

**BANGLADESH CITY INCLUSIVE SANITATION PROJECT (BCISP) IN 25 Towns
(GoB-AIIB)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)



**Department of Public Health Engineering (DPHE)
Ministry of Local Government, Rural Development and Cooperatives
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ABBREVIATION AND ACRONYMS

AIIB	Asian Infrastructure Investment Bank
BCISP	Bangladesh City Inclusive Sanitation Project
CBO	Community Base Organization
CSO	Civil Society Organization
CWIS	City-Wide Inclusive Sanitation
DoE	Department of Environment
DOSS	Directorate of Social Services
DPHE	Department of Public Health and Engineering
DSC	Design and Supervision Consultant
EA	Environmental Assessment
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESIA	Environment and Social Impact Assessment
ESMP	Environment and Social Management Plan
ESMPF	Environment and Social Management and Planning Framework
FSTP	Fecal Sludge Treatment Plan
GAP	Gender Action Plan
GBV	Gender Based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HQ	Head Quarter
IPP	Indigenous People Plan
IWTP	Integrated Waste Treatment Plan
LAP	Land Acquisition Plan
LIC	Low Income Community
LMP	Labor Management Plan
LPAC	Local Project Advisory Committee
MOLGRD&C	Ministry of Local Government, Rural Development and Cooperatives
MSC	Management Support Consultancy
NGO	Non-Government Organization
OIPs	Other Interested Parties
PAPs	Project Affected Persons
PD	Project Director
PMU	Project Management Unit
PRA	Participatory Rural Appraisal
PWD	Person with Disabilities
PWD	Person with Disabilities
RAP	Resettlement Action Plan
SDG	Sustainability Development Goals
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
ULB	Urban Local Body
VG	Vulnerable Group
XEN	Executive Engineer

Executive Summary

The Stakeholder Engagement Plan (SEP) for the Bangladesh City Inclusive Sanitation Project (BCISP) outlines a comprehensive and inclusive strategy for engaging stakeholders throughout all phases of the project. The BCISP is being implemented by the Department of Public Health Engineering (DPHE) under the Ministry of Local Government, Rural Development and Cooperatives (MoLGRDC), with financial support from the Asian Infrastructure Investment Bank (AIIB). This SEP has been developed in alignment with the AIIB's Environmental and Social Framework (ESF, 2024), specifically adhering to the relevant provisions of Environmental and Social Standard 1 (ESS 1): Environmental and Social Assessment, and Environmental and Social Standard 2 (ESS 2): Involuntary Resettlement. It serves as a guiding document to ensure meaningful, transparent, and ongoing communication and consultation with all relevant stakeholders, including affected communities, project beneficiaries, and other interested parties.

The BCISP aims to address critical urban sanitation challenges across 25 Towns in Bangladesh, many of which face inadequate fecal sludge and solid waste management systems—particularly in low-income settlements and underserved areas. The SEP ensures that all voices, particularly those of vulnerable and marginalized groups, are heard and integrated into planning, design, and implementation processes. By promoting transparency, community participation, and responsiveness, the SEP enhances project ownership and minimizes environmental and social risks.

Project Components and Objectives

The BCISP is structured around three interlinked components:

1. Sanitation and Hygiene Improvement

Development of end-to-end sanitation infrastructure and services, covering the entire sanitation service chain from containment to disposal in 25 Towns.

2. Institutional Strengthening and Capacity Building

Capacity development of DPHE, Urban Local Bodies (ULBs), and relevant stakeholders to enhance governance, service delivery, and operational sustainability.

3. Project Management and Implementation Support

Technical and operational assistance to DPHE's Project Management Unit (PMU) to ensure effective planning, coordination, monitoring, and reporting.

The key objectives of the SEP are to:

- Identify and map project-affected people (PAPs), interested parties, and vulnerable groups.
- Promote inclusive, timely, and accessible communication and consultation processes.
- Foster two-way engagement and informed participation at every stage.
- Establish a structured, gender-sensitive, and responsive **Grievance Redress Mechanism (GRM)**.
- Monitor and evaluate stakeholder engagement efforts through measurable indicators.

Stakeholder Identification and Analysis

A comprehensive **stakeholder mapping and analysis** exercise was conducted to identify affected, interested, and influential parties, and to assess their levels of influence and interest. Stakeholders were broadly classified as:

- **Affected People:** Individuals and groups directly impacted by project interventions, including informal sanitation workers, low-income households, slum residents, market vendors, health workers, and people residing near construction sites.
- **Interested Parties:** Institutions and organizations with a stake in the project, such as Municipal authorities, DPHE, NGOs, CSOs, academia, private service providers, media, and development partners.
- **Disadvantaged and Vulnerable Groups:** Those who may face barriers to participation or are at greater risk of adverse impacts, including women, children, elderly persons, persons with disabilities (PWDs), floating populations, religious minorities, and small ethnic communities.

Special emphasis is placed on developing tailored engagement strategies to ensure that these vulnerable populations are meaningfully consulted and their concerns appropriately addressed.

Stakeholder Engagement Activities and Outcomes

Extensive stakeholder engagement activities have been conducted during SEP preparation, employing a **gender-inclusive, culturally sensitive, and participatory approach**, such as:

- **100 Focus Group Discussions (FGDs)** with **1,066 participants** (501 men and 565 women) in all 25 towns, focusing on the experiences, priorities, and expectations of poor and vulnerable communities.
- **105 Key Informant Interviews (KIIs)** with Municipal officials, DPHE engineers, public health professionals, NGOs, and private sector operators to gather technical, institutional, and contextual insights.
- **A National-Level Dissemination Workshop** in May 2025 involving 38 senior participants from DPHE, PMU, and Municipalities to align project strategies and incorporate stakeholder recommendations.

Key thematic issues identified during these engagements include:

- Need for hygienic and safe public/community toilets.
- Challenges in drainage, solid waste disposal, and operation and maintenance (O&M).
- Demand for locally appropriate, incentive-based waste segregation systems.
- Participation of informal workers in service delivery.
- Mainstreaming of gender equity across planning and operations.
- Concerns over affordability, access, and maintenance of sanitation facilities.

These consultations have directly influenced the SEP's action plan, which includes pilot programs, training initiatives, local procurement strategies, and employment of mechanical support staff to sustain sanitation infrastructure.

Communication, Information Disclosure, and Access to Information

The SEP sets forth a robust communication and information disclosure strategy, ensuring that all relevant project documents and updates are shared with stakeholders in accessible formats and local languages.

Information dissemination channels include:

- DPHE and Municipal websites.
- Posters, leaflets, and brochures distributed at public locations.
- Community and ward-level meetings.
- Public announcement systems and social media platforms.
- Local-language materials for inclusive reach.

Key documents to be disclosed include the SEP, Environmental and Social Management Planning Framework (ESMPF), Resettlement Plan (RP), Land Acquisition Plan (LAP), and Indigenous Peoples Plan (IPP) where applicable.

Grievance Redress Mechanism (GRM)

The SEP establishes a multi-tiered, inclusive, and transparent GRM to ensure that all stakeholders—especially women, informal workers, and marginalized groups—can raise concerns and receive timely redress. The GRM is structured as follows:

1. **Municipal Level** – The PIUs will receive complaints, resolve and facilitate fair decisions locally.
2. **Project Level** – The PMU handles escalated or complex grievances, with oversight on resolution trends and systemic issues.

Key features of the GRM:

- Confidentiality and non-retaliation provisions.
- Culturally appropriate processes and communication methods.
- Mechanisms for anonymous complaints.
- Public awareness through posters, leaflets, and Municipal announcements.
- Regular reporting of complaints received, resolved, and pending.

Institutional Responsibilities for SEP Implementation

- **DPHE PMU:** Lead agency for overall SEP coordination, implementation, monitoring, reporting, and integration of stakeholder feedback.
- **Municipal PIUs:** Implement engagement activities at the town level, lead consultations, and manage the GRM.
- **Safeguards and Communication Consultants:** Provide capacity building, field-level support, documentation, and advisory services for E&S compliance.

Monitoring, Reporting, and Adaptive Management

The SEP includes clear monitoring indicators and documentation protocols to evaluate the effectiveness of stakeholder engagement and GRM mechanisms. Key indicators include:

- Number, type, and frequency of consultations held.
- Participation of women and vulnerable groups.
- Timeliness and quality of grievance resolution.
- Accessibility and frequency of information disclosure.

Results will be compiled in quarterly and annual reports and used to revise strategies, address gaps, and improve stakeholder satisfaction. The SEP will be updated regularly to reflect emerging risks, community feedback, and project evolution.

Conclusion

The Stakeholder Engagement Plan is a cornerstone of the BCISP's inclusive and participatory approach to urban sanitation development. It reflects DPHE's and AIIB's shared commitment to equity, transparency, and accountability by ensuring that all stakeholders—especially the marginalized and disadvantaged—are actively engaged and their voices integrated into project decision-making.

By facilitating continuous two-way dialogue, building institutional capacity, and ensuring responsive grievance mechanisms, the SEP contributes to the achievement of the project's overarching goals: sustainable, safe, and inclusive sanitation services for urban populations in Bangladesh.

As a living document, the SEP will evolve with project implementation, reinforcing adaptive management and inclusive governance for better environmental, social, and development outcomes.

সারসংক্ষেপ

Bangladesh City Inclusive Sanitation Project (BCISP) এর জন্য প্রণীত “অংশীজন সম্পৃক্ততার পরিকল্পনার (Stakeholders Engagement Plan-SEP)” মাধ্যমে BCISP প্রকল্পের সকল পর্যায়ে অংশীজনদের সম্পৃক্ত করার একটি বিস্তারিত ও অন্তর্ভুক্তিমূলক কৌশল উপস্থাপন করা হয়েছে।

প্রকল্পটি বাস্তবায়ন করছে স্থানীয় সরকার, পল্লী উন্নয়ন ও সমবায় মন্ত্রণালয়ের (MoLGRD&C) অধীনে জনস্বাস্থ্য প্রকৌশল অধিদপ্তর (DPHE) এবং অর্থায়ন করছে এশিয়ান ইনফ্রাস্ট্রাকচার ইনভেস্টমেন্ট ব্যাংক (AIIB)। SEPটি AIIB-এর পরিবেশ ও সামাজিক কাঠামো (ESF, ২০২৪) অনুযায়ী প্রণীত, বিশেষত পরিবেশ ও সামাজিক মানদণ্ড ১ (ESS ১: Environmental and Social Assessment) এবং মানদণ্ড ২ (ESS ২: Involuntary Resettlement) অনুসরণ করে।

প্রকল্প দ্বারা ক্ষতিগ্রস্ত ও প্রকল্পের সুবিধাভোগী এবং আগ্রহী জনগোষ্ঠী সহ সকল অংশীজনের সাথে অর্থবহ, স্বচ্ছ ও নিয়মিত যোগাযোগ ও পরামর্শ আদান প্রদান নিশ্চিত করার নিমিত্তে এই SEP একটি গাইডলাইন হিসেবে ব্যবহার হবে।

BCISP-এর মূল লক্ষ্য হলো বাংলাদেশের ২৫টি পৌর শহরে নগর স্যানিটেশন ব্যবস্থার জটিলতা সমূহকে মোকাবিলা করা। বিশেষ করে নিম্ন-আয় ও পশ্চাপদ জনগোষ্ঠী অধ্যুষিত এলাকায় যেখানে পয়ঃ বর্জ্য এবং কঠিন বর্জ্য ব্যবস্থাপনা যথাযথ নয়, সেখানে কার্যকর সমাধান প্রদানই প্রকল্পের প্রধান উদ্দেশ্য। SEP-এর মাধ্যমে ঝুঁকিপূর্ণ ও প্রান্তিক জনগোষ্ঠীকে অবহিতকরণপূর্বক প্রকল্পের পরিকল্পনা, নকশা প্রণয়ন ও বাস্তবায়নে তাদের মতামত গুরুত্ব সহকারে অন্তর্ভুক্ত করা হবে। স্বচ্ছতা, জনগণের অংশগ্রহণ ও তাদের দায়িত্ববোধ বৃদ্ধি এবং প্রকল্পের প্রতি স্থানীয় জনগণের মালিকানা তৈরির মাধ্যমে পরিবেশ ও সামাজিক ঝুঁকি হ্রাস পাবে।

বিসিআইএসপি (BCISP) প্রকল্প তিনটি পরম্পর-সংযুক্ত উপাদানের ওপর ভিত্তি করে গঠিত হয়েছেঃ

১. স্যানিটেশন ও হাইজিন উন্নয়ন:

অবকাঠামোগত উন্নয়নের মাধ্যমে Containment থেকে শুরু করে Disposal পর্যন্ত ২৫টি পৌর শহরের সমগ্রিক স্যানিটেশন পরিষেবার উন্নয়ন করা।

২. প্রাতিষ্ঠানিক শক্তিশালীকরণ ও সক্ষমতা বৃদ্ধি:

DPHE, স্থানীয় সরকার (নগর) প্রতিষ্ঠান (ULBs) এবং সংশ্লিষ্ট অংশীজনদের সক্ষমতা বৃদ্ধি, যাতে সুশাসন, সেবা প্রদান ও কার্যক্রমের স্থায়িত্বশীলতা উন্নত করা যায়।

৩. প্রকল্প ব্যবস্থাপনা ও বাস্তবায়ন সহায়তা

DPHE-এর প্রকল্প ব্যবস্থাপনা ইউনিটকে (PMU) কারিগরি ও কার্যক্রমভিত্তিক সহায়তা প্রদান, যাতে কার্যকর পরিকল্পনা প্রণয়ন, সমন্বয়, পর্যবেক্ষণ ও প্রতিবেদন প্রস্তুত করণ নিশ্চিত করা যায়।

SEP-এর মূল উদ্দেশ্যঃ

- প্রকল্পে ক্ষতিগ্রস্ত জনগণ, আগ্রহী পক্ষ ও ঝুঁকিপূর্ণ জনগোষ্ঠী চিহ্নিতকরণ।
- অন্তর্ভুক্তিমূলক এবং সময়পোযোগী সহজলভ্য যোগাযোগ ও পরামর্শ প্রক্রিয়া স্থান করা।
- সচেতন অংশগ্রহণ ও দ্বিমুখী সম্পৃক্ততা নিশ্চিতকরণ।
- লিঙ্গ-সংবেদনশীল অভিযোগ প্রতিকার ব্যবস্থা (GRM) প্রতিষ্ঠা।
- অংশীজন সম্পৃক্ততার অগ্রগতি পর্যবেক্ষণের জন্য সূচক নির্ধারণ।

স্টেকহোল্ডার চিহ্নিতকরণ:

ক্ষতিগ্রস্ত, আগ্রহী এবং প্রভাবশালী পক্ষসমূহকে চিহ্নিত করার জন্য এবং তাদের ক্ষতির প্রভাব ও আগ্রহের মাত্রা মূল্যায়নের উদ্দেশ্যে একটি বিস্তৃত স্টেকহোল্ডার ম্যাপিং ও বিশ্লেষণ কার্যক্রম সম্পন্ন করা হয়েছে। এ বিশ্লেষণের ভিত্তিতে স্টেকহোল্ডারদের তিনটি প্রধান শ্রেণিতে ভাগ করা হয়েছে।

প্রথমত, ক্ষতিগ্রস্ত জনগণ, যারা সরাসরি প্রকল্প কার্যক্রমের প্রভাবে আসবে। এর মধ্যে অনানুষ্ঠানিক স্যানিটেশন কর্মী, স্বল্প আয়ের পরিবার, বস্তিবাসী, বাজারের দোকানি ও হকার, স্বাস্থ্যকর্মী এবং নির্মাণস্থলের আশেপাশে বসবাসরত মানুষ অন্তর্ভুক্ত।

