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## NATIONAL HIGHWAY AUTHORITY, PAKISTAN

### Stakeholder Engagement Plan (SEP)

### WIDENING & IMPROVEMENT OF PRIORITY SECTIONS OF N-5 (487 KM)



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## EXECUTIVE SUMMARY

### ES-1 INTRODUCTION

Government of Pakistan (GoP) through the National Highway Authority (NHA) is planning to implement the **Widening and Improvement of National Highway N5 Priority Sections (Phase 1) – 487 km** (or the Project). GoP is seeking financing from the Asian Infrastructure Investment Bank (AIIB) for this purpose. The Project has prepared the Stakeholder Engagement Plan (SEP) to define and describe the stakeholder engagement and consultation requirements during the various stages of the project, in accordance with the AIIB Environmental and Social Framework (ESF).

National Highway N-5 having total length of 1,819 km is the lifeline for the Pakistan economy. The N-5's importance lies in it linking the port of Karachi to Peshawar and the Afghan border, via almost all of the country's main population and economic centers of Hyderabad, Multan, Lahore, Gujranwala, Rawalpindi / Islamabad and via the Karakorum Highway up to the international border of the Peoples Republic of China (PRC). In the 2022 flood events, numerous segments of the N-5 highway experienced significant impacts, resulting in roadway erosion and collapse, and traffic interruptions. Keeping in view issues, GoP joined hands with AIIB under programmatic engagement through the Project. NHA has engaged National Engineering Services Pakistan (NESPAK) Private Limited as a consultant for the detailed design and preparation of E&S studies for the Project. The Project involves the detailed design for improvement and widening of N-5 sections, which are divided in the following two Phases and eight Sections:

#### Phase 1 (210 km)

1. Section 2: Ranipur – Rohri
2. Section 7: Rawalpindi – Hassanabdal
3. Section 8: Nowshera – Peshawar
4. Section 4: Lahore – Gujranwala

#### Phase 2 (264 km)

5. Section 1: Hyderabad – Hala
6. Section 3: Okara – Manga
7. Section 5: Kharian – Dina
8. Section 6: Dina – Rawat

Stakeholder engagement is a mandatory requirement of the AIIB ESF, and should be a continuous process from design to completion stage in all development projects. The overall objective of this SEP is to define a program for stakeholder engagement, covering public information disclosure, meaningful consultations and a Grievance Redress Mechanism (GRM), throughout the entire project cycle. The SEP outlines the ways in which the Project team will engage in two-way communication with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the Project and any activities related to the Project. The SEP will be a living document, updated as needed as the project progresses.

The three categories of project stakeholders as per the AIIB ESF Environment and Social Standard (ESS) 1 are outlined below:

- **Project Affected Parties**— individuals/groups/entities within the Project Area of Influence (AOI)<sup>1</sup> that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. For this Project, residents, religious leaders/custodians, shopkeepers, kiosk owners, and various business operators along with their workers/tenants who have encroached on the NHA-owned Right of Way (ROW), as well as any workers for these businesses, will be directly affected by the project's implementation.
- **Other Interested Parties**— individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. In this regard, various national and provincial departments, such as Environmental Protection Agency (EPA), district Revenue Departments, Forest Department, concerned authorities and organizations (formal and informal), the users of the bus services (particularly women), and local Civil Society Organizations (CSOs)/Non-Government Organizations (NGOs), will fall under this category of stakeholders.

**Women and Vulnerable/Disadvantaged Groups** – individuals/groups/entities who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status<sup>2</sup>, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. Vulnerable and disadvantaged groups relevant to the site context have been identified during the detailed social impact assessment and census surveys, and their details have been highlighted in the site-specific RAP document of each Section. These groups include the following categories:

- Women employees of PIU, RIU and NHA;
- Women working the road sector in Pakistan;
- Elderly employees and citizens;
- Disabled employees and citizens;
- Minorities (ethnic, religious, women);
- Low-income households;
- Women/child headed households; and
- Transgender persons.

Specific stakeholder needs and requirements must be considered when engaging with different groups, ranging from the mode of communication, language of communication, means of approaching a group to the time of day when they would be available or willing to engage.

<sup>1</sup> This refers to the overall project area which may have direct or indirect impacts due to project activities in these locations.

<sup>2</sup> Vulnerable status may stem from an individual's or group's race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

## **ES-2 STAKEHOLDER CONSULTATIONS**

The consultations were conducted by the E&S team of the NHA with their Consultants from September to November 2024, in the Project area while conducting the E&S studies. 47 consultations were carried out during the Project preparatory stage in which 454 male and female community members participated (approx. 37% female participation). Out of 47, gender consultations were carried out at 19 localities along the ROW. In addition, a total of 37 institutional consultations were held during this period.

The main concerns of the stakeholders were related to the displacement of their temporary structures and permanently built structures including gas filling stations, mosques etc. falling in the Project area which will cause livelihood impacts due to temporary displacement and access restriction. The stakeholders also pointed out that due to number of accidents on this road on daily basis, many injuries and casualties take place on this road. Special provisions should be considered during designing, construction and operation stages. Crossings, pedestrian bridges and bus stops with partitions for men and women should be built for the local community along the road at suitable locations. Locals also showed their concerns related to the worsening of poor road infrastructure due to excavation. They also recommended that the project should proceed on the fast track with minimum disturbance of the social amenities and ensure provision of employment opportunities for local people. These concerns/suggestions of stakeholders have been addressed in consultation with NHA, and embedded into the design of the Project.

## **ES-3 STAKEHOLDER ENGAGEMENT PROGRAM**

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

The frequency of stakeholder engagement will vary across the Project activities. The project will review its stakeholder engagement against the SEP bi-annually, and this review will be a part of the progress report of the external monitor that will be shared with the RIU and the AIIB. The implementation of all ESF instruments including the SEP will be financed from the Project budget. The budgetary amount for the SEP implementation is estimated about PKR 53.9 Million.

## **ES-4 MANAGEMENT FUNCTIONS AND RESPONSIBILITIES**

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



## ES-5 GRIEVANCE REDRESS MECHANISM

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

The formal GRM will be set up with a three-tiered structure; the first at the community level enabling immediate local responses to grievances, second at RIU Level and third at PIU level for reviewing and addressing the grievances. Moreover a separate worker GRM has also been established to resolve the grievances of workers.

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

**Monitoring and Review of GRM** is critical to monitor its effectiveness. Appropriate measures for this include monthly reporting on the number of grievances received, resolved and outstanding, as well as the time taken for complaint resolution. This will be undertaken by the social development specialists of PIU.

The Project-affected People's Mechanism (PPM) offers an independent review for individuals impacted by the Asian Infrastructure Investment Bank (AIIB)'s failure to adhere to its Environmental and Social Policy (ESP), providing avenues for query, dispute resolution, and compliance review. To utilize the PPM, affected parties must first attempt resolution through project-level grievance mechanisms and adhere to specific requirements, including addressing environmental and social concerns and ensuring the AIIB's adherence to its ESF.

## ES-6 MONITORING AND REPORTING

The SEP will be periodically reviewed and if needed, revised and updated annually during project implementation in order to ensure that the information presented herein is consistent and is the most recent, and effective in relation to the Project context and specific stages of the development. Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior

management of the Project. Information on public engagement activities undertaken by the Project will be conveyed to the stakeholders using locally appropriate means through standalone annual report on project's interaction with the stakeholders and Key Performance Indicators (KPIs) monitored by the project on a regular basis.

## LIST OF ACRONYMS

AIIB	Asian Infrastructure Investment Bank
CBO	Community Based Organization
CSO	Civil Society Organization
DMC	District Municipal Cooperation
E&S	Environmental and Social
ESC	Environmental and Social Cell
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
FAQ	Frequently Asked Question
FGD	Focus Group Discussions
GBV	Gender Based Violence
GIS	Geographic Information System
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
KII	Key Informant Interviews
KPI	Key Performance Indicator
NGOs	Non-Governmental Organizations
OHS	Occupational Health and Safety
RIU	Regional Implementation Unit
PIU	Project Implementation Unit
PKR	Pak Rupees
RAP	Resettlement Action Plan
SC	Supervision Consultant
SEP	Stakeholder Engagement Plan
EPA	Environmental Protection Agency
SMS	Short Message Service

## GLOSSARY OF KEY TERMS

<b>Affected Communities</b>	Affected communities means any people or communities located in the Concession Area's geographical proximity, who are subject to actual or potential direct risks and/or adverse impacts related to the construction or operation of the Project.
<b>Consultation</b>	The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.
<b>Engagement</b>	A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.
<b>Environmental and Social Impact Assessment</b>	An assessment comprising various social and environmental studies which aim to identify project impacts and design appropriate mitigation measures to manage negative impacts, and to enhance positive ones.
<b>Non-governmental Organizations</b>	Private organizations, often not-for-profit, that facilitate community development, local capacity building, advocacy, and environmental protection.
<b>Partnership</b>	In the context of engagement, partnerships are defined as collaboration between people and organizations to achieve a common goal and often share resources and competencies, risks and benefits.
<b>Stakeholders</b>	Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively and other stakeholders not directly affected by the project but that have an interest in it, e.g. local authorities, neighboring projects, and/or nongovernmental organizations, etc.
<b>Stakeholder Engagement Plan</b>	A plan, which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

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# 1 INTRODUCTION

## 1.1 Project Overview

National Highway N-5 having total length of 1,819 km is the lifeline for the Pakistan economy. The N-5's importance lies in it linking the port of Karachi to Peshawar and the Afghan border, via all of the country's main population and economic centres of Hyderabad, Multan, Lahore, Gujranwala, Rawalpindi / Islamabad and via the Karakorum Highway up to the international border of the Peoples Republic of China. In the 2022 flood events, numerous segments of the N-5 highway experienced significant impacts, resulting in roadway erosion and collapse and traffic interruptions. The Project involves the detailed design for improvement and widening of N-5 which are divided in following two zones i.e., South Zone (135 km) and North Zone (339 km). These two zones are further divided into eight (08) Sections which are as provided in Table 1.1.

**Table 1.1: Proposed Project Sections**

Section No.	Name	Length (km)
1	Hyderabad – Hala (Phase 2)	65
2	Ranipur – Rohri (Phase 1B)	70
3	Okara – Manga (Phase 2)	83
4	Lahore – Gujranwala (Phase 1B)	68
5	Kharian – Dina (Phase 2)	41
6	Dina – Rawat (Phase 2)	72
7	Rawalpindi – Burhan (Phase 1A)	41
8	Nowshera – Peshawar (Phase 1A)	31
<b>TOTAL</b>		<b>474</b>

The project is overall divided into two (02) phases i.e., Phase 1 and 2. Phase 1, is further divided into Phase 1-A and Phase 1-B projects. The Phase 1-A includes Section#2, Section#7 and Section# 08 while Phase 1-B includes Section#4 alongside the reconstruction of the Nai Baran Bridge located southwest of Hyderabad in Sindh province. The Asian Infrastructure Investment Bank (AIIB) will provide financial assistance to the GoP through a Multi-Phase Program (MPP) approach in two phases: Phase 1A and Phase 1B. The Phase-2 project includes all of the remaining Sections. This phasing is conducted to prioritize the most urgent projects based on economic & financial plan of AIIB, traffic conditions, road condition, and environment, social and resettlement impacts. The framework level E&S instruments will be prepared for all the Sections under the proposed Project while site level documents (ESIA/ESMP, RAP including LRP and GAP) will be prepared for Phase 1(A) on priority basis.

The scope of work includes:

- Conversion of 4-lane dual carriageway into 6-lane dual carriageway with addition of Concrete lanes dedicatedly for heavy traffic;
- Construction of 7.3 m wide service road in urban areas;
- Upgradation of existing road corridor into climate resilient infrastructure through additional cross drainage structures;
- Widening and improvement of existing bridge structures;
- Rehabilitation of existing deteriorated road sections;

- Highway safety works through geometric improvements, installation of road safety devices, pedestrian crossings, dedicated U-Turns, etc.

The objectives of the proposed project are to:

- Ensure that the N-5 provides safe, sustainable and disaster resilient road corridor,
- Provide dedicated heavy traffic lane to minimize the road deterioration,
- Ensure provision of service lane in urban areas to manage the local traffic and reduce their direct accessibility on main carriageway,
- Enhance road safety through Star Rating improvements up to 3 Star or better.

## 1.2 RATIONALE OF THE STAKEHOLDER ENGAGEMENT PLAN (SEP)

Effective stakeholder engagement is underway to improve the E&S sustainability of the Project, enhance Project acceptance, and make a significant contribution to successful and more inclusive Project design and implementation. Stakeholder engagement is an inclusive process conducted throughout the Project life cycle. It supports the development of strong, constructive, and responsive relationships that are important for successful management of a Project's E&S risks. The stakeholder engagement and public consultation has started from the inception stage and will remain in progress until the end of the Project.

### 1.2.1 National Legislation

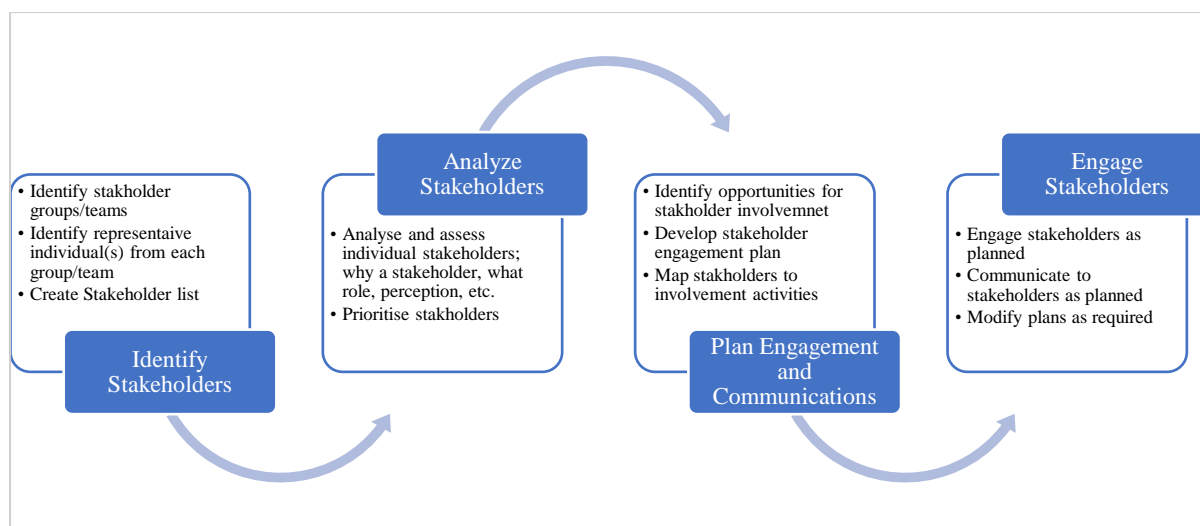
The Pakistan Environmental Protection Act 1997 Section 12(3) outlines the need and significance of Public Consultation as part of the ES assessment process. The EPA guidelines suggest five stages when the public must be involved in Project, namely during the: (i) identification of the need and scope of E(S)IA; (ii) preparation of the E(S)IA report; (iii) review of the E(S)IA report; (iv) project implementation; and (v) impact monitoring.

### 1.2.2 AIIB Requirements

AIIB's Environment and Social Framework (ESF) is considered a benchmark for good practice for E&S risk management. AIIB, through its ESF, has three minimum standards as regards stakeholder engagement, (i) information disclosure, (ii) transparent and meaningful consultation and (iii) grievance redress mechanisms (GRM). and works closely with its clients to achieve these objectives.

## 1.3 OBJECTIVES OF SEP

The Stakeholder Engagement Plan (SEP) outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the Project. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between Project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. See **Figure 1.1** below for the stakeholder engagement process.



**Figure 1.1: Process of Stakeholder Engagement**

## 1.4 PRINCIPLES OF EFFECTIVE STAKEHOLDER ENGAGEMENT

The project's SEP shall be informed by a set of principles defining its core values underpinning interactions with identified stakeholders. By following these principles, the engagement process will be more effective, inclusive, and aligned with AIIB's ESF.

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

- **Openness and life-cycle approach:** public consultations for the Project will be arranged during the whole life-cycle, carried out in an open manner and free of external manipulation, interference, coercion or intimidation;
- **Informed participation and feedback:** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- **Inclusiveness and sensitivity:** stakeholder identification is undertaken to support better communication and build effective relationships. All stakeholders at all times are encouraged to be involved in the consultation process. Special attention is given to the vulnerable groups identified at the site-level, in particular women, drug addicts, persons with disabilities, youth, the impoverished, elderly and the cultural sensitivities of diverse ethnic and religious minority groups and those living in remote or inaccessible areas.

This SEP is a live document and will be updated during planning (prior to construction activities), construction and operational stages. The updates to the SEP will comprise the newly identified stakeholder groups (if any) and the stakeholder engagement activities conducted after the initially indicated activities.

## 2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

This Chapter identifies various types of stakeholders for the Project and charts out their needs with respect to the consultations and engagement to be carried out by NHA through the RIU which will be established for the Project.

### 2.1 STAKEHOLDER IDENTIFICATION

For meaningful and substantive engagement, the early identification of affected parties, interested parties and vulnerable groups is necessary. to ensure that the design of E&S documents for is prepared on the basis of firsthand information from the stakeholders.

### 2.2 TYPES OF STAKEHOLDERS

The three categories of stakeholders as per the ESS1 are outlined below:

- **Project Affected Parties**– individuals/groups/entities within the Project Area of Influence (AOI)<sup>3</sup> that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties**– individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Women and Vulnerable and Disadvantaged Groups** – individuals/groups/entities who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status<sup>4</sup>, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

#### 2.1.1 Projected Affected Parties

Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the Project. The SEP focuses particularly on those directly affected, positively or adversely by the project activities.

The affected peoples in the engagement process will be the encroachers and various occupant holders who fall within the Right of Way (ROW) of the existing N5 road whose livelihood will be affected due to implementation of the Project. Similarly, the religious structures including mosques and shrine encroached on the NHA's ROW will be affected and custodians and managers of these structures will be affected peoples. The road's widening and any potential changes or developments directly influence these individuals and groups. Engaging with them

<sup>3</sup> This refers to the overall project area which may have direct or indirect impacts due to project activities in these locations.

<sup>4</sup>Vulnerable status may stem from an individual's or group's race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.



is essential to ensure their concerns, needs, and rights are considered in the planning and decision-making processes, fostering an inclusive approach to addressing the challenges posed by encroachments and road expansion. Their input will be crucial for identifying practical solutions and promoting equitable outcomes.

At this time, identified directly affected parties under this category are as follows:

- PIU-HQ of N5 Project;
- RIU(s) of concerned Section under N5 Project.
- National Highway Authority (NHA) and its relevant sections such as Design Section, EALS Section, Maintenance Section;
- People living along the road corridor or encroached on the NHA owned ROW, who may be directly impacted by the rehabilitation and resettlement work;
- Individuals whose businesses might be affected due to roadworks, access issues, or relocation.
- Employees, workers and tenants involved in the affected business structures.
- Including women, children, elderly people, and vulnerable/marginalized groups who might face disproportionate impacts.
- Religious leaders/custodians managing/overseeing religious assets along the RoW affected by resettlement/disruption;
- People as well as entities affected by E&S impacts such as PAPs who have encroached in NHA's ROW and will be affected due to livelihood loss, social and cultural issues, noise, dust and increased vehicular traffic, amongst others.
- Communities in the vicinity of the road, including those who depend on the road for access to markets, healthcare, education, etc. and,
- NGOs working on environmental and social issues that could be impacted by or may play a role in the project's development.

