

Community Consultation Plan

The Community Consultation Plan (CCP) guides the planning and processes for communication for and about the project.

The main objectives of CCP are:

- To provide a process for communication with stakeholders including their participation in project activities such as surveys, site investigations, planning, feasibility and design, construction, monitoring, and maintenance;
- To ensure that all affected by the project are aware of and clearly understand the project, its impacts and compensation entitlements, and address stakeholder concerns using transparent and inclusive approaches;
- To obtain inputs to and opinions about the needs and priorities of stakeholders in respect of proposed impact mitigation measures as well as gender sensitive and safety features to be incorporated into the project;
- To establish a clear, easily accessible and effective complaints and grievance resolution procedure; and
- To inform contractors about FRA's civil works standards, regulatory requirements and best practices during pre-construction, construction and operations.

Communication strategy with different project stakeholders include meetings, focus group discussions (FGDs) and sharing of print materials.

A project communication matrix has been developed for this purpose that includes communication objectives for the project; risks to the project due to poor communication; target audience/stakeholders; key messages; information channels; timeframe and resource/budget requirement and expected outcomes from effective communication.

Project Communication Matrix

Objectives	Key Risks	Main Stakeholders	Messages	Means of Communication	Timeframe & Resources	Expected Outcome
<p>1. Ensure that all people/ entities possibly affected by the project are made aware of and clearly understand the project and its impacts. Regular two-way flow of information between the project and stakeholders, with stakeholders able to share concerns and have these addressed in a timely, transparent manner.</p>	<p>All residents affected including members of vulnerable groups, especially those below the poverty line, the landless, elderly, women and children</p>	<p>All residents on either sides of the roads and bridges</p> <p>Businesses on either sides of the roads and bridges</p> <p>Drivers and support staff associated with transport sectors</p>	<p>Traffic safety staff and field engineers will be available for all possible assistance</p> <p>Measures will be taken to mitigate noise, air or traffic impacts.</p> <p>Partnership with communities</p> <p>Local ownership through maintenance</p>	<p>Regular consultations and community meetings with affected people.</p> <p>Focus Group Discussion (FGD)</p> <p>Dissemination of project fact sheet and booklet with the help of Contractors' safeguard team and FRA field engineers in local language, with pictures and simple illustrations to make the project comprehensible to a wide range of audiences.</p> <p>Disclosure of all requisite project documents on the ADB/WB website and FRA project website</p>	<p>From the outset of project through implementation.</p> <p>Budget for consultations, feedback.</p> <p>Capacity building budget</p> <p>Social safeguards input time and budget of FRA/Contractors</p>	<p>Formation and operationalization of community liaison through community councils</p> <p>Ensure larger participation of women and vulnerable groups in community decision-making on road safety, and maintenance</p>
<p>2. Share project information, its main components and activities with all stakeholders</p>	<p>Project stakeholders do not fully understand the project scope and activities thus have reservation in supporting project activities</p>	<p>Project affected communities, businesses, community councils, relevant government agencies and authorities</p>	<p>Partnership with TLTB, community councils and <i>mataqalis</i></p>	<p>Public consultation, community meetings, focus group discussion with women and vulnerable groups</p>	<p>From the outset of project through implementation</p>	<p>Create awareness among all project stakeholders, primary and secondary to create positive opinion about the project</p>

Objectives	Key Risks	Main Stakeholders	Messages	Means of Communication	Timeframe & Resources	Expected Outcome
3. Seek cooperation of all stakeholders in activities required for project planning and implementation	Community leaders have reservation in participation due to delays in implementation of some subprojects	Affected communities, Community leaders, community councils and other government agencies	Better coordination and partnership with communities	Meetings of the village/community councils; Government agencies; Focus group discussions	From the outset of project through implementation	Awareness among community leaders and other related agencies about project outcome
4. Inform contractors about FRA's civil works standard, regulatory requirements and social & environmental mitigation and management measures to be taken during all phases of the project	Contractor's substandard input resulting to poor structures receive complaints from communities	Contractors and communities	Better coordination and partnership with the contractors	Briefing contractors during tender and post-tender stage Workshops for contractors and communities	Tendering, construction and operational phases	Ensure quality transport infrastructure
5. Seek inputs to and opinion about the needs and priorities of stakeholders in respect of proposed impact mitigation measures as well as gender sensitive and safety measures to be incorporated to the project	Gap in mitigation measures provided by the project to community expectations	Project affected communities, Community councils and mataqalis	Partnership with communities, especially with women and children	Public consultation, community meetings, focus group discussion with women and children	From the outset of project through implementation	Relevant community groups could provide inputs to mitigation measures Gender action plans and safety measures to be incorporated into project design and implementation

Objectives	Key Risks	Main Stakeholders	Messages	Means of Communication	Timeframe & Resources	Expected Outcome
6. Establish a clear, easily accessible and effective complaints and grievance resolution procedure	May cause procedural delay in addressing grievances	Affected and aggrieved stakeholders	Confidence-building among stakeholders	Meetings and consultations with aggrieved parties	From the outset of project through implementation	Information about GRM to cross-section of affected communities
7. Inform community and construction workers about risks of STI/HIV	Community and construction workers do not receive the message directly from the project team	Communities and construction workers	Dangerous consequences if precaution not taken	Regular awareness and training activities Awareness through print and audio-visual media	Construction phase	Increased community awareness and resilience