দ্বিতীয়ত, আগ্রহী পক্ষ, যারা প্রকল্পের কার্যক্রম ও ফলাফলের প্রতি আগ্রহী হলেও সরাসরি প্রভাবিত নয়। এর মধ্যে নাগরিক সমাজ, সংগঠন, গণমাধ্যম, একাডেমিক প্রতিষ্ঠান এবং উন্নয়ন সহযোগী সংস্থা অন্তর্ভুক্ত।

তৃতীয়ত, বঞ্চিত ও ঝুঁকিপূর্ণ গোষ্ঠী, যারা অংশগ্রহণে প্রতিবন্ধকতার সম্মুখীন হতে পারে অথবা প্রকল্পের কারণে তুলনামূলকভাবে বেশি নেতিবাচক প্রভাবের ঝুঁকিতে থাকে। এই শ্রেণিতে নারী, শিশু, বয়স্ক ব্যক্তি, প্রতিবন্ধী ব্যক্তি (PWDs), ভাসমান জনগোষ্ঠী, ধর্মীয় সংখ্যালঘু এবং ক্ষুদ্র নৃগোষ্ঠীগণ অন্তর্ভুক্ত।

সকল ঝুঁকিপূর্ণ ও বঞ্চিত জনগোষ্ঠীর অর্থবহ অংশগ্রহণ নিশ্চিত করতে এবং তাদের উদ্বেগ যথাযথভাবে সমাধান করার জন্য বিশেষ গুরুত্ব দেওয়া হয়েছে। এ উদ্দেশ্যে তাদের প্রয়োজন ও বাস্তবতা অনুযায়ী উপযোগী অংশগ্রহণমূলক কৌশল প্রণয়ন করা হয়েছে।

অংশীজন সম্পৃক্তকরণ কার্যক্রম ও ফলাফল:

SEP প্রণয়নের সময় ব্যাপক অংশীজন সম্পৃক্তকরণ কার্যক্রম পরিচালিত হয়েছে। এসব কার্যক্রমে লিঙ্গ-অন্তর্ভুক্তিমূলক, সাংস্কৃতিকভাবে সংবেদনশীল এবং অংশগ্রহণমূলক পদ্ধতি অনুসরণ করা হয়েছে। এ প্রক্রিয়ার অংশ হিসেবে

- ২৫টি শহরে মোট ১০০টি ফোকাস গ্রুপ আলোচনা (FGD) আয়োজন করা হয়, যেখানে ১,০৬৬ জন অংশগ্রহণ করেন। এর মধ্যে ৫০১ জন পুরুষ এবং ৫৬৫ জন নারী ছিলেন। এসব আলোচনায় দরিদ্র ও ঝুঁকিপূর্ণ জনগোষ্ঠীর অভিজ্ঞতা, অগ্রাধিকার এবং প্রত্যাশার ওপর বিশেষ গুরুত্ব দেওয়া হয়।
- ১০৫টি কী-ইনফরম্যান্ট সাক্ষাৎকার (KII) পরিচালনা করা হয়, যেখানে পৌরসভা কর্মকর্তা, DPHE প্রকৌশলী, জনস্বাস্থ্য বিশেষজ্ঞ, বেসরকারি সংস্থা এবং বেসরকারি খাতের প্রতিনিধিদের অন্তর্ভুক্ত করা হয়। এসব সাক্ষাৎকারের মাধ্যমে কারিগরি, প্রাতিষ্ঠানিক ও প্রেক্ষিতভিত্তিক তথ্য সংগ্রহ করা হয়।
- ২০২৫ সালের মে মাসে জাতীয় পর্যায়ে একটি প্রচার (Dissemination) কর্মশালা অনুষ্ঠিত হয়, যেখানে DPHE, প্রকল্প ব্যবস্থাপনা ইউনিট (PMU) এবং পৌরসভার মোট ৩৮ জন জ্যেষ্ঠ প্রতিনিধি অংশগ্রহণ করেন। এ কর্মশালার মাধ্যমে প্রকল্পের কৌশলসমূহ সমন্বয় করা হয় এবং অংশীজনদের সুপারিশসমূহ অন্তর্ভুক্ত করা হয়।

এই সম্পৃক্তকরণ কার্যক্রম থেকে চিহ্নিত প্রধান বিষয়সমূহ:

অংশীজন সম্পৃক্তকরণ প্রক্রিয়ায় বেশ কয়েকটি মূল বিষয় উঠে এসেছে। এর মধ্যে অন্যতম হলো

- স্বাস্থ্যসম্মত ও নিরাপদ পাবলিক/কমিউনিটি টয়লেটের প্রয়োজনীয়তা।
- ডেনেজ ব্যবস্থা, কঠিন বর্জ্য ব্যবস্থাপনা এবং পরিচালন ও রক্ষণাবেক্ষণ (O&M) সংক্রান্ত জটিলতাসমূহ উল্লেখ করা হয়।
- স্থানীয়ভাবে উপযোগী ও প্রণোদনাভিত্তিক বর্জ্য পৃথকীকরণ ব্যবস্থা চালুর দাবি জোরালোভাবে উত্থাপিত হয়েছে।
- অনানুষ্ঠানিক কর্মীদের সেবা প্রদানে সম্পৃক্ত করার বিষয়টি গুরুত্বপূর্ণ আলোচনায় স্থান পেয়েছে।
- প্রকল্প পরিকল্পনা ও বাস্তবায়নের প্রতিটি ধাপে লিঙ্গ সমতা অন্তর্ভুক্ত করার প্রয়োজনীয়তা তুলে ধরা হয়েছে।
- এছাড়া স্যানিটেশন সুবিধার খরচ, সহজলভ্যতা ও রক্ষণাবেক্ষণ নিয়ে উদ্বেগ প্রকাশ করা হয়েছে।

এই পরামর্শগুলো সরাসরি SEP'র কর্মপরিকল্পনায় প্রতিফলিত হয়েছে, যেখানে স্যানিটেশন অবকাঠামোর স্থায়িত্ব নিশ্চিত করার লক্ষ্যে পাইলট কর্মসূচি, প্রশিক্ষণ উদ্যোগ, স্থানীয় ক্রয় কৌশল এবং কারিগরি জ্ঞান সম্পন্ন কর্মী নিয়োগের বিষয় অন্তর্ভুক্ত করা হয়েছে।

যোগাযোগ, তথ্য প্রকাশ এবং তথ্যপ্রাপ্তির সুযোগ:

SEP একটি শক্তিশালী যোগাযোগ ও তথ্য প্রকাশ কৌশল নির্ধারণ করেছে, যার মাধ্যমে সকল প্রাসঙ্গিক প্রকল্প, নথি ও হালনাগাদ তথ্য অংশীজনদের কাছে সহজলভ্য ফরম্যাটে এবং স্থানীয় ভাষায় (বাংলা ভাষা) পৌঁছে দেওয়া হবে।

তথ্য প্রচারের জন্য বিভিন্ন মাধ্যম ব্যবহার করা হবে। এর মধ্যে রয়েছে:

- DPHE এবং পৌরসভার ওয়েবসাইট,
- জনসমাগমস্থলে বিতরণের জন্য পোস্টার, লিফলেট ও ব্রোশিউর,
- কমিউনিটি ও ওয়ার্ড পর্যায়ের সভা,
- জনসচেতনতা বৃদ্ধির জন্য মাইকিং এবং সামাজিক যোগাযোগমাধ্যম ব্যবহার।
- এছাড়া সর্বস্তরের মানুষের কাছে তথ্য পৌঁছানোর জন্য স্থানীয় ভাষায় প্রস্তুতকৃত উপকরণও ব্যবহার করা হবে।

প্রকাশের জন্য নির্ধারিত প্রধান নথির মধ্যে রয়েছে SEP, পরিবেশ ও সামাজিক ব্যবস্থাপনা পরিকল্পনা কাঠামো (ESMPF) এবং প্রয়োজ্য ক্ষেত্রে পুনর্বাসন পরিকল্পনা (RP), ভূমি অধিগ্রহণ পরিকল্পনা (LAP) ক্ষুদ্র নৃগোষ্ঠী বিষয়ক পরিকল্পনা (IPP)।

অভিযোগ নিষ্পত্তি ব্যবস্থা (Grievance Redress Mechanism – GRM)

SEP একটি বহুস্তরভিত্তিক, অন্তর্ভুক্তিমূলক এবং স্বচ্ছ অভিযোগ নিষ্পত্তি ব্যবস্থা প্রবর্তন করেছে, যাতে সকল অংশীজন—বিশেষত নারী, অনানুষ্ঠানিক কর্মী এবং প্রান্তিক জনগোষ্ঠী—তাদের উদ্বেগ প্রকাশ করতে পারে এবং সময়মতো সমাধান পেতে পারে।

অভিযোগ নিষ্পত্তি ব্যবস্থার কাঠামো নিম্নরূপঃ

প্রথমত, পৌরসভা পর্যায়ে – স্থানীয় পর্যায়ে অভিযোগ গ্রহণ, সমাধান এবং ন্যায্য সিদ্ধান্ত গ্রহণে সহায়তার দায়িত্ব পালন করবে প্রকল্প বাস্তবায়ন ইউনিট (PIUs)।

দ্বিতীয়ত, প্রকল্প পর্যায়ে – জটিল বা উর্ধ্বতন স্তরে প্রেরিত অভিযোগসমূহ প্রকল্প ব্যবস্থাপনা ইউনিট (PMU) দ্বারা পরিচালিত হবে। একই সঙ্গে সমাধানের ধারা ও প্রাতিষ্ঠানিক সমস্যার ওপর তদারকির দায়িত্বও তাদের থাকবে।

অভিযোগ নিষ্পত্তি ব্যবস্থার মূল বৈশিষ্ট্যসমূহ:

- গোপনীয়তা রক্ষা এবং প্রতিশোধমূলক পদক্ষেপ থেকে সুরক্ষার ব্যবস্থা।
- সাংস্কৃতিকভাবে উপযোগী প্রক্রিয়া ও যোগাযোগ পদ্ধতি অনুসরণ।
- নাম প্রকাশ না করে অভিযোগ করার সুযোগ।
- পোস্টার, লিফলেট এবং পৌরসভার ঘোষণার মাধ্যমে জনগণের মাঝে সচেতনতা বৃদ্ধি।
- প্রাপ্ত, নিষ্পত্তিকৃত এবং অমীমাংসিত অভিযোগের নিয়মিত প্রতিবেদন প্রস্তুত ও প্রকাশ।

SEP বাস্তবায়নের প্রাতিষ্ঠানিক দায়িত্বসমূহ:

- প্রকল্প ব্যবস্থাপনা ইউনিট (PMU): সামগ্রিক SEP সমন্বয়, বাস্তবায়ন, পর্যবেক্ষণ, প্রতিবেদন প্রস্তুতকরণ এবং অংশীজনের মতামতকে সংযুক্ত করার দায়িত্বপ্রাপ্ত প্রধান ইউনিট।
- পৌরসভা বাস্তবায়ন ইউনিটসমূহ (PIUs): শহর পর্যায়ে অংশীজন সম্পৃক্তকরণ কার্যক্রম বাস্তবায়ন, পরামর্শ সভা পরিচালনা এবং অভিযোগ নিষ্পত্তি ব্যবস্থা (GRM) পরিচালনার দায়িত্ব পালন করবে।
- সুরক্ষা ও যোগাযোগ পরামর্শকগণ: সক্ষমতা বৃদ্ধি, মাঠপর্যায়ে সহায়তা প্রদান, ডকুমেন্টেশন এবং পরিবেশ ও সামাজিক (E&S) অনুবর্তিতা বিষয়ে পরামর্শ সেবা প্রদান করবে।

পর্যবেক্ষণ, প্রতিবেদন প্রস্তুতকরণ এবং অভিযোজনমূলক ব্যবস্থাপনা:

SEP অংশীজন সম্পৃক্তকরণ এবং অভিযোগ নিষ্পত্তি ব্যবস্থার (GRM) কার্যকারিতা মূল্যায়নের জন্য সুস্পষ্ট পর্যবেক্ষণ সূচক ও ডকুমেন্টেশন প্রোটোকল নির্ধারণ করেছে।

প্রধান পর্যবেক্ষণ সূচকসমূহ:

- আয়োজিত পরামর্শ সভার সংখ্যা, প্রকার এবং কখন কখন সভার প্রয়োজন।
- নারী ও ঝুঁকিপূর্ণ গোষ্ঠীর অংশগ্রহণের হার।
- অভিযোগ নিষ্পত্তির সময়ানুবর্তিতা ও গুণগত মান।
- তথ্য প্রকাশের সহজলভ্যতা ও সংখ্যা।

ফলাফলগুলো ত্রৈমাসিক ও বার্ষিক প্রতিবেদনে সংকলিত হবে এবং সেগুলো কৌশল পুনর্বিবেচনা, ঘাটতি দূরীকরণ ও অংশীজনদের সন্তুষ্টি বৃদ্ধির জন্য ব্যবহার করা হবে। এছাড়া নতুন ঝুঁকি, জনগনের প্রতিক্রিয়া এবং প্রকল্পের অগ্রগতিকে প্রতিফলিত করার জন্য SEP নিয়মিতভাবে হালনাগাদ করা হবে।

উপসংহার

SEP হলো BCISP প্রকল্প এর নগর স্যানিটেশন উন্নয়নে অন্তর্ভুক্তিমূলক ও অংশগ্রহণমূলক দৃষ্টিভঙ্গির মূল ভিত্তি। এটি DPHE এবং AIIB এর সমতা নিশ্চয়তা, স্বচ্ছতা এবং জবাবদিহিতার যৌথ প্রতিশ্রুতিকে প্রতিফলিত করে, যেখানে সকল অংশীজন—বিশেষত প্রান্তিক ও বঞ্চিত জনগোষ্ঠী—সক্রিয়ভাবে সম্পৃক্ত হয় এবং তাদের মতামত প্রকল্পের সিদ্ধান্ত গ্রহণ প্রক্রিয়ায় অন্তর্ভুক্ত করা হয়।

নিরবচ্ছিন্ন দ্বিমুখী সংলাপকে উৎসাহিত করা, প্রাতিষ্ঠানিক সক্ষমতা বৃদ্ধি করা এবং কার্যকর অভিযোগ নিষ্পত্তি ব্যবস্থা নিশ্চিত করার মাধ্যমে SEP প্রকল্পের সামগ্রিক লক্ষ্য অর্জনে সহায়তা করে, যার মূল লক্ষ্য হলো বাংলাদেশের নগর জনসংখ্যার জন্য টেকসই, নিরাপদ এবং অন্তর্ভুক্তিমূলক স্যানিটেশন সেবা নিশ্চিত করা।

প্রকল্পের একটি চলমান দলিল হিসেবে SEP প্রকল্প বাস্তবায়নের সঙ্গে সঙ্গে ক্রমাগত হালনাগাদ ও অভিযোজিত হবে, যা অভিযোজনমূলক ব্যবস্থাপনা এবং অন্তর্ভুক্তিমূলক সুশাসন নিশ্চিত করার মাধ্যমে উন্নত পরিবেশ, সামাজিক ও উন্নয়নমূলক কার্যক্রমের ফলাফল অর্জন সম্ভব হবে।

1 Introduction

The Stakeholder Engagement Plan (SEP) for the Bangladesh City Inclusive Sanitation Project (BCISP) establishes a framework for inclusive and meaningful consultation between the Department of Public Health Engineering (DPHE) and all relevant stakeholders. Stakeholders, encompassing individuals, groups, or organizations directly or indirectly affected by the project, as well as those with the ability to influence its outcomes, are integral to the project's success. This includes marginalized and vulnerable populations, who are often excluded from decision-making processes due to limited access to information or platforms to express their concerns.

