

## COMMUNICATIONS STRATEGY

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ADB Project Number: 48141  
ADB Loan Number: 3210-FIJ  
WB Project Number: 150028

## **FIJI: Transport Infrastructure Investment Sector Project**

**Prepared for**

**Fiji Roads Authority**



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**Fiji Roads Authority**

**Document Revision**

<b>Action</b>	<b>Name</b>	<b>Revision</b>	<b>Date</b>
Prepared By:	Kasanita K Vave		17/08/23

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## Introduction

The Vision of the Fiji Roads Authority (FRA) is the realisation of a sustainable, resilient and safe network of roads, bridges and jetties in Fiji; its Mission, to build a better land transport network for the country.<sup>1</sup> Pursuant to these aspirations, the FRA undertook to partner with the Asian Development Bank (ADB) and the World Bank (WB) on a *Fiji Transport Infrastructure Investment Sector Project* (TIISP) commencing in 27 March 2015. The TIISP aims to deliver infrastructure development through sub-projects<sup>2</sup> at a total financial cost of approximately \$166 million until mid 2024. This collaboration is underpinned by the shared objective of leveraging transportation infrastructure to reduce poverty, facilitate inclusive and equitable growth, and support longer term economic and environmental sustainability by enhancing safe, efficient and resilient access to services, markets and other opportunities.

The purpose of this Communications Strategy is to keep stakeholders, affected persons and interested parties informed about what the TIISP will do and how it will do it. It identifies key challenges that need to be addressed, sets out a set of communications responsibilities, and the approach TIISP is to take to communicate with its audiences.

## Challenges

To ensure that there is effective implementation, minimal delays, no derailing of project plans through perceived lack of consultation, communications with communities and key stakeholders about the physical works and operations that may impact on them will be a key priority. In this regard, TIISP is challenging in several respects.

As a 'general intervention' under the ADB project classification system, there must be a conscious effort always to establish connections between infrastructure rehabilitation plans with overarching goals of development and access to growth opportunities.

TIISP sub-project sites are predominantly in peri-urban, rural and maritime locations, the underlying purpose of which is to enhance social equity in terms of ensuring non-urban communities have access to markets, services and opportunities for growth.

Project sites are rapidly evolving into complex environments where numerous interests, concerns and issues intersect. There are a range of diverse stakeholders, affected persons, and interested parties with cross-cutting, often competing priorities. Navigating around sensitivities of TIISP impacts on the security of land tenure and access is to be expected. But generally, relevant agencies are being challenged to provide information that is adequate, efficient, timely, and reliable to stakeholders, and to appropriately address stakeholder feedback into the design and activities of the project.

Aside from the need to deliver rehabilitated and climate resilient land and maritime infrastructure, TIISP implementation needs to factor in the heightened risk of climate-induced disruptions and delays due to inclement weather.

## Communications Objectives

To ensure maximum effectiveness of TIISP implementation, project communications undertakes these responsibilities:

- Free, prior, and informed consent from affected persons and/or parties is sought at all stages of the Project

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<sup>1</sup> Fiji Roads Authority Vision and Mission Statements as stated on official website: [About Us - Fiji Roads Authority](#)

<sup>2</sup> TIISP sub-projects: refer to Communications and Consultation Plan Appendix A for complete listing.

- Stakeholders are appropriately and adequately consulted at all stages of the project and feedback factored into further implementation;
- Increased trust and project ownership by stakeholders by keeping them informed and engaged;
- Project disruptions, delays and litigation and/or compensation costs arising from disputes are minimised, resolved or eliminated altogether;
- The loan covenant arrangements of the Government of Fiji, Asian Development Bank and the World Bank have been satisfied.

### **Approach**

The minimum standards for meaningful stakeholder consultations shall be consistent with the project's ESMF, LARF, the environmental monitoring and reporting requirements set out in the Project Administration Manual (PAM), Project Loan Agreement and Project Agreement as well as the ADB Safeguard Policy Statement 2009 (SPS), and World Bank Operational Policy (OP). Pursuant to these standards, the TIISP shall endeavour to deliver the following:

