in Project Implementation stage)/Director Administration of the during the Operational Level - Member
- Chief Law Officer of BHTPA – Member
- BHTPA Manager Administration
- Director Administration of the IT/ITeS/STP firm/In charge of Incubator at the University
- Deputy Director, BHTPA - Member Secretary

The BHTPA level Grievance redress committee shall do everything possible to hear and determine the issues **within 15 (fifteen) days** from the date the case has been transferred to it from the Project and IT/ITeS GRC. To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints, the reasons that led to acceptance or rejection of the particular cases, and the decision agreed with the complainants. BHTPA will keep records of all resolved and unresolved complaints and grievances and make them available for review as and when asked for by the World Bank and other interested persons/entities.

The chairperson of the GRC shall communicate the outcome to the aggrieved PAP(s)/staffs in writing. The GRC shall maintain a record of all outcomes related to each case. Should measures taken by the BHTPA fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the court, and the court's decision will be final.

## 6.2 Grievance Mechanism Intake Channels

Information about the GRM will be publicized as part of the initial disclosure consultations in the participating Upazila, union and villages. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in government offices, project offices, village notice boards, community centres, etc. Information about the GRM will also be posted online on the BEZA website (<http://www.bhtpa.gov.bd>). The overall process for the GRM will include six steps and described below. This builds on the way grievances are typically managed.

- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: in person at offices and at project sites, and by mail, telephone, and email.
- **Step 2: Sorting and processing.** Complaints and feedback will be compiled by the Social Specialist/Environmental Specialist and recorded in a register. Submissions related to the resettlement and compensation program will be referred to the planning department for processing and resolution.
- **Step 3: Acknowledgement and follow-up.** Within fifteen (15) days of the date a complaint is submitted, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint.
- **Step 4: Verification, investigation and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed resolution, which could include changes of decisions concerning eligibility for compensation, additional compensation or assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register. It is expected that redress to a complaint can be made within 30 days from the receipt of the complaint.

**Step 5: Monitoring and evaluation.** Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The Social Development Specialist will be responsible for consolidating, monitoring, and reporting on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.

**Step 6: Providing Feedback.** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person. If the complainant is not satisfied with the resolution, he or she will be informed of further options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by the Bangladesh legal system. On a monthly basis, the Planning Department will report to the Executive Chairman on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days.

### 6.3 Grievance Registry, Referral, Resolution and Appeals Process

BHTPA would adopt the following procedures:

The GRC at the Community level will establish a simple computerized system to record the complaints; information on the complainants and perpetrators with names of the enterprises they are employed in; acceptance/rejection of the complaints by CGRC and the reasons thereof. If the decision made at this level is not acceptable to the aggrieved person, GRC will refer to the project level /to BHTPA during implementation level. At the operation level of IT/ITeS , if they too fail to solve the problem, it would be referred to the BHTPA Headquarters with details of the complaint and minutes of the hearings the earlier level. BHTPA will review the case and send its decision within fifteen days from the receipt of the complaint or earlier. However, if an aggrieved person is dissatisfied with the GRM, he/she may lodge complain following the law of the land. **An example of a grievance registration form and Typical grievance resolution process of PRIDE project is given at Annex A.**

Any GBV related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on gender-based violence<sup>4</sup>. GBV-related complaints will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor could be referred to an NGO assigned for the project by the Borrower to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint. For further details, please refer to the GBV action plan at <https://www.worldbank.org/en/news/press-release/2017/11/08/new-action-plan-addresses-gender-based-violence-in-world-bank-operations>

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<sup>4</sup> The World Bank (2018): Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works. <http://documents.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf>

## 6.4 GRM Monitoring and Reporting

Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the Project Director of PRIDE project. To ensure management oversight of grievance handling, the Internal team will be responsible for monitoring the overall process, including verification that agreed resolutions are actually implemented.

## 6.5 GRM contact information - BHTPA

Information on the project and future stakeholder engagement programs will be available on the project's website and will be posted on information boards in the project site and Project office, Ward Commissioner's Office, Ward No. 26. Information can also be obtained from BHTPA office in Agargaon, Dhaka. The point of contact regarding the stakeholder engagement program at BHTPA is given below:

Description	Contact details
Company:	Bangladesh High-Tech Park Authority
To:	Project Director
Address:	Bangladesh Hi-Tech Park Authority, ICT Tower (9th Floor), E-14/X, Agargaon, Dhaka-1207
E-mail:	<a href="mailto:info@bhtpa.gov.bd">info@bhtpa.gov.bd</a>
Website:	<a href="http://www.bhtpa.gov.bd">www.bhtpa.gov.bd</a>
Telephone:	Phone: +88-02- 8181736 (Ext-423)

## 7. Monitoring and Reporting

### 7.1 Involvement of stakeholders in monitoring activities

The SEP will be periodically revised and updated by the Social Specialists as necessary in the course of PRIDE project implementations 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. This way there would also be room to include a freshly identified stakeholder group who might have been missed/were absent during the initial SEP preparation.

BHTPA may ponder upon the third party's monitoring to ensure the proper implementation of SEP. BHTPA may engage stakeholders and third parties, such as independent experts, local communities, or civil society organizations (CSOs), to complement or verify the Borrower's own monitoring activities and collaborate with such agencies and third-party.