Aligned with the Asian Infrastructure Investment Bank's (AIIB) Environmental and Social Framework (ESF) 2024, the SEP emphasizes transparency, inclusivity, and continuous dialogue throughout the project lifecycle. It aims to build constructive relationships, address environmental and social risks, and ensure that the project meets the needs of all stakeholders, particularly the poor and vulnerable.

This SEP, prepared following the AIIB's ESF, is a dynamic document that may be updated during implementation, subject to AIIB's agreement. Within 90 days of project effectiveness, it will be revised (If necessary) and re-disclosed to reflect broader consultations with Project Affected Persons (PAPs), vulnerable groups, and other interested parties (OIPs). Additionally, Urban Local Bodies (ULBs) and Project Implementation Units (PIUs) will play complementary roles in ensuring the successful implementation of the sub-projects. The PIUs will provide localized oversight and stakeholder engagement, while ULBs will facilitate inter-municipal coordination, resource sharing, and capacity building. Together, they will create a collaborative framework that enhances the effectiveness, inclusivity, and sustainability of development initiatives in Bangladesh.

1.1 Project Description

Bangladesh City Inclusive Sanitation Project (BCISP) is a transformative initiative designed to address critical gaps in urban sanitation and waste management across 25 selected municipalities in Bangladesh, including Madaripur, Jhenaidah, Dinajpur, Feni, Noakhali, Jhalokathi, Chandpur, Rajbari, Tangail, Gopalganj, Chuadanga, Meherpur, Satkhira, Netrokona, Bogura, Joypurhat, Naogaon, Gaibandha, Kurigram, Nilphamari, Panchagarh, Thakurgaon, Habiganj, Sunamganj, and Sherpur. Implemented by the DPHE under the MoLGRDC, and funded by the AIIB, the project aims to improve urban sanitation infrastructure and services, particularly in low-income and underserved areas, by promoting safe and sustainable sanitation technologies.

Rapid urbanization, driven by population growth and rural-urban migration has intensified challenges in solid waste and fecal sludge management, leading to environmental pollution and public health risks. Many municipalities lack adequate infrastructure, technical capacity, and financial resources to manage increasing waste generation and ensure safe disposal. The BCISP seeks to address these issues by enhancing the coverage of safely managed sanitation, improving waste collection and treatment systems, and strengthening institutional capacity. Aligned with Bangladesh's national goals and the Sustainable Development Goals (SDGs), particularly SDG 6 (Clean Water and Sanitation), the project aims to create inclusive, resilient, and sustainable urban sanitation systems for improved public health and environmental outcomes.

The project consists of three components that include (i) Component-1 (Sanitation and Hygiene Improvement) will improve integrated total sanitation infrastructure and services in 25 towns, providing the complete improved service chain (i.e. containment, emptying, conveyance, treatment, and disposal); (ii) Component-2 (Institutional Strengthening and Capacity Building) will support institutional capacity building of ULBs and other stakeholders to enable them to efficiently implement and sustainably operate the sanitation infrastructure and service delivery system; (iii) Component-3 (Project Management Support) will provide support for project implementation, management, and coordination.

The project consists of four specific objectives that includes (i) Improving the coverage of safely managed sanitation through the use of safe, sustainable sanitation technology; (ii) Improve the life and livelihood of the people in the project area through establishing household, community, public toilets, and containment system; (iii) Implementing modern and innovative technology of integrated sanitation and bio-waste management system, including enhancement of the capacity of the Municipalities and the overall environment, and (iv) Strengthening governance accountability through development of municipal CWIS framework and guidelines.

1.2 Objectives and Scope of the SEP

The objective of this SEP is to create a structured framework for engaging stakeholders at every stage of the project cycle. This includes identification, design, appraisal, implementation, monitoring, and evaluation, all conducted under the overarching guidance of the DPHE Project Management Unit (PMU). The SEP serves as a roadmap for how the project will interact with a wide range of stakeholders, including national and sub-national entities, municipal residents, laborers, and contractors. It also establishes a clear mechanism for stakeholders to voice concerns, provide feedback, or lodge complaints regarding the project.

The extent, scope, and frequency of stakeholder engagement will be tailored to the project's scale, potential risks, and anticipated impacts. This ensures that engagement efforts are both meaningful and proportionate to the project's needs. Importantly, the SEP is designed as a "living document," meaning it will be continuously reviewed and updated as the project progresses through its various stages. This adaptive approach allows the SEP to remain relevant and effective, ensuring that stakeholder engagement evolves in tandem with the project's development and changing requirements.

The SEP will apply to all activities carried out under the project, serving as a cornerstone of its environmental and social (E&S) performance throughout the entire project cycle. It will function as a vital communication management tool, facilitating interactions between the Department of Public Health Engineering (DPHE), Urban Local Bodies (ULBs), and all relevant stakeholders. This includes direct and indirect beneficiaries, as well as individuals and communities potentially affected by the project. By promoting transparency and ensuring timely communication, the SEP aims to manage stakeholder expectations, mitigate risks, address potential conflicts, and prevent project delays during implementation.

To achieve these goals, the DPHE and the recipient municipalities will engage with stakeholders at national, Districts, and local levels. This multi-tiered approach ensures that all voices are heard, concerns are addressed, and feedback is incorporated into the project's planning and execution. Such inclusive engagement will foster collaboration, build trust, and enhance the project's overall effectiveness and sustainability. DPHE and recipient municipalities will engage with stakeholders at the different levels as follows:

- *DPHE will engage with stakeholders at the national, Districts, and local levels throughout the project life cycle. This engagement will begin as early as possible in the project development process, ensuring sufficient time for meaningful consultations on project design.*
- *DPHE will guide recipient ULBs to conduct meaningful consultations with all the stakeholders at the municipality level. Stakeholders will be provided with timely, relevant, understandable, and accessible information. Consultations will be conducted in a culturally appropriate manner, free from manipulation, interference, coercion, discrimination, and intimidation.*
- *Municipalities will maintain and disclose a documented record of stakeholder engagement as part of the environmental and social assessment of their respective investments. This record will include details of the stakeholders consulted, a summary of the feedback received, and an explanation of how the feedback was incorporated or the reasons it was not.*
- *The DPHE PMU will review the documentation of the consultation and disclosure process. It will also develop periodic reports on the stakeholder engagement process as part of its regular supervision and monitoring of SEP implementation at the municipality level.*

This draft Stakeholder Engagement Plan (SEP) has been developed in consideration of the project's nature, scale, and potential risks and impacts. Stakeholders have been identified, and any new stakeholders identified during the project will be included in future updates to the SEP. Additionally, the SEP incorporates a Grievance Redress Mechanism (GRM), which provides a formal channel for project-affected parties and other interested stakeholders to raise concerns, provide feedback, and address issues related to the environmental and social performance of the project. This mechanism ensures transparency, accountability, and responsiveness throughout the project lifecycle.

2 Summary of Stakeholder Engagement Activities

2.1 General Overview

The consultant team commenced a comprehensive stakeholder mapping exercise immediately after the Kickoff Meeting on July 16, 2024, with senior officials from the DPHE PMU. This involved a thorough document review and stakeholder analysis to identify relevant stakeholders across twenty-five municipalities: Madaripur, Jhenaidah, Dinajpur, Feni, Noakhali, Jhalokathi, Chandpur, Rajbari, Tangail, Gopalganj, Chuadanga, Meherpur, Satkhira, Netrokona, Bogura, Joypurhat, Naogaon, Gaibandha, Kurigram, Nilphamari, Panchagarh, Thakurgaon, Habiganj, Sunamganj, and Sherpur in Bangladesh. The mapping aimed to understand the diverse interests and influences within these communities, particularly as BCISP seeks to enhance inclusive access to urban sanitation services. By engaging all stakeholders including local communities, vulnerable groups, municipality officials, DPHE representatives, NGOs/CBOs, local businesses, and service providers, the team focused on addressing the specific sanitation needs of low-income populations and informal settlements, which often lack adequate services. This foundational effort ensures that project implementation aligns with community requirements and expectations, supporting BCISP's goals of improving sanitation infrastructure and services while fostering stakeholder collaboration for sustainable development.

2.2 Dissemination Workshop on BCISP

This Stakeholder Engagement Plan (SEP) formalizes the participatory framework for the Bangladesh City Inclusive Sanitation Project (BCISP), building on the foundational Dissemination Workshop held in Gazipur on 21 May 2025. The workshop was attended by 38 representatives from DPHE, Paurashavas, technical experts, and the Project Management Unit (PMU) and

highlighted critical local sanitation challenges, including waste segregation gaps, drainage inefficiencies, and operational resource constraints. The stakeholder workshops aimed to:

- Build Ownership: Foster collaboration among DPHE, Paurashavas, PMU, and technical experts.
- Risk Mitigation: Identify sanitation challenges (e.g., drainage, waste segregation) early in the project cycle.
- Alignment: Ensure project activities reflect local realities across 25 towns.
- Capacity Building: Prepare stakeholders on IWM, O&M, and technical standards.
- Feedback Integration: Capture actionable recommendations (e.g., extended O&M support, local procurement).

The necessity of conducting the workshop stemmed from several core needs:

- To ensure alignment between project implementation strategies and local realities.
- To gain support and collaboration from local governments and DPHE offices, who are the key implementing partners.
- To address sanitation-related concerns of diverse towns through consultation.
- To enhance ownership, participation, and accountability, ensuring sustainable outcomes.
- To incorporate stakeholder insights for customized planning and effective service delivery across 25 towns.
- To prepare stakeholders on technical, environmental, and operational components of Integrated Waste Management (IWM), drainage, and O&M.

The stakeholders engaged in the workshops included:

Stakeholder Group	Representatives	Role
Paurashava Officials	<ul style="list-style-type: none"> ○ Paurashava Nirbahi Officers (PNO) ○ Executive Engineers ○ Assistant Engineers (Water Supply, Civil) ○ Sub-Assistant Engineers 	Local implementation, waste management, drainage oversight.
DPHE Representatives	<ul style="list-style-type: none"> ○ Project Director, BCISP ○ Superintending Engineers ○ Executive Engineers ○ Estimators 	Technical supervision, environmental compliance, O&M.
PMU & CWIS Cell	<ul style="list-style-type: none"> ○ Project Director (PD) ○ Deputy Project Director (DPD) ○ Business Expert ○ Environmental and Social Specialist ○ HRD & Training Specialist 	Project governance, budgeting, expert guidance (e.g., IWM consultants).
Technical Experts	Guest speakers (FS-DED/IWM consultants)	Advisory on waste segregation, treatment plants, procurement.

BCISP's success hinges on sustained collaboration with stakeholders who directly influence implementation, from waste management infrastructure to community behavior change. This workshop translates feedback (e.g., calls for extended O&M support, localized procurement, and equipment provisioning) into structured engagement strategies. Based on the recommendations of workshop participants the following action plan is prepared:

Table 1: Action Plan on Workshop Recommendations by Participants

Theme	Recommendation	Action Steps	Responsible	Indicator
Waste Management	1. Emphasize source segregation with incentives	<ul style="list-style-type: none"> Launch pilot incentive schemes (tax waivers) in 5 high-waste towns. Design reward system for households segregating highest amount of waste. 	Paurashavas/ PMU	Percentage of households practicing segregation
	2. Scale up awareness/behavior change programs	<ul style="list-style-type: none"> Develop town-specific materials (posters, radio spots). Train community volunteers 	PMU	Number of campaigns conducted; Percentage of HHs reporting knowledge improvement
Equipment & Assets	3. Procure Vacutugs & critical equipment	<ul style="list-style-type: none"> Conduct needs assessment across 25 towns. Procure Vacutugs via funding (Priority: waterlogged towns). 	DPHE/ PMU (Procurement Cell)	Number of equipment deployed; reduction in waste backlog days
	9. Allocate yearly maintenance budget	<ul style="list-style-type: none"> Dedicate Paurashavas' annual sanitation budget to vehicle/equipment maintenance. 	Paurashava Finance Dept.	Maintenance budget utilization rate
Drainage & O&M	4. Improve drainage in waterlogged towns	<ul style="list-style-type: none"> Technical survey of drainage networks in 10 priority towns. Rehabilitate drains. 	DPHE Engineers / Consultants	Km of drains rehabilitated; reduction in waterlogging complaints
	5. Extend O&M support from 2 to 3 years	<ul style="list-style-type: none"> Revise Project Financing Agreement with AIIB. Secure additional funding for 3 Year O&M. 	PMU/ AIIB	O&M duration extension approved (Yes/No)
Governance & Procurement	6. Localize procurement	<ul style="list-style-type: none"> Authorize Paurashavas to procure goods/services. 	Local Govt. Division	Avg. procurement timeline reduction
	7. Authorize Paurashavas to approve Measurement Books (MB)	<ul style="list-style-type: none"> Issue gazette notification delegating MB approval to PNOs/XENs. 	Ministry of LGRD	Number of MBs approved locally.
Capacity Building	8. Recruit mechanical staff for	<ul style="list-style-type: none"> Create 25 town-level positions (Mechanical 	DPHE/ PMU	Number of staff recruited;

Theme	Recommendation	Action Steps	Responsible	Indicator
	O&M	Technicians). ○ DPHE-led recruitment with PMU technical oversight.		Percentage of treatment plants with dedicated staff
Cross-Cutting	Integrate gender inclusion	○ Ensure female participation in sanitation campaigns/staff recruitment.	PMU (Gender Specialist)	Percentage of female beneficiaries/staff

Concluding Summary

The stakeholder workshops were helpful in laying the foundation for successful implementation of BCISP. Participants actively raised project-related concerns, provided practical feedback based on local experience, and appreciated the initiative of engaging them at the outset. Their recommendations reflect the on-ground realities and emphasize the need for sustained technical, financial, and institutional support.

The workshops fostered dialogue, collaboration, and commitment, with stakeholders expressing satisfaction over the participatory approach. The Project Director and PMU team addressed queries and encouraged stakeholders to maintain engagement throughout the project. Overall, the workshops contributed significantly to building trust, improving clarity, and aligning local efforts with national project goals.

2.3 Consultation with Stakeholders at 25 Selected Municipalities

Consultations were carried out with primary stakeholders (i.e., local communities and vulnerable groups) through Focus Group Discussions (FGDs) and key stakeholders (i.e., officials from DPHE, municipalities, and local NGOs) through Key Informant Interviews (KIs).

A total of 100 FGDs were conducted with the primary stakeholders (local communities/vulnerable groups) to gather valuable insights and perspectives from the local community. The participants included a diverse group of 1066 community members, comprising 501 males and 565 females (Table 2).