### 2.1.2 Other Interested Parties

Other interested parties of relevant provinces (Sindh, Punjab and Khyber Pakhtunkhwa) and Islamabad Capital Territory (ICT) under this category may be identified as:

#### Khyber Pakhtunkhwa

- Environmental Protection Agency- Khyber Pakhtunkhwa
- Forest Department - Khyber Pakhtunkhwa
- Directorate General Fisheries Khyber Pakhtunkhwa
- Wildlife Department - Khyber Pakhtunkhwa
- Communication and Works Department - Khyber Pakhtunkhwa
- Directorate of Archaeology and Museums Government of Khyber Pakhtunkhwa
- Irrigation Department - Khyber Pakhtunkhwa
- Social Welfare & Women Development Complex Peshawar Division - Khyber Pakhtunkhwa
- Social Welfare Department (Child Protection Unit - CPO) - Khyber Pakhtunkhwa
- Social Welfare Department (Women Empowerment) - Khyber Pakhtunkhwa
- Labour Department Government of Khyber Pakhtunkhwa

## Punjab Province

- Environmental Protection & Climate Change Department
- Tourism, Archaeology and Museums Department
- Forest Department - Punjab
- Irrigation Department - Punjab
- Communication and Works Department - Punjab
- Department of Fisheries - Punjab
- Wildlife and Parks Department - Punjab
- Social Welfare and Baitulmaal Department – Punjab
- Child Protection & Welfare Bureau - Home Dept. Govt. of Punjab
- Women Development Department - Punjab
- Labour & Human resource Department – Punjab

## Sindh Province

- Environmental Protection Agency (EPA) Regional Office Hyderabad – Sindh
- Environmental Protection Agency- District Sukkur
- Forest Department, Hyderabad Sindh
- Sindh Irrigation and Drainage Authority (SIDA) - Sindh
- Fisheries Department -Sindh
- Wildlife Department - Sindh
- Irrigation Department – Sindh
- Social Welfare Department – Sindh
- Child Protection & Welfare Bureau - Sindh
- Women Development Department - Sindh
- Labour & Human resource Department – Sindh

## Islamabad Capital Territory (ICT)

- Pakistan Environment Protection Agency
- Islamabad Wildlife Management Board
- Capital Development Authority (CDA) Environment
- Capital Development Authority (CDA) Sanitation Office
- Capital Development Authority (CDA) Labor Relations
- Islamabad Capital Territory (ICT) Administration - Women Development Wing
- Islamabad Capital Territory (ICT) Administration - Labour Welfare Department
- Archaeology Department – Islamabad

## Others

- Local Councilors;
- Civil Society Organizations (CSO), including Non-Government Organizations (NGO), Community Based Organizations (CBO) such as Secours Islamique France (Islamic Relief France), Foundation for Rural Development- (FRD), Punjab Rural Support Program, and others

- Concerned authorities and organizations (formal and informal), and the users of the bus services etc. particularly women,
- Academia and Subject Specialists;
- Donor Agencies;
- Supervision Consultants;
- Contractors;
- Workers Organizations;
- Workers Unions;
- Service Providers;
- Suppliers; and
- Press and Media.

The smaller CSOs (like Community Based Organizations (CBOs) and other stakeholders can be identified in the RAP for each section. The SEP process will include conducting consultations with representatives of each of these groups and defining a strategy for continual engagement with each of them throughout the project life as relevant.

### **2.1.3 Women and Disadvantaged/Vulnerable Individuals or Groups**

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

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

- Women employees of PIU, RIU and NHA;
- Women working the road sector in Pakistan;
- Elderly employees and citizens;
- Disabled employees and citizens;
- Minorities (ethnic, religious, women);
- Low-income households;
- Women/child headed households; and
- Transgender persons.

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

assessed based on various indicators, such as those living below the poverty line, women-headed households, and individuals with disabilities, among others. The consultant will reach out to the vulnerable PAPs through the census and socioeconomic surveys, collect detailed information on these marginalized groups to ensure additional rehabilitation measures could be provided, and understand their preferences for ongoing engagement during the Project cycle. Moreover, consultations with vulnerable groups, or number of participants with key vulnerability markers (e.g., disability) will also be monitored/tracked through their Identification details collected during the surveys.

## 2.3 SUMMARY OF PROJECT STAKEHOLDER NEEDS

The stakeholder needs are presented in **Table 2-1** below.

**Table 2-1 Stakeholder Needs**

Sr. No.	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
1.	Low-income Communities	Low income, below or close to poverty line.	Local languages (Urdu, Sindhi, Punjabi, Pashto, Balochi, etc.)	<ul style="list-style-type: none"> <li>Media and text messages</li> <li>In person through social organizers or NGOs</li> </ul>	<ul style="list-style-type: none"> <li>Available at specific times of day, probably in evening.</li> <li>May only be willing to talk to NGO workers and community organizers who have been in contact with them.</li> </ul>
2.	Middle income communities	Range of livelihoods	As above, but probably comfortable with local languages as applicable	Phone, social media, community leaders may be available on email or by telephone	<ul style="list-style-type: none"> <li>Available at specific times of day, probably in evening</li> </ul>
3.	Academics	Often employed in research organizations and Universities	English or Urdu	Email and phone	<ul style="list-style-type: none"> <li>Meetings during working hours preferably</li> </ul>
4.	CSOs, including NGO, CBOs and others	Often exercise influence in local communities and can be. Important in social mobilization and awareness raising	<ul style="list-style-type: none"> <li>Local languages as applicable (English and Urdu with larger NGOs, CSOs and CBOs at the provincial level)</li> </ul>	<ul style="list-style-type: none"> <li>Email and phone</li> <li>In person meetings</li> </ul>	<ul style="list-style-type: none"> <li>Meetings during working hours preferably</li> </ul>

Sr. No.	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
			<ul style="list-style-type: none"> <li>Local languages as applicable (Urdu, Sindhi, Balochi Punjabi and Pashto) at district level when engaging with CSOs</li> </ul>		
5.	Women	May not have much freedom of association or movement	Local languages as applicable (Urdu, Sindhi, Punjabi, Pashto, etc.)	<ul style="list-style-type: none"> <li>Phone, social media;</li> <li>Community meetings organized by local CSOs working in rural and urban areas</li> </ul>	<ul style="list-style-type: none"> <li>Accessible mainly to other women.</li> <li>Times of availability will vary for different groups</li> <li>Younger married women may need child-care during the consultation meetings</li> </ul>
6.	Other vulnerable groups such as differently abled citizens, minorities, elderly people and transgender people	Often excluded from voicing concerns and/or marginalized in society	Local languages as applicable (Urdu, Sindhi, Pashto, etc.)	<ul style="list-style-type: none"> <li>In person through social organizers or NGOs</li> </ul>	<ul style="list-style-type: none"> <li>Times of availability will vary for different groups</li> <li>Accessibility for differently abled citizens will be considered.</li> </ul>

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



### 3 STAKEHOLDER ENGAGEMENT ACTIVITIES

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

#### 3.1 STAKEHOLDER ENGAGEMENT DURING PROJECT PREPARATION

The consultations were conducted by the E&S team of the PIU with their Consultants from September to November 2024, in the project area while conducting the E&S studies. A total of 47 consultations were carried out till now during the project preparatory stage by various E&S teams in which 454 male and female community members participated. Out of 47, gender consultations were carried out at 19 localities within the project area in which 168 female members participated. The public consultations were conducted with business operators, shopkeepers, encroachers and residents and beneficiaries to assess impacts and to record their suggestions and concerns about the Proposed Project. The brief of the consultations is provided in **Table 3.1** and a photo log is attached as **Annexure-III**.

**Table 3-1: Community Consultations –Summary**

Section No.	Section Name	Type of Stakeholders	Participants	No. of Consultations	Location of Consultations	No. of persons Consulted
1.	Hala to Hyderabad	Public / Community	Male	2	Sohail Akbar Shah, Tehsil Matiari, Dist. Matiari,	15
					Matiari, Tehsil Hala, Dist. Matiari	15
			Female	3	BhutShah, Tehsil Hala, Dist. Matiari	10
					Latif Colony, Tehsil Hala, Dist. Matiari	13
					Bhuria Malo, Tehsil Hala, Dist. Matiari	15
2.	Rohri to Ranipur	Public / Community	Male	2	Tando Mir Hassan, Tehsil Rohri, Dist. Sukkur	15
					Ubri, Tehsil Khairpur, Dist. Khairpur	15
			Female	3	Deli Muslim Society, Tehsil Sukkur, Dist. Sukkur	06
					Tande Masti, Tehsil Khairpur, Dist. Khairpur	04
					Ubri, Tehsil Khairpur, Dist. Khairpur	08
3.	Okara to Manga	Public / Community	Male	7	Jehlan, Kasur	07
					Moon Razai Center, Ittefaq Adda, Dist. Kasur	08
					Phool Nagar	06
					Ali Garh Public School, Manga Mandi	08
					Dholan, Jhelan, Tehsil Patoki, Dist. Kasur	10
					Pattoki Bazar, Tehsil Patoki, Dist. Kasur	07
					Jehlan Dist. Kasur	08
			Female	2	Rashida Malik Residence, Dist. Kasur	08
					Phol Nagar Patoki, Dist. Kasur	08
4.	Lahore to Gujranwala	Public / Community	Male	3	Samanabad, Chungi, Tehsil Gujranwala, Dist. Gujranwala	07
					Mohalla Bilal Nagar, Shahdara, Tehsil and Dist, Lahore	15
					Rana Town, Tehsil Ferozwala, Dist. Sheikhpura	09
			Female	3	Allied School, Muridke	07
					Punjab College Girls Campus, Muridke	08

Section No.	Section Name	Type of Stakeholders	Participants	No. of Consultations	Location of Consultations	No. of persons Consulted
					Mohalla Bilal Nagar, Shahdara, Tehsil and Dist, Lahore	07
5.	Kharian to Dina	Public / Community	Male	3	Kharian Bazaar, Tehsil Kharian, Dist. Gujrat	14
					Sarai Alamgir, Dist. Gujrat	15
					Kala Gujran, Tehsil and Dist. Jhelum	09
			Female	2	Kharian Bazaar, Tehsil Kharian, Dist. Gujrat	15
					Kala Gujran, Tehsil and Dist. Jhelum	07
6.	Dina to Rawat	Public / Community	Male	3	Bhangrill, Rawat, Tehsil and Dist. Islamabad	12
					Dhok Malkan, Tehsil Gujjar Khan, Dist. Rawalpindi	14
					Mundra, Tehsil Gujjar Khan, Dist. Rawalpindi	09
			Female	2	Al Hadi Education Academy School, Bhangrill, Rawat, Tehsil and Dist. Islamabad	15
					Barki Bazar, Gujjar Khan, Dist. Rawalpindi	06
7.	Rawalpindi to Hassanabdal	Public / Community	Male	4	Peer Wadhai More, Tehsil Rawalpindi Cantt, Dist. Rawalpindi	09
					Jamilabad, Dist. Rawalpindi	06
					Bahtar Mor Wah Cantt, Tehsil Taxila, Dist. Rawalpindi	10
					Kala Kan Market, Tehsil Taxila, Dist. Rawalpindi	09
			Female	2	Hassan Abdal City, Tehsil Hassan Abdal, Dist. Attock	06
					Jamilabad, Dist. Rawalpindi	06
8.	Nowshera to Peshawar	Public / Community	Male	4	Taro Jaba, Tehsil Pabbi, Dist. Nowshera	13
					Tehsil Pabbi, Dist. Nowshera	05
					Tarnab Farm, Lala, Tehsil Chamkani, Dist, Peshawar	08
					Amar Garh, Tehsil and Dist. Nowshera	08
			Female	2	Govt. Degree College for Girls, Nowshera, Tehsil and Dist.	12

Section No.	Section Name	Type of Stakeholders	Participants	No. of Consultations	Location of Consultations	No. of persons Consulted
					Chamkani, Dist. Peshawar	07

### 3.1.1 Community Consultations (Project Affected Parties)

The key findings of the consultations held in the project area are summarized in **Tables 3.2**.

**Table 3-2: Summary Findings of the Consultations**

Sr. No.	Concerns/suggestions by the Participants	Concerned/ suggestions Raised By	Action to be taken by the Project Executors
1.	Participants inquired about the involvement of land acquisition for widening / improvement of the road.	PAPs & Vulnerable groups	It was informed to the locals that all the civil work will be carried out in existing RoW of NHA and efforts will be made to avoid land acquisition.
2.	Participants showed their concerns regarding the displacement of their commercial structures falling in the ROW / project area of the proposed Project.	PAPs & Vulnerable groups	All the project affectees will be given proper compensation for their lost structures/assets including resettlement and relocation assistance. This has been considered in RPs of all the subprojects.
3.	Many of the structures are built/encroached on the government land. What will be the status of such encroached structures?	PAPs & Vulnerable groups	Structures built/encroached on the government land must be compensated according to the approved entitlement matrix of the RP documents. This has been considered and enumerated in RPs of all the subprojects.
4.	Proper compensation rates for affected structures/assets.	PAPs & Vulnerable groups	Replacement rates will be given for the affected structures/assets. Besides, additional financial assistance will be given in the shape of allowances according to the proposed Entitlement Matrix. This has been considered and enumerated in RPs of all the subprojects.
5.	Due to the impact on business owners, different types of workers working at shops on daily wages will lose their livelihood.	PAPs & Vulnerable groups	Allowances determined in the entitlement matrix against employment loss will be given to these employees. This has been considered and enumerated as livelihood loss impacts in RPs of all the subprojects.
6.	Disturbance of community places/ structures like mosques and graveyards.	PAPs, Local Community and General Users	Measures will be taken to avoid these sensitive receptors especially graveyards. However, the mosques will be rebuilt with the consultation of the local communities if affected.
7.	Due to number of accidents on this road on daily basis, many injuries and casualties take place on this road. Special provisions should be considered while designing, construction and operation stages.	Local Community and General Road Users	It was briefed that widening/improvement of the road is proposed by keeping in view the respective issues. Moreover, NHA will ensure installation of signage, protected U-turns during design stage. Contractor will ensure the implementation of traffic management plan to avoid accidents and control other traffic related issues. The



Sr. No.	Concerns/suggestions by the Participants	Concerned/ suggestions Raised By	Action to be taken by the Project Executors
			Highway Police will be enforcing highway rules and speed limits to reduce the incidence of accidents during operation.
8.	The project should proceed on the fast track.	PAPs, Local Community and General Road Users	Appropriate steps will be taken to complete the project at the earliest. The construction activities may continue in shifts (day and night) to complete the Project which has been considered in construction scheduling accordingly.
9.	How the project affectees or community members can register/log a complaint regarding any issue related to the Project?	PAPs, Vulnerable group, Local Community and General Road Users	Proper/functional GRM will be established for the convenience of the project affectees and community members so that they can file/register their complaints. Compliance lodge and M&R system of GRM will be established in PIU-HQ-NHA.
10.	During the construction period, the mobility of the local community especially of kids and females will be disturbed.	Local Female, Local Community and General Road Users	An alternate route will be provided before the commencement of the civil work on the proposed project which has been added in design and E&S reports.
11.	Disturbance of the social amenities.	PAPs, Local Community and General Road Users	Social amenities will be restored immediately after the disturbance without waiting the completion of the civil work. This aspect has been recommended in E&S documents of sub-projects.
12.	Due to construction activities as well as an influx of labor, movement of the citizens particularly females, residing in the local area will be restricted.	Local Female, and Local Community	People will be aware of complete construction activity plans so that they can move in the area freely and safely.
13.	Dust and noise will disturb the nearby residential and commercial structures.	PAPs, Local Community and General Road Users	The contractor will be bound to take all protective and precautionary measures to keep safe the health and properties of the local people. Internationally approved practices will be adopted in this regard.
14.	Scarcity of social amenities like gas, proper roads, health, and education facilities.	PAPs, Local Community and General Road Users	The E&S studies will take respective steps which fall within their preview. Measures of conflict of resources will be incorporated in E&S documents.
15.	Job and labor opportunities for local people.	PAPs, Local Community	The contractor will be bound to hire the skilled and unskilled workforce from the local community as a priority. This aspect is duly incorporated in E&S documents and bidding/tender documents accordingly.

Sr. No.	Concerns/suggestions by the Participants	Concerned/ suggestions Raised By	Action to be taken by the Project Executors
16.	The process of the consultation should keep continuing.	PAPs, Vulnerable group, Local Community and General Road Users	Consultation is an ongoing process that will be carried out with the project affectees and other stakeholders located along the alignment of the proposed project throughout the implementation period.
17.	Inadequate drainage for seasonal rain crossing.	Local Community and General Road Users	The design engineers will ensure upgradation of existing cross drainage structures and incorporation of additional drainage network in design and improvement of road for further improving drainage facilities.
18.	Timely payment of compensation of the lost assets/ structures as well as crops & trees	PAPs, Vulnerable Groups	NHA will ensure timely payment of compensation and confirmation of full payment of RAPs through executing agency before allowing construction activities.
19.	Crossings, pedestrian bridges, bus stops with partition for men and women should be built for the local community along the road at suitable locations.	Local Community including Females and General Road Users	The culverts and crossings have been included in the detailed design for all appropriate locations. Moreover, depending upon the site situation the requested facilities may be adjusted in the design.

### 3.1.2 Departmental / Institutional Consultation (Other Interested Parties)

NHA wrote the letter to the concerned other interested parties (identified in section 2.3.2) for the meaningful consultation. Letters are enclosed herewith the SEP as **Annexure-II**. The stakeholder consultations were held with officials of the relevant departments. The brief of the departmental consultations is provided in **Table 3.4**. Photo log has been provided in **Annexure-III**.