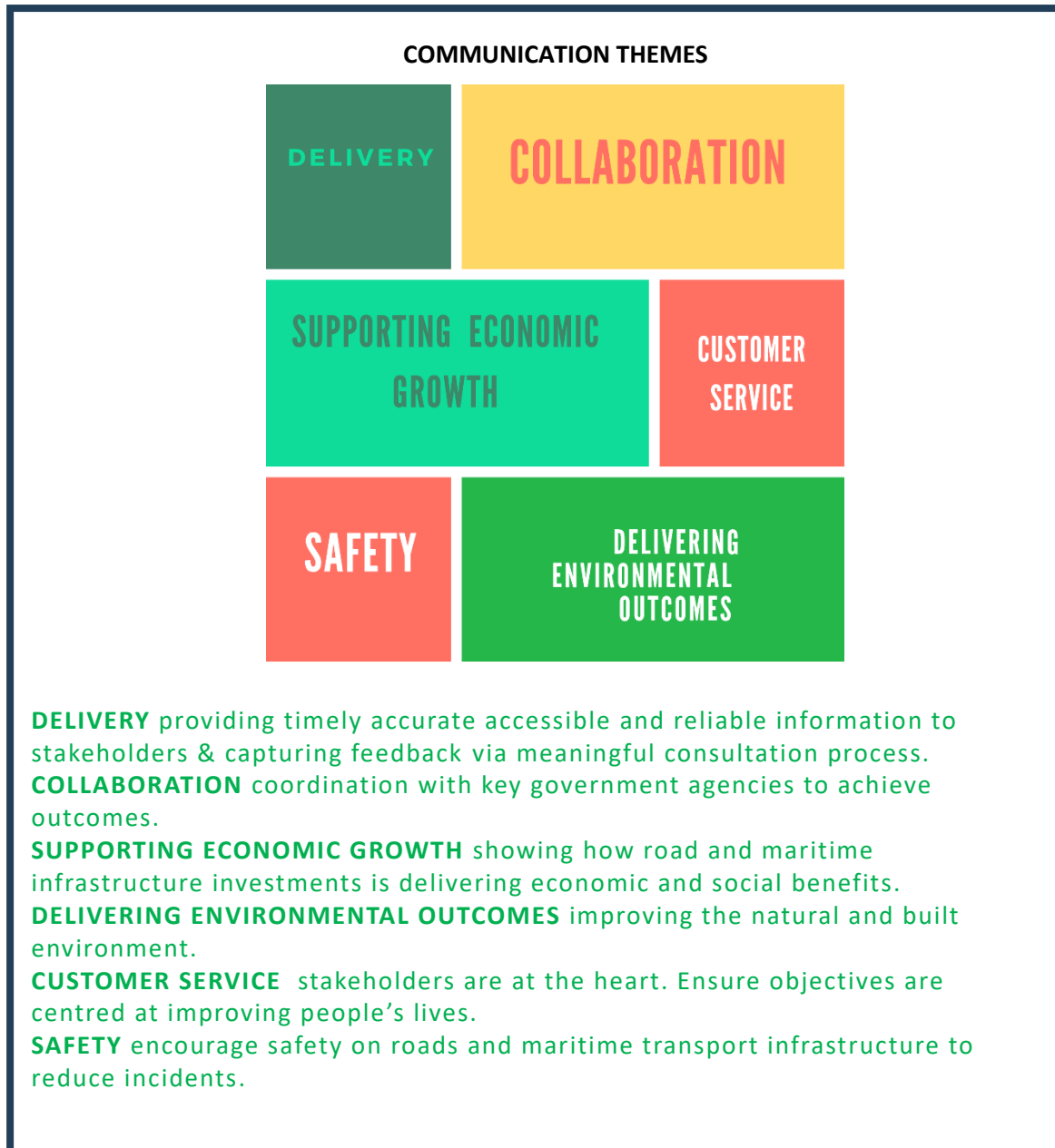
- Proactive, inclusive, and transparent communication of implementation plans
- Consistent and interactive delivery of information through a broad range of communication channels to suit, as far as possible, the communication preferences of stakeholders. Such channels are to include modern communications platforms but must maximise in-person engagements
- Employ teamwork and collaboration with implementing partners, such as contractors and other governmental agencies as well as leveraging communications through their own channels and contacts.