Table 2: Schedule and Number of Participants of FGDs

Name of the Municipality	Meeting Venue	Date	Male	Female	Total
Feni	Sultanpur Sweeper Colony	25-09-24	7	20	27
	Bede Colony	26-09-24	7	11	18
Noakhali	Mohobbotpur Dorbesh Colony	29-09-24	12	20	32
	Laxmi Narayanpur Sweeper Colony	29-09-24	12	9	21
Madaripur	Puran Bazar Sweeper Community	02-10-24	12	16	28
	Dorgah Shorif Pouro Colony	02-10-24	10	10	20
Jhenaidah	Kolarhat Colony	05-10-24	10	11	21
	Chaklapara Sweeper Colony	05-10-24	12	8	20
Dinajpur	Uttor Goshauipur Community	10-10-24	10	13	23
	Suihari Khalpara Colony	10-10-24	16	18	34
Meherpur	Poshuhat Para-Slum	10-02-25	12	16	28

<i>Name of the Municipality</i>	<i>Meeting Venue</i>	<i>Date</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
Chuadanga	Community				
	Haldarpara Sweeper Colony	11-02-25	10	10	20
	Belgachi Daspara Colony	12-02-25	10	11	21
Satkhira	DC Office Para, Horizon Colony	12-02-25	12	8	20
	Islampur 1 No Colony- 6 No Ward	18-02-25	12	16	28
Gopalganj	Islampur 2 No Colony	18-02-25	10	10	20
	Bedgram Low-Income Community	19-02-25	10	11	21
	Eastgatepara Colony	19-02-25	12	8	20
Netrokona	Uttar Satpai Railway Colony	24-02-25	10	13	23
	Sowdagorpara Low Income Colony	24-02-25	14	8	22
Rajbari	Kazi School Low Income Colony	26-02-25	10	11	21
	Amin Para New Colony	26-02-25	8	12	20
Chandpur	Jetici colony	05-03-25	10	12	22
	Dewan Bari Community	05-03-25	10	8	18
Jhalokathi	Puraton Vanga Dalan Boshti	13-02-25	7	11	18
	Abashon Prokolpo	13-02-25	16	10	26
Tangail	Parishad Slum Ward 1	17-02-25	9	12	21
	Kandapara Colony Ward-11	17-02-25	8	14	22
Bogura	Aman Building Boshti, Ward-11	19-02-25	8	10	18
	Railway Colony Boshti Ward-6	19-02-25	9	10	19
Nilphamari	Low-income Community at Sorkarpara 1 No Ward	15-04-25	12	16	28
	Low-income Community at Masuapara 5 No Ward	15-04-25	10	10	20
Panchagarh	Low Income Communities at Pouro Khalpara 8 No Ward	17-04-25	10	11	21
	Low Income Communities at Nimnagar 9 No Ward	17-04-25	12	8	20
Thakurgaon	Low Income Communities at DC Para 8 No Ward	20-04-25	12	16	28
	Low Income Communities at Gobindanagar Munsirhat 10 No Ward	20-04-25	10	10	20
Sherpur	Low-income Community at Uttar Nabinagar 1 No Ward	16-04-25	8	10	18
	Low-income Community at Nagpara 2 No Ward	16-04-25	8	12	20
Sunamganj	Low Income Communities at Teghoria 7 No Ward	24-04-25	8	8	16
	Low Income Communities at Uttar Arpinnagar 6 No Ward	24-04-25	6	8	14
Habiganj	Low Income Communities at Shebok Colony 7 No Ward	27-04-25	8	6	14
	Low Income Communities at	27-04-25	7	8	15

Name of the Municipality	Meeting Venue	Date	Male	Female	Total
	Umednagar 1 No Ward				
Joypurhat	Ward 03 Jamuna Badhpara	07-05-25	9	11	20
	Ward 02 Tatipara	07-05-25	12	8	20
Naogaon	Ward 07 Shantinagar Madrasa Para	08-05-25	10	12	22
	Dewan Bari Community	08-05-25	10	8	18
Gaibandha	Dakshin Baniajar Ward 07	10-05-25	9	12	21
	Murgipotti Kuthipara Ward 09	10-05-25	8	14	22
Kurigram	Ward 01 Chor Kurigram Para	14-05-25	8	10	18
	Ward 05 Soyanipara	14-05-25	9	10	19
Total			501	565	1066

A total of 105 Key Informant Interviews (KIIs) were conducted with the key stakeholders/project stakeholders across five municipalities, identifying critical sanitation issues. Face-to-face (F2F) consultation meetings were held with various project stakeholders, including Paura Nirbahi Officers (PNOs), Executive Engineers from Municipalities and the Department of Public Health Engineering (DPHE), Town Planners, Private Organizations, and NGO representatives in Feni, Noakhali, Madaripur, Jhenaidah, Dinajpur, Jhalokathi, Chandpur, Rajbari, Tangail, Gopalganj, Chuadanga, Meherpur, Satkhira, Netrokona, Bogura, Joypurhat, Naogaon, Gaibandha, Kurigram, Nilphamari, Panchagarh, Thakurgaon, Habiganj, Sunamganj, and Sherpur (**Table 2**).

Table 3: Schedule and Number of Participants of KIIs

Name of the Municipality	Name	Designation	Date	Male	Female	Total
Feni	Syed Md Abujar Gifary	Paura Nirbahi Officer (PNO)	26/9/24	1	0	1
	Md Azizul Haque	Executive Engineer	26/9/24	1	0	1
	Md. Kamruzzaman	Deputy Director (Orbit Health Org-NGO)	27/9/24	1	0	1
Noakhali	Md. Saiful Islam	Executive Engineer (DPHE)	29/9/24	1	0	1
	Sujit Barua	Executive Engineer (Municipality)	29/9/24	1	0	1
	Shyamal Kumar Datta	Paura Nirbahi Officer (PNO)	29/9/24	1	0	1
	Md. Abul Bashar	Executive Director (Soron Borjon-NGO)	29/9/24	1	0	1
Madaripur	Md. Masudur Rahman	Director (BIRD-NGO)	2/10/24	1	0	1
	Arafat Zaman	Town Planner	2/10/24	1	0	1
	Khondakar Abu Ahammad Firoz Iliyas	Municipal Executive Officer	2/10/24	1	0	1
	Sarder Shamsul Islam	Executive Engineer (DPHE)	2/10/24	1	0	1
Jhenaidah	Engr. Md. Kamal Uddin	Executive Engineer (Municipality)	4/10/24	1	0	1
	Rabindra Nath Ray	Administrator	4/10/24	1	0	1
	SK. Md. Bahlul Hossain Helal	Field Coordinator (Innovation-Private Org)	4/10/24	1	0	1
Dinajpur	A.N. Md. Naimul	Executive Engineer	9/10/24	1	0	1

Name of the Municipality	Name	Designation	Date	Male	Female	Total
	Eashan	(DPHE)				
	Mohammad Nur-E-Alam	Administrator	9/10/24	1	0	1
	A.K.M. Tofazzal Hossain	Executive Engineer (Municipality)	9/10/24	1	0	1
	Md. Tajminur Rahman	Local Economic Development Officer (Swiss Contact-INGO)	9/10/24	1	0	1
Meherpur	Mohammed Mosleh Uddin	Executive Engineer (DPHE)	10/02/25	1	0	1
	GM Obaidullah	Paura Nirbahi Officer (Municipality)	10/02/25	1	0	1
	Abu Hena Mostafa Kamal	Assistant Engineer (Municipality)	10/02/25	1	0	1
	Md. Abdul Aziz Khan	Executive Engineer (Municipality)	10/02/25	1	0	1
Chuadanga	Md. Aminul Islam	Executive Engineer (DPHE)	02/10/24	1	0	1
	SM Rejaul Karim	Paura Nirbahi Officer (Municipality)	02/10/24	1	0	1
	Nargis Jahan	Sanitary Inspector (Municipality)	02/10/24	0	1	1
	Md. Anisul Zaman	Sub-Assistant Engineer (Municipality)	02/10/24	1	0	1
	Md. Abdul Jamil	Pipeline Mechanic (Municipality)	02/10/24	1	0	1
Satkhira	Haradhon Deb	Regional Manager (BRAC)	17/02/25	1	0	1
	Nazmul Karim	Executive Engineer (Municipality)	17/02/25	1	0	1
	Md. Masud Rana	Assistant Engineer (Municipality)	17/02/25	1	0	1
	Md. Shahidul Islam	Executive Engineer (DPHE)	17/02/25	1	0	1
Gopalganj	Md. Hafizur Rahman	Field Facilitator (IDE)	18/02/25	1	0	1
	Md. Fayez Ahmed	Executive Engineer (DPHE)	18/02/25	1	0	1
	Swarup Bose	Sub-Assistant Engineer (Municipality)	18/02/25	1	0	1
	Mehedi Hassan	Executive Engineer (Municipality)	18/02/25	1	0	1
Netrokona	Md. Humyun Kabir	Executive Engineer (Municipality)	24/02/25	1	0	1
	Abul Hasanat Sharif	Social Development Officer (Municipality)	24/02/25	1	0	1
	Md. Mashiur Rahman	Executive Engineer (DPHE)	24/02/25	1	0	1
Rajbari	Md. Nurnabi Islam	Sub-Assistant Engineer (Estimator) (DPHE)	26/02/25	1	0	1

Name of the Municipality	Name	Designation	Date	Male	Female	Total
	Md. Aziber Rahman	Assistant Engineer (Municipality)	26/02/25	1	0	1
	Md. Tayeb Ali	Paura Nirbahi Officer (Municipality)	26/02/25	1	0	1
	AHS Md. Ali Khan	Executive Engineer (Municipality)	26/02/25	1	0	1
Chandpur	Abu Musa Mohammad Foysal	Executive Engineer (DPHE)	06/03/25	1	0	1
	Chandranath Ghosh	Social Development Officer (Municipality)	06/03/25	1	0	1
	Md. Abdul Hasan	Assistant Engineer (Municipality)	06/03/25	1	0	1
	Md. Golam Zakaria	Administrator (Municipality)	06/03/25	1	0	1
Jhalokathi	Rojina Yesmin	Social Development Officer (Municipality)	13/02/25	0	1	1
	Md. Kamrul Hasan	Assistant Engineer (Water Supply)	13/02/25	1	0	1
	Mst. Shahin Sultana	Paura Nirbahi Officer (Municipality)	13/02/25	0	1	1
	Khandakar Ershaduzzaman Mridul	Executive Engineer (Municipality)	13/02/25	1	0	1
Tangail	Md. Mizanur Rahman Khan	Executive Engineer (Municipality)	17/02/25	1	0	1
	Shahanawas Parvin	Paura Nirbahi Officer (Municipality)	17/02/25	0	1	1
	Md. Anisur Rahman	Chief Executive Officer (Municipality)	17/02/25	1	0	1
	Md. Rokonzaman	Executive Engineer, DPHE (Municipality)	18/02/25	1	0	1
	Subhashish Das	Social Development Officer (Municipality)	18/02/25	1	0	1
	Md. Anisur Rahman	Conservancy Inspector (Municipality)	18/02/25	1	0	1
	Md. Azizul Hoque	Draftsman (DPHE)	18/02/25	1	0	1
Bogura	Mirza Rojina Afsar	Assistant Engineer (Water Supply)	19/02/25	0	1	1
	Md. Al-Mehedi Hasan	Town Planner	19/02/25	1	0	1
	Md. Shahajahan Alam	Paura Nirbahi Officer (Municipality)	19/02/25	1	0	1
	Md. Golam Kibria	Executive Engineer (DPHE)	19/02/25	1	0	1
	Masum Ali Beg	Administrator	19/02/25	1	0	1
	Md. Rakhiul Abedin	Social Development Officer (Municipality)	19/02/25	1	0	1
Nilphamari	Md. Moshir Rahman	Paura Nirbahi Officer (Municipality)	15/04/25	1	0	1
	A N Md. Nimul Eashan	Executive Engineer	15/04/25	1	0	1

Name of the Municipality	Name	Designation	Date	Male	Female	Total
		(DPHE)				
	Md. Dudu Mia	Assistant Engineer (Water Supply & Sanitation)	15/04/25	1	0	1
	Md. Tarique Reza	Executive Engineer (Municipality)	15/04/25	1	0	1
Panchagarh	Sima Sharmin	Administrator (Municipality)	17/04/25	0	1	1
	Pronab Chandra Dey	Executive Engineer (Municipality)	17/04/25	1	0	1
	Md. Rashedur Rahman	Paura Nirbahi Officer (Municipality)	17/04/25	1	0	1
	Md. Minhazur Rahman	Executive Engineer (DPHE)	17/04/25	1	0	1
Thakurgaon	Rokonuzzaman Rokon	Assistant Engineer (DPHE)	20/04/25	1	0	1
	Rehena Begum	Bill Clarck (Municipality)	20/04/25	0	1	1
	Md. Sohel Rana	Sub- Assistant Engineer (Municipality)	20/04/25	1	0	1
	Md. Rakibujjaman	Chief Executive Officer (Municipality)	20/04/25	1	0	1
Sherpur	AL Md. Bazlul Karim	Paura Nirbahi Officer (Municipality)	16/04/25	1	0	1
	Dewan Rejaul Karim	Executive Engineer (Municipality)	16/04/25	1	0	1
	Md. Khurshed Alam	Assistant Engineer (Municipality)	16/04/25	1	0	1
	Md. Jahirul Islam	Estimator (DPHE)	16/04/25	1	0	1
	Md. Ali Hossen	Accountant (RDS)	16/04/25	1	0	1
Sunamganj	Sayed Khaledul Islam	Executive Engineer (DPHE)	24/04/25	1	0	1
	Kali Krishna Paul	Executive Engineer (Municipality)	24/04/25	1	0	1
	Ashraful Islam Kayes	Assistant Engineer (Municipality)	24/04/25	1	0	1
	Adri Roy	Water Supervisor (Municipality)	24/04/25	0	1	1
Habiganj	Tahmina Tanvin	Executive Engineer (Municipality)	27/04/25	0	1	1
	Md. Jabed Iqbal Chowdhury	Municipal Executive Officer (Municipality)	27/04/25	1	0	1
	Md. Tarikul Islam	Executive Engineer (DPHE)	27/04/25	1	0	1
	Md. Abdul Quddus	Assistant Engineer (Municipality)	27/04/25	1	0	1
Joypurhat	Mst. Umme Roman Khan Jhony	Executive Engineer (DPHE)	07/05/24	0	1	1
	Abu Zafar Md. Reza	Executive Engineer (Municipality)	07/05/24	1	0	1

Name of the Municipality	Name	Designation	Date	Male	Female	Total
	Md. Hasanuzzaman	Social Development Officer (Municipality)	07/05/24	1	0	1
Naogaon	Md. Mahmud Alam	Executive Engineer (DPHE)	08/05/25	1	0	1
	Md. Anwar Kabir	Paura Nirbahi Officer (Municipality)	08/05/25	1	0	1
	Md. Selim Reza	Sub- Assistant Engineer (Municipality)	08/05/25	1	0	1
	Md. Arifur Rahman	Social Development Officer (Municipality)	08/05/25	1	0	1
Gaibandha	Md. Shafiqul Islam	Asst. Coordinator (SKS Foundation)	12/05/25	1	0	1
	Apurbo Saha	Regional Coordinator (BRAC)	12/05/25	1	0	1
	Md. Rezaul Haque	Executive Engineer (Municipality)	12/05/25	1	0	1
	Md. Abdul Hanif Sardar	Paura Nirbahi Officer (Municipality)	12/05/25	1	0	1
	Mohammad Alauddin	Chief Executive Officer (Municipality)	12/05/25	1	0	1
	Md. Rabiul Islam	Social Development Officer (Municipality)	12/05/25	1	0	1
	Engineer Md. Shayhan Ali	Executive Engineer (DPHE)	12/05/25	1	0	1
Kurigram	Engineer Md. Shayhan Ali	Executive Engineer (DPHE)	12/05/25	1	0	1
	Md. Atikur Rahman	Executive Engineer (Municipality)	14/05/25	1	0	1
	Shamima Akter	Paura Nirbahi Officer (Municipality)	14/05/25	0	1	1
Total				94	11	105

Synthesis of Consultation Findings

Below are the key insights and perspectives shared by stakeholders during group discussions and interviews. These highlight the pressing sanitation challenges faced by communities and the project's thoughtful strategies to create fair, lasting, and inclusive solutions for all.