**Table 3-3: Institutional Consultations (Other Interested Parties) – Summary**

Sr. No.	Sub-Project of N-5 Project	Type of Stakeholders	Numbers of Consultations
1.	Sindh Province	Government Department and Private Institutions	14
2.	Punjab Province	Government Department and Private Institutions	13
3.	Khyber Pakhtunkhwa Province	Government Department and Private Institutions	08
4.	Islamabad Capital Territory	Government Department and Private Institutions	05

**Table 3-4: Consultations and Discussions with Major Institutional Department**

Sr. No.	Department/Venue	Name/Designation	Date
<b>Khyber Pakhtunkhwa Province</b>			
1.	Environmental Protection Agency- Khyber Pakhtunkhwa	Mr. Sami Ullah, Director General Mr. Mumtaz Ali Wazir, Deputy Director Legal	03-10-2024
2.	Forest Department	Mr. Kifayatullah Baloch, Chief Conservator Forest Department	03-10-2024
3.	Directorate General Fisheries Khyber Pakhtunkhwa	Muhammad Shafi Marwat, Director General Fisheries Department Mr. Muhammad Noman, Assistant Director Fisheries 03441930796	03-10-2024
4.	Wildlife Department	Iftikhar uz Zaman, Conservator Wildlife department Mr. Ali Gohar, GIS Expert/ Range Officer 03339885804	03-10-2024
5.	Communication and Works Department	Engr. Zulfiqar Ali, Additional Secretary Technical 0333-9134842 Mr. Naveed Iqbal, Chief Engineer- Foreign funded projects 0332-9471021 Mr. Inayat, Deputy Secretary-Technical 0333-9873995	03-10-2024
6.	Directorate of Archaeology and Museums Government of Khyber Pakhtunkhwa	Mr. Faheem Shahzad, Section Officer 0336-9406672	03-10-2024
7.	Irrigation Department	Mr. Aftab Alam, Deputy Director- Technical 03018891982	03-10-2024
8.	Social Welfare & Women Development Complex Peshawar Division	Mr. Qayum Khan- Deputy Director	14-10-2024
9.	KP Social Welfare Department (Child Protection Unit - CPO) <b>KP Directorate of Social Welfare</b>	Mr. Akhtar Muneer – Child Protection Officer Mr. Nayyab Ali - Social Case worker Mr. Haris Khan, Social Case worker	18-11-2024
10.	KP Social Welfare Department (Women Empowerment) <b>KP Directorate of Social Welfare</b>	Mr. Noor Muhammad, District Social welfare Officer Mr. Sardar Ali, District Social welfare Officer (NGO) – 0300-9029870 Mr. Sahib, auxiliary works, 091-9331700 Musa Khan, Junior Clerk	19-11-2024
11.	Labour Department Government of Khyber Pakhtunkhwa <b>KP Directorate of labour</b>	Mr. Irfan, Director Labour, 091-9211543 Mr. Zaheer, PA to Director labour Mr. Azhar, Assistant Director Administration	19-11-2024
12.	Secours Islamique France (Islamic Relief France) <b>Non-Governmental Organization</b>	Mr. Asif Anwar, livelihood Officer, 0334-5586950 Mr. Mansoor Ahmed, Meal Officer KP, 0333-9193036 Ms. Sanam – Distribution Assistant,	19-11-2024

Sr. No.	Department/Venue	Name/Designation	Date
		Ms. Azra, Meal Assitant, Ms. Beenish, Livelihood Assistant	
13.	Foundation for Rural Development- (FRD) <b>Non-Governmental Organization</b>	Ms. Shumaila Murtaza, Meal Manager Ms. Sana Ibraheem, HR	19-11-2024
14.	NHA Regional Office - KP	Mr. Abid Zia – PA to DD Maintenance Mr. Hamid – Inspector 0301-8870698 Mr. Naseebzada – AD Afforestation	19-11-2024
<b>Punjab Province</b>			
1.	Environmental Protection & Climate Change Department	Mr. Waseem Ahsan (Director – EIA) Mr. Noor Ahmad (Deputy Director – EIA)	10-10-2024
2.	Tourism, Archaeology and Museums Department	Ms. Sadaf Zafar (Additional Secretary) Mr. Iqbal Khan Manj (Deputy Director – Admin)	10-10-2024
3.	Forest Department	Mr. Abid Hussain Gondal (Chief Conservator)	14-10-2024
4.	Irrigation Department	Mr. Khurram Amin (Additional Secretary- Technical)	14-10-2024
5.	Communication and Works Department	Mr. Mohammad Ammar (Deputy Secretary)	14-10-2024
6.	Department of Fisheries	Mr. Sajid Mahmood (Deputy Director – Admin) Mr. Haroon Abdullah (Assistant Director – Admin)	14-10-2024
7.	Wildlife and Parks Department	Mr. Junaid (Deputy Director – Headquarters)	14-10-2024
8.	Social Welfare and Baitulmaal Department	Mr. Aslam Section Officer (Social Welfare) Mr. Shahid Iqbal Saroya – Section Officer – 0345-4042799 Mr. Muhammad Asif – PA to SS – 0333-4136827	10-10-2024
9.	Child protection & Welfare Bureau <b>Home Dept. Govt. of Punjab</b>	Mr. Waseem Abbas – Media Officer Mr. Asif Nadeem – Social Protection Officer	21-11-2024
10.	Women Development Department <b>Govt. of Punjab</b>	Ms. Naeem Afzal – Deputy Secretary Planning Mr. Shabbir Hussain – Admin Officer	21-11-2024
11.	Office of the DG Labour welfare <b>Labour &amp; Human resource Department Govt. of Punjab</b>	Mr. Zubair Hassan Rajput	21-11-2024
12.	Punjab Rural Support Program <b>Non-Governmental Organization</b>	Nadeem Akram Siddiqui – Transport Officer – 0334-4201065	21-11-2024
13.	NHA Regional Office Maintenance - KP	Mr. Iftekhhar Sajid – GM Maintenance North Punjab (Regional Office Punjab) 0313-4319914	18-10-2024
<b>Sindh Province</b>			
1.	Environmental Protection Agency (EPA) Regional Office Hyderabad	Noor Ahmed Nahyoon Field supervisor Imran Ali Abbasi	08-10-2024

Sr. No.	Department/Venue	Name/Designation	Date
		Regional Incharge Riaz Ahmed AD Technical Zeeshan Kabir Assistant Director Technical Dr. Nassrullah Assistant Director Lab	
2.	Forest Department, Hyderabad	Abdul Hameed Forester, Incharge Miani Rest House Ali Sher Forester, Incharge Nursery	08-10-2024
3.	Sindh Irrigation and Drainage Authority (SIDA)	Ms. Shakeela Sociologist	09-10-2024
4.	Environmental Protection Agency- District Sukkur	Mr. M. Atique, Env. Inspector	03-10-2024
5.	Fisheries Department	Zafar Hussain Mirani, Assistant Warden Fisheries	03-10-2024
6.	Wildlife Department	Anwar Ali Bhatti Range Officer	03-10-2024
7.	Irrigation Department	Mr. Abdul Samad, SDO Irrigation West	03-10-2024
8.	GM Sindh North and South Regions, NHA	Muhammad Sultan Abro – GM North Sindh Anjum Bashr Quraishi, Deputy Director NHA – Sindh North	05-10-2024
<b>Islamabad Capital Territory</b>			
1.	Islamabad Wildlife Management Board	Ms. Ume Habiba, Director Wildlife	23-10-24
2.	CDA Environment	Mr. Rana Kashif, Horticulture (west)	23-10-24
3.	CDA Sanitation Office	Mr. Ali Sher, Director	23-10-24
4.	Archaeology Department	Mr. Arshad Ullah-Deputy Director	22-10-24
5.	Federal Environment Protection Agency	Mr. Binyamin, Assistant Director	22-10-24

The **Table 3.5** indicates the detail of issues raised/discussed and suggestions given during the consultation:

**Table 3-5: Detail of Issues/Points Raised/Discussed during Departmental Consultations**

Sr. No.	Department/ Organization	Concerns / Suggestions
<b>Islamabad Capital Territory</b>		
1.	Islamabad Wildlife Management Board	<ul style="list-style-type: none"> <li>The NESPAK team visited the subject office to brief the officials regarding the project and share details.</li> </ul>

Sr. No.	Department/ Organization	Concerns / Suggestions
		<ul style="list-style-type: none"> <li>The official told that N-5 road is passing nearby Margalla national park. Therefore care should be taken while designing and construction of road to protect the wildlife.</li> <li>The official requested NESPAK team to submit the project details along with the RoW of the road. The IWMB official will then physically verify the site.</li> <li>The official told that NoC will be required from IWMB before the start of construction activities.</li> </ul>
2.	CDA Environment	<ul style="list-style-type: none"> <li>The NESPAK team visited the subject office to brief the officials regarding the project and share details.</li> <li>The official appreciated the proposed project due to the traffic congestion situation on N5 road.</li> <li>The E&amp;S team was requested to coordinate with CDA throughout the project. The official also told that the EIA/IEE matters are dealt by Federal EPA.</li> </ul>
3.	CDA Sanitation Office	<ul style="list-style-type: none"> <li>The NESPAK team visited the subject office to brief the officials regarding the project and share details.</li> <li>The official appreciated the proposed project due to the traffic congestion situation on N5 road.</li> </ul>
4.	Archaeology Department	<ul style="list-style-type: none"> <li>The official told that no cultural notified site is present near the N-5 in Islamabad Capital Territory. However, on site verification will still be required to confirm once the detailed design will be finalized and underground demarcation will be completed (as required).</li> <li>The official recommended to incorporate the chance find procedure to NESPAK team.</li> </ul>
5.	Federal Environment Protection Agency	<p>The NESPAK's relevant environment and social team briefed the official regarding the proposed project. The official provided following suggestions:</p> <ul style="list-style-type: none"> <li>All stakeholders should be taken on board and consultation should be carried out at each stage.</li> <li>Measures should be taken to minimize cutting of trees.</li> </ul> <p>Following points must be considered while preparing Environmental Impact Assessment report:</p> <ul style="list-style-type: none"> <li>Identification of location for construction camps alternate routes for traffic flow during construction</li> <li>Arrangements for material storage and transport</li> <li>Alternate routes shall be provided in consultation with Traffic Police to the residents and commuters.</li> <li>Dust control mitigations shall be recommended to the contractor</li> <li>Demolition waste shall be properly disposed if it cannot be reused.</li> </ul>
6.	NHA EALS Section	<p>Team is in close coordination with the EALS section of NHA for the land ownership. EALS Section wrote the letters to concerned regional maintenance offices and RAMD for the provision of available ROW data, land ownership status/record and record of encroachment and</p>

Sr. No.	Department/ Organization	Concerns / Suggestions
		lease within the ROW. Based on these letters, consultants visited the concerned maintenance offices to obtain the respective data.
<b>Khyber Pakhtunkhwa Province</b>		
7.	Environmental Protection Agency- Khyber Pakhtunkhwa	<ul style="list-style-type: none"> <li>Overall, EPA was in favor of the proposed project. The official briefed about advantages of the proposed Project as its implementation will benefit all the neighborhood along the route. Traffic congestions in the Project Area will be reduced.</li> <li>E&amp;S Consultant must fill and submit Schedule-I form provided in Khyber Pakhtunkhwa Environmental assessment rules, 2021 to agency through NHA and specified study must be submitted to EPA for obtaining NOC prior to start of work.</li> <li>Collection of environmental, social and ecological baseline data must be ensured through primary means using field visit checklists and socio-economic tools;</li> <li>Alternate routes shall be provided in consultation with Traffic Police to the residents, educational institutions and road users for their movement and to avoid the chaotic situation of traffic at this bottleneck;</li> </ul>
8.	Forest Department	<ul style="list-style-type: none"> <li>No specific reserve forest and important area exist in the vicinity of the project ROW however; the proponent will request cutting of trees from Forest department via letter. The concerned Divisional Forest Officers will visit the site with the NHA and E&amp;S officials to verify the trees.</li> <li>Tree cutting should be avoided up to maximum level; and</li> <li>A feasible provision of budget for tree plantation plan should be included in the Project cost</li> </ul>
9.	Fisheries Department	<ul style="list-style-type: none"> <li>The official appreciated that the E&amp;S team is conducting meaningful consultations with the department prior to the start of the project</li> <li>The official informed that crossing of Kabul River and its tributaries lies in the N-5, therefore the proposed project may cause impact on the fisheries.</li> <li>DG directed AD Fisheries to actively coordinate with the E&amp;S team, conduct visits and share data.</li> <li>The official suggested that during construction stage, lower level employee of Fisheries department may be deputed to site for conservation of fisheries</li> <li>The official told that blasting activities may cause mortality of the fisheries and therefore seedling will be required for breeding</li> </ul>
10.	Wildlife Department	<ul style="list-style-type: none"> <li>The official appreciated that the E&amp;S team is conducting meaningful consultations with the department prior to the start of the project</li> <li>The official told that no as such impact is envisaged on wildlife. The concerned DFO will be directed to verify and provide the No objection certificate if required.</li> </ul>
11.	Communication and Works Department	<ul style="list-style-type: none"> <li>The official told that we are not foreseeing any problem as the construction will be carried out within the existing RoW of NHA.</li> <li>Official ensured to direct Chief Engineer-Foreign funded projects for the active coordination with you regarding the proposed project to streamline the process of any approval if required.</li> </ul>



Sr. No.	Department/ Organization	Concerns / Suggestions
12.	Directorate of Archaeology and Museums Government of Khyber Pakhtunkhwa	<ul style="list-style-type: none"> <li>The official told that no archeological site exists near the proposed section (Peshawar to Nowshera). However, he suggested to incorporate the procedure of any accidental and chance of finding any historical / archeological site during the execution of work.</li> </ul>
13.	Irrigation Department	<ul style="list-style-type: none"> <li>The official told that the office will direct the concerned Executive Engineer for the surveys of waterbodies crossing and provide the relevant data/information for the required work..</li> <li>The E&amp;S team was advised to share the explanatory map with marked all water bodies crossing with design details for the Section once the design will be completed.</li> </ul>
14.	Social Welfare & Women Development Complex Peshawar Division	<p>The official provided following suggestions:</p> <ul style="list-style-type: none"> <li>Facilities of rest by areas and public toilets for the passengers should be provided.</li> <li>At Bus Stop, waiting room for passengers should be constructed.</li> <li>Prayer area must be provided for passengers.</li> <li>Maximum skilled &amp; unskilled labor should be hired from the local community during the Project construction activities so that local people can take maximum benefit of the project.</li> <li>Occupational health and safety should be taken care with respect during construction of the road.</li> <li>Physical and livelihood disturbance should be avoided/minimized.</li> <li>During the construction period safe movement of the pedestrian should be ensured and proper Traffic Management Plan (TMP) should be devised.</li> <li>Awareness among the students should be created about the project. Traffic should be managed properly in school hours during the construction work.</li> <li>Awareness among the population about the risks associated the Project activities and mitigation measures should be adopted.</li> <li>The environment of the most part of Project Area is friendly, but due to construction activities dust &amp; air pollution may lead to respiratory diseases. Medical camp should be established in the area during the period of construction.</li> <li>The official briefed about advantages of the proposed Project as its implementation will benefit all the neighborhood along the route;</li> <li>Traffic congestions in the Project Area will be reduced.</li> </ul>
15.	KP Social Welfare Department (Child Protection Unit - CPO) <b>KP Directorate of Social Welfare</b>	<p>The official provided following suggestions/recommendations:</p> <ul style="list-style-type: none"> <li>Build waiting rooms for commuters to provide shelter from harsh weather conditions.</li> <li>Construct underground pedestrian crossings as they are more feasible and can also serve commercial purposes (e.g., shops).</li> <li>Recommend underground passes in nearby and adjacent crowded areas.</li> <li>Install visible signboards with clear instructions and emergency contact numbers.</li> <li>Develop a green belt adjacent to the road with small forested areas and a playground for children.</li> </ul>

Sr. No.	Department/ Organization	Concerns / Suggestions
		<ul style="list-style-type: none"> <li>Remove billboards in the area to reduce distractions for drivers.</li> <li>Road Divider Installation: Install road dividers to prevent glare from opposite traffic</li> </ul>
16.	KP Social Welfare Department (Women Empowerment) <b>KP Directorate of Social Welfare</b>	<p>The official provided following suggestions/recommendations</p> <ul style="list-style-type: none"> <li>Passenger waiting rooms</li> <li>Zebra crossing provision for the local population</li> <li>Schools are located adjacent to the road; special precautions need to be considered</li> <li>Road blockage during construction may cause traffic congestion and traffic Jam, careful planning is required</li> <li>Overhead bridges and flyover need to be designed</li> </ul>
17.	Labour Department Government of Khyber Pakhtunkhwa <b>KP Directorate of labour</b>	<p>The official provided following suggestions:</p> <ul style="list-style-type: none"> <li>Compliance with Minimum wages and local labour laws to be ensured</li> <li>Discourage child labour and forced labour</li> <li>Implementation of CSR activities to support local people</li> <li>Development of robust Environmental and Social Management plan to minimize the negative impacts on the community</li> </ul>
18.	Secours Islamique France (Islamic Relief France) <b>Non-Governmental Organization</b>	<p>The official provided following feedback:</p> <ul style="list-style-type: none"> <li>Positive Impacts and Suggestions <ul style="list-style-type: none"> <li>Benefits of the Project, Reduction in accidents and traffic congestion.</li> <li>Improved business opportunities and growth for local communities.</li> </ul> </li> <li>Potential Issues that may arise during construction, <ul style="list-style-type: none"> <li>the project construction may lead to environmental impacts and social issues in the area.</li> <li>Resettlement of local residents and disruption to livelihoods are potential negative outcomes.</li> <li>Social disconnection between the two sides of the area could occur due to road division</li> <li>Construct flyovers, overhead bridges, and fencing to prevent road accidents, especially involving children.</li> <li>Address traffic congestion during construction and operational stages.</li> </ul> </li> <li>Mitigation Measures the stakeholder suggested are, <ul style="list-style-type: none"> <li>To coordinate with all stakeholders in and around the area.</li> <li>Compensate affected individuals through proper resettlement Sections.</li> <li>Address livelihood disruptions by providing alternative means of income (e.g., skill development programs).</li> <li>Tree plantation in affected areas to minimize environmental impact.</li> </ul> </li> <li>Community Support Initiatives <ul style="list-style-type: none"> <li>Launch skill development programs such as mobile repair training, poultry farming, and indoor poultry farms.</li> </ul> </li> </ul> <p>Provide seeds to encourage kitchen gardening in the community.</p>
19.	Foundation for Rural Development- (FRD)	<p>The official provided following suggestions:</p> <ul style="list-style-type: none"> <li>Concerns:</li> </ul>

Sr. No.	Department/ Organization	Concerns / Suggestions
	<b>Non-Governmental Organization</b>	<ul style="list-style-type: none"> <li>○ Possible tree cutting for the project.</li> <li>○ Issues for local women during the construction stage (e.g., accessibility and safety).</li> <li>○ Issues related to Parda (Religious sensitivity) in the local Area</li> <li>○ Gender Based Violence (GBV)</li> <li>○ Transportation issues in the area</li> <li>• Recommendations during construction stage:               <ul style="list-style-type: none"> <li>○ Focus on greenery and reforestation efforts post-construction.</li> <li>○ Design separate transport stops for men and women for cultural sensitivity.</li> <li>○ Initiatives for the protection of women like Ababeel force etc.</li> <li>○ Construct waiting rooms, zebra crossings, and flyovers to enhance pedestrian safety.</li> <li>○ Ensure school road accessibility to avoid blockages that inconvenience residents.</li> <li>○ Prioritize safety measures such as fencing, flyovers, and pedestrian crossings</li> <li>○ Initiate compensation and community programs to reduce social and economic disruption.</li> </ul> </li> <li>• Operational stage Recommendations               <ul style="list-style-type: none"> <li>○ Capacity Building, Conduct training programs on gender-based violence (GBV) and local demand-driven skills.</li> <li>○ Form committees involving women for inclusive planning and execution.</li> <li>○ Infrastructure Enhancements</li> <li>○ Build underpasses and overhead bridges for safer pedestrian access.</li> <li>○ Separate transport stops for men and women.</li> </ul> </li> </ul>
20.	NHA Maintenance Office	<p>Team visited the regional office KP and met the relevant inspector and staff of NHA. The official ensured to support the consultant in all aspects for the preparation of RAP documents and also provided the ROW data of concerned Sections of KP. The office also facilitates the team during the site reconnaissance and onsite briefing of available ROW.</p> <p>The team also requested to share the encroachment data and lease data on which the official responded that the encroachment data is not much reliable and updated however he shared the lease data with consultant for the priority Sections. The office also shared the land revenue record (latha) available at NHA office for the N5 road.</p>
<b>Punjab Province</b>		
21.	Environmental Protection & Climate Change Department	<ul style="list-style-type: none"> <li>• Official direct to seek NOC and approval from EPA as per the regulatory requirement prior to initiate the work.</li> <li>• The official recommended to consider the priority section with sever traffic issues and least environment impact.</li> <li>• The official also suggested that Gujranwala to Ghakkar section (near DHA Gujranwala) should be widened as traffic issue in this section is severe.</li> </ul>