### **National statutes**

The TIISP communications strategy is also guided by the following national legislation and regulations: Environment Management Act (2005) and Regulations; ITaukei Land Trust Act; Crowns Land Act 1978; Rivers and Streams Act 1985; Public Health Act 1935; Health and Safety at Work 1996; Health and Safety at work (General Workplace Conditions) Regulations 2003; Health and Safety at Work (Administration) Regulations 1997; Health and Safety at Work (Training) Regulations 1997; Preservation of Objects of Archaeological and Paleontological Interest Act; Fiji Roads Authority Act 2012; State Lands Act 1945; Land and Water Management Bill 2016; Biosecurity Act 2008 ; Climate Change Act 2021; Quarries Act 1939; Mining Act 1966; Endangered and Protected Species Act 2002, Amendment Act and Regulations; Land Conservation and Improvement Act 1953; National Biodiversity Strategies and Action Plans 2020-2025; Town Planning Act 1978; The State Acquisition of Lands Act 1940; National Air Pollution Control Strategy 2007.

### **Audiences**

The key audiences and stakeholders include those with interest or 'stakes' on the project, may be benefited and/ or affected by the project, and agencies and organizations that need to be engaged or consulted on matters concerning relevant laws and requirements before and during project implementation. The key stakeholders in the project/ subprojects are identified and mentioned in the CCP.



**Communications delivery**

Please refer to the ‘Communications and Consultation Plan Matrix’ in the *TIISP Community Consultations Plan* (Annex A)

**Monitoring and Reporting**

The TIISP Communications Strategy shall have a monitoring and reporting regime to assess delivery. Details of Monitoring and Reporting expectations are specified in the CCP.

**ANNEX A**

*Communications and Consultation Plan (CCP) Updated August 2023*

## **COMMUNICATIONS & CONSULTATION PLAN**

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ADB Project Number: 48141  
ADB Loan Number: 3210-FIJ  
WB Project Number: 150028  
Reporting period: August 2023

## **FIJI: Transport Infrastructure Investment Sector Project**

**Prepared for**  
**Fiji Roads Authority**



# Communications & Consultation Plan (Updated)

ADB Project Number: 48141  
ADB Loan Number: 3210-FIJ  
WB Project Number: 150028  
Reporting period: August 2023

**Prepared for**  
**Fiji Roads Authority**

**Document Revision**

<b>Action</b>	<b>Name</b>	<b>Revision</b>	<b>Date</b>
Prepared By:	Ester. M Felix		08/02/22
Updated By:	Kasanita K Vave		16/08/23

Contributions: Eliko Ceinaturaga, FRA Environment Officer (North); Kelekolio Tominiko, FRA Environment Officer (Central), Filipe Corerega, FRA Safeguards Manager; and Dr Charlie Ward, FRA TIISP Portfolio Manager.

Cover page Photo credits: FRA/Kelekolio Tominiko, FRA/Zafiya Shamim, China Railway No.5 Engineering Group (SARUP & QRUP), Sheladia/Grace Simpson.

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ADB	Asian Development Bank
AIP	Access to Information Policy (ADB, 2018)
AP	Affected- Persons/Parties
CS-CCP	Communications Strategy - Communications and Consultation Plan
CEMP	Construction Environmental Management Plan
DDR	due diligence report
DOE	Department of Environment
EA	executing agency
EGM	effective gender mainstreaming
EMP	Environmental Management Plan
ETC	Engineer to Contract
FRA	Fiji Roads Authority
GOF	Government of Fiji
GAP	Gender Action Plan
GRM	Grievance Redress Mechanism
GRC	Grievance Redress Committee
HIV/AIDS/STIs	human immunodeficiency virus/ acquired immunodeficiency syndrome/ sexually transmitted infections
KRUP	Kings Road Upgrading Project (Package A and B)
LARP	Land Acquisition and Resettlement Plan
M&E	monitoring and evaluation
MOU	memorandum of understanding
OHSEO	Occupational Health and Safety, and Environmental Officer
PAM	Project Administration Manual
PCR	Project Completion Report
PMU	Project Management Unit
PSC	Project Steering Committee
PST	Project Supervision Team
SARUP	Suva Arterial Road Upgrading Project
SPS	Safeguard Policy Statement, 2009 (ADB)
TIISP	Transport Infrastructure Investment Sector Project
ToR	Terms of Reference
QRUP	Queens Road Upgrading Project
WBG	World Bank

## 1. INTRODUCTION

This document is the updated Communications & Consultation Plan (CCP) for the Fiji Roads Authority (FRA) *Fiji Transport Infrastructure Investment Sector Project* (TIISP) hereinafter referred to as the ‘the Project’. It is guided by the project Communications Strategy (CS).