Table 4: Discussion with Stakeholders of 25 Municipalities in Low-Income Communities

Name of the Municipality	Issues and Concerns Raised
	<p>Many people in these communities do not have enough toilets at home, in public places, or nearby. The ones that exist are often dirty, with no water or handwashing facilities, making it hard for people to stay clean and healthy. People use pit latrines, which are often unlined or poorly constructed, leading to leakage of fecal matter into the surrounding soil and groundwater, which poses serious health and environmental risks.</p> <p>Communities lack proper systems to manage fecal sludge, so sewage waste is often dumped into nearby drains, canals, ponds, and water sources. This</p>

Name of the Municipality	Issues and Concerns Raised
Feni	pollutes the environment, making it unsafe for people and harming the water they rely on.
	Communities do not have proper systems to manage solid waste, so garbage and household waste are often dumped in nearby areas, drains, canals, ponds, and water bodies. This creates a polluted environment, harming the health and well-being of the people living there.
	Most families in the communities rely on tubewell water for drinking and daily chores. A few have access to piped water through community water points, while others depend on alternative sources like ponds and canals. However, these water sources are not enough to meet everyone's needs, leaving many struggling to access sufficient clean water. The quality of piped water is low, often having a bad smell due to leakage and containing high levels of iron in Tube well water.
	The communities don't have enough drainage systems to meet their needs, and many of the existing drains are clogged because people dump waste into them. This leads to frequent waterlogging during the rainy season, causing inconvenience and health risks for residents.
Noakhali	Most of the people in these communities don't have enough hygienic toilets at homes, communities, or in public areas. Maximum toilets do not have septic tanks. The available toilets are often dirty and lack water or handwashing facilities, making it difficult to keep those toilets clean and healthy. People rely on poorly built or broken pit latrines, which often leak fecal matter into the soil and groundwater. This leakage poses serious health and environmental risks for the community.
	When the pit fills up, people dump sewage waste into drains, canals, and ponds, which contaminates the environment and water sources. This pollution spreads diseases, harms aquatic life, and makes water unsafe for domestic use.
	People throw solid waste in open areas, drains, and canals. This practice worsens the health and well-being of the community.
	Most families rely on tubewells for water, while others use piped water, ponds, or canals. However, these sources are not enough to meet everyone's needs. The piped water quality is poor, with a bad smell and high iron content in Tube well water.
	Poor drainage systems exist in the community. The drains are shallow, and most of them are congested, leading to waterlogging during the rainy season. This creates an adverse environment and discomfort for residents.
Madaripur	Hygienic toilets are scarce in these communities, and the few that exist are unclean and lack water or handwashing options. People use poorly built or broken pit latrines, causing fecal matter to leak into the soil and groundwater, creating health and environmental risks.
	People dump sewage waste into drains and water bodies when pits or containment systems fill up. This pollutes the environment, making life unsafe and leading to diseases like diarrhea, cholera, and skin infections.
	People dump solid waste into nearby drains and water bodies, polluting the environment. This harms water sources and creates health risks for the

Name of the Municipality	Issues and Concerns Raised
	community. As a result, living conditions become unsafe and challenging for residents.
	Most households depend on tubewells for drinking water and daily chores. Some rely on community piped water supplies with one or two water points, while a few use ponds and canals. But the water supply is insufficient to meet everyone's needs.
	People often dump waste into drains, causing them to clog and leading to waterlogging during rains. This practice creates health risks and discomfort for the entire community.
Jhenaidah	Communities face a shortage of clean toilets, and many lack of water and handwashing facilities. People use pit toilets that let waste leak into the ground and water. This harms health and the environment.
	People in slums frequently dump fecal sludge into drains and water bodies. This practice harms community health and pollutes the environment. In contrast, non-slum areas use municipal services like Vacutugs to safely transport fecal sludge to treatment plants (FSTPs) at Nagar Bathan, Jhenaidah.
	Most families use tubewells for drinking water and daily tasks. A few depend on community piped water systems with limited access points, and others use ponds or canals. However, the available water supply falls short of meeting the needs of everyone in the community.
	People throw waste into the drains, causing them to become blocked. This leads to frequent waterlogging during the rainy season, creating significant challenges and health risks for residents in the community.
Dinajpur	People use pit toilets, but numbers aren't enough in compare with demand, and most are dirty with no water or handwashing options. Poorly built toilets leak waste into the ground and water, spreading contamination. This harms the community's health and damages the environment.
	People dump sewage and garbage into drains and water bodies, polluting the environment. This harms water sources and spreads diseases like diarrhea and skin infections. As a result, the community faces serious health risks and unsafe living conditions.
	People often dump solid waste into drains and water sources as a common practice. This pollutes the environment and creates health risks for the community.
	Most families rely on tubewells for drinking water and everyday needs. Some use community piped water systems with only a few access points, while others depend on ponds or canals for household purposes. Unfortunately, the water supply is not enough to meet the needs of everyone in the community.
	People often throw waste into drains, which causes blockages. This results in frequent waterlogging during the rainy season. The waterlogging creates significant challenges and health risks for the community.
	The communities face a critical shortage of safe and reliable water supply. Currently, households rely entirely on shallow tubewells with depths of only 3 to 4 meters for all purposes including drinking, cooking, and sanitation. Alarmingly, only 5 out of every 100 people have access to safe drinking water.

Name of the Municipality	Issues and Concerns Raised
Meherpur	Communities are facing a critical shortage of safe and reliable water supply. Currently, households rely entirely on shallow tubewells with depths of only 3 to 4 meters for all purposes including drinking, cooking, and sanitation. Alarming, only 5 out of every 100 people have access to safe drinking water.
	Sanitation facilities in the area are severely inadequate. Most households rely on makeshift toilets constructed using sacks and ring slabs, commonly referred to as katcha toilets, with no proper boundary or water supply.
	Effective waste management is critical for maintaining a clean environment. The municipality should take responsibility for waste handling and implement strict measures to enforce compliance. Developing a punishment system for improper waste disposal could reinforce accountability and improve overall community cleanliness.
	Waterlogging is a recurring issue, especially during the rainy season, when accumulated water often remains stagnant for one to two months. This not only disrupts daily life but also causes toilets to overflow, leading many families to temporarily relocate in search of shelter.
Chuadanga	The municipality provides a waste collection service that costs households 2000 taka monthly. However, the payment structure and the low wages (700 taka per day) for waste collectors may limit their effectiveness and commitment.
	There is a noticeable gap in community awareness regarding sanitation and hygiene practices. Educational initiatives are needed to inform residents about the importance of safe waste disposal and hygiene measures.
	Water pollution is a pressing concern in the communities, exacerbated by inadequate drainage and waste management. The contamination of water sources poses serious health risks, particularly in areas where water supply is already compromised.
	Community members expressed a desire for greater involvement in decision-making processes regarding sanitation and waste management.
	Community members demonstrated a willingness to pay in improved sanitation services, provided that the facilities are well-maintained and accessible. Understanding this willingness to pay can guide future funding and service models, ensuring that investments are aligned with community expectations.
Rajbari	Water supply in the communities is insufficient. Women often fetch water from a distant source which sometimes lead to physical exhaustion or injury from carrying heavy loads. There are no additional fees for water supply services.
	Communities has lacks of gender-specific toilets. The number of community toilets is 3. Ring slab is present and shared among 7 to 8 families. The condition of the toilets is extremely poor, with no handwashing facilities, no water supply, and inadequate lighting. Cleaning of the toilets is carried out by community members.
	Sludge and solid waste are contributing to environmental degradation, affecting nearby rivers and ecosystems. Women suggested setting up a cleaning service for septic tanks and expressed willingness to pay if proper facilities and services are provided.
	The Communities are frequently waterlogged, leading to several concerning issues like diarrhea. Poor hygiene conditions trigger health issues in the community, particularly affecting children.
	There are no dustbins in the locality, leading to improper disposal of waste. The nearest dustbin is more than half a kilometer away.

Name of the Municipality	Issues and Concerns Raised
Netrokona	People build toilets over ponds, allowing untreated waste to directly enter water bodies, which poses serious health and environmental risks. Men agreed with the need for household toilets for each family. They also emphasized the need for water supply, lighting, and proper ventilation inside the toilets.
	Household waste is not managed properly. Waste is disposed of within the water bodies due to the lack of nearby dustbins. People expressed their willingness to pay if waste collection services are made available.
	There is limited community engagement in health and sanitation awareness programs. Women emphasized the need for programs tailored to their needs, including menstrual hygiene and sanitation practices.
	Household waste, along with sewage waste, is dumped directly into a nearby canal, causing significant environmental pollution. There is a lack of awareness and practices regarding proper waste disposal
Satkhira	Access to safe drinking water remains a major challenge, with residents required to travel long distances to fetch drinkable water. The communities strongly need additional deep tubewells to ensure easier and more equitable access to safe water sources.
	People often dump waste haphazardly due to the absence of dedicated dustbins, impacting the environment negatively. Improving waste management by introducing dustbins and organizing regular waste collection can significantly mitigate these environmental concerns.
	Most of the municipalities have no structured solid waste collection or recycling mechanism mentioned, which may contribute to unregulated waste disposal. Implementing localized waste collection points and awareness programs could enhance environmental health.
	Waterlogging during the rainy season is a recurring problem due to the absence of proper drainage. The construction of drainage systems on both sides of the road is essential to mitigate flooding and reduce associated health risks.
	Each household has access to a ring slab toilet, but the absence of septic tanks results in improper disposal practices. One community toilet serves around 10 families, but household latrines remain the preferred option. Proper septic systems are needed to ensure safe sanitation.
Gopalganj	Fecal sludge management is informal and unhygienic. When the ring slabs fill up, waste is transferred manually to another hole, increasing the risk of groundwater contamination and health hazards.
	While not explicitly stated, the poor sanitation and waste practices suggest a lack of awareness and access to hygiene education. Awareness programs are needed to promote healthy practices and community-led solutions.
	Despite infrastructure gaps, the community shows initiative and is ready to engage in improving conditions. There is potential to strengthen community participation through organized committees and involvement in planning and maintenance.
	Communities primarily rely on groundwater sources, which are contaminated with arsenic and contain a high amount of iron, making the water unsafe for regular use. Additionally, there is an urgent need for a proper water supply line to ensure access to safe and clean water for all households.
	People often throw waste into drains, which causes blockages. This results in frequent waterlogging during the rainy season. The waterlogging creates

Name of the Municipality	Issues and Concerns Raised
	significant challenges and health risks for the community.
Tangail	The absence of piped water significantly hampers hygiene and sanitation efforts. Introducing a safe and affordable piped water supply system, and providing community filtration units to treat high-iron water from existing tubewells.
	Toilets are in disrepair and often unusable. Septic tanks are not emptied regularly, resulting in improper waste disposal, frequently into nearby rivers or open areas.
	Communities lack of organized waste disposal system. As septic tanks overflow, waste is dumped into surrounding water bodies, creating serious environmental and health hazards.
	No formal collection or recycling system exists. Waste, including human waste, is often discarded in water bodies or open areas, contributing to pollution.
	Septic tanks are not emptied on time, leading to overflow and unsanitary disposal practices. This contaminates water sources and the environment.
Bogura	While most families have functional toilets and take pride in weekly maintenance, 10–12 families still lack access. The community shows strong engagement in maintaining sanitation standards. Constructing additional toilets to cover families currently without access.
	Communities lack organized waste disposal, suggesting limited formal systems for. Introducing formal solid waste management through public-private or community-based partnerships.
	communities already demonstrate a high level of hygiene awareness through weekly toilet cleaning and funding initiatives. Building on this momentum with hygiene education programs focused on water safety, waste segregation, and environmental health.
	Most families rely on tubewells for drinking water and everyday needs. Some use community piped water systems with only a few access points, while others depend on ponds or canals for household purposes. Unfortunately, the water supply is not enough to meet the needs of everyone in the community.
	People often throw waste into drains, which causes blockages. This results in frequent waterlogging during the rainy season. The waterlogging creates significant challenges and health risks for the community.
Jhalokathi	Residents collect drinking water from distant deep tube wells, with each family needing at least two pitchers of water daily. Female family members primarily handle water collection.
	Community latrines are insufficient for the 40–45 families in the locality. Residents regularly wash and maintain the latrines, emptying the pits every six months.
	Stagnant water behind households causes mosquito-related diseases, highlighting poor waste management and drainage.
	Women are responsible for collecting water and must walk long distances to reach deep tube wells multiple times a day. This task consumes valuable time and energy. The water supply from the municipality is irregular, often unsafe, and not sufficient to meet community needs.
	Due to poor drainage and waste disposal, stagnant water accumulates, attracting mosquitoes and spreading diseases like dengue and malaria.
	Open dumping is a common practice due to poor coordination and a lack of

Name of the Municipality	Issues and Concerns Raised
Chandpur	awareness. Waste is dumped in a specific area, but it is unmanaged and uncollected, creating serious health and environmental hazards.
	Communities currently do not receive waste collection services, as they have declined to pay for them. There is a pressing need for dustbins and a structured dumping area.
	Each family has built their own toilets, but these lack proper facilities and hygiene standards. There's no system for managing fecal sludge effectively, highlighting the necessity for proper treatment and disposal systems to improve public health conditions.
	Communities face significant issues with water supply and their reserve system, leading to inadequate access to water for daily use and latrine maintenance.
	Communities have access to municipal water through a source point and a deep tube well; however, the supply is inadequate. Women have expressed the need for at least two to three additional deep tube wells to meet their daily needs effectively
Nilphamari	The tubewells, while utilizing motors for extraction, are reported to contain iron. The presence of iron in groundwater is a common issue that can affect the taste, color, and overall acceptability of the water, even if it's microbiologically safe. This might contribute to the community's interest in a treated water supply.
	Communities are facing a critical shortage of safe and reliable water supply. Currently, households rely entirely on shallow tubewells with depths of only 3 to 4 meters for all purposes including drinking, cooking, and sanitation. Alarmingly, only 5 out of every 100 people have access to safe drinking water.
	Community toilets are not gender-based, and a staggering 21 people use a single toilet. This extreme overuse, coupled with the lack of gender-separated facilities, poses significant challenges for hygiene, safety, and dignity, particularly for women and girls. This situation likely contributes significantly to the fecal contamination of groundwater.
	Solid waste is reportedly dumped in dustbins, which is a positive step. However, the tendency of some individuals to dump waste indiscriminately indicates a need for better enforcement and awareness.
	The drain opens into a canal near Thathamari canal provides a potential pathway for pollutants, including improperly disposed waste, to enter the water system. This connection highlights the importance of proper waste management and the potential for contamination of the canal.
Panchagarh	The dumping of household waste directly into the poorly constructed drain is a significant environmental concern. This practice not only obstructs drainage but also contaminates the water within the drain, creating unsanitary conditions and potentially contributing to waterborne diseases.
	People showed awareness to maintain environmental impacts. This existing awareness can be leveraged to promote positive behavioral changes in waste disposal, sanitation practices, and the protection of drainage infrastructure.
	The combination of iron-contaminated water and the dumping of household waste into the drain creates significant water pollution and broader environmental concerns.
	Community members expressed a desire for greater involvement in decision-making processes regarding sanitation and waste management.