Sr. No.	Department/ Organization	Concerns / Suggestions
		<ul style="list-style-type: none"> <li>Dust control in the area should be ensured. Dust suppressors (salt / water) preferably <math>\text{CaCl}_2</math> should be sprayed on roadside.</li> <li>Ensure minimal impact to nearby cities and communities.</li> <li>Construction camps and asphalt plants should be installed away from the population.</li> <li>Asphalt plants should preferably have a built-in pollution control technology.</li> <li>Construction material disposal and transportation should be done properly as per existing laws.</li> </ul>
22.	Tourism, Archaeology and Museums Department	<ul style="list-style-type: none"> <li>The official recommended that access roads to nearby tourist/ archeological sites should also be planned.</li> <li>Archaeological sites within 200 – 300 ft. of distance from the project area of impact should be avoided as much as possible.</li> <li>Concerns were shown regarding the safety of Nicholson Tower which is located at Tarnol Pass on main GT Road in Rawalpindi to Hassanabdal Section.</li> <li>A list of important archaeological sites of Punjab was shared with the consultant for assistance. It was preliminary observed that no notified archeological site exists in nearby ROW of N5 however, this will be verified at ESIA stage.</li> <li>Further meetings will be arranged for future planning at ESIA stage once the design of each Section will be finalized.</li> </ul>
23.	Department of Fisheries	<ul style="list-style-type: none"> <li>Official recommended to incorporate the necessary mandatory measure for the aquatic life including fisheries in ESIA reports.</li> <li>The official ensured that the list and map of hatcheries in Punjab will be shared with the consultant.</li> <li>The official displayed concerns about the fishing rights along the bridge of River Jhelum crossing in the project area.</li> </ul>
24.	Wildlife Department	<ul style="list-style-type: none"> <li>The official highlighted important sensitive areas such as habitat of Urial in Sohawa (Jhelum) and Pabbi Forest.</li> <li>Habitat assessment of each Section must be considered during the ESIA study of the project.</li> <li>It was suggested that wildlife corridors should be considered in the project design and special measures must be considered for crossing of these wildlife if encountered.</li> <li>Maps with marked species territory and protected areas will be provided by the wildlife department at later stage after finalization of ROW/ design to the consultants for assistance.</li> </ul>
25.	Communication and Works Department	<ul style="list-style-type: none"> <li>The official informed that the project lies in C&amp;W Northern and Central zones of Punjab. He shared contact details of Chief Engineer North and Central zone to get relevant data/information.</li> </ul>
26.	Forest Department	<ul style="list-style-type: none"> <li>The official informed that the median and roadside/ canal side/ railway line side plantation in whole Punjab is a protected forest area.</li> <li>He shared list of relevant Division Forest Officers (DFOs) of Punjab who will provide relevant data to the consultant. He also recommended to consult the DFOs during the ESIA study.</li> <li>The official requested consultants to provide site plans and road maps to DFOs.</li> </ul>

Sr. No.	Department/ Organization	Concerns / Suggestions
27.	Irrigation Department	<ul style="list-style-type: none"> <li>Project area falls in four irrigation zones of Punjab i.e. Potohar, Sargodha, Lahore and Sahiwal.</li> <li>The official ensured that Chief Engineers of all four zones will mark every crossing in the project area and relevant data will be provided to the consultants.</li> </ul>
28.	Social Welfare and Baitulmaal Department	<ul style="list-style-type: none"> <li>The official told that local people should be given employment opportunities in the proposed project.</li> <li>The official told that child labor should be strictly prohibited and due care and consideration should be given to the community health and safety</li> </ul>
29.	Child protection & Welfare Bureau <b>Home Dept. Govt. of Punjab</b>	<p>The official discussed following points:</p> <ul style="list-style-type: none"> <li>Provision for safe road crossing should be ensured, and overhead bridges should be constructed at suitable intervals to facilitate pedestrian movement.</li> <li>Appropriate signage should be installed to indicate speed limits, particularly in areas near schools, to enhance safety for children.</li> <li>Roads in the vicinity of schools should be fenced to prevent children from crossing haphazardly.</li> <li>These measures are essential to minimize the risk of road accidents and ensure the safety of children and other pedestrians.</li> </ul>
30.	Women Development Department <b>Govt. of Punjab</b>	<p>The official discussed following points:</p> <ul style="list-style-type: none"> <li>A dedicated pink lane should be established on the highway to ensure the safety and convenience of women commuters.</li> <li>Road underpasses should be constructed to prevent dangerous crossings and ensure safe passage for women.</li> <li>Separate bus stops should be designated exclusively for women to reduce the risk of harassment and ensure their safety.</li> <li>The design of the road should restrict public access to these specific stops, ensuring a secure environment for women.</li> <li>Clear signboards should be placed along the road to indicate speed limits and provide other essential instructions for drivers.</li> <li>Accessibility for women with disabilities should be incorporated, with proper indicators and instructions to cater to their specific needs.</li> </ul>
31.	Office of the DG Labour welfare <b>Labour &amp; Human resource Department Govt. of Punjab</b>	<p>The official discussed following points:</p> <ul style="list-style-type: none"> <li>Workers should receive their salaries on time, ensuring compliance with minimum wage standards. For example, with a minimum wage of 37,000 PKR, the daily wage should be calculated as 37,000 divided by 26, resulting in 1,423 PKR per day.</li> <li>Compliance with daily working hours regulations must be ensured, and workers should be granted appropriate rest periods.</li> <li>Personal protective equipment (PPE) such as long shoes, gloves, goggles, and helmets should be provided during construction activities, along with other necessary workplace safety precautions.</li> <li>Overtime should be limited to a maximum of two hours per day.</li> <li>Female employees should be entitled to maternity leave in accordance with labor laws.</li> </ul>

Sr. No.	Department/ Organization	Concerns / Suggestions
		<ul style="list-style-type: none"> <li>Employers are required to sign contracts with employees, and an appointment letter should be provided to each worker.</li> <li>Employees must be given relevant Standard Operating Procedures (SOPs) and Job Descriptions (JDs).</li> <li>Signboards must be installed at construction sites to promote safety, and all activities should comply with the Occupational Health and Safety Act of Punjab.</li> </ul>
32.	Punjab Rural Support Program <b>Non-Governmental Organization</b>	<p>The official discussed following points:</p> <ul style="list-style-type: none"> <li>Dividers should be installed along the highway with adequate width and height to prevent glare from oncoming traffic, ensuring better visibility and safety.</li> <li>The socio-economic impact of the project should be assessed, and compensation should be provided to local communities who are displaced or otherwise affected by the project.</li> <li>Workers and local residents may be impacted by dust and pollution during construction. Continuous water sprinkling should be implemented to minimize these environmental issues.</li> <li>Tree plantation activities should be carried out promptly after the clearing of land, helping to restore the environment.</li> <li>Upon project completion, safety signs and toll-free emergency numbers should be displayed prominently, with specific attention to women's safety. Emergency contact numbers and rescue services should be easily accessible at suitable locations along the route.</li> <li>Rest areas should be provided at 20-25-kilometer intervals, equipped with dispensaries, public washrooms, and law enforcement officers for added security.</li> <li>Female staff should be employed in law enforcement agencies and ambulance services to ensure that women are catered to in a sensitive and appropriate manner during their travel.</li> <li>Anti-fog measures should be implemented on the highway as per standard practices to improve visibility during low-visibility conditions.</li> </ul>
33.	NHA Maintenance Office	<p>Team visited the regional office Punjab and met GM-Maintenance North Punjab. The official ensured to support the consultant in all aspects for the preparation of RAP documents and also provided the ROW data of concerned Sections of Punjab. The office also facilitates the team during the site reconnaissance and onsite briefing of available ROW.</p> <p>The team also requested to share the encroachment data and lease data on which the official responded that the encroachment data is not much reliable and updated however he assured to share the lease data with consultant for the priority Sections.</p>
<b>Sindh Province</b>		
34.	Environmental Protection Agency (EPA) Regional Office Hyderabad	<p>The official direct the consultant to seek the NOC and approval from SEPA as per the regulations prior to start of the work Apart from this, the official provided following suggestions:</p> <ul style="list-style-type: none"> <li>Detailed survey shall be conducted to collect Environmental, Social and ecological baseline data.</li> </ul>



Sr. No.	Department/ Organization	Concerns / Suggestions
		<ul style="list-style-type: none"> <li>Identify all stakeholders and seek NOCs from all relevant departments</li> <li>Resettlement will be involved and livelihood will be disturbed and the impact shall be studied as part of project.</li> <li>Following points must be considered while preparing Environmental Impact Assessment report: <ul style="list-style-type: none"> <li>Identification of location for construction camps alternate routes for traffic flow during construction</li> <li>Arrangements for material storage and transport</li> <li>Alternate routes shall be provided in consultation with Traffic Police to the residents and commuters.</li> <li>Dust control mitigations shall be recommended to the contractor</li> <li>Demolition waste shall be properly disposed if it cannot be reused.</li> <li>Affected trees shall be relocated or compensated.</li> </ul> </li> </ul>
35.	Forest Department, Hyderabad	<p>There are two forests on either side of the road alignment. One is Miani Forest and the other is Hatri Forest with an area of 1680 Acres and 1050 Acres respectively. There are many species of plants including <i>Acacia nilotica</i> (Babul) and Eucalyptus. Fruit trees are also available in the forest and it is being encouraged to plant more fruit trees to utilize plantation to the fullest and fulfil food demand and generate income.</p> <p>It is expected that the project will affect entrance making of which is underway. Some trees including nursery along the road and a family park the construction of which is also underway may be affected due to road construction. Following was advised by the officials.</p> <ul style="list-style-type: none"> <li>Maximum effort shall be done to avoid cutting of trees; and</li> <li>A feasible provision of budget for tree plantation plan should be included in the project cost.</li> <li>If any activity is involved on land owned by forest, NOC shall be obtained from the forest department.</li> </ul>
36.	Sindh Irrigation and Drainage Authority (SIDA)	<p>The official raised following concerns:</p> <ul style="list-style-type: none"> <li>The canals crossing N5 from Hyderabad to Hala are; Punjari, Phuleli and Akram Wah. Other than this there are many minors and distributaries and drains.</li> <li>A detailed survey shall be done and NOCs shall be obtained from SIDA where required.</li> <li>Other relevant departments Forest, Wild life and fisheries shall also be consulted.</li> <li>There are utilities and railway line parallel to the canals NOC for which will also be required.</li> </ul>
37.	Environmental Protection Agency- District Sukkur	<p>The official provided following suggestions:</p> <ul style="list-style-type: none"> <li>Stakeholder Consultations with all the relevant departments should be carried out;</li> <li>Ensure sprinkling of water on daily basis in the Project area to reduce emission of dust particles</li> <li>Solid waste produced should be properly managed and disposed of in identified designated areas.</li> </ul>



Sr. No.	Department/ Organization	Concerns / Suggestions
		<ul style="list-style-type: none"> <li>Construction material should be removed as early as possible on the construction sites.</li> <li>Alternate routes shall be provided in consultation with Traffic Police to the residents, educational institutions and road users for their movement and to avoid the traffic congestion;</li> <li>Tree cutting should be avoided up to maximum level; and</li> <li>A feasible provision of budget for tree plantation plan should be included in the Project cost</li> </ul>
38.	Fisheries Department	<ul style="list-style-type: none"> <li>The official appreciated that the E&amp;S team is conducting meaningful consultations with the department prior to the start of the project</li> <li>Promote aquaculture practices in private sector to bridge gap of protein deficiency in the diet of common man;</li> <li>Some private fish farms exist along the alignment that may got contaminated during construction stage;</li> <li>Major fish species include Rahu, Malort, Catla, etc.</li> </ul>
39.	Wildlife Department	<ul style="list-style-type: none"> <li>The NESPAK team visited the subject office to brief the officials regarding the project and share details. They appreciated the proposed project and shared that no impact is envisaged on wildlife due to proposed project.</li> <li>The official confirms that no notified Wildlife protected area falls along the proposed alignment.</li> <li>They also suggested avoiding negative impacts on biodiversity and green cover.</li> <li>Information regarding different species of flora and fauna has been shared by the department.</li> </ul>
40.	Irrigation Department	<ul style="list-style-type: none"> <li>The official told that we will direct concerned Executive Engineer for the surveys of waterbodies crossing.</li> <li>Three major canals i.e. Rohri, Nara and Mirwa canals are intercepting the project alignment.</li> <li>NOC will be required from concerned irrigation divisions before construction.</li> <li>The E&amp;S team was advised to share the work plan and details of project activities.</li> </ul>
41.	NHA Regional Offices Sindh	<p>Team visited the regional office Sindh and met the relevant GM North, GM South, Deputy Director, inspectors and staff of NHA. The official ensured to support the consultant in all aspects for the preparation of RAP documents and also provided the ROW data of concerned Sections of Sindh. The office also facilitates the team during the site reconnaissance and onsite briefing of available ROW.</p> <p>The team also requested to share the encroachment data and lease data on which the official responded that the required lease data and encroachment data will be shared with consultant for the priority Sections during the detailed surveys.</p>

### 3.2 GENDER CONSULTATIONS

Keeping in view the important role of the female in the household as well as in the society, overall, nineteen (19) gender consultations were also conducted in which 168 females were consulted to record views of the females and issues faced by female community related to the

project implementation. The sub-project wise summary of these consultations is provided in the **Table 3.6**.

**Table 3.6: Gender Consultation Meetings – Summary**

Project Section	No. of Consultations	Location of Consultations	No. of persons Consulted
Section 1: Hala to Hyderabad	3	BhutShah, Tehsil Hala, Dist. Matiari	10
		Latif Colony, Tehsil Hala, Dist. Matiari	13
		Bhuria Malo, Tehsil Hala, Dist. Matiari	15
Section 2: Rohri to Ranipur	3	Deli Muslim Society, Tehsil Sukkur, Dist. Sukkur	06
		Tande Masti, Tehsil Khairpur, Dist. Khairpur	04
		Ubri, Tehsil Khairpur, Dist. Khairpur	08
Section 3: Okara to Manga	2	Rashida Malik Residence, Dist. Kasur	08
		Phol Nagar Patoki, Dist. Kasur	08
Section 4: Lahore to Gujranwala	3	Allied School, Muridke	07
		Punjab College Girls Campus, Muridke	08
		Mohalla Bilal Nagar, Shahdara, Tehsil and Dist. Lahore	07
Section 5: Kharian to Dina	2	Kharian Bazaar, Tehsil Kharian, Dist. Gujrat	15
		Kala Gujran, Tehsil and Dist. Jhelum	07
Section 6: Dina to Rawat	2	Al Hadi Education Academy School, Bhangrill, Rawat, Tehsil and Dist. Islamabad	15
		Barki Bazar, Gujjar Khan, Dist. Rawalpindi	06
Section 7: Rawalpindi to Hassanabdal	2	Hassan Abdal City, Tehsil Hassan Abdal, Dist. Attock	06
		Jamilabad, Dist. Rawalpindi	06
Section 8: Nowshera to Peshawar	2	Govt. Degree College for Girls, Nowshera, Tehsil and Dist.	12
		Chamkani, Dist. Peshawar	07

The concerns/suggestions raised by the female participants along with the responses are mentioned in **Table 3.7**.

**Table 3.7: Concerns and Their Responses**

Sr. No.	Concerns/Suggestions	Response
1.	The construction activities will cause inconvenience to the mobility of the women	The contractor will ensure that construction work do not create disturbance for local women's access to the local route and their routine life activities. In this regard, an alternate route will be established as per the provisions of the detailed design before the

Sr. No.	Concerns/Suggestions	Response
		commencement of civil work on the proposed project.
2.	Privacy issues were raised by local females and school/college students during construction work of due to outside labor in the project area.	Labor will be bound to work and stay in the designated area or camp sites and contractor will have instructed to hire maximum labor force from the local areas. Special pardon arrangement will be made around the institutes for the privacy of women. In addition, appropriate GBV prevention training will be carried out by contractors for Project workers.
3.	Women and children have health issues due to poor air quality, dust and noise.	The proposed project will provide the improved quality of water to the inhabitants of the area.
4.	Female participants highlighted various issues faced in the area which are: <ul style="list-style-type: none"> <li>• Lack of facilities of safe drinking water,</li> <li>• Lack of health facilities in the health centers especially for females,</li> <li>• Insufficient educational facilities in schools for females, and</li> <li>• Lack of Transport facilities for females.</li> </ul>	Team responded that their concerned will be incorporated in the E&S documents especially Gender Action Plan (GAP) and measure to overcome these issues will be proposed keeping in view of the scope of the proposed project.
5.	Due to number of accidents on this road on daily basis, many injuries and casualties take place on this road. Special provisions should be considered while designing, construction and operation stages.	It was briefed that widening/improvement of the road is proposed by keeping in view the respective issues. Moreover, NHA will ensure installation of signage, protected U-turns during design stage. Contractor will ensure the implementation of traffic management plan to avoid accidents and control other traffic related issues. The Highway Police will be enforcing highway rules and speed limits to reduce the incidence of accidents during operation.
6.	How the project affectees or community members especially females can register/log a complaint regarding any issue related to the Project?	Proper/functional GRM which also include a separate GBV committee will be established for the convenience of the project affectees and community members especially females so that they can file/register their complaints. Compliance lodge and M&R system of GRM will be established in PIU-HQ-NHA.
7.	During the construction period, the mobility of the local community especially of kids and females will be disturbed.	An alternate route will be provided before the commencement of the civil work on the proposed project which has been added in design and E&S reports.
8.	Job and labor opportunities for local females.	The contractor will be bound to hire the skilled and unskilled workforce from the local community as a priority. The provision of special jobs for female will be also be ensured through effective GAP implementation and duly incorporated in E&S documents and bidding/tender documents accordingly.

Sr. No.	Concerns/Suggestions	Response
9.	Crossings, pedestrian bridges, bus stops with partition for men and women should be built for the local community along the road at suitable locations.	Depending upon the site situation, area need and design provisions, the requested facilities will be added in the project budget and design.

### 3.2.1 Problems Faced and Pressing Needs of the Women

The project area falls in urban, semi-urban and rural areas needs and problems of women are different in nature related to the rural, urban and semi urban areas. Their foremost preferred needs are clean drinking water, improved health facilities, better public transport, facilities of training and employment opportunities. Their major concerns were related to resettlement issues and adverse impacts of temporary commercial structures which effect the household livelihood. Privacy of women will be disturbed due to outside labor force during construction work.