The purpose of the CCP is to guide the Fiji Roads Authority (FRA) in the aspects of communications, consultation, disclosures to stakeholders, including dialogue with stakeholders through the grievance redress process across all the TIISP subprojects. It is needed to ensure that engagement with stakeholders is systematically undertaken and in a manner that permits stakeholder groups or individuals to freely express their views and opinions, and that FRA will respond to them appropriately. It also provides a platform for meaningful consultations with stakeholders using different participatory mechanisms. The CCP is intended to be a living document and will be updated according to the different stages of the project as and when deemed necessary so that it remains fit for purpose.

Sections 2 - 5 set out the project context along with key principles and guidelines within and upon which the CCP objectives are articulated. Sections 6 – 8 identifies the Project stakeholders and describes how they are to be engaged throughout the life of the Project. The communication plan is then set out in sections 9 and 10. The CCP concludes with the explanation of the Stakeholder Interaction Register, which include disclosure requirements.

## 2. CONTEXT

The TIISP aims to deliver infrastructure development at a total financial cost of approximately \$166 million until mid-2024. A list of all subprojects awarded and completed between 2016-2021 is referenced in Appendix A.

The current road upgrade subprojects are spread over 3 different locations on the main island of Viti Levu: (i) **Kings Road Upgrade Project (KRUP)** Packages A and B involves the rehabilitation and upgrading of 14 sealed roads along the main Kings Road transiting through the Provinces of Ba, Ra and Tailevu on Mainland Vitilevu. (ii) **Queens Road Upgrade Project (QRUP)** involves the rehabilitation and upgrade of eight sections of sealed road in the Western (Nadroga Province) Divisions, and (iii) **Suva Arterial Road Upgrading Project 2 (SARUP) Package C**, along Foster Road is within the Greater Suva Area, the largest urban centre in Fiji. Foster Road runs parallel to the coast and there is a bridge at the Southern end of Foster Road that crosses a small inlet to Walu Bay.

The fourth subproject is the **Project Preparation and Detailed Design for 40 Critical Bridges and 3 Maritime Infrastructure** is located on the main island of Viti Levu, and Vanua Levu and the island of Rotuma. See Appendix E for Listing.

Listed below are the current priority subprojects approved by ADB/WB under the TIISP:

- (i) *Kings Road Upgrade Project (KRUP) Package A* (under FRA/TIISP/19-19A/19-B) with project commencement date on 09 June 2021. The KRUP Package B commenced on 06 August 2021. The Contractor for the KRUP is Fletcher Bld (Fiji) Ltd, T/A Higgins and the Engineer to Contract is SMEC Int’l PYT.
- (ii) *Queens Road Upgrade Project (QRUP)* (Contract No. FRA/TIISP/20-14B) signed on September 16, 2021 and commenced on December 1, 2021. The Contractor is China Railway No. 5 Engineering Group (CR5) and the Engineer to the Contract is Sheladia.
- (iii) *Suva Arterial Road Upgrading Project 2 (SARUP) Package C*, along Foster Road. The project has been awarded to CR5 (Contractor) and WAPCOS (Engineer to the Contract), and the contract was signed on 14 September 2021.

- (iv) *Project Preparation and Detailed Design for 40 Critical Bridges and Nabouwalu, Natovi and Savusavu Maritime Infrastructure* (FRA/TIISP/20-13) has been awarded to BECA International as the consulting firm preparing the detailed design including data collection and preparation of documents required by ADB/WB guided by the safeguards approach prepared by ADB/ WB assisted by FRA.

### 3. PRINCIPLES OF MEANINGFUL CONSULTATION

The Principles for Meaningful Consultation<sup>1</sup> covered in the CCP includes the following:

- **Meaningful Information:** should be disclosed to stakeholders to allow for active and informed engagement.
- **Incorporation of Feedback:** The feedback from consultations and/or received through the grievance redress process are incorporated into the Project design and reported back to the stakeholder.
- **Gender inclusive and responsive**, and tailored to needs of disadvantaged and vulnerable groups.
- Follows the principles of free, prior and informed consultation (FPIC)
  - **Free:** Engagement free of external manipulation or coercion and intimidation;
  - **Prior:** Engagement undertaken in a timely way, for example the timely disclosure of information before a development is undertaken and or participation is sought with regard to the identification of issues of concern; and
  - **Informed:** Engagement enabled by relevant, understandable and accessible information.
- **Openness and communication regularity:** multiple avenues are available to stakeholders to choose their preferred method for lodging grievances. Either to FRA directly (toll free number 5720, [Info@fijiroads.org](mailto:Info@fijiroads.org) website listed GRM email contacts) or to Contractors (phone listed on subproject signboards, emails, pamphlets) or to Consultants Supervising Contractors (phone, email, face to face meetings).
- **Transparency and Fairness:** the process for grievance resolution shall be transparent. It should assure potential users that the mechanism will not impede their access to either judicial or administrative remedies.
- **Written Records:** documentation of all grievances and correspondence as discussed in Section 10, and tracked through to resolution.
- **Dialogue and site visits:** a stakeholder concern, complaint or interest warrants discussions and site visit to gain first-hand understanding of the nature of issue raised. This will help assess the validity and severity of the issue.
- **Timely resolution:** the project aims to resolve all grievances within the timeframe discussed in Section 10.

### 4. OTHER GUIDELINES

The Communications and Consultation Plan is to be read in conjunction with the ADB and WB policy on infrastructure and development projects. It is aligned with ADB's Access to Information Policy (AIP) 2018, and in WB's Policy on Access to Information (AI Policy), 2010.

The CCP, as a detailed plan, is prepared in accordance with the project's Environmental and Social Management Framework (ESMF), Land Acquisition and Resettlement Framework (LARF), the environmental monitoring and reporting requirements set out in the Project Administration Manual (PAM), Project Loan Agreement and Project Agreement as well as the ADB Safeguard Policy Statement 2009 (SPS) and World Bank Operational Policy (OP).

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<sup>1</sup> The World Bank Group, ESS10: Stakeholder Engagement and Information Disclosure, pp99

The specific national legislation and regulations covered are listed in the *TIISP Communications Strategy*.

## 5. OBJECTIVES OF THE CCP

The following are the objectives of the CCP which are explained in detailed in Section 9 – Communications and Consultation Plan Matrix:

- **Objective 1:** To ensure regular flow of reliable project information/ sharing and participation on priority decision making process
- **Objective 2:** 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
- **Objective 3:** To increase the level of awareness of the local people/ communities on safeguards, social/ gender issues; health concerns awareness of STIs, HIV/AIDS prevention) and other contagious diseases, road safety, and safeguards/social mitigation measures.
- **Objective 4:** To establish a clear, easily accessible, and effective complaints and grievance resolution procedure; and
- **Objective 5:** To inform the contractors' labour force on Health awareness and communicable diseases prevention gender-based violence prevention, core labour standards, and occupational health and safety measures, and GRM process.

## 6. STAKEHOLDERS/ TARGET AUDIENCES

The key stakeholders in the project/ subprojects identified in this CCP include those with interest in the project, who may benefit from or be adversely affected by its implementation. They also include agencies and organizations that need to be engaged or consulted on matters concerning relevant laws and statutory requirements before and during project implementation. Agencies involved in the implementation of the project/ subprojects include the following (i) Ministry of Finance, which will represent Fiji as the Borrower and is the executing agency; (ii) Ministry of Finance, FRA, and other key stakeholders will form the Project Steering Committee; and (iii) FRA who as the implementing agency, will be responsible for the day-to-day implementation of the project. The project supervision team (PST) established within FRA. ADB and WB will monitor project implementation activities.<sup>2</sup>

## 7. KEY MESSAGES

Key messages refer to the most important information that needs to be communicated to the target audience/stakeholders. Table 7.1 below presents the desired outcome and key messages that need to be communicated in order to achieve the communication objectives as stated in section 5 of this CCP.

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<sup>2</sup> Fiji:TIISP, Project Administration Manual (PAM). Revised, September 2022 ADB/WB.