Name of the Municipality	Issues and Concerns Raised
	The expressed needs for better facilities and the reported awareness of environmental impacts suggest a potential willingness to contribute to improved services, especially if the benefits to health and the environment are clearly communicated.
Thakurgaon	The community of 300 households, including 52 government-built homes, relies on tubewell water drawn from depths of 40-50ft. This water is known to contain iron.
	While many of the 300 households have their own toilets, a significant portion are "katcha," suggesting they are rudimentary and likely lack proper hygiene features. Fecal waste disposal practices are concerning, with dumping occurring in holes, drainage systems, and rivers.
	The dumping of fecal waste into holes, drainage, or rivers, coupled with the Pourashava's lack of a fecal waste collection and disposal vehicle, indicates a severe deficit in fecal sludge management. The identified need for an FSTP underscores the recognition of this critical issue.
	A comprehensive overhaul of the drainage system is urgently needed. Conduct a detailed assessment of the existing drainage network and develop a plan for constructing a new, effective drainage system that can handle the area's water flow.
	There are no dustbins in the locality, leading to improper disposal of waste. The nearest dustbin is more than half a kilometer away.
Sherpur	Ring-slab latrines are currently in use, but these latrines are of poor quality, often with superstructures made of corrugated iron or other inadequate materials. Some households have individual latrines, while others share them.
	Residents typically dispose of solid waste in nearby ditches or dug holes. There is interest in primary (door-to-door) waste collection services.
	There is a lack of public awareness initiatives from NGOs or municipal officials. NGOs primarily focus on distributing microcredit loans. Courtyard meetings have been suggested as a potentially effective method for raising public awareness.
	While not explicitly detailed, the high iron concentration in the water supply is a potential concern. The unsafe fecal sludge management and open waste disposal practices likely contribute to environmental problems.
Sunamganj	The community face the challenge of a lack of a dedicated water supply within their slum. They collect water from neighboring houses and the river to meet their daily needs.
	A demand for dustbins indicates that residents want a more structured system for managing solid waste. Providing the proper infrastructure can foster improved disposal habits, especially when combined with public awareness campaigns.
	Most of the municipalities have no structured solid waste collection or recycling mechanism mentioned, which may contribute to unregulated waste disposal. Implementing localized waste collection points and awareness programs could enhance environmental health.
	Their settlement is prone to flooding during the Jyestha and Shravana months, and there's a recognized need to upgrade the drainage system.
	Community toilets are available in their settlement. The community members themselves manage the water supply for these public toilets. However, there's a demand among them for individual household toilets.

Name of the Municipality	Issues and Concerns Raised
Habiganj	There are no bathrooms. Latrines are built with self-funding. There are problems with bathroom sharing, especially for new families. There was a community toilet. The need for separate toilets for males and females is expressed.
	People wash clothes and bathe in the nearest pond. Water clogging during rain is an environmental concern.
	Water supply exists in the community. However, tube wells are inefficient for drawing water. Iron is present in the drinking water.
	Community awareness and education are vital for fostering sustainable improvements in slum areas. Engaging residents through culturally sensitive and participatory approaches can promote understanding of critical issues like hygiene, waste management, and the importance of accessing available services.
	The preference for household toilet systems suggests a willingness to pay for improved sanitation.
Joypurhat	The community uses the tubewell water for drinking, washing, and bathing. With growing demand and interest in purchasing piped water connections, immediate investment in a reliable water supply network is essential.
	The community has 16 shared toilets with no separation for males, females, children, or elderly individuals. These are maintained either by household members or with the help of low-cost sweepers.
	The area lacks a structured solid waste disposal system. Waste is often dumped in open spaces, contributing to environmental pollution and potential public health hazards.
	There is no formal fecal sludge management (FSM) system in Jamuna Bandh Para. Residents dig holes to bury fecal waste, a common but environmentally risky method that can lead to groundwater contamination.
	The community has shown a clear willingness to pay for a piped water connection, suggesting that with affordable pricing, cost-sharing models, or subsidies, service delivery can be sustainable.
Naogaon	The community depends entirely on tubewells for water, with underground water levels ranging from 80 to 110 feet. Though the water is arsenic-free, high iron content affects its taste and usability.
	Sanitation infrastructure is limited to ring slab toilets, which often lack proper containment and pose environmental risks.
	Solid waste is indiscriminately dumped due to the absence of a municipal collection system and dustbins. Some recyclable waste (plastic, tin) is sold to informal vendors (bhangari), showing some value recognition.
	Solid waste collection by the municipality is not implemented, largely due to poor road conditions that hinder access. Despite this, residents show awareness and are willing to use dustbins if provided.
	People often throw waste into drains, which causes blockages. This results in frequent waterlogging during the rainy season. The waterlogging creates significant challenges and health risks for the community.
	The water is described as odorous and colored, making it unsuitable for daily use. All households rely on tubewells, but these are not considered an ideal solution due to the poor water quality.
	They pointed out that the community does not have a formal system for solid waste collection, leading to improper waste disposal.

Name of the Municipality	Issues and Concerns Raised
Gaibandha	Lacks a proper drainage system, which results in wastewater being dumped into the Alai River. They expressed frustration with waterlogging during the rainy season, which causes significant sanitation problems and disrupts daily life.
	Community discussions and consultations with experts are essential for finding the most appropriate solutions to issues like water supply, sanitation, and waste management.
	Due to poor drainage and waste disposal, stagnant water accumulates, attracting mosquitoes and spreading diseases like dengue and malaria.
Kurigram	The community relies on iron-rich groundwater, though no arsenic is present. Despite demand, the municipality does not provide new tubewells.
	Sanitation access is extremely limited, with 20–25 out of 32 households lacking toilets. Most families share existing units, which become unusable during floods.
	The community lacks formal waste disposal systems, increasing environmental contamination. Residents rely on makeshift dumping and express the need for at least four dustbins to reduce indiscriminate disposal.
	No official solid waste collection system exists in the community. The demand for four dustbins reflects an urgent need to prevent haphazard dumping.
	Drainage coverage is partial—some households are connected while others use ditches, contributing to unhygienic conditions and waterlogging.

3 Stakeholder Identification and Analysis

To foster effective engagement and maintain open, frequent, and transparent dialogue with local communities and key stakeholders, a Stakeholder Engagement Plan (SEP) has been designed to span the entire project lifecycle. This plan will identify stakeholders and their concerns, establish consultation methods, and outline a detailed action plan for meaningful engagement at every stage of the project.

3.1 Stakeholder Category, Identification and Analysis

The Stakeholder Category, Identification, and Analysis process systematically organizes stakeholders into groups, identifies their interests and concerns, and assesses their influence and impact on the project. This ensures inclusive and effective engagement. For this project, stakeholders have been classified into three overlapping categories to facilitate targeted and meaningful involvement.

- **Affected people** include individuals, groups, and communities directly or indirectly impacted by the project, particularly those adversely affected or vulnerable to project-related changes, requiring their active engagement in identifying impacts and decision-making on mitigation measures.
- **Interested parties** predominantly refer to those who are not directly affected by project activities, but are interested owing to its proximity, as in broader local communities where beneficiaries are located, or by virtue of their role in project preparation and implementation.
- **Disadvantaged and vulnerable groups**, including women, the elderly, children, female-headed households, persons with disabilities (PWD), Indigenous people, and religious minorities, face unique barriers to participation and are often underrepresented. Due to their

vulnerability, they are disproportionately impacted and require targeted efforts, such as tailored communication and additional support, to ensure equitable involvement in consultation and decision-making processes.

3.2 Affected People

Affected people include individuals, groups, and communities directly affected by project interventions and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- Workers at all levels including construction, extension, and renovation sites.
- Public who uses the municipality facilities.
- Health workers in contact with or handling medical waste disposals.
- Waste collection and disposal workers and other utility service workers.
- Owners, service workers, and customers at various markets and businesses affected by or otherwise involved in project-supported activities.
- Neighboring communities to construction sites.
- People living in slums who are deprived of various utilities or services of the municipalities.

3.3 Other Interested Parties

The project's stakeholders include not only those directly affected but also a wider network of individuals, groups, and organizations whose involvement and perspectives are essential for its success and sustainability. Other interested parties include-

- Department of Environment (DOE)
- CSOs, CBOs, National and International NGOs
- Government (District, Municipalities, Upazila) Officials
- Political administration
- Ward leaders & local representative
- The public at large
- Print and electronic media

3.4 Disadvantaged and the Vulnerable Groups

It is crucial to identify whether project impacts disproportionately affect disadvantaged or vulnerable groups, who often lack opportunities to express concerns or understand impacts. Awareness-raising and engagement must be tailored to their specific needs, concerns, and cultural sensitivities to ensure a full understanding of project activities and benefits. Within the project, vulnerable or disadvantaged communities/groups may include, but are not limited to, the following:

- Elderly population
- Small ethnic Communities and religious minorities
- Person with disabilities (PWD)
- People living in low-income communities (LICs) /slums
- Women and female-headed households
- People living in poverty and less educated people
- Migrants who returned from abroad and lost employment
- Subgroup of Women (entrepreneurs, elderly women, young orphaned women, etc.)

3.5 Project-Specific Stakeholder Engagement and Identification

Engaging with all identified stakeholders maximizes their contributions by leveraging their expertise, experience, and networks, while fostering community and institutional support for the successful implementation of the project. Below is a general list of stakeholder groups, along with a specific table highlighting vulnerable or disadvantaged stakeholders:

Table 5: Project-Specific Stakeholder Groups and Interested Parties

Stakeholder Groups and Interested Parties	Relevance of Engagement
Ministry of Local Government and Rural Development and Cooperatives	Administrative Ministry of DPHE, leading project design and implementation.
Urban Local Bodies (ULBs)	Responsible for delivering economic opportunities and services to communities under the project at respective municipalities.
Local Project Advisory Committee (LPAC)	Responsible for local stakeholders to collaborate, oversee project activities, and ensure that community needs and priorities are integrated into project planning and implementation, fostering ownership and sustainability.
Department of Public Health and Engineering (DPHE)	National implementation agency supporting municipalities in subproject identification, design, appraisal, funding, and oversight, including environmental and social compliance.
District Administration, Directorate of Social Services (DOSS), and other divisional/district-level government entities	Provide support to ULBs in project implementation, including managing GBV and SEA/SH risks and incidents.
Project beneficiaries and affected persons, including vulnerable and disadvantaged communities	Ensure inclusion of vulnerable groups in project participation, employment, and access to benefits.
Print and electronic media	Facilitate communication for project promotion and dissemination.
Civil Society Organizations (CSOs), CBOs, and NGOs	Provide input for project design, beneficiary engagement, and selection.
Academia, Think Tanks, and other influencers	Offer insights for project design, baseline analysis, future predictions, and experience sharing from similar projects.

A detailed identification of vulnerable groups and a clear strategy for engaging with them and integrating their views into the project are provided in **Annexure A**. This ensures their needs, concerns, and perspectives are carefully considered, fostering inclusivity and equity during the project's planning and implementation.

4 Programs for Stakeholder Engagement

Stakeholder engagement achieves its greatest success when inclusive and participatory communication methods are utilized. This approach ensures stakeholders stay actively involved and consistently informed about project progress at every stage. A strategic mix of communication tools is typically employed to foster meaningful and effective engagement with all stakeholders.

4.1 Proposed Mechanisms for Information Disclosure

The SEP and related documents will be publicly accessible throughout the entire project lifecycle and updated regularly as the project advances through its phases. This ensures the timely identification and engagement of new stakeholders and interested parties while adapting to changes in their characteristics and refining engagement methods as needed. To maintain their effectiveness and relevance, these documents will be periodically revised in response to project performance and evolving external circumstances.

Annexure B provides a detailed table outlining the information to be disclosed, the project phase for disclosure, timelines, relevant stakeholders, methods of dissemination, responsible entities, and the targeted reach of the disclosed information. The information disclosure mechanism, covering all key stages of the project preparation, implementation, and operation are comprehensively detailed in **Table 6**.

Disclosure materials will be distributed through accessible community venues and locations with unrestricted public access. Printed copies of environmental and social (ES) documents will be made available at:

- District and Municipal/Ward Council Offices in project areas,
- Project Site Offices,
- DPHE's website (for electronic versions).

This approach ensures transparency, inclusivity, and effective communication with all stakeholders, fostering trust and active participation throughout the project lifecycle.

Table 6: Information Disclosure Mechanism

Project stage	List of Information to be disclosed	Methods proposed	Timetable: Locations/ Dates	Target stakeholders	Responsibilities
Preparation	SEP/ ESMPF/ LMP /ESMP/ ESIA / LAP/RAP/ GAP/ IPP (when developed)	DPHE website, Newspaper, District and municipality administration website and notice board, Sub-Project office at the DPHE District HQ, social media including Facebook, FGD, KII, public meetings, participatory workshops, PRA, etc.	As soon as the documents are developed, they will be uploaded to the website/published	PAPs and Local Population including VG, marginalized population and Indigenous community; local administration and local business community; E&S experts, Journalists, NGOs/ CBOs.	PD/DPD, E&S Specialist-PMU, XEN- DPHE and Municipalities.
Implementation	Traffic management plan Labor management Plan EA/ RAP/ LAP (when developed)	Public meetings, Signboard at the subproject sites, Brochures, Traffic Control at the community and construction site, FGD, KII, Participatory workshop, etc.	As per need	PAP including VG and SEC, Contractors, Community Leaders Local and Migrant Workers of the project	PD/DPD, XEN- Municipalities and DPHE, E&S Specialist, D&S consultant
Operation	Operation and maintenance manual of Integrated Waste Management	Meetings, Brochures, FGDs, KIIs, etc.	As per need	Municipality, NGOs etc.	XEN-DPHE and Municipalities

4.2 Proposed Mechanisms for Stakeholder Engagement

Stakeholder engagement activities aim to provide relevant information to stakeholder groups and create opportunities for them to express their views on matters that concern or affect them. The information dissemination process should be straightforward and accessible to everyone. The briefing materials, all prepared in the local language, can include: (a) Brochures containing project information, details of entitlements (such as compensation and assistance for Project-Affected Persons (PAPs)), and information on the grievance mechanism, which can be made available at the project site office. (b) Posters are displayed at prominent locations. (c) Leaflets distributed within the project areas.

Additionally, consultation meetings should be organized regularly by the project to inform the community, target group beneficiaries, and affected persons about the following topics:

- Timeline and progress of the project by components;
- Information on beneficiary participation;
- Information on involuntary displacement, compensation, and entitlements;
- Information on the participation of small Indigenous communities;

The community's opinions and consensus must be sought regarding livelihood transformation, relocation of community assets, and involuntary resettlement management. Information disclosure procedures are required to provide citizen-focused information and all necessary documentation to address any queries. Disclosing this information will enhance governance and accountability, particularly in terms of strengthening monitoring indicators, which will assist the AIB in monitoring compliance with agreements and assessing the impact on outcomes.