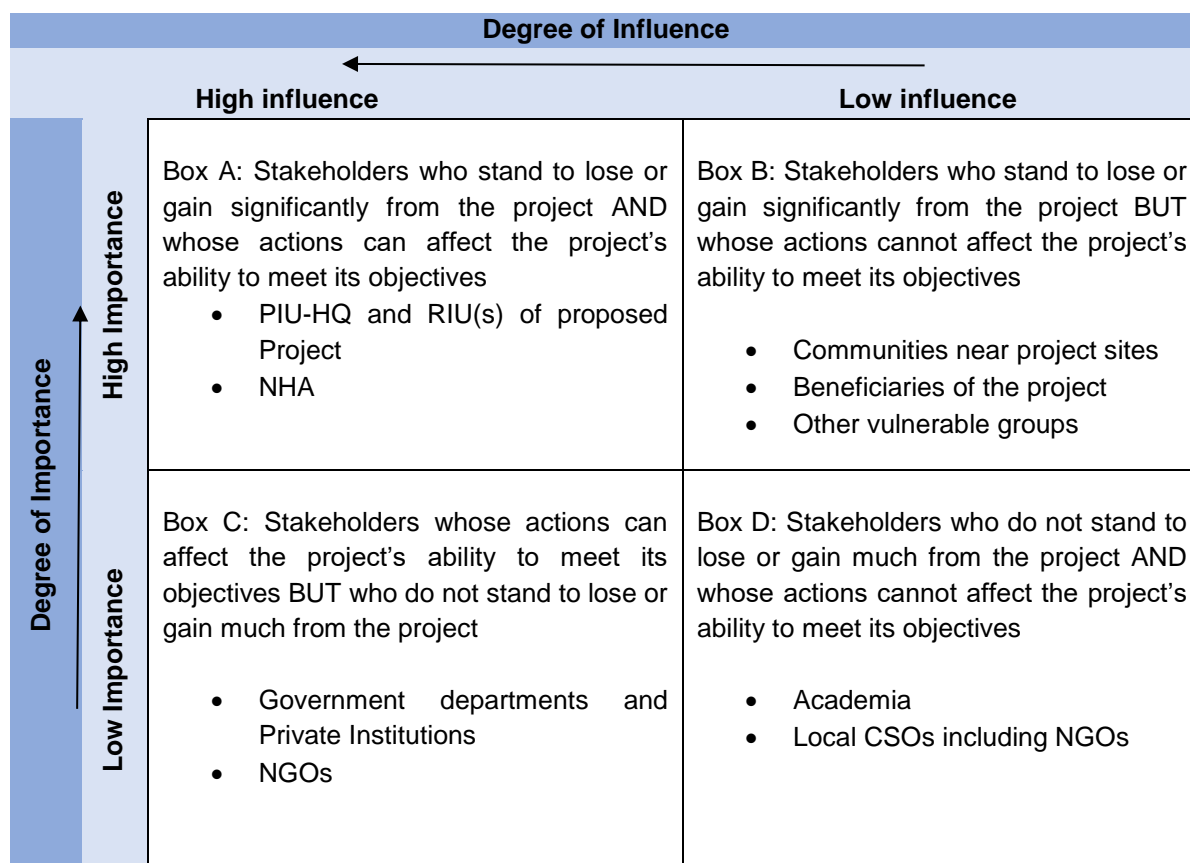
## 4 Stakeholder Engagement Program

### 4.1 PURPOSE AND TIMING OF STAKEHOLDER ENGAGEMENT PROGRAM

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

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

The different combinations of influence and importance that a stakeholder may exercise are elucidated in the diagram below (**Figure 4.1**). This formulation is based on individual interviews with representatives from the various organizations, which have been consulted to date. The table may be populated as more interviews and group consultations are conducted throughout the project cycle. A majority of the interviewees play an important role in the power sector and have considerable influence. Their input is therefore critical for this project to highlight important issues that the project may address in its implementation stage.



**Figure 4.1: Stakeholder Influence and Importance**

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

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

## 4.2 PROPOSED STRATEGY FOR SITE-SPECIFIC STAKEHOLDER ANALYSIS

To address the comment regarding a more explicit strategy for site-specific stakeholder analysis, the following activities will be incorporated into the preparation of each site-specific package.

**Table 4-1: Strategy for Stakeholder Analysis**

Activity	Timing	Documentation Location
<b>Initial Stakeholder Identification</b>  Review existing data (census, local government records, previous consultation reports, framework documents) to identify potential stakeholders within the specific project area.	At the commencement of preparing each site-specific package E&S documents.	Section 6 and Section 4 of each site-specific ESIA and site-specific RAP respectively.
<b>Targeted Consultations:</b>  Conduct consultations with identified stakeholders, including local CBOs, affected persons, and vulnerable groups, to understand their concerns, perceptions, and potential impacts related to the specific project activities.	During the scoping and impact assessment stage of each site-specific package.	Findings in the main text (Section 6 and Section 4 of each site-specific ESIA and site-specific RAP respectively) and minutes of meetings in the Appendix of each site-specific ESIA and RAP.
<b>Socio-economic Surveys:</b>  Implement surveys to gather detailed socio-economic data on the affected population, including livelihood activities, income levels, and access to resources.	Concurrent with targeted consultations.	Section 5 and Section 3 of each site-specific ESIA report and RAP respectively.
<b>Focus Group Discussions:</b>  Organize focus group discussions with specific stakeholder groups (e.g., women, vendors, elderly) to delve deeper into specific issues and gather qualitative data.	Concurrent with targeted consultations and surveys.	Findings in the main text (Section 6 and Section 4 of each site-specific ESIA and site-specific RAP respectively) and minutes of meetings in the Appendix of each site-specific ESIA and RAP.

Activity	Timing	Documentation Location
<b>Vulnerability Assessment:</b>  Conduct a specific vulnerability assessment to identify and assess the potential impacts on vulnerable and disadvantaged groups within the project area.	Following initial stakeholder identification and consultations.	Section 7 of each site-specific ESIA and RAP both.
<b>Analysis and Documentation:</b>  Analyze the data collected through these activities and document the findings in the relevant sections of the site-specific ESIA and RAP.	Upon completion of data collection and analysis.	Various sections of the site-specific ESIA and RAP.
<b>Grievance Mechanism Establishment:</b>  Establish a local-level grievance mechanism to address any complaints or concerns arising during the project implementation stage.	Prior to commencement of construction activities.	Section 8 and Section 5 of each site-specific ESIA and RAP respectively.

### 4.3 PROPOSED STRATEGY FOR INFORMATION DISCLOSURE

Based on consultations with the implementing agency and following ???disclosure protocol, the following table (**Table 4.2**) provides an initial outline of the information to be disclosed at the preparation and implementation stages.



**Table 4-2: Strategy for Information Disclosure**

Project stage/ Components	Target stakeholders	List of information to be disclosed	Methods and timing proposed
<b>Preparation</b>	PIU-HQ and RIUs of proposed Project, project affected parties, other interested groups, public at large, vulnerable groups, Government entities	<ul style="list-style-type: none"> <li>• Project Documents,</li> <li>• Appraisal stage Environmental and Social Action Plan (ESAP)</li> <li>• E&amp;S instruments</li> </ul>	<ul style="list-style-type: none"> <li>• Project's website (if any) before project effectiveness</li> <li>• Print and electronic media</li> <li>• One-on-one meetings,</li> <li>• Consultation meetings</li> </ul>
<b>Implementation</b>	PIU-HQ and RIUs of proposed Project, and other relevant Government departments and Private Institutions	<ul style="list-style-type: none"> <li>• E&amp;S principles and obligations, ESAP</li> <li>• Consultation process/SEP,</li> <li>• -Project Environmental and Social Impact Assessments (ESIAs), Environmental and Social Management Plans (ESMPs), and Resettlement Action Plans (RAPs)</li> <li>• Other E&amp;S instruments,</li> <li>• GRM procedures and project information</li> </ul>	<ul style="list-style-type: none"> <li>• Project's website (if any)</li> <li>• Print and electronic media</li> <li>• One-on-one meetings</li> <li>• Consultation meetings</li> </ul>
	Local communities (Communities around project areas) and Vulnerable groups (including local labor, disabled people, minorities and women and others as identified at the site-level)	<ul style="list-style-type: none"> <li>• Regular updates on project activities and specific interventions for vulnerable groups</li> <li>• SEP and GRM procedures.</li> <li>• Consultations as per E&amp;S instruments</li> </ul>	<ul style="list-style-type: none"> <li>• Outreach through local community organizations</li> <li>• Public notices</li> <li>• Press releases in the local media and on the project website</li> <li>• Mobile loudspeakers, announcements in local mosques and communities in local languages</li> <li>• Dissemination of information through social media (by developing WhatsApp groups of key stakeholders and key informants).</li> </ul>

Project stage/ Components	Target stakeholders	List of information to be disclosed	Methods and timing proposed
	International donor agencies (AIIB)	<ul style="list-style-type: none"> <li>• Scope of Project, opportunities for collaboration</li> <li>• regular updates on project progress</li> <li>• Sub-project ESIAs, ESMPs, and RPs</li> <li>• Other E&amp;S instruments,</li> <li>• SEP and its implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Bi Annual Consultative sessions with agencies to create synergies in the work undertaken and avoid duplication of efforts</li> <li>• Virtual meetings.</li> </ul>
	CSOs/NGOs, Media representatives Academia	<ul style="list-style-type: none"> <li>• Scope of Project, opportunities for collaboration</li> <li>• Sub-project ESIAs, ESMPs, and RPs</li> <li>• Other E&amp;S instruments,</li> <li>• SEP and GRM procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Project website (if any)</li> <li>• Bi-Annual Project</li> <li>• Dissemination Workshops</li> </ul>
	General public	<ul style="list-style-type: none"> <li>• Frequently asked questions (FAQs),</li> <li>• SEP and GRM procedures</li> <li>• AIIB Project-affected People's Mechanism (PPM)</li> </ul>	<ul style="list-style-type: none"> <li>• RIU-NHA website (if any)</li> <li>• Short Message Service (SMS)</li> <li>• Mosque announcements in sub-urban areas</li> <li>• Local influential (councilors, community workers etc.)</li> </ul>

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

#### 4.4 PROPOSED STRATEGY FOR CONSULTATIONS

The proposed strategy of consultations during the subsequent stage of the project is presented in **Table 4.3**.

**Table 4-3: Strategy for Consultations**

Topic of consultation / message	Method used	Target stakeholders	Responsibilities
<b>Preparation Stage</b>			
<ul style="list-style-type: none"> <li>• Need of the project</li> <li>• Planned activities</li> <li>• E&amp;S principles, risk and impact, management</li> <li>• GRM</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual meetings providing background information</li> <li>• Phone</li> <li>• Emails</li> <li>• Appropriate adjustments were made to take into account the need for social distancing (use of audio-visual materials, technologies such as telephone calls, WebEx, Microsoft Meetings, SMS, emails, etc.)</li> </ul>	PIU-HQ and RIUs Officials	PIU-HQ and RIUs' E&S Staff and GRM focal points
<ul style="list-style-type: none"> <li>• Proposed project components</li> <li>• Environmental and Social Risks and any other concerns stakeholders may have</li> </ul>	<ul style="list-style-type: none"> <li>• Phone</li> <li>• Emails</li> <li>• Individual meetings in person and virtually</li> <li>• Virtual Consultative workshops providing background information and discussing environmental and social risks</li> <li>• Appropriate adjustments were made to take into account the need for social distancing (use of audio-visual materials, technologies such as telephone calls, WebEx, Microsoft Meetings, SMS, emails, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Communities</li> <li>• Relevant Government departments and organizations</li> <li>• Academia</li> <li>• NGOs' working in communities</li> </ul>	PIU-HQ and RIUs' E&S Staff
<b>Implementation Stage</b>			
<ul style="list-style-type: none"> <li>• Project progress on ongoing activities/targets and outputs</li> <li>• Implementation of ESIAs, ESMPs and RAPs</li> <li>• SEP and its implementation</li> <li>• GRM Processes</li> <li>• OHS concerns</li> <li>• E&amp;S concerns</li> <li>• Monitoring and Evaluation Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Review of Project progress Reports</li> <li>• Emails</li> <li>• Meetings</li> <li>• Electronic publications as well as dissemination of hard copies of E&amp;S Frameworks</li> <li>• Monitoring reports and reviews</li> <li>• Outcome of Gender Assessment (if carried out on need basis)</li> <li>• GRM Reports</li> </ul>	PIU-HQ and RIU Officials	<p>PIU-HQ and RIUs' Occupational Health and Safety (OHS) staff</p> <p>GRM Focal Points on GRM issues</p> <p>PIU-HQ and RIUs' E&amp;S Staff – Project progress, implementation of the ESMP and the SEP, and E&amp;S concerns</p>

Topic of consultation / message	Method used	Target stakeholders	Responsibilities
<ul style="list-style-type: none"> <li>• Project ongoing and planned activities</li> <li>• Implementation of ESMPs and RPs</li> <li>• SEP and its implementation</li> <li>• GRM for public</li> <li>• E&amp;S concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Information resource portal on the PIU-HQ - NHA website with district data pertaining to project activities and GRM information</li> <li>• Social media platforms (e.g., Facebook and twitter) of PIU-HQ</li> <li>• Outreach programs on radio and state-run television where the public can call-in</li> </ul>	<ul style="list-style-type: none"> <li>• General public,</li> <li>• Project area Beneficiaries</li> </ul>	GRM Focal Points - GRM Procedures  PIU-HQ and RIUs' E&S Staff Project progress, implementation of the ESMPs, RAPs and the SEP, and E&S concerns
<ul style="list-style-type: none"> <li>• Project progress on activities.</li> <li>• Opportunities for collaboration</li> <li>• E&amp;S Instruments</li> <li>• SEP and its implementation</li> <li>• GRM Procedures</li> <li>• OHS concerns</li> <li>• E&amp;S concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Bi Annual Provincial consultative meetings</li> <li>• Review of Project progress Reports</li> <li>• Information resource portal on the PIU-HQ - NHA website with district data pertaining to project activities and GRM information</li> <li>• Print, electronic and social media</li> </ul>	<ul style="list-style-type: none"> <li>• Other ministries and public bodies,</li> <li>• Universities and research organizations</li> <li>• Print and Electronic Media,</li> <li>• NGOs and CSOs in each province/area</li> </ul>	GRM Focal Points  PIU-HQ and RIUs' E&S Staff
<ul style="list-style-type: none"> <li>• Information on safety and prevention measures</li> <li>• Implementation of ESIAs, ESMPs and RAPs</li> <li>• SEP and its implementation</li> <li>• GRM Procedures</li> <li>• E&amp;S concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Community meetings in disadvantaged/ vulnerable areas through local CSOs</li> <li>• Project Brochures, posters</li> </ul>	<ul style="list-style-type: none"> <li>• Affected individuals and their families</li> <li>• Local communities</li> <li>• Vulnerable groups</li> </ul>	GRM Focal Points  PIU-HQ and RIUs' E&S Staff

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

#### 4.5 PROPOSED STRATEGY TO INCORPORATE THE VIEW OF VULNERABLE GROUPS

Consultations will be carried out with vulnerable groups (as defined in **Section 2.5.3**) near or in the vicinity of the project sites using Focus Group Discussion (FGD) as a tool. Engagement mechanisms and frequencies will accordingly be designed and customized for vulnerable people. This will continue throughout the Project life. A few such consultations have been held with communities in the project area in the preparation stage, which will continue in the

implementation of the Project. Moreover, consultations with vulnerable groups, or number of participants with key vulnerability markers (e.g., disability) will also be monitored/tracked and reported in the bi-annual monitoring reports which will be shared with all relevant entities including AIIB.

#### 4.6 TIMELINES

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

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

#### 4.7 REVIEW OF COMMENTS

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

#### 4.8 FUTURE STAGES OF THE PROJECT

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism which will be conducted biannually. **Table 4.4** presents a tentative plan for future consultations; this plan will be updated while updating the SEP during the project implementation stage.

**Table 4-4: Future Consultations**

Sr. No.	Description	Target Stakeholders	Timing	Responsibility
1.	<ul style="list-style-type: none"> <li>Project Design information disclosure, E&amp;S instrument Disclosure to local communities and stakeholders</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>Communities within project area, general public; and line departments/agencies.</li> </ul>	After finalization of the design and preparation of E&S Documents	PIU-HQ & RIU
2.	<ul style="list-style-type: none"> <li>Public awareness campaigns/information sharing sessions to share the ESIAs, ESMPs and RAPs with the communities and other stakeholders.</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>Communities within project area, general public; and line departments/agencies.</li> </ul>	At the start of the site activities	PIU-HQ & RIU / SC

Sr. No.	Description	Target Stakeholders	Timing	Responsibility
3.	<ul style="list-style-type: none"> <li>Establishment of GRM and Grievance Redress Committees (GRCs)</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>Communities at/around project area</li> </ul>	Before commencement of project activities.	PIU-HQ & RIU / SC
4.	<ul style="list-style-type: none"> <li>Consultations with the communities during ESIA's, ESMPs and RAPs implementation</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>Communities at/around project area</li> </ul>	During project implementation	PIU-HQ & RIU and SC
5.	<ul style="list-style-type: none"> <li>Grievance redressal</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>PIU-HQ &amp; RIU staff; consultants; relevant line departments; and communities.</li> </ul>	Project implementation Stage	RIU and SC
6.	<ul style="list-style-type: none"> <li>Informal consultations and discussions.</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>Communities at/around project area</li> </ul>	Project implementation Stage	RIU and SC; contractor
7.	<ul style="list-style-type: none"> <li>Consultations with the communities during internal monitoring</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>Communities at/around project area</li> </ul>	Construction Stage	PIU-HQ & RIU and SC
8.	<ul style="list-style-type: none"> <li>Consultations with the Communities during the Independent Monitoring</li> <li>Location: various places in project area</li> </ul>	<ul style="list-style-type: none"> <li>Communities at/around project area</li> </ul>	Construction Stage	PIU-HQ & RIU and SC
9.	<ul style="list-style-type: none"> <li>Consultation workshops to review ESIA's, ESMPs and RAPs implementation, any outstanding issues and grievances, views and concerns of communities; and actions needed to address them.</li> <li>Location: site offices in project area.</li> </ul>	<ul style="list-style-type: none"> <li>Communities at/around project area; relevant line department; relevant NGOs</li> </ul>	Six-monthly during implementation stage	PIU-HQ & RIU and SC
10.	<ul style="list-style-type: none"> <li>Consultations with the communities during the site visits by the AIIB Review Missions.</li> <li>Location: various places in project area.</li> </ul>	<ul style="list-style-type: none"> <li>PIU-HQ &amp; RIU; Communities at/around project area</li> </ul>	Construction/ Operation Stage	PIU-HQ & RIU; AIIB Mission

## 5 Resources and Responsibilities for Implementing SEP

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

### 5.1 MANAGEMENT FUNCTIONS AND RESPONSIBILITIES

The proposed project will be administrated by the PIU-HQ NHA. In the organizational hierarchy of PIU-HQ, General Manager (Engineer) NHA-HQ, will be overall responsible for the design and preconstruction aspects of the proposed project. The General Manager (EALS) NHA-HQ along with the Environment and Social Cell (ESC) of PIU-HQ will be the sole responsible for the monitoring and compliance of E&S instruments.

The key players involved during construction stage of the proposed project are the PIU-HQ-NHA as employer / proponent and RIU(s) at each Section, the Supervision Consultants (SC), Third Party Environmental Consultants (External Monitor) and the Contractor(s). The following staff will be involved in the implementation of SEP:

- PIU-HQ (General Manager (Engineer) NHA-HQ) / Proponent / Employer;
- PIU-HQ Environment and Social Cell ESC;
- RIU(s) at each Section (Project Director(s) and its E&S Staff);
- SC;
- Third Party Monitoring and Evaluation Consultant; and
- Contractor's Staff.

ESC of PIU-HQ will be tasked to implement all the E&S instruments including SEP and Stakeholder Consultation Specialist (Community Liaison Officer) – either a specific official or someone nominated from ESC will be the focal person against their scope for SEP implementation.

PIU-HQ will also hire independent Supervision Consultant(s) - SC, with necessary expertise in the Project, as well as project and contract management to support the RIU and PIU-HQ. Technology transfer is envisaged through this Project, and SC will also be tasked with strengthening capacity of PIU-HQ and RIU staff.

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

### 5.2 COST FOR SEP IMPLEMENTATION

The proposed Project will have a dedicated budget for engagement and communications activities to ensure the implementation of this SEP and outreach activities envisaged. The administrative cost for implementation of SEP is part of overall project cost and considered as part of PC-1 of the proposed Project. The break-down of costs for implementation of the SEP is given in **Table 5.1**.