### 7.2 Reporting back to stakeholder groups

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(s). 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 variety of ways, including:

- Publication of a standalone report on project's interaction with the stakeholders.
- Through continuous engagement with the stakeholders such as public/community meetings etc.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
  - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
  - Frequency of public engagement activities;
  - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - Type of public grievances received;
  - Number of press materials published/broadcasted in the local, regional, and national media;
  - Amount of Project's charitable investments in the local communities in the Project Area of Influence.

### 7.3. Reporting to the World Bank

The project director with the support of social and environment specialist will share the progress and results of the stakeholder engagement activities to the World Bank quarterly and annually where Stakeholder related activities will be described broadly. These reports will also include detailed reports on the GRM effectiveness, including a list of grievances received, addressed and the pending ones.

### 8. References

- Environmental and Social Framework (2018), The World Bank.
- The South Asia Template for Stakeholder Engagement Plan
- Good Practice Note: Third-Party Monitoring report of Environment & Social Framework for IPF Operations

### Annex:

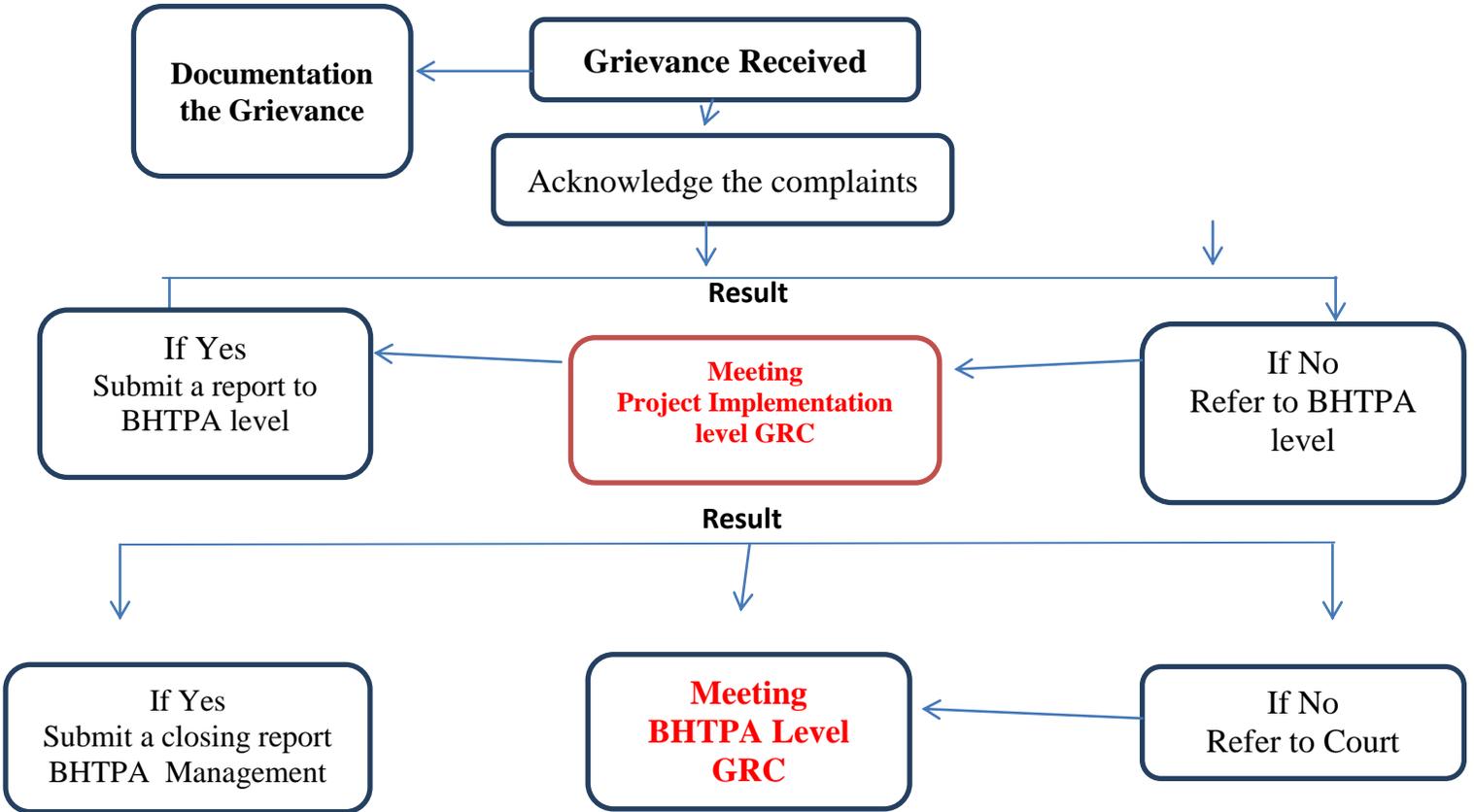
Annex A: Sample Grievance Form and Grievance Mechanism of PRIDE Project

## Annex - A: Sample 'Grievance Form' and Grievance Mechanism of PRIDE Project

Grievance Form: Bangladesh Hi-Tech Park Authority			
Grievance reference number (to be completed by Project):			
Contact details (may be submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
Provide details of your grievance. Please describe the problem, what happened, when and where it happened, who is the perpetrator and how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like BHTPA or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	Email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of BHTPA official assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion at BHTPA Level			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgement signature
1 <sup>st</sup> proposed solution			
2 <sup>nd</sup> proposed solution			
3 <sup>rd</sup> proposed solution			

## Grievance Mechanism for PRIDE Project - BHTPA

### Project implementation Level



### Operation Level