**Table 7.1: Desired Outcome and Messages**

Desired Outcome	Key Messages
<ul style="list-style-type: none"> <li>The government of Fiji, through the FRA/ PST upgraded/ improved and rehabilitated a climate-resilient land and maritime transport infrastructure.</li> <li>Improved safety and resilience of land and maritime transport infrastructure (for users of project roads, bridges, and rural jetties and wharves).</li> </ul>	<ul style="list-style-type: none"> <li>Upgrading/ improving and reconstructing a climate-resilient land and maritime transport infrastructure that will provide access/ connectivity to the country and adjacent islands/ places within the project areas; improved access to markets, employment opportunities, and social services.</li> <li>The project could provide long-term benefits to the people of Fiji through improved connectivity, reduced travel time, provide jobs and increased livelihoods necessary to improving the socioeconomic condition of the people.</li> <li>Reduced road accident rates, save lives through improved road safety, and maritime transport infrastructure.</li> </ul>
<ul style="list-style-type: none"> <li>People of Fiji (both urban and rural residents) are benefited by the project.</li> </ul>	<ul style="list-style-type: none"> <li>Project will provide benefits to local people including women and other vulnerable groups in communities/ villages through jobs in civil works and livelihoods opportunities for the residents during and after project implementation stages; participation in consultation meetings, training/ capacity building, and community awareness raising on safeguards, health, gender, road safety, and other relevant information.</li> <li>Importance of the project, positive impacts and how people could maximize benefits.</li> <li>Mitigation measures/ programs included in the project design to address potential adverse impacts of the projects (such as health and road safety, etc.), and long-term positive project impacts that will benefit the communities within the project areas, municipal/ district, and the country in general.</li> </ul>
<ul style="list-style-type: none"> <li>FRA/ PST is supported by other Government Agencies to ensure laws and regulations are complied with, and increased understanding and ownership of the project.</li> </ul>	<ul style="list-style-type: none"> <li>Coordination with, and support from, government agencies.</li> </ul>
<ul style="list-style-type: none"> <li>Contractor complied with the technical design, environmental and social safeguards, and social/gender activities/ measures as stated in the signed contract.</li> </ul>	<ul style="list-style-type: none"> <li>Contractor's compliance of safeguards policy of ADB/WB, and concerned government agencies; relevant laws of the government of Fiji; activities/ deliverables stated in the EMP/CEMP, Gender Action Plan (GAP), and other provisions incorporated in the contract/ bid documents</li> </ul>

Desired Outcome	Key Messages
<ul style="list-style-type: none"> <li>Project activities implemented in a timely manner, and key issues/ grievances raised by the communities/ local people are addressed in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>Grievance redress mechanism (GRM) process (how and to whom to raise complains, if any); grievances are addressed promptly and effective feedback mechanism.</li> <li>GRC with female representatives will be established, and strengthened to make it functional and effective to address complaints raised by the people; and that grievances are addressed in a timely manner.</li> <li>GRM/ GRC at all levels (village/ contractor/ and FRA PST are always open to community concerns/ grievances; grievances/suggestions, opinions and requests are properly recorded, and will be forwarded to concerned parties/ agencies for prompt response.</li> </ul>
<ul style="list-style-type: none"> <li>Project beneficiaries increased level of appreciation of the project.</li> </ul>	<ul style="list-style-type: none"> <li>Importance of stakeholders consultations, frequency of consultations, and communication channel/ approaches.</li> <li>Conducting community consultations (with the villagers/ affected persons, etc.) is essential to enable the concerned stakeholders to freely express their concerns/ issues, and propose suggestions relevant to the project.</li> </ul>

## 8. ENGAGEMENT /COMMUNICATION CHANNELS

Communication with communities and key stakeholders encompasses information sharing, engaging them in participation in activities so that they are well-informed about the project, are able to participate in decision making and raise concerns and suggestions. Contractors could inform the local people who are interested to have jobs in civil works, both skilled and unskilled positions. Under the FRA's Road to Equality Programme, the project has a component for capacity building and job opportunities for local communities. The project also includes community awareness on safeguards, health, gender and road safety, and other related topics. Not all the stakeholders need to receive or be provided information at all times. The communication process, channel and approaches will depend on the stakeholders to be engaged with under the project, key issues and concerns that need to be promptly addressed will be given priority, and regular communication is needed to ensure transparency and accuracy of project information being disseminated.