**Table 5-1: Cost for SEP Implementation (2 Year Plan)**

Item	Quantity	Unit cost (PKR)	Total cost (PKR)	Remarks
Periodic stakeholder consultations	(8x4 & 8x2) 48	500,000	24,000,000	Quarterly for first year and afterward bi-annually for next years
Capacity building for citizen engagement and delivery and support to public awareness campaign (trainings, workshops for local focal points and Citizen Road Sector Committees (CWSCs), stakeholders)	(8x2) x 2 32	500,000	16,000,000	Bi-annual sessions
Project information (preparation of webinars/video and GRM PR-materials)	Lump sum		2,000,000	Throughout the project life as required
Technical support (WEBEX, Zoom) for conducting of online public, consultations, meetings with communities, interested parties	Lump sum		5,000,000	Throughout the project life as required
Information materials development (brochures, leaflets, posters, other items)	Lump sum		2,000,000	Throughout the project life as required
<b>Sub-Total</b>			49,000,000	
<b>Contingencies @ 10%</b>			4,900,000	
<b>Grand Total</b>			53,900,000	

## 6 GRIEVANCE REDRESS MECHANISM

This Section outlines the policy and procedure for documenting, addressing, responding and employing methods to resolve project grievances and complaints that may be raised by the project affectees or community members arising from E&S performance, the engagement process, resettlement and/or unanticipated E&S impacts resulting from project activities that are performed and/or undertaken by RIU, NHA. The Section describes the scope and procedural steps and specifies roles and responsibilities of the parties involved in addressing the grievances.

### 6.1 Principles

A Grievance Redress Mechanism (GRM)<sup>5</sup> is established to address any complaints or grievances arising during various stages of project cycle. People of the project area may provide feedback/suggestions and perceive risks to themselves or their property or their legal rights or have concerns about the possible adverse E&S impact that a project may have. Any concerns or grievances will be addressed quickly and transparently, and without retribution to the project affectees or community members or complainant. Chairman along with 60% of members of each committee will form an acceptable quorum for the hearing of Grievances

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

### 6.2 Objectives

The objectives of the GRM are to:

- develop an organizational framework to address and resolve the grievances of individual(s) or community(s), fairly and equitably;
- provide enhanced level of satisfaction to the aggrieved;
- provide easy accessibility to the aggrieved/affected individual or community for immediate grievance redress;
- ensure that the targeted communities and individuals are treated fairly at all times;
- identify systemic flaws in the operational functions of the project and suggest corrective measures;
- protect against any threat of retaliation of the perception thereof and
- ensure sustainability of the project.

### 6.3 Type of Complaints

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

- E&S issues (dust, noise, air pollution, social and cultural issues);
- Damage and blockage of public utilities;

<sup>5</sup> A mechanism to receive and facilitate the resolution of project affected persons' concerns and grievances about physical and economic displacement and other project impacts, paying particular attention to the impacts on vulnerable groups. It addresses project affected persons' concerns and complaints promptly, using an understandable and transparent process that is gender-responsive, culturally appropriate, and readily accessible to project affected persons at no cost and without retribution. The mechanism will not impede access to the country's judicial or administrative remedies. However, the project affected persons are free to go to the Court of Law as and when desired.

- Traffic inconvenience and access restrictions;
- Gender Based Violence (GBV) and harassment;
- Land (Row Possession and Title Confirmation), Resettlement and relocation issues including loss of livelihood;
- Issues related to compensation of resettlement impacts which includes:
  - Project alignment and requests to avoid specific affected assets,
  - The omission of impacts and names of some PAPs in census and inventory of lost assets,
  - Impact assessment and valuation of losses,
  - Disbursement of compensation relative to entitlements stipulated in a RAP/LRP
  - Disputes about ownership of affected assets apportionment of compensation with payment delay issues,
  - Delays in payment of relocation and rehabilitation costs and design and completion of relocation sites/facilities,
  - The adequacy and appropriateness of income restoration measures.
- Other E&S related issues including stakeholder engagement, occupational and community health and safety etc.

## **6.4 Disclosure of GRM**

The GRM and Grievance Redress Committees (GRCs) shall be notified after approval of concerned Member (Engineer) and disclosed at RIU(s) and PIU NHA Headquarter Islamabad, and concerned project offices, NHA's website as well as at sub-project site offices and project areas.

## **6.5 Structure of Grievance Redress Mechanism**

The formal GRM provided for this project has a three-tiered structure including, i) Community / Local Level GRC; ii) RIU level GRC; and (iii) PIU-HQ-NHA Level GRC. Moreover, the complainant can pursue the grievance through the court as is his/her legal right in accordance with law. The functions and responsibilities for each level of GRC under this GRM are explained below. (Workers' GRM is described separately in this SEP)

### **6.5.1 Community GRC (Tier-1)**

The community-GRC will provide a platform for project affectees or community members to provide feedback/suggestions and raise/discuss their concerns, resolve the E&S related issues, including resettlement issues at the community level and coordinate with project management to communicate these issues and concerns. Community-GRC will be established to maintain a close rapport and coordination with affected persons and community members throughout the project implementation. Representatives of PIU-HQ especially the Social Development Specialist (SDS) with the assistance of Supervision Consultant (SC) will facilitate the establishment of community-GRC that is representative of the ethno-cultural and gender diversity within the community, and inclusive of site-level vulnerable/disadvantaged groups. The community level GRCs will be established at every major settlement which will be finalized based on the detailed social impact assessment during RAP study. The community-GRC will comprise the following members with one as the committee convener:

- Concerned Deputy Project Director, as head/convener;

- Concerned Assistant / Deputy Director NHA;
- Rep. of Design & Supervision Consultants;
- Representatives of PAP Committee;
  - Three female members (from the project affectees or community members);
  - Three male members (from project affectees or community members);
  - From the above six members, at least one will be from the vulnerable/disadvantaged segment of the PAPs;
- A representative from Contractor;
- Special Invitees (if required)

The project E&S and engineering staff will coordinate with community-GRC to review and resolve the issue or concern related to resettlement planning or implementation as well as environmental and social concerns preferably within ten (10) working days from receipt of the grievance. Any complaints that cannot be resolved at community-GRC will be forwarded to the next tier.

Functions and key responsibilities of Community GRC:

- Chair of the committee will define the venue, time, and tentative schedule of the meetings and disclose to the public and PAPs;
- The committee will ensure the placing of complaint box with legible procedure of filing and disposal of complaint in local language;
- Committee shall ensure proper attendance of participants with pictorial records and minutes for each meeting;
- Organize weekly meetings with the PAPs who have grievances so as to redress them;
- Ensure that follow-up actions in response to grievances are taken within an agreed timeframe. Report on outstanding/resolved grievances a weekly basis to the Project Authority particularly the serious cases;
- Coordinate through Tier 2 and Tier 3 GRC and Government departments, at district, provincial level and civil society organizations for resolving the grievances of the local communities;
- Ensure the availability of grievance registration forms (in local language) in the project Area;
- Ensure the decision to be taken within 10 working days of receipt of complaint;

In addition, the Community GRC will ensure that those issues that cannot be solved at the community level are elevated to the Tier 2 GRC. The complainant may also request that the issue be transferred to the next level if he or she feels it is not being addressed.

### 6.5.2 RIU Level GRC (Tier-2)

PIU-HQ-NHA will constitute a Tier 2 GRC headed by concerned Project Director at each RIU level to resolve all grievances and complaints of the project affectees or community members received either directly or through the Tier-1. Separate RIU Level GRCs will be established for each Section of the proposed project. Each RIU level GRC will comprise of the following members:

- Concerned Project Director of each Section, as head/convener;

- Environment, Social and Gender specialists of RIU with at least one women representative from RIU;
- Deputy / Assistant Directors E&S Safeguard NHA;
- Representative of Concerned Revenue Department (if required);
- E&S specialists of Supervision Consultant (SC);
- Resident Engineer of SC;
- Representative (E&S specialists) of contractor; and
- Representative of PAP Committee;
- Special Invitees (if required)

Representative from any other district government department may be called as and when required by the RIU level GRC. Environmental Specialists of RIU and SC will join RIU Level GRC meeting related to environmental issues only.

RIU level GRC will meet fortnightly and when the need arises. The RIU level GRC will review grievances involving all E&S issues including resettlement issues that may arise due to project implementation. RIU level GRC will perform the following functions:

- Committee shall ensure proper attendance of participants with pictorial records and minutes for each meeting;
- Record, categorize and prioritize the grievances that need to be resolved by the committee and resolve them within fifteen (15) working days;
- Invite and hear aggrieved persons/parties to produce evidence of their claims and record their view point;
- Communicate its decisions and recommendations on all resolved issues to PIU-HQ-NHA and the aggrieved persons for smooth implementation;
- Forward the unresolved cases/ complaints to Tier-3 GRC within an appropriate time frame with reasons recorded and its recommendations;
- Develop an information dissemination system and acknowledge the aggrieved persons/parties about the development regarding their grievance;
- Maintain a complaint register accessible to the project affectees or community members with brief information about complaints and RIU level GRC decision with status report; and,
- Maintain complete record of all complaints received by the RIU level GRC with actions taken.

Any complaint that cannot be resolved by the RIU level GRC, will be forwarded to the next tier – the PIU-HQ-GRC.

### **6.5.3 PIU-HQ-GRC (Tier-3)**

At the third tier, the PIU-HQ has already constituted a GRC (PIU-HQ-GRC). The PIU-HQ GRC will receive complaints either directly or through the Tier-2 GRC. The committee has the following composition:

- GM Concerned NHA-HQ (Chairman);
- GM Project N5 (if posted);
- Concerned Project Director of Relevant Section;
- Representative of SC;
- Representative of Concerned Revenue Department (if require);

- Special Invitees (if required).

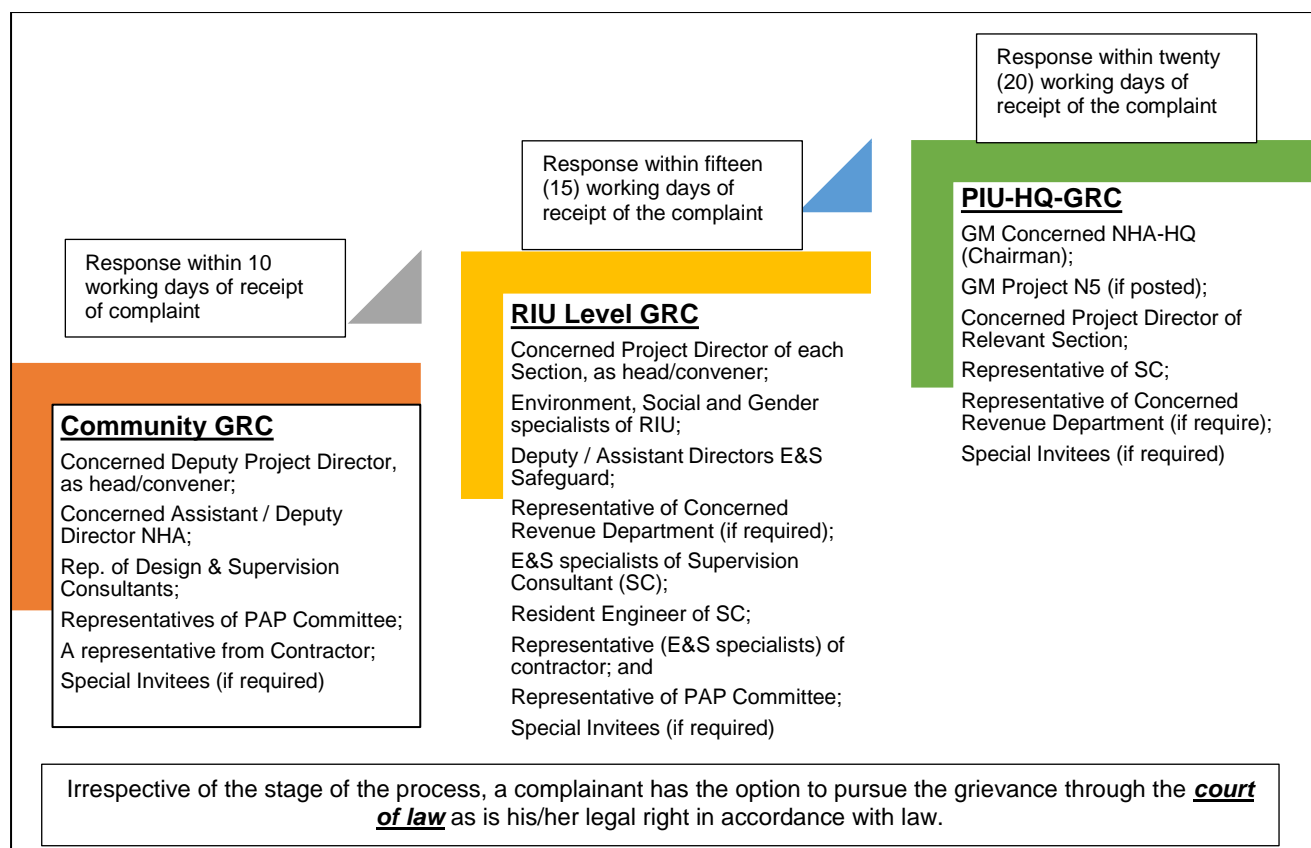
Representative from any other district government department may be called as and when required by the PIU-HQ-GRC. E&S Specialists of PIU-HQ and SC will join PIU-HQ-GRC meeting related to environmental and social issues (if required).

The PIU-HQ-GRC through the authorized representative, will acknowledge the complainant about his/her complaint, scrutinize the record, investigate the remedies available and request the complainant to produce any record in favor of his/her claim. The Tier 3-PIU-HQ level GRC will meet at least once a month and more regularly as needed and shall convene its meeting on the availability of 60% of the quorum/committee members. The General Manager (Concerned) NHA-HQ will ensure effective implementation of GRM by establishing and notifying Tier 1 and Tier 2 GRCs.

The function of PIU-HQ-GRC are as under:

- Committee shall ensure proper attendance of participants with pictorial records and minutes for each meeting;
- Ensure community outreach and information dissemination about the Project GRM;
- Investigate grievances specific to each Section brought forward by affected persons and general public and shall also review the latest proceedings of the Tier-2 and Tier-3 Committees;
- Ensure easy access to GRM for affected community(ies) especially for women and other vulnerable groups;
- Provide a time-bound early, transparent and fair resolution of social and environmental concerns linked to the project and provide timely responses to Complainants;
- The committee shall generate a monthly report on the proceedings and progress of Tier-3 GRC;
- Maintain and update GRM Database/Complaint Register.

After thorough review and scrutiny of the available record on the complaint, a field visit will be conducted to collect additional information, if required. Once the investigations are completed, the PIU-HQ-GRC will give a decision within twenty (20) working days of receipt of the complaint. If the complainant is still dissatisfied with the decision, he/she can go to the court of law at any stage, if he/she wishes so. Organization of the GRC is shown in Figure 6.1.



**Figure 6.1: Organogram of GRC**

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

## 6.6 Gender Based Violence (GBV) Committee

Besides above, GBV committee(s) will be established and notified within RIU consisting of the following members:

- Project Director of Concerned Section of N5, Head/ Convener of GBV Committee
- Representative from EALS NHA;
- Gender Expert, RIU, Secretary;
- Representative of SC;
- Representative of Contractor(s); and
- Service providers and NGOs working on these issues will be engaged (if required).

Efforts will be made to ensure that the women of the area, including those with overlapping vulnerabilities, are not negatively affected by the project. Therefore, the contractor's contract will include provisions for mandatory reporting of all incidents having any gender related aspects. Anonymous reporting mechanisms will be established to ensure the confidentiality requirements of the complainant(s).



This GBV Committee will be gender sensitive and it will ensure that women can register all types of grievances they may have related to the project. These grievances may relate to the payment of compensation, restrictions in their movement during construction, impact of the privacy, issues related to gender-based violence (GBV) or any other project related issues. To facilitate the aggrieved women (if any) to lodge their complaints and get their concerns resolved through this GBV Committee. Trainings on SEA/SH as described in Section 6.12 will also be given to GBV committee.

## 6.7 Worker's GRM

As per Article 46 of the industrial Relations Ordinance (IRO) 2002, any worker may bring their grievance in respect of any right guaranteed or secured by or under any law or any award or settlement to the notice of the employer in writing, either him or herself or through the shop steward or CBA, within one month of the day on which cause of such grievance arises. The IRO 2002 reduces the delay from three months to one month. Where a worker brings his or her grievance to the notice of the employer, the employer must, within 15 days for the grievance, communicate his or her decision in writing to the worker.

The AIIB ESF 2024 protects workers' rights, ensures fair treatment, and fosters safe working conditions in the Project. Key provisions include but not limited to the prohibition of forced and child labor, compliance with local labor laws or international standards for wages and working hours, and the promotion of non-discrimination, equal opportunity, and workers' rights for collective bargaining. Additionally, it provides guidelines for the establishment of equally accessible grievance mechanisms for all project workers, including subcontractors.

### 6.7.1 GRM for Project Workers

For the proposed Project, the PIU-HQ NHA and its contractors will establish a separate GRM (or make provisions in the overall GRM) for the project workers to address labor or workplace related concerns consistent with the applicable national and provincial laws and AIIB's ESF requirements before the Project Effectiveness and highlight it in the Project Operations Manual (POM). Anonymous reporting mechanisms will be established to ensure the confidentiality requirements of the complainant(s).

Typical grievances that may arise in the workplace include discrimination, demand for employment, labor wage rates, delays in payment, discontentment with working conditions, labor camp issues, and overall health and safety conditions of the work environment. A GRM structure will be established for project workers (direct workers and contracted/supply workers) as required under AIIB's ESF. Handling of grievances will require objectivity, promptness, and responsiveness' to the needs and concerns of aggrieved workers.

The worker's GRM will also allow for anonymous complaints with the evident facts to be raised and addressed. Individuals who submit their complaints or grievances may request that their names be kept confidential, and this should be respected. Under AIIB's ESF, a worker's GRM will be provided for all project workers, including direct workers, contracted/supply workers, to raise workplace concerns, including SEA/SH issues at the workplace. Any type of worker who has any complaint or grievance has the right to present it and eventually receive a proper response against it.

According to AIIB's ESF, different types of workers may approach the workers' GRM for the following but not limited to the key reasons (amongst many others):

- Demand for employment opportunities;
- Labor wage rates and delays in payment of wages;
- Disagreements over working conditions;
- SEA/SH/Child Abuse in the workplace;
- Disputes over unfair / early termination;
- Disputes over worker organizations;
- Labor accommodation / labor camps;
- Child and Forced Labour; and
- Health & Safety concerns in the workplace.

The Workers' GRM which is different from the project GRM, will leverage existing procedures and systems, and will be established in the early stages of the project, whilst serving throughout project implementation. The workers' GRM will be based on the requirements of the AIIB's ESF. Specifically, the workers' GRM will operate according to following key principles:

- It will be made available for all direct and contracted workers (and their organizations, wherever relevant);
- It will be proportionate to the nature and scale and the potential risks and impacts foreseen from the project;
- It will be designed to promptly address concerns using an understandable and transparent process that provides timely feedback to those concerned in a language they understand without any backlash;
- It will be a free to use system, where complaining workers will not pay any fees to use the worker GRM;
- It will utilize existing grievance systems and experiences. In this context, the worker GRM will leverage HR counselling procedures for direct workers that are available at their respective health ministries and departments, and will ensure HR procedures at contractor's organizations are consistent with the official worker GRM system characterized in this document, which will be further references in their working agreements, and monitored accordingly;
- Anonymous grievances with evident facts are also allowed and facilitated, and will be treated equally as any other grievances, whose origin is known, however, a suitable contact information is a must to be able to communicate responses back;
- There will be no discrimination and retaliation against those who express grievances, and any and all grievances will be treated confidentially;
- It does not replace or override requirements to provide workplace processes to report work situations that a project worker believes are not safe or unhealthy;
- Workers will be able to raise concerns regarding unsafe or unhealthy working conditions throughout the project; and
- It will not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements.

The worker's GRM will contain the following design and procedures:

Information about the existence of the grievance mechanism will be readily available to all project workers through notice boards, the presence of "suggestion/ complaint boxes", including the different methods of communication, redressal timelines and rights of workers.