Table 4-2 outlines the stakeholder engagement activities that the DPHE authority will carry out for their project across three main stages: project preparation (including design and procurement of contractors and supplies), construction, and operation and maintenance. The methods will include:

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

Table 7: Proposed Strategy for Stakeholder Engagement

Stages	Target Stakeholders	List of Information to be Disclosed	Method(s) Used	Responsibilities
Stage 1: Project Preparation	<ul style="list-style-type: none"> Project Affected community Project side residential and business squatters and encroachers Indigenous and marginalized communities Local administration and local leadership Waste collectors Low-income community Press, media and Academia NGOs, CBOs, CSOs Construction workers 	<ul style="list-style-type: none"> Project scope and rationale All the ES documents (ESMPF, ESMP, ESIA, SEP, RAP, LMP etc.) Project risks and impacts and mitigation measures Grievance redress mechanism process Future consultation 	<ul style="list-style-type: none"> ✓ Public meetings, separate FGD for women and vulnerable ✓ Face-to-face meetings ✓ Disclosure of written information: brochures, posters, flyers, information boards at the project area in Bangla, ✓ Training/workshop ✓ Mass/ social media communication (as needed) ✓ DPHE newsletter and website 	PD, XEN, E&S Specialist, Communication Specialist, Management Support Consultancy (MSC)
Stage 2: Implementation	<ul style="list-style-type: none"> Project Affected People People potentially affected by land acquisition (if any) People residing in the project area Vulnerable households Contractors Local Government representatives Local NGOs Government officials Local Press Local businessmen Construction workers 	<ul style="list-style-type: none"> Grievance mechanism Health and safety impacts (RAP, community H&S, community concerns) Employment opportunities Project status Actual risks and impacts 	<ul style="list-style-type: none"> ✓ Public meetings, workshops ✓ Separate meetings for women ✓ Individual outreach to PAPs/VGs ✓ Using the web based social media, communication means ✓ Disclosure of written information: brochures, posters, flyers in Bangla, website (in English) ✓ Notice board(s) at construction sites ✓ Grievance mechanism 	PMU, ES consultants, LPAC, Contractor, External Monitor Agency
Stage 3: Operation and Maintenance	<ul style="list-style-type: none"> Municipality authority Workers involved in waste collection and in treatment plant Local NGOs Elected Officials and Local Administration at district level Beneficiaries of municipality utilities. 	<ul style="list-style-type: none"> Satisfaction with engagement activities and GRM Damage claim process Issues of concern people Status and compliance reports 	<ul style="list-style-type: none"> ✓ Outreach to individual PAPs ✓ DPHE website ✓ Grievance mechanism ✓ Face-to-face meetings ✓ Submission of reports as required 	PMU, ULBs, Community Organizer

5 Grievance Redress Mechanism (GRM)

Throughout the entire project period, DPHE will establish a Grievance Redress Mechanism (GRM) to address complaints and grievances. This procedure, based on consensus, will help resolve issues and conflicts amicably and swiftly, preventing the need for aggrieved individuals to resort to costly and time-consuming legal action. However, the mechanism will not restrict any individual from taking their case to court. This GRM will also address issues related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), complaints from Small Ethnic Communities/Indigenous People (SEC), and any land-related issues.

The purpose of the GRM is to record and address any complaints that may arise throughout the project life cycle effectively and efficiently. It is designed to resolve concerns promptly and transparently without any negative consequences (such as costs or discrimination) for Project-Affected Persons (PAPs) or other complainants. The GRM operates within existing social management and resettlement frameworks, providing an additional avenue for resolving grievances at the local, project, operational, and DPHE apex levels. Signage and billboards will be placed at central locations where people gather to share detailed information about the Grievance Redress Committees (GRCs) at each level.

The GRM will consist of a two-tier structure: the first at the local level (district) and the second at the PMU level. A brochure explaining the GRM in Bangla will be distributed to affected persons before project implementation begins. Affected persons and their communities will be informed about the project's grievance redress mechanism in open meetings at key locations and during PAP group meetings. The PAPs will also receive briefings on the scope of the GRC, the procedure for lodging grievances, and the process for grievance resolution at the project level. Complaints can be submitted at the Office of the Executive Engineer or at the project site.

To make the submission of complaints easier, a transparent "Complaint Box" will be kept at the Office of the Municipalities Engineer. The Project Social Expert and Mayor/Administrator/Paura Nirbahi Officer (PNO) will jointly or independently conduct periodic visits to sub-project sites to interact with communities and affected persons, gather issues of concern, and register complaints and suggestions with the GRM. It will be ensured that all cases at the local level are heard within four weeks of receipt. Additionally, it will be ensured that grievances received through any channel are registered and that a notification of receipt, along with an assurance of review and resolution, is provided in writing to the aggrieved person.

To further enhance convenience for PAPs and other stakeholders, DPHE may also launch an online grievance system where an aggrieved person can log in and describe their complaints. This hassle-free system will allow users to upload visual proof, such as pictures, along with their grievances.

5.1 Description of GRM

Under DPHE Website, GRM of BCISP will be launched to address project grievances. The PMU will also provide a dedicated phone number for calls, an SMS number, and an email address for receiving complaints. A Project GRM manual will be prepared to address project-specific issues. A quarterly report on project-related grievances will be shared with the AIIB team.

The basic steps to be followed in the GRM are:

- **Step 1: Submission of Grievances:** In addition to the online portal mentioned above, grievances can be submitted through multiple channels, including email, letter, hotline, and toll-free number. Anonymous grievances are also allowed. The grievance submission

process will be communicated via the project website, as well as through social, print, and electronic media. A transparent "Complaint Box" will also be kept at the Office of the Municipalities Engineer to collect grievances from PAPs.

- **Step 2: Recording of grievance and providing the initial response:** All grievances received will be logged, both electronically and in paper records, by the first-level GRC. Each grievance will be assigned a unique number, which will be communicated to the complainant. Within seven (7) days of submission, a representative from the local-level GRC or PMU-level GRC will contact the complainant to provide information on the likely course of action and the anticipated timeframe for resolving the complaint. If the complaint is not resolved within 15 days, the responsible person will provide the complainant with an update on the status and an estimated timeframe for resolution.
- **Step 3: Investigating the grievance:** This step involves gathering information about the grievance to determine the facts surrounding the issue, verifying the validity of the complaint, and developing a proposed resolution. Depending on the nature of the complaint, this process may include site visits, document reviews, meetings with the complainant, and discussions with others (both those involved in the project and external parties) who may have relevant knowledge or can assist in resolving the issue. It is expected that many, if not most, grievances will be resolved at this stage. All actions taken during this and subsequent steps will be fully documented, and any resolution will be logged in the grievance register.
- **Step 4: Communication of the Response and Complainant Response:** This step involves informing individuals who submitted complaints, feedback, or questions about how their issues were resolved or providing answers to their questions. Whenever possible, complainants should be notified of the proposed resolution in person. If the complainant is not satisfied with the resolution, they will be informed of additional options, including seeking further remedies through the PMU-level GRC. Data on grievances and original grievance logs will be made available to AIIB missions upon request, and summaries of grievances and their resolutions will be included in periodic reports to the AIIB by the central PMU GRC.
- **Step 5: Grievance closure/ Appeal Process:** If a person who submits a grievance is not satisfied with the resolution, he or she may pursue legal remedies in court or pursue other avenues. Throughout the entire process, all levels of GRCs will maintain detailed record of all deliberations, investigations, findings, and actions, and will maintain a summary log that tracks the overall process.

5.2. AIIB **PPM**. The communities and individuals who believe that they are adversely affected by an AIIB supported project may submit complaints to existing project-level grievance redress mechanism or the AIIB's Project-affected People's Mechanism (PPM). The PPM has been established by the AIIB to provide an opportunity for an independent and impartial review of submissions from Project-affected people who believe they have been or are likely to be adversely affected by AIIB's failure to implement its Environmental and Social Policy in situations when their concerns cannot be addressed satisfactorily through Project-level Grievance Redress Mechanisms or AIIB Management's processes. For information on how to make submissions to the PPM, please visit <https://www.aiib.org/en/policies-strategies/operational-policies/policy-on-the-project-affected-mechanism.html>

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5.2 The Grievance Redress Committee (GRC)

The project will form two Grievance Redress Committees (GRCs): one at the PMU/central level and another at the local level. This two-tier system ensures efficient and fair resolution of grievances at both strategic and community levels, promoting accountability and trust.

The PMU/Central Level GRC will be set up before the project begins. PMU officials will confirm its formation, ensuring the committee is prepared to meet and address complaints as soon as they arise. This step highlights the project's dedication to transparency, accountability, and timely resolution of concerns.

The Local Level GRC will be formed during the implementation stage of the project to address concerns and complaints effectively. This committee will ensure prompt and fair resolution of grievances, fostering trust and transparency within the community.

The composition of the GRC is given below:

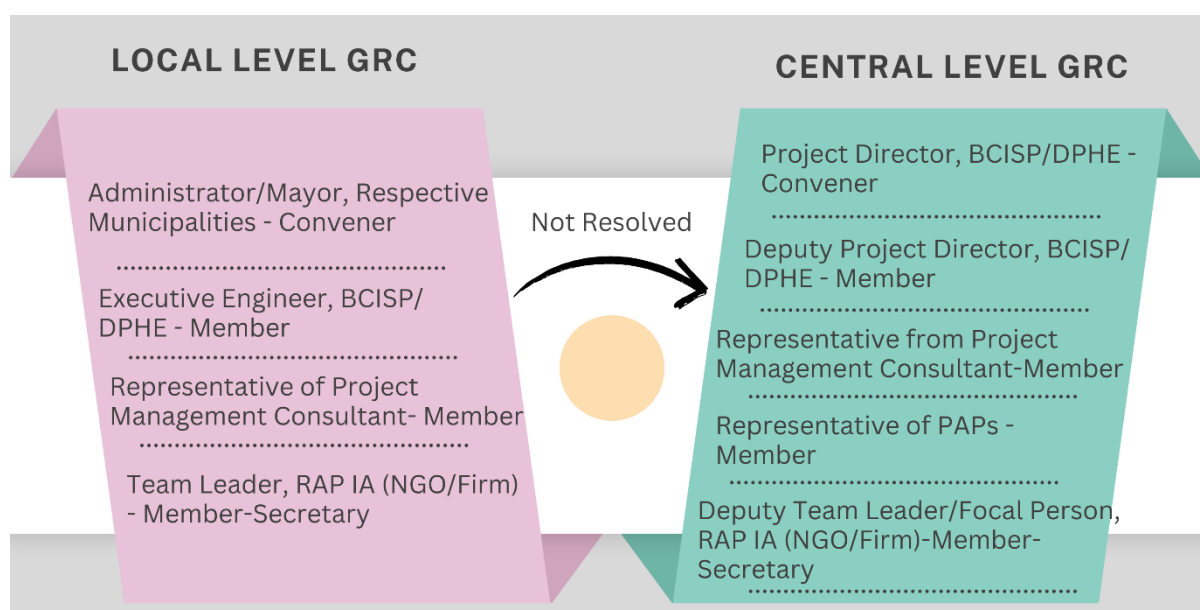


Figure 1: Formation of Grievance Redress Committee (GRC)

The convener of the committees has the authority to co-opt additional members into the committee if necessary. Additionally, the committee may invite any individual to provide their opinion or expertise as needed.

The formation of GRCs at both PMU and local levels will be proposed by DPHE and formally approved by the relevant ministry or project steering committee, ensuring alignment with project guidelines and governance frameworks.

6 Monitoring, Evaluation and Reporting

Regular monitoring of project progress will be integrated into the design, incorporating appropriate indicators, targets, information systems, and review mechanisms. Project progress will be evaluated using monitoring data, with adjustments made as needed. PMU officials will conduct regular supervision visits to project sites for supervision and monitoring, at least on a quarterly basis. Innovative actions under the project will include their own impact evaluation. The designated officer, preferably the Environmental and Social Consultant, will be responsible for monitoring and reporting on this SEP. They will prepare periodic monitoring reports as required.

by the PMU (monthly, quarterly, semi-annual, annual, etc.). In cases where a consolidated report on E&S management is prepared, the officer will ensure that specific sections or chapters on SEP implementation are included in such reports.

Monitoring and reporting will involve Project-Affected Parties (PAPs), internal and external stakeholders, interested groups, and vulnerable groups in monitoring mitigation measures agreed upon in the Environmental and Social Commitment Plan (ESCP) to address stakeholder concerns, thereby promoting transparency. The project will establish a participatory monitoring system using indicators that are relevant to stakeholders. Additionally, the project will gather observations from affected parties to triangulate findings and engage them in participatory discussions during external monitoring and evaluation missions. The monitoring report will include clear and specific indicators related to stakeholder engagement and the project's GRM. The Social Consultant will develop a reporting matrix for this purpose.

Table 8: Monitoring, Evaluation and Reporting of Stakeholder Engagement Processes

Key Elements	Timeframe	Methods	Responsibilities	Monitoring Indicators
Stakeholders' access to project information, consultations, public information and dissemination materials	Periodic (during the project preparation and maintained throughout project implementation)	Interviews, observations, survey, attendance registers	PMU ULBs LPAC	Number of Interviews and surveys held, the number of beneficiary and stakeholder organization covered
Project beneficiaries' awareness of the project activities, their entitlements and responsibilities	Periodic (during the project preparation and maintained throughout project implementation)	Interviews, observations, post-session questionnaires, pre-session checklist	PMU ULBs LPAC	Number of surveys and beneficiaries covered. Sample beneficiary tested for awareness
Acceptability and appropriateness of consultation and engagement approaches	Periodic (during the project preparation and maintained throughout project implementation)	Interviews, observations, surveys, scorecards, spot checks, process evaluations	PMU ULBs LPAC	Number of concerns raised by beneficiaries, comparison between the expected and actual beneficiaries engaged
Community facilitators' engagement with the target beneficiaries	Periodic (during the project preparation and maintained throughout project implementation)	Interviews, observations, surveys, scorecards, spot checks, process evaluations	PMU ULBs LPAC	Number of engagements and number of Beneficiaries covered
Public awareness	Periodic (during the	Interviews,	PMU	A random

Key Elements	Timeframe	Methods	Responsibilities	Monitoring Indicators
of GRM channels and their reliability	project preparation and maintained throughout project implementation)	observations, post-session questionnaires, pre-session checklist	ULBs	sampling of public response to awareness
Acceptability and appropriateness of GRM mechanisms	Periodic (during the project preparation and maintained throughout project implementation)	Interviews, observations, surveys, scorecards, spot checks, process evaluations	PMU ULBs	Number of complaints received and average days to solve the same
Reporting, processing and resolution of grievances	Periodic (during the project preparation and maintained throughout project implementation)	Review of case reports, interviews, surveys, scorecards, spot checks, and process evaluations	PMU ULBs	Number of complaints received and average days to solve the same

6.1 Reporting Back to Stakeholders

The PMU will prioritize regular and periodic reporting and information sharing with PAPs and other stakeholder groups. These updates will be delivered through face-to-face meetings and direct interactions, fostering effective communication, transparency, and meaningful engagement with all stakeholders. To further enhance outreach, additional communication channels such as websites, social media platforms, and press briefings will be utilized. Monthly summaries and internal reports on public grievances, inquiries, and related incidents, along with the status of corrective or preventive actions, will be compiled by designated staff and reviewed by senior project management. These summaries will serve as a mechanism to evaluate the volume and nature of complaints and information requests, as well as the project's ability to address them promptly and effectively. This approach ensures accountability, responsiveness, and continuous improvement in stakeholder engagement.

7 Resources and Responsibilities for Implementation

7.1 Management Functions and Responsibilities

The PMU will oversee the implementation of all activities under the project. Key staff within the PMU will include a Social Development Expert. The Social Development Expert in collaboration with the E&S Specialist will be responsible for implementing the Stakeholder Engagement Plan (SEP), as well as its coordination and administration. Additionally, an E&S Specialist from the Design and Supervision Consultant (DSC) will work closely with the PMU to support SEP implementation. The PMU will receive monthly reports from the ULBs detailing the services delivered, which will also assess the effectiveness of stakeholder engagement activities. These reports will include updates on the GRM, feedback received, and records of accidents and incidents. This information will be compiled into periodic progress reports as required by the

Environmental and Social Commitment Plan (ESCP), which must be shared with the AIIB. The PMU's key responsibilities will encompass the following major activities:

- Organize regular meetings with stakeholders
- Update the SEP half-yearly and report to AIIB
- Quarterly reporting on GRM to the AIIB
- Responds to stakeholder feedback
- Keep AIIB posted on all matters relating to stakeholder engagement
- Develop, implement, and monitor all stakeholder engagement strategies/plans for the Project
- Administer and coordinate the grievance mechanism
- Interact with related and complementary support activities that require ad hoc or intensive stakeholder engagement
- Proactively identify stakeholders, project risks, and opportunities and inform the Implementing Agency's senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.