The complainant shall be able to use mobile phone-based applications, and in person centers/

mechanisms for complaint registration and resolution, and a free hotline linked with a call center. The grievance will be addressed through each area of feedback value chain:

- i. Uptake;
- ii. Sorting and processing;
- iii. Acknowledgement and follow up;
- iv. Verification, investigation, and action;
- v. Monitoring & Evaluation; and
- vi. Provision of feedback to the complainant to ensure effectiveness.

Grievance handling will be done in a transparent manner, where aggrieved workers will be informed within 10 days of their grievance application, either with a respective solution or with a request of extension.

The aggrieved worker will have the option to refer to a grievance log with key information that will be established by the PIU-HQ & RIU-NHA and reported accordingly. These logs will record all the grievances and their outcomes and will be shared with AIIB on a routine basis as defined in the LMP. The mechanism for resolving workers' grievances will be described in the context of staff induction training, which will be provided to all workers along with their code of conduct.

## **6.8 Worker Grievance Redress Committee (GRC)**

Workers will firstly raise their grievances at their company (contractor) level as per the contractor's policy. The contractor will establish its own committee which will consist of the Project Manager and ensure representation of OHS and E&S representatives.

If not satisfied with the outcome of the grievance at the contractor level, the aggrieved party will be able to access the Worker Grievance Redress Committee (GRC) established at sub-project / Section level, where this GRC will be responsible for the redress mechanism in the areas of labor, environment, and social aspects along with project management.

Besides above, a worker GRC has also been established and notified consisting of the following members:

- Project Director N5, Head/ Convener of Worker GRC(s)
- Concerned Deputy Project Director;
- Representative from NHA Safeguard Team and PIU-HQ – if required;
- Environment, social and OHS Experts, RIU;
- Project Manager from Contractor;
- Resident Engineer and E&S Representative from SC; and
- Service providers on these issues will be engaged – if required.

Efforts will be made to ensure that the worker will not negatively affected by the project. Therefore, the contractor's contract will include provisions for mandatory reporting of all incidents related to worker's grievances.

## **6.9 Sexual Exploitation and Workplace Sexual Harassment**

Specific arrangements within existing GRM will be established specifically for the purpose of confidentially receiving grievances related to SEA/SH/Child Abuse. All SEA/SH/Child Abuse related complaints, with the survivor's consent, will be referred to the project GBV committee (separately established for these issues). In addition, the ESIA/ESMP will identify additional mitigation measures, including the contractors' ESMP, where required. This will include

engagement with communities on gender related risks, grievance, and response measures available as identified in the manual.

The GBV committee will, with support from consultants, identify institutions and service providers who are actively engaging in the prevention of gender-based violence, sexual exploitation, and workplace sexual harassment in order to establish a manual for referencing potential survivors.

All concerned responsible staff shall hold regular meetings with project workers to discuss any work-related issues and concerns. Every grievance raised by a worker will be documented with the actions undertaken by the GBV committee to address such grievance. The aggrieved worker may raise any issue anonymously through a letter which shall be submitted to their immediate supervisor's office. Any grievances which are left unattended by the contractor can be submitted by the worker to the GBV committee, in which case, actions shall be taken to resolve the issue. Any labor dispute shall be first resolved through mediation, conciliation, and arbitration, in order to provide an efficient procedure in the settlement of disputes and to promote autonomy and freedom of the parties to make their own arrangements to resolve their grievance

## 6.10 Grievance Redress Procedure/ Mechanism

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

The GRCs will work at community, RIU and PIU-HQ levels as described earlier. The E&S and engineering staff of PIU-HQ, in coordination with site staff will inform the project affectees and community members about the GRCs and its mechanism through consultations and by posting at prominent places. The complaints received through any media (online, mail, phone, WhatsApp, e-mail and complaint box.) will be screened by type and category. These complaints will be registered in Community Complaints Register (CCR), where the name and address of complainant, date, description of complaint and action taken will be recorded. The following procedure will be used to redress the grievances:

First, complaint resolution will be attempted to be addressed at community-GRC through the involvement of the field E&S/engineering staff. The community-GRC shall give decision within ten (10) working days of receipt of the complaint. If unsettled, grievance can be lodged to the RIU level GRC by the complainant or by the GRC;

RIU level GRC will acknowledge receipt within two (02) working days of lodging of complaint. Initial review and consultations with the RIU level GRC will be conducted within five (05) working days of receipt of complaint. If required, RIU level GRC will advise the E&S/engineering specialists to conduct field visits in consultations with the aggrieved persons/parties and local community and submit a fact-finding report. Preferably, the fact finding will be completed within ten (10) working days from receipt of complaints. RIU level GRC shall give decision within fifteen (15) working days of receipt of the complaint. If unresolved, a grievance will be lodged to the (PIU-HQ-GRC) by the complainant or by the GRC; and

The PIU-HQ-GRC shall give a decision within twenty (20) working days of receipt of the complaint. If the complainant is still not satisfied, he/she can pursue further by submitting the case to the appropriate court of law at any stage of GRM.

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

### **6.10.1 Lodging of Complaint**

The complainant(s) can lodge their grievances through a number of ways/channels including online, mail, phone, WhatsApp, e-mail and complaint box. Moreover, PIU-HQ-NHA will establish an e-Portal for filing and tracking progress of the application online; the details are provided below.

- Chair of the Tier-1 GRC will define the venue, time, and tentative schedule of the meetings and disclose to the public and PAPs;
- The Tier-1 GRC will ensure the placing of complaint box with clearly legible procedure of filing and disposal of complaint in local language;
- It is an electronic complaint lodging system (application) that will be accessible through a link on the PIU-HQ-NHA website;
- The focus of the e-portal is the quick complaint lodging for all types of stakeholders;
- Any project affectee or community member with internet access can lodge a complaint with option for anonymous complaints. Uploading of photos for better understanding of the problem will also be an option;
- Each complainant will get a unique Grievance Number to track their complaints through the e-portal;
- Each complaint will go through a quick resolution mechanism being managed by a dedicated team at the RIU(s) and PIU-HQ. Each complainant will be contacted to ensure that his/her issue is resolved;
- The portal will differentiate between types of complaints for targeted decision-making and action on behalf of PIU-HQ; and
- The portal will allow a quick and easy method for monitoring of the entire complaint lodging and resolution mechanism.

### **6.11 Monitoring and Reporting of GRM**

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

The PIU-HQ and RIU officials will also gather feedback on the grievance redress process from stakeholders about the resolution and their satisfaction on GRM. Based on the findings of this feedback mechanism, required corrective actions to address gaps or weaknesses in the

grievance redress process, such as enhancing communication channels, providing additional training to staff, or revising procedures will be suggested and implemented. Documentation of all monitoring and reporting activities will be ensured at PIU-HQ and RIU for future reference, audits, or evaluations. A summary of the number and nature of complaints received, along with the outcomes and any other important information will be reported periodically to AIIB.

## 6.12 GRM Dissemination and Training Requirements

The dissemination of GRM and training of relevant officers will be conducted to ensure effective implementation and stakeholder engagement. GRM dissemination include but not limited to the public awareness campaigns through posters, flyers, and meetings to inform communities about the mechanism, its purpose and accessibility.

Moreover, targeted training sessions will be organized for the GRC members which cover the GRM framework, processes, and tools, including grievance documentation, escalation pathways, trainings on SEA/SH and reporting. The detailed training program covering the GRM related trainings will be provided in site-specific ESIA(s).

## 6.13 AIIB Project-affected People's Mechanism

The Project-affected People's Mechanism (PPM) is an independent review process by the AIIB for those who believe the bank has failed to implement its ESP. The PPM consists of three functions: Project Processing Query (PPQ) for rapid resolution of simple concerns, Dispute Resolution Function (RDR) to resolve disputes over environmental and social impacts, and Compliance Review Function (RCR) to investigate allegations of AIIB's non-compliance with ESP. Confidentiality is an option for requestors, and the mechanism isn't applicable in certain situations, such as when a project is co-financed with another multilateral development bank, or the issues raised have already been considered by the PPM. Submissions can be made via a standardized form on the PPM website or by contacting the PPM Secretariat.

The AIIB PPM requirements include:

1. **Availability as a Last Resort:** The PPM is available to PAPs only after they have attempted to resolve their issues through the project-level GRM.
2. **Environmental and Social Concerns:** The PPM addresses concerns related to the environmental and social impacts of AIIB-financed projects.
3. **Adherence to ESF:** The PPM ensures that the AIIB adheres to its ESF.
4. **Independent Function:** The PPM operates independently of project management.
5. **Disclosure:** Information about the PPM, including how to submit a complaint, must be disclosed to all stakeholders.



## 7 MONITORING AND REPORTING

### 7.1 INVOLVEMENT OF STAKEHOLDERS IN MONITORING ACTIVITIES

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

### 7.2 REPORTING BACK TO STAKEHOLDER GROUPS

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

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

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

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



# **ANNEXURE I: STAKEHOLDER ENGAGEMENT RECORDS**



Package 1 : Hyderabad to Hala  
Settlements:-

Tehsil : Hala , Dist: Matrichi

Date: 06-10-2024



### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Nazir Ahmed s/o Malo Solangi	Labour	
2	Fulqan s/o Zafar Ali	Army	Fuqar Ali
3	Sarwan s/o Heromal	Labour	U 9 0308335095
4	Mubashir s/o Rafique	Labour	Mubasher
5	Mengha s/o Chandur	Labour	-
6	Philam s/o daso	Farming	پھلام
7	Gujan Chand s/o Punho	Labour	گوجانچند
8	Shail s/o Punho	Labour	-
9	Shehla Khan	Labour	شہلا
10	شہلا	Labour	شہلا
11	Aziz Ali s/o Ali mirad	Labour	وزیر علی
12	Inayat s/o Zmdad	Labour	انایت
13	Sadu s/o Sodho	Labour	-
14	Sikandar Ali s/o Muhammad Junian	Labour	-
15	Muhammad Haroon s/o M Hassan	Shop-(TMC)	M. Haroon



Settlement: Ranipur Subbure section.  
Date: 02-10-24  
Tehsil: Rohri, Dist.: Sukkur.



Package 2: Rohri to Ranipur

### List of Participants

Date: 02-10-24

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Shah Jahan	ZT.BL Employee	6304-386131
2	Mohd Hassan	Labour	
3	Mohd Umar	Labour	
4	Mohd Hussain	Labour	
5	Rab Dino	Labour	Rab Dino
6	Gulab Khan	Labour	
7	Adam Ali	Labour	
8	Amjad Hussain	Labour	
9	Gulshan	Carpenter	
10	Sultan Khan	Labour	
11	Shahzad Ali	Shopkeeper	
12	Anwar Ali	Driver	
13	Sarang Ali	//	
14	Veerbal	//	
15	Mehboob Ali	shopkeeper	

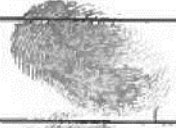

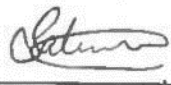
Package 3: Ukara To Mianm



Settlement;  
Road Side Shops,  
Jehlan, Kasur.

Date: 27-09-2024.

## List of Participants



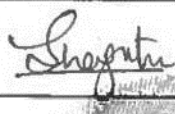
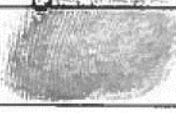
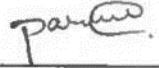
Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Tamvir	Shopkeeper	
2	Yasir	milk man	
3	Ghulam Abbas	Mechanic	گلہ عباس
4	Bilal	Student	Bilal
5	Khuda Baksh	Shopkeeper	خدا بخش
6	Azmat	Electrician	Azmat
7	Saleem	Shop owner	
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Package 3: Okara to Minga.

Settlement: Phool Nagar,  
Tehsil Patoki, Dist. Kasur

Date: 26-09-20

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Azra Bano	House wife	
2	Muneeba	House wife	
3	Shagufta	Teacher	
4	Nasreen	Housewife	
5	Parveen	Housewife	
6	Sadia Bibi	Housewife	Sadia
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Package 3: OKrea to manage.



Settlement: Moon Razai  
Centre, Hefag, Adda, Dist.

Date: 26-09-24

Kasur.

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Basharat Bibi	worker	بشارت
2	Benazir Bibi	Worker	بنظیر
3	Nazzeeran Sahiba	Worker	بنظیر
4	Zulaika Khanum	worker	
5	Sahiha	worker	
6	Rehana	worker	
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Package 3: Okara to Mangla



Settlement: Rashida Malik  
Residence in Kasur.

Date: 27-09-2020.

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Rashida Malik	School Teacher	
2	Fariha Butt	House wife	
3	Humaira	House wife	
4	Jawairia	House wife	
5	Shazia Majid	Tuition Teacher	
6	Shumaila	House wife	
7	Nazia Junaid	Student	
8	Zubaida Bibi	Maid.	
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Package 3: OKra to mango



Settlement:

Pitaki Bazar Pataki

Date: 26-9-2024

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Amjad	Shopkeeper	امجد
2	Naveed	Auto repair <sup>shopkeeper</sup>	نویس
3	Mustaq	Mechanic	مستاق
4	Zulfiqar	Fruit Seller	ذولفقار
5	Moeen	Fruit Seller	مولین
6	Javed	Trucks Driver	جید
7	Yousaf	Chai wala.	یوسف
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Package 3: Okara to Manga.



Settlement

Patloki, Kasur

27-09-24

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	M-Ashraf	Tea stall	
2	Ch. Zulfiqar	Gold Corner	
3	Ch. Shaukat	Night guard	
4	M-Arshad		
5	Anwar	Driver.	
6	Yamin	Kiosk	
7	Ananggt	Break fast	
8	M-Saif Ali	Break fast	
9	Nadeem	Shop	
10	Sajid Ali		
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Package 3: Okara to Manager.

Settlement: Ali Grah Public  
School, Mangla Mand.

Date: 26/10/24

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Shahzad Hassam	Vice Principal.	
2	M. Shakir	Coordinator.	
3	Ajmal.	Math teacher	
4	Shakur	Office Boy.	
5	Ali Asghar.	Comptroller boy	
6	Hafeez	Security	
7	Zulfiqar	Security guard	
8	Khalid.	Peon.	
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Package 3 : Ukara to Monga

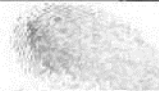





Settlement:

Auto Repair Shop, Phool Muga

Date : 26-09-24

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Zahid	Bakery owner	Zahid
2	Ishaq Mehand	Shop keeper	
3	Tilani	Driver	
4	Liagat	Dairi in mosque	Liagat
5	Aziz	Shop keeper	
6	Damar	Fruit seller.	
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Package 3: U.K.A. 10 11/12/2020



Settlement:

Patloki Kasur

26-09-24

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Bahad Bibi	Worker	بشارت
2	Nazera Bibi	Worker	نیرا
3	Berazina Sahiba	Worker	بنظیر
4	Jamil	Worker	جمال
5	Ali Asghar	Worker	علی
6	Saifullah	Worker	سید
7	Hameed.	Manager	H
8	Asghar Sultan	Owner	Asghar
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range: 1000 to 10000



Settlement:  
Rama Town,  
Ferozwala, Sheikhupura

Date  
25-09-24

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Wahid	Auto Service	Wahid
2	Basharat	Nail Ticker	Basharat
3	Usman	Hotel	Usman
4	Haris	Hotel	Haris
5	Abid	Nail Shop	Abid
6	Salman	" "	Salman
7	Faizan	Boys' room	Faizan
8	Abdullah	Nail Ticker	Abdullah
9	Khalid	Medical Store	Khalid
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Package 4: Lahore to Gujranwala



Settlement:  
Mokallan Bilal Nagar.  
Lahore (Shahdara)

Date: 25-09-24

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	M. Jameel	Business	
2	M. Sajawal	Driver	
3	M. Ameen	Business	
4	Zaher Abbas	Shopkeeper	
5	Rizwan AL-	Shopkeeper	
6	Shan Ali	Saleman	
7	M. Jameel	Saleman	
8	M. Shabbir	Adman	
9	M. Jamshed	Driver	
10	Shan Ali	Saleman	
11	Ramzan	Driver	
12	M. Faisal	Labor	
13	Habeeb Abbas	Labor	HAA/B
14	M. Afzal	Imam Masjid	Afzal
15	M. Ishaq	Labor	





Package 4: Lahore to  
Gujranwala.  
Settlement: Samanabad Chungi,  
Nahiywala,  
Gujranwala

Date: 24-09-24

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	M-Akram	Business	Akram
2	Zain	Business	Zain
3	Faisal	Business	Faisal
4	M. Irfan	Driver	(u) Irfan
5	M. Rafique	Driver	M. Rafique
6	Munir Hussain	Business	Munir
7	M. Intizar	Business	M. Intizar
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Package 4: Lahore to Gujranwala.



Settlement: Punjab College  
Girls Campus, Muridke

Date: 25-09-24

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Ainee Ashfaq	Office manager	Ainee Ashfaq
2	Saima	Teacher	Saima
3	Becrish	Teacher	Becrish
4	Nadia Ali	Coordinator	Nadia
5	Maryam	Student	Maryam
6	Asma	Student	Asma
7	Nosheen	Student	Nosheen
8	Rashida Bibi	Maid.	
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Package 4: Lahore to Gujranwala.



Settlement:

Allied School Muzidke.

Date: 25.09.24

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Samra	Senior Teacher	Samra Sejjed
2	Aima	Office manager	aima Shul-
3	Shagufta	Maid.	Shagufta
4	Zareen	Teacher	Zareen
5	Salma	maid	Salma
6	Aisha	Teacher	Aisha Shul-
7	Amara	Teacher	Amara Shul-
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Package 4: Lahore to Gujranwala


 Settlement: Muballa Bilal  
 Nagar, Shahdada, Lahore.

Date: 25-09-24

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Rukhsana Bibi	House keeper	
2	Rashida	House wife	
3	Mahrunkh	Student	M
4	Nosheen Begum	maid	نوشین
5	Farkhama	Housewife	
6	Shama Bibi	Housewife.	
7	Fiza Bano	House wife	
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## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Haji, Azhar Hussain	Retired	
2	Masood Hussain	Security guard	
3	M. Hassan	Masjid kladish	
4	0306-5815931 Raja M. Wasim	Gov servant	
5	Haji M. Refiq	Retired	
6	Imran Hussain	Mechanic	
7	Mubashir Hussain	Shop	
8	Rizwan Ali	Gov servant	
9	M. Razaan	Private Job	
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Package 5: Kharian to Dina

Settlement: Mujahidabad,  
Tehsil

Date: 04-10-2024.