7.2 Financial and Human Resources

A provisional budget for implementing the SEP across the entire program management cycle will be prepared and finalized in consultation with the DPHE PMU. The actual budget will undergo an annual review by the PMU and be adjusted as necessary to ensure alignment with project needs and objectives. A budget template for implementing stakeholder engagement is attached herewith (**Table 9**). The budget lines provided will serve as a guide for preparing the actual budget."

Table 9: Tentative Budget to Implement Stakeholder Engagement Plan

S/N	Stakeholder Engagement Activities	Quantity	Total Cost (BDT)	Total Cost (USD)
1.	Staff/ Consultant Salaries	Project Consulting Services Budget		
2.	Travel Expenses for E&S Specialist, Communication Experts	Project Consulting Services Budget		
3.	Information Desk Officer	Project Consulting Services Budget		
4.	Training on Stakeholder Engagement and GRC Issues	6 times @10,000 BDT in each town	60,000x25=15,00,000	12,369.094
5.	Stakeholder/Community/ Sensitization meeting	18 times @2,000 BDT in each town	36,000x25=900,000	7,421.456
6.	Meeting with Govt. Officials	4 meeting/ year @5000 BDT in each town	20,000x25=500,000	4,123.031
7.	Report preparation & Documentation	2 /year in each town @5000 BDT	10,000x25=250,000	2,016.516
8.	Communication Materials (Poster, Brochure, flier, billboards etc.)	@10,000 BDT in each town	10,000x25=250,000	2,016.516
9.	GRM Guidebook/ Manual	@300,000 BDT	300,000	2,473.819
10.	Suggestions/complain Box	@1,000 BDT for each town	1,000x25=25,000	206.152
11.	Honorarium for committees	Lump sum	10,000x25=250,000	2,016.516
	Total		2,475,000 BDT	32,642.10 USD
BDT 121.2714=1 USD as of 17 th July 2025				

8 Conclusion

The Stakeholder Engagement Plan (SEP) for Bangladesh City Inclusive Sanitation Project (BCISP) establishes a robust, adaptive framework to ensure meaningful participation, transparent governance, and accountable implementation across project phases. Grounded in the insights from 25 municipalities, captured through 100 Focus Group Discussions (1,066 participants) and 105 Key Informant Interviews, this plan prioritizes the voices of marginalized communities, women, and vulnerable groups while aligning with AIIB's Environmental and Social Framework (ESF).

BCISP's success hinges on transforming stakeholder inputs from sanitation, water supply, waste management into actionable solutions that address on-ground realities through land ownership, risk mitigation, inclusive development, integrated Grievance Redress Mechanism (GRM) and phased budget allocation underscore the commitment to transparency and adaptive management. As BCISP advances, this SEP will evolve through reviews, ensuring stakeholder feedback continuously refines project outcomes.

Annexure A: Strategy to Engage with and Incorporate Views of the Vulnerable Groups

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
Elderly People (Over 60) (especially those with co-morbidity)	<ul style="list-style-type: none"> • They are the most vulnerable of the population. • They may face societal stigma which may severely discourage them from participating the any consultation, engagement and broader project activities. • Their age and other health concerns may deter them to travel for consultation, which may be bolstered by their families' discouragement. 	<ul style="list-style-type: none"> • Listing out of elderly people and people with co-morbidities • Guided focus group discussions with potential eligible people in this group in close proximity to their own locations for awareness raising, behavior change communication and consultation on project activities. • Community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation • Access to psychosocial support and counseling on a case-by- case basis. • Assign, involve and consult with family members for communication and motivation 	<ul style="list-style-type: none"> • Consultations with NGOs and other support organizations to develop initial listing of elderly and co- morbidity people. • Preparation of information materials, including website and leaflet/brochure for the project • Provision of, participation grants, covering transportation, pocket money and meal for attendance. • Promote informal networking systems among them and other relevant stakeholders.
Person with Disability (PWD)	<ul style="list-style-type: none"> • Societal stigma against those disabled may severely discourage those with disabilities from participating the any consultation, engagement and broader project activities. • Those with physical, speech, hearing and intellectual disabilities often remain in the fringes of commonly used means of communication, demonstrated through their limited knowledge of sanitation and hygiene. As such, more targeted sensitization and mobilization campaign would be required to access and incentivize their participation. • Those with disabilities also experience higher need for assistance, and mental support. • Challenges posed by their specific disability may force them to stay out of 	<ul style="list-style-type: none"> • Listing out of eligible persons with disabilities • Guided focus group discussions with potential eligible PWDs in close proximity to their own locations for awareness raising, behavior change communication and consultation on project activities. • Community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation 	<ul style="list-style-type: none"> • Consultations with municipalities/ULBs/NGOs to develop initial listing of potential PWD in their areas. • Subsequent focus group discussions with PWDs. • Provision of, participation grants, covering transportation, and basic sustenance for attendance in participation and access to transportation as needed. • Psychosocial support and additional arrangements to facilitate their participation • Preparation of information materials, including website and brochure for the project • Promote informal networking systems among PWD and other relevant

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
	the consultation process.		stakeholders <ul style="list-style-type: none"> • Allowances for support organizations to reach the doors of PWD since their movement may be restricted
Women, Female-headed Households (including orphaned women, elderly women, and women entrepreneurs)	<ul style="list-style-type: none"> • Conservative gender norms and social stigma may prevent women from coming out of their homes to participate in the consultation. • The aforementioned customs are also tied to limitations on women's safety and mobility, which can be mitigated by through provision of transportation facilities for them to jointly travel together to access consultation. • Lack of access to childcare facilities and inability to find suitable replacements during assigned consultation can dissuade participation. Likewise, those required to prepare meals and support through other forms of domestic labor directly contributing to household income may choose to not join. • Taken further, attempting to reach them through heads of households, in the absence of a successful social behavior change communication campaign, may not only exclude them but also subject them to further domestic abuse. 	<ul style="list-style-type: none"> • Female-led community mobilization, distribution of leaflets & brochures and social networks can play vital roles in enabling voluntary participation • Soliciting of listing of female-headed households, families left behind, women from households hardest hit (or without dual incomes), and other vulnerable women with a lack of access to information through consultation with community-based organizations, women support organizations, and past beneficiaries in areas most affected by the pandemic. • Focus group discussions with successful female persona, to bring women for sensitization and mobilization to project activities. • Provision of separate space for consultation, meal, and transport facilities • Timing of consultation suitable for women doing chores and performing caregiver roles 	<ul style="list-style-type: none"> • Consult with local NGOs to develop an initial listing of potential eligible female beneficiaries. • Additional consultations with a successful female persona, politicians, traditional leaders, and influential figures to encourage other women to consultation • Provision of, participation grants, covering transportation, and basic sustenance for attendance in consultation and access to pooled transportation if possible. • Psychosocial support offered by NGOs, females in this case to reflect their concerns more keenly • Preparation of information materials, including website and brochure for the project • Promote informal networking systems among females and other relevant stakeholders
Ethnic Minority	<ul style="list-style-type: none"> • Their status as ethnic minorities means more targeted outreach and advocacy strategies may be required in order to encourage their participation • Different linguistic and cultural barriers mean that engagement should be 	<ul style="list-style-type: none"> • Use of local interlocutors for consultation in a culturally appropriate manner. • Local community mobilization, distribution of leaflets & brochures in their own language • Soliciting of listing of potential beneficiaries through consultation with organizations working with these 	<ul style="list-style-type: none"> • Consultations with NGOs to develop an initial listing of potential ethnic minority beneficiaries in their project areas. • Culturally appropriate focus group discussions to raise awareness

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
	<p>adapted in a manner that can accommodate their circumstances</p> <ul style="list-style-type: none"> • With many individuals from communities such as these living in hard-to-reach areas, attention should be provided to bearing the costs of their transportation. 	<p>ethnic communities,</p> <ul style="list-style-type: none"> • Guided focus group discussions with potential eligible beneficiaries for awareness raising, and consultation on project activities. • Use of village heads, and clan heads in the consultation process • Disclosed list of NGOs, including others working with these communities, providing information materials 	<ul style="list-style-type: none"> • Provision of, participation grants, covering transportation, and basic sustenance for attendance in consultation • Engagement of interlocutors from their tribes for consultation • Preparation of information materials, including a brochure for the project with pictures • Promote informal networking systems among ethnic people and other relevant stakeholders
People living in remote areas	<ul style="list-style-type: none"> • Their location might be a hindrance for reaching out and hence they may be left out completely from the consultation process. • They also may be reluctant to engage with consultation due to obstacles faced by the remoteness of their location 	<ul style="list-style-type: none"> • Listing of areas hard-to-access and engage NGOs, local community groups and local leaders for consultation • Community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation • Provision of transportation cost and meal for the consultation period 	<ul style="list-style-type: none"> • Engage NGOs and other partners to reach these inaccessible places for consultation. • Community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation • Provide transportation cost and meal for the consultation period
People living in poverty (especially women and children) and less educated people	<ul style="list-style-type: none"> • Their economic and education status itself pose an obstacle for selection for consultation and may be left out of the process. • They may have immediate chores, money money-earning engagement deterring them from joining due to lack of time. • They may feel that their involvement would not make any difference 	<ul style="list-style-type: none"> • Community mobilization, distribution of leaflets & brochure with pictures and social networks can play vital role in order to enable voluntary participation and registration of the people living in poverty • Face-to-face and direct/physical meetings need to be organized to facilitate meaningful and transparent communication. • Focus group discussions in proximity to their own locations for awareness-raising and consultation • Offer a physical space/ office location/ telephone number for complaint or information exchange • Provision for meals and remuneration for the consultation period 	<ul style="list-style-type: none"> • Consultations with NGOs to develop initial listing of people living in poverty and those less educated • Use of local leaders, NGOs and other support organization to provide information and encourage participation • Use of local radio and TV channels to engage • Provide transportation costs and meals for the consultation period
Migrants who returned	<ul style="list-style-type: none"> • Their loss of jobs renders them 	<ul style="list-style-type: none"> • Face-to-face consultation is required since most of 	<ul style="list-style-type: none"> • Consultations with Partner

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
from abroad and lost employment	vulnerable <ul style="list-style-type: none"> • Their lack of networking and country-specific experience exacerbate situations • They may feel that society looks down on them since they are out of earning 	them may lack of access to internet. <ul style="list-style-type: none"> • Local radio and TV channels may be used to intimate information • Focus group discussions in proximity to their locations for awareness-raising and consultation • Offer a physical space/ office location/ telephone number for complaint or information exchange • Provision for meals and remuneration for the consultation period 	<ul style="list-style-type: none"> • Organizations to develop an initial listing of people living who migrated and lost their jobs • Use of local leaders, NGOs, and other support organizations to provide information and encourage participation

Annexure B: Stakeholder Consultation and Information Disclosure Program

Project Phase	Information to be Disclosed	Mechanism Used (Tentative)	Schedule and Location	Target Stakeholders (Tentative)	Responsible Parties
Preparation (i.e., prior to project effectiveness)	Project Information Document	Project/DPHE website, and physical informational products	Following approval of the document	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and ULBs	PMU, DPHE MOLGRD&C
	Environmental and Social Action Plan			PMU/ ULBs	PMU, DPHE
	Environmental and Social Impact Assessment	Project/DPHE website	Following approval of the document	All project stakeholders, project affected peoples and interested parties	PMU, DPHE
	Stakeholder Engagement Plan	Project/DPHE website, and physical informational products and in-person consultations as needed	Following approval of first draft and every time thereafter accompanying a revision	All project stakeholders and interested parties for initial session only, with emphasis only on implementing entities and project beneficiaries thereafter	PMU, DPHE
	Environmental and Social Management Planning Framework	Project/DPHE website, and physical informational products and in-person consultations as needed	Following approval of first draft	NGOs and other partners contributing to project activities	PMU, DPHE
	Terms of Reference for Environmental and Social Specialist, and third-party monitoring firm	Project website, job search portals and appropriate physical news outlets	Following approval of the document	Eligible candidates, NGOs and other partners contributing to project activities	PMU, DPHE
	Labor Management Plan	Project/DPHE website, and physical informational products and in-person consultations as needed	Following approval of first draft, with online publication only taking place after final approval	NGOs, contractors, master craftsmen, project affected peoples and direct project beneficiaries	PMU, DPHE
	Occupational Health and Safety Measures				PMU, DPHE
	Emergency Action Plan				PMU, DPHE
	Sexual Exploitation and Abuse/Sexual Harassment Prevention and Response Plan				PMU, DPHE
	Grievance Redress Mechanism				PMU, DPHE

Project Phase	Information to be Disclosed	Mechanism Used (Tentative)	Schedule and Location	Target Stakeholders (Tentative)	Responsible Parties
	Gender Action Plan				PMU, DPHE
Implementation	Project Appraisal Document	Project/ DPHE website, and physical informational products and in-person consultations as needed	Following AIIB approval of the Project	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and NGOs serving them	PMU, DPHE MOLGRD&C
	Annual Work Plan		Following approval of the document	NGOs, contractors, and master craftsmen	PMU, DPHE
	Project Procurement Plan				PMU, DPHE
	Bidding Documents for Procurement	Project/ DPHE website and appropriate physical news outlets		Eligible candidates and firms, NGOs, contractors and other stakeholders contributing to project activities	PMU, DPHE
	Labor Management, Occupational Health and Safety Training and Corresponding Module, including Code of Conduct	Project website, and in-person training sessions for each of the target stakeholder groups	Published following completion of training sessions	NGOs, master craftsmen, and project beneficiaries	PMU, DPHE
	Sexual Exploitation and Abuse/Sexual Harassment Training and Corresponding Module, including Code of Conduct				PMU, DPHE
	Grievance Redress and Feedback Mechanism Training and Corresponding Module				PMU, DPHE
	Environmental and Social Management Plans for Sub-Projects	Project/ DPHE website, and physical information products and in-person consultations as needed	Following approval of the document	NGOs, contractors, and other interest parties contributing to project activities	PMU, DPHE
	Incidents and Accidents Report		Following resolution of issues presented, or otherwise as needed	AIIB, ULBs, Project affected peoples	PMU, DPHE
	Grievance Redress Reports and/or Resolution				PMU, DPHE
	Project monthly, quarterly and		Following approval of the	AIIB	PMU, DPHE

Project Phase	Information to be Disclosed	Mechanism Used (Tentative)	Schedule and Location	Target Stakeholders (Tentative)	Responsible Parties
	annual reports and if contracted firms		document		
Closure	Impact Evaluation	Project/ DPHE website, and physical information products and in-person consultations as needed	Following approval of the document	Project stakeholders	PMU, DPHE
	Final Audit	Project/ DPHE website, and physical information products and in-person consultations as needed	Following approval of the document	AIIB and other Stakeholders	PMU, DPHE

Annexure C: Participants of Dissemination Workshop

Government of the People's Republic of Bangladesh
Office of the Project Director
Bangladesh City Inclusive Sanitation Project in 25 Towns (GOB-AIIB)
DPHE Bhawan (5th Floor), 14 Shaheed Captain Monsur Ali Sarani, Kakrail, Dhaka-1000.

Attendance Dissemination Workshop

Venue : Shalbon Green Resort Ltd, B.K Bari Road, Gazipur.

Date : 21st May, 2025.

Time: 10:00 AM

List of the Participants:

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