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Fozia Bibi	Housewife.	فوزیہ
2	Nadia Bibi	Housewife	نادیہ
3	Zahida Arif	Housewife	زایدہ
4	Sadia Gul	Housewife	سادیہ
5	Saba Majid	Housewife	سبا ماجد
6	Mussarat Naseem	Housewife	
7	Munawar Hafeez.	School Teacher	munawar hafeez
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Kharian Bazar  
Tehsil Kharian DISTT GURAT

Date 04-10-2024



### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Bashir Ahmed	Shopkeeper	
2	Waqar Ahmed	"	
3	Zahid Iqbal	Ringli	R. Zahid
4	0300-9531229 Shahid Ahmed	Shopkeeper	
5	M. Irfan	Ringli	
6	0307-3580584 Safdar Hussain	Shopkeeper	
7	Umar	Local	
8	Awaiz	Ringli	
9	Rinwan Abbas	Ringli	
10	Mubarak Muhammad	Shopkeeper	
11	Abdul Majeed	Shopkeeper	
12	Ali Raza	Shopkeeper	
13	0312-7266869 Hasham	Local	
14	0348-6106008 Saglam	Local	
15			





Settlement.  
Strayge Alms, Gujarat

Date:

04-10-20



### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Syed Arif Hashmi	Shopkeeper	عارف حاشمی
2	Mirza Muhammed Shahjahan	Private employee	میرزا شاہجہاں
3	M. Naeem	Stall Food	محمد نعیم
4	Rohman Humain	Food Stall	R →
5	Usman	Food Stall	عثمان
6	Hamam 0346-6160453	Employee Private	حمیم
7	Mohd Faisal	Food Stall	محمد فاضل
8	Azmat Khan	Food Stall	آزمت خان
9	Sajid Mahmood	Food Stall	ساجد محمود
10	M. Rashid	"	
11	M. Asghar	"	
12	Malik Sajid	"	
13	Atalib Ali Aled	Food Stall	عبدالکبیر
14	0342-9002552 Waqar	Chicken Stall	وفاقی
15	Saad Ali	Food Stall	سعد علی



Package 5: Kharian to Dina  
Settlement: Asghar Ali  
Graduate Degree College,  
Kharian, Jhelum

DATE: 5-10-2024



### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Mrs. Noreen Talat	Vice Principal	
2	Mrs. Tahira Rasheed	Principal	03331045037. Tanveer Town.
3	Mrs. Farhat-un-Nis	S/clerk	Kharian
4	Mrs. Shaban Kausar	S/clerk	Doga Tehsil
5	Miss Rubina Raza	S/clerk	Lalamusa
6	Mrs. Samiana Bibi	N. Qasid	Tanveer Town
7	Mrs. Shazia Guonaz	Lab. Attendant	Kharian
8	Hizrat Mustaza	Lec: Economics	pyara
9	Mrs. Laiba Habib	Lec. Biology	Gujrat
10	Mrs. Misbah Shahid	AP Maths	Gujrat
11	Mrs. Keesin Abid	Lec. B.I. Sci	Kharian
12	Ammara Tariq	Lec. Chemistry	Kharian
13	Nazia Sarwar	Lec. Urdu	Kharian
14	Samia Arif	Lec. Zoology	Lalamusa
15	Iram Shehzadi	Lec. English	Kharian

Settlement: Dhok Malkan

Date:

08-10-24



Tehsil: Gujre Khan

Dist.: Rawalpindi

List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	شیر علی	گزارش	شیر علی
2	رضا عباس	گزارش	رضا عباس
3	M. Riaz	فادر	شیر علی
4	Anjad Hussain	Labor	شیر علی
5	M. Nabeer	Shop	شیر علی
6	M. Kamran	Labor	شیر علی
7	Nouman Anjad	Saleman	شیر علی
8	Khuram Shahzad	Labor	شیر علی
9	Imran	Shop	شیر علی
10	Ghulam Mustafa	Labor	شیر علی
11	Ifthikhar	Pension	شیر علی
12	M. Usman	Govt. Job	شیر علی
13	Tamveel Ahmad	Govt Job	شیر علی
14	Fizan Ali	Govt Job	شیر علی
15			

Location of  
meeting: Al Hadi Education  
Academy School.  
Bhanguil, Rawat.

Date: 03/10/2024



Package 6: Dina to Rawat

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Shailta		Si
2	Sania Qadeer	Teacher	Sania Qadeer
3	Hajala Shahreen	Teacher	
4	Mehrat Atiq	Teacher	M.A.
5	Alina Fatima	Teacher	A
6	Yasmeen	Teacher	Yasmeen
7	Pakeeza noor	Teacher	P
8	Sekrish Kanwal	Teacher	Kanwal
9	Madeeha	Teacher	Madeeha
10	Babara.	Teacher	B
11	Saba Arslan	Teacher	Saba
12	Areeba Kanwal	Teacher	A
13	Hajira	Teacher	Hajira
14	Zahra Asif	Teacher	Zahra
15	Khair-un-Nisa	Teacher	Kh

Settlement: Mundra

Tehsil: Gujjar Khora

Dist.: Rawalpindi

Date: 03-10-2024



Package 6: Dina to Rawat.

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Rubair	Motor cycle shop	
2	Zahoor	Solar Panels shop	
3	Zahoor Zaib	Furniture shop	
4	Usama	Shop	
5	Zulfiqar	Furniture	
6	Sheraz	"	
7	Hafiz Matloob	Tent services	
8	Master Foam center	Master Foam center	11 Jinnah
9	M. Rizwan	Electric Shop	
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Settlement: Bhargrill

Date:

Tehsil: Islamabad.

03-10-2024.

Dist.: Islamabad.



### Package 6: Dina to Rawat.

#### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	C.H. Sgher Ahmed.	Bicmi	C.H. Sgher
2	Raja Inmadika	Bans	Raja Inmadika
3	SHAKAT Ali	No Job	SHAKAT Ali
4	میرزا محمد	Business	M. Ali
5	میرزا محمد	Building material Shop	M. Ali
6	میرزا محمد	Black factory	M. Ali
7	میرزا محمد	Labor	M. Ali
8	میرزا محمد	Private job	M. Ali
9	میرزا محمد	Property Adviser	M. Ali
10	M. Shakir	Shopkeeper	M. Ali
11	Raja Ahmed Ali		Raja Ahmed Ali
12	میرزا محمد		SHAKAT Ali
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Kala Khan Market

Texila city Distt Rawalpindi

Date 30-09-24



Package 7: Rawalpindi to Hassan Lal.

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	0319-081998 Tawad Khan	Engineer	Tawad Khan
2	0305-501810 Inayat Safi	Shopkeeper	Inayat -
3	Tahangir	Electrator	Signature
4	Bilal Khan	Shopkeeper	Signature
5	Fazal Malik	Electrator	Signature
6	Juma Gull	Hotel	Signature
7	Tawad Khan	Macanic	Signature
8	Noman	Shopkeeper	Signature
9	Asif Ali	Privat. Job	Signature
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Hassan Abdal city  
Distt Attock

Date 01-10-2024



Package 7: Rawalpindi to Hassan Abdal.  
List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Ms. Iram Shahzadi Wah Cantt	03347621464 Nursing Director	
2	Carol John Wah Cantt	Media Manager	
3	Ayesha Rehman New City	Pharmacy	
4	Alishpa New City	IDC Chairperson	
5	Saffat Wah C.	Lee English	
6	Mahzaba Advia Hassan Abdal	Leet IT & IT Exchange	
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Bahawal More GT Road  
Wah Cantt. Distt Rawalpindi

30-09-2024



Package 7: Rawalpindi to Hassanabad.

List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	0315-9782209 Halal Ahmed	Nursery Man	Halal
2	Gulzar Ali	Nursery Man	Gulzar Ali
3	Haris	Labour	Haris
4	0313-0911803 Amin Shah	Nursery Man	Amin Shah
5	0312-5689031 Wajid	Private Job	Wajid
6	Ayub Subhan Ahmed	Private Job	Ayub Subhan
7	Adnan Hussain	Nursery Man	Adnan Hussain
8	Bakhat Shah	Private Job	Bakhat Shah
9	Amjad Ali	Labour	Amjad Ali
10	Shahid	Labour	Shahid
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Package 7: Rawalpindi to Hossainabad

Settlement.



Jamshedpur,  
Rawalpindi

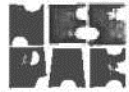
Date: 30-9-24

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Daniyal	Labourer	دانیال
2	Hamza Khan	Shopkeeper	Hamza
3	Ishfaq Khan	Private Job	Ishfaq
4	Raheel Nawaz	Labourer	Roh
5	Qaisar Nawaz	Labourer	Qaisar
6	ذیشان احمد	Labourer	ذیشان احمد
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Peel Wadhai More

Date 30-09-2024



Rawalpindi City DIST Rawalpindi



Package 7: Rawalpindi to Hassanabad.  
List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Abdul Wadood	shopkeeper	Abdul Wadood
2	Haroon Khan	shopkeeper	Haroon
3	Abdul Khan	shopkeeper	ADIL Khan
4	0309-9297912 Sami-ullah	Hotel	Sami-ullah
5	Dilwer Khan	Hotel	
6	0319-5374005 Shahid	shopkeeper	
7	Ali Gmran	shopkeeper	
8	Javaid Khan	shopkeeper	-
9	Mian Sajid	shopkeeper	
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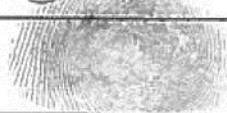
Package 7 : Rawalpindi to  
Hassanabad

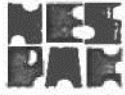


Settlement: Jamilabad,  
Rawalpindi

Date: 30-9-2024.

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Jameela	Housewife	
2	Maryam Abid	Student	Maryam Abid
3	Sadia Gul	Housewife	Sady Gul.
4	Najma Begum	Housewife	
5	Sania Ahmed	Housewife	سانيا احمد
6	Neelum Ishaq	Student	Neelum Ishaq.
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وہاں 1000 جاوا

Tehsil Pabbi Dist. Nowshera

Date 02-10-24



Package 8: Nowshera to  
List of Participants

Reshama

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Tamoor Khan	Shopkeeper	
2	Imtiaz Khan	Shopkeeper	
3	Nasir Khan	Shopkeeper	
4	Noor Habib	Shopkeeper	
5	Aqib Khan	Private Job	
6	Rab Nawaz	Shopkeeper	
7	Subhanallah	Shopkeeper	
8	Nihal	Shopkeeper	
9	Younas Khan	Private Job	
10	Migad Khan	Private Job	
11	M. Fayyaz	Private Job	
12	Azshad Khan	Shopkeeper	
13	A. Shakoor	Shopkeeper	
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Village: Tarnab Farm

Tehsil Chamkani Distt Peshawar



Date 02-10-24

Package 8: Newsletters to Pishawar  
List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Alstam Khan 0300-9393112	Nursery Man	(Signature)
2	Shahid Khan 0333-9106799	Nursery Man	(Signature)
3	Abdul Qader 0333-5020307	Nursery Man	(Signature)
4	Amir Sahai	Nursery Man	(Signature)
5	Muhamad Arshad Perachi	Nursery Man	(Signature)
6	Pervai Z Khan	Nursery Man	(Signature)
7	Kia Z Ali	Nursery Man	Kia Z Ali
8	Wajid Khan	Labour	—
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village Aman Garh

Tehsil Nawshera DISTRICT Nawshera

Date



Package 8 : Nawshera District Nawshera

## List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	M. Asif	Govt Job	Asif
2	Amir Bheeda	//	Amir
3	Shujahat Khan	Driver	Shujahat
4	0333-9123643 Khalid Bashir	Business owner	Khalid
5	Ammar Ali	private Job	Ammar
6	Aftab Ahmed	Govt. Job	Aftab Ahmed
7	Maseeb Khan	Private Job	Maseeb
8	Shahzad	Private Job	Shahzad Ali
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Govt. Degree College Nawshera Cantt.

Tehsil &amp; Distt Nawshera

Date 02-10-24

Package B: Nawshera 13 Reshadow -  
List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Ms. Ambreen Aslam	Asst. Proff. Nowshera Cant	
2	Ms. Amna	Assistant Prof. Nowshera Cant.	
3	Ms. Fahad Begham	Associate Prof. Nowshera Hakeemabad	
4	Dr. Saffia	Associate Prof. Hakeemabad	
5	Ms. Nida Aziz	Associate Prof. Shahdada	
6	Ms. Sumaira <del>Aslam</del> Sardar	Lecturer Peshawar	
7	Ms. Riffat Naz	Prof. Pabbi	Riffat.
8	Ms. Rainab	Assistant Prof. Nowshera Cant	
9	Ms Asma Ayub	Lecturer Zoology dpt. G.B. DC Nowsh	
10	Ms. Sherat ul din	Lecturer Maths G.B. DC Nowsh	
11	Ms Jalwat Hum	Assoc Prof Maths G.B. DC Nowshera	
12	Saqib B B	Prof Zoology	
13			
14			
15			

Principal (Ms. Riffat Naz)

Amir Nawaz

0301-8592707

0331-9176965

(Shahid ul din) 0314-9486230



Settlement. Paddy,  
Noussheer.

Date: 1-10-24



### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	0333-9128839 Aurangzeb	Sadar Aijman Taysan	
2	0321-9169477 Sajjad	Paddy	
3		SCS/SS	
4	Hayat	on Road local	
5	Unair	Shopkeeper	
6	Aurangzeb	"	
7	Sherzaman	local	
8	Bilal	local labour	
9	Zahid	Shopkeeper	
10	Jawad	local labour	
11	Qasim ullah	fruit stall	
12	Ikhfiar Ahmed	hotel worker	
13	Pir Wagar Ahmed	shopkeeper	
14	Fahem Khan s/o Qasim Shah	local	
15			

Package 8: Nowshera to  
Peshawar.



Settlement: Chankari,  
Peshawar.

Date: 1.10.24

**List of Participants**

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Ayesha	Housewife.	حائشہ
2	Aasma Shamim	Housewife	
3	Shamim	Housewife	
4	Noshaba	Housewife	نوشابہ
5	Hafsa Ali	Student	حفصہ علی
6	Noor Bibi	Housewife	نور
7	Mugrat Bibi	Housewife.	مغربت
8			
9			
10			
11			
12			
13			
14			
15			



Package 8 : Nowshera to  
Peshawar.



Settlement Policy  
Nowshera

Date: 1-10-24

### List of Participants

Sr. No.	Name	Occupation	Signature/ Thumb (NIC)
1	Atta Ullah Shah	Private Job	Atta Ullah Shah.
2	Najeeb Ullah	Self Employed	Najeeb Ullah.
3	Idrees Khan	Labourer	
4	M. Shabeer	Office Boy	M. Shabeer.
5	Shahid Khan	Labourer.	
6			
7			
8			
9			
10			
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# **ANNEXURE II: LETTER FOR DEPARTMENTAL CONSULTATIONS**





# **ANNEXURE III: PHOTOLOG OF DEPARTMENTAL AND PUBLIC CONSULTATIONS**

**PHOTOLOG**

**DEPARTMENTAL CONSULTATIONS**

**Consultations with Khyber Pakhtunkhwa Department**



Consultation with DG of KP-EPA Department



Consultation with DG of Fisheries Department



Consultation with Chief Conservator of Forest Department



Consultation with Section officer of Archeology Department



Consultation with Deputy Director Technical of Irrigation Department



Consultation with Conservator Technical of Wildlife Department



Consultation with KP Social Welfare Department (Child Protection Unit - CPO)



Consultation with KP Social Welfare Department (Women Empowerment)



Consultation with Labour Department Government of Khyber Pakhtunkhwa



Consultation with Secours Islamique France (Islamic Relief France)



Consultation with Foundation for Rural Development- (FRD)



### Consultations with Punjab Departments



Consultation with Additional Secretary of  
Tourism, Archaeology and Museums  
Department



Consultation with Director (EIA) of  
Environmental Protection & Climate Change  
Department



Consultation with Chief Conservator of  
Forest Department



Consultation with Deputy Director (Admin) of  
Fisheries Department



Consultation with Deputy Director  
(Headquarters) of Wildlife and Parks  
Department



Consultation with Deputy Secretary of  
Communication and Works Department



Consultation with Child protection & Welfare Bureau



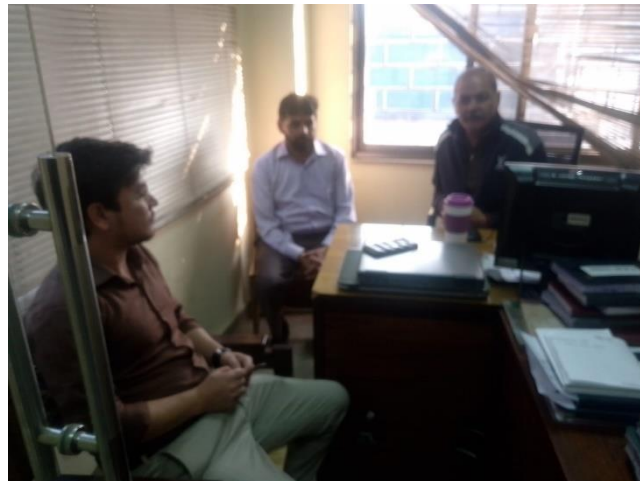
Consultation with Women Development Department



Consultation with Office of the DG Labour welfare



Consultation with Social Welfare and Bait ul Maal Dept.



Consultation with Punjab Rural Support Program



### Consultations with Sindh Departments



Meeting with NHA staff (South Region, Sindh)

Meeting with Sindh Irrigation and Drainage Authority- SIDA



Meeting with EPA Regional Office Hyderabad

Meeting with Forest Department



*Meeting with Deputy Director Planning & Development Department of the BNBWU, Sukkur*

Consultation with Irrigation Department, Sukkur



Meeting with GM Sindh North Region NHA  
Sukkur and other related Staff



Consultation with Fisheries Department, Sukkur

### Consultations with Islamabad Capital Territory Departments



Consultations with Archeology Department



Consultations with CDA



Consultations with IWMB



## PUBLIC CONSULTATIONS



Public Consultation at Matiari Hyderabad  
(Section 1)



Public Consultations at Hyderabad bypass  
(Section 1)



Public Consultation at Tando Mir Hussan  
Sukkur (Section 2)



Public Consultation at Obri Village  
(Section 2)



Consultation with roadside nursery owners –  
Patoki (Section 3)



Consultation with roadside shopkeepers –  
Sadoke (Section 4)





Public consultation with community people  
Village Kala Gujran Jhelum City (Section 5)



Public consultation with community people at  
Kharian bazar (Section 5)



Consultation with Nomadic's at Sagri More, GT  
Road, Rawat (Section 6)



Consultation with local community of Dhok  
Malkan, Tehsil Gujjar Khan, District Rawalpindi  
(Section 6)



Public Consultation in Nursery situated  
alongside the N-5 (Section 7)



Consultation with shopkeepers –Kala Khan  
Market Taxila (Section 7)





Public Consultation with local community Village Amangarh – Nowshera (Section 8)



Public Consultation with Shopkeepers Pabbi bazar Pabbi City – Nowshera (Section 8)



Consultation in roadside nursery (Section 8)



Consultation with Shopkeepers Village Taru Jabba , Nowshera (Section 8)



## GENDER CONSULTATIONS



Gender Consultation at Soomar Chand (Section 1)



Gender Consultation at Bhit Shah (Section 1)



Gender Consultation at Ranipur (Section 2)



Gender Consultation with Minorities (Section 2)



Gender Consultation at Rohri (Section 2)



Gender survey at Moon Razai Center – Phool Nagar (Section 3)





Gender Survey and Consultations from female residents – Gujranwala (Section 4)



Gender Survey from female Govt. Degree College for Women – Kharian (Section 5)



Gender Consultation at Bhangril, Rawat, Islamabad (Section 6)



Gender Consultation at Barki Bazar GT Road, Tehsil Gujjar Khan, Rawalpindi (Section 6)



Gender Consultation in Nursing College (Section 7)

## List of Documents Reviewed

1. [https://www.aiib.org/en/policies-strategies/\\_download/environment-framework/AIIB-Environmental-and-Social-Framework\\_ESF-June-2024.pdf](https://www.aiib.org/en/policies-strategies/_download/environment-framework/AIIB-Environmental-and-Social-Framework_ESF-June-2024.pdf)
2. AIIB-Environmental-and-Social-Framework\_ESF-June-2024
3. SEP Karachi Water and Sewerage Services Improvement Project (KWSSIP-2
4. SEP Nakkas Basaksehir Highway Project
5. Inception Report Detailed Design for Widening & Improvement of Priority Sections of N-5 (487 Km) (E&S Studies)