Communications for the project can include, but is not limited to:

- Communications approaches and strategies including consultation meetings with key stakeholders (village leaders and local government units, community members, concerned government agencies, NGOs, project affected persons, community members including women and other vulnerable groups).
- Consultation meetings may either be face-to face (such as public consultations, focus group discussion (FGD), and meetings with concerned stakeholders) and/ or virtual meeting.
- Key informant interviews during data collection, site visits, and baseline social surveys.
- Information sharing through a range of media or channels including public information notices, pamphlets, TV or radio segments and announcements, electronic or print media, and the provision of other information, education and communication (IEC) materials such as bulletin boards, signages, flyers, posters and others.
- Grievance redress mechanism (GRM) process including contact details;
- Project updates and other relevant information.

Based on the profile and previous assessments of stakeholders the following identified stakeholder engagement activities is shown in Table 8.1. The detailed information on the stakeholder groups, the approach to engagement and depth, and engagement/communication methods and who is responsible are shown in the Stakeholder Engagement/Communication Matrix.

**Table 8.1. Stakeholder Engagement/Communication Matrix**

Stakeholder group	Objective of their intervention	Approach to Engagement and Depth	Engagement/Communication Methods		Timeframe		Cost Estimate
	Why included		Method	Who is responsible	Start Date	End Date	
<b>CONSTRUCTION PHASE</b>							
Government Officials/ Heads of Government Agencies (EA/ IA) e.g. Project Steering Committee (PSC), FRA PST, and other concerned government agencies.	<p><u>Objective 1:</u> To inform EA/IA (FRA PST) and other concerned agencies on project update, key issues that entail high level of decision-making relevant to the project.</p> <p><u>Objective 2:</u> To increase stakeholder ownership of the project and its outcomes.</p> <p><u>Objective 3:</u> To ensure a timely sharing of project information, and status of project implementation, other concerns relevant to environmental and social safeguards, as well progress against the project's Gender action plan (GAP).</p> <p><u>Why:</u> Awareness building will equip the stakeholder to better act on key issues/ concerns that need high-level decision-making; and in turn the government will increase level of ownership of the project and outcomes.</p>	Partnership (high)	<p>Consultation meeting (face-to-face or virtual/ online consultation)</p> <p>Joint inspection with relevant government agencies</p> <p>Exchange of e-mails/ letters</p> <p>Collaboration</p> <p>Information generation and sharing</p> <p><i>Note: Reports are prepared on a monthly, quarterly and semiannual basis.</i></p>	FRA Officers/ PST Construction Supervision Consultants	Q1 of 2016  <i>Note: Consultation/ information sharing is a continuous process.</i>	December 2023	Budget for meetings included in the project (admin costs)
Local Communities (Villages), Municipal and District' Heads	<u>Objective 1:</u> To ensure reliable and regular flow of information and decision-making by engaging concerned stakeholders (community/ municipal/district levels) during the construction period.	Information sharing Consultations (high)	<ul style="list-style-type: none"> <li>Public consultation</li> <li>Virtual or online consultation</li> </ul>	FRA/ PST Construction Supervision Consultant (CSC)	June 2016  <i>Note: Consultation/ community</i>	December 2023  Activity will be sustained during the	Budget included in civil works and project

Stakeholder group	Objective of their intervention	Approach to Engagement and Depth	Engagement/Communication Methods		Timeframe		Cost Estimate
	Why included		Method	Who is responsible	Start Date	End Date	
	<p><u>Objective 2:</u> To inform the local communities, municipal/ districts and people affected by the project about the GRM/GRC, roles and responsibilities, and the feedback form/ grievance registry.</p> <p><u>Objective 3:</u> To strengthen and ensure that the GRM will be functional and could address the grievances raised by the concerned stakeholders in a timely manner.</p> <p><u>Why:</u> Community concerns/ grievances raised need to be addressed in a timely manner to ensure smooth implementation of the project, and avoid delays. Local community/heads are the key focal persons for the GRM at the community level. If people are well-informed and consulted, there will be less complaints and level of satisfaction of the people on the project implementation will be higher.</p>		<ul style="list-style-type: none"> <li>• FGD</li> <li>• Key informant interview</li> <li>• Public notice boards</li> <li>• Public information pamphlets, brochures, emails, and notices (letter, print, text blast, radio etc.)</li> </ul>	<p>Environment and social safeguard specialists/ officers</p> <p>CSC safeguard specialists</p> <p>Contractors</p>	<i>meetings are done on a regular basis</i>	<p>maintenance and operation stage through the FRA.</p>	admin. costs

Stakeholder group	Objective of their intervention	Approach to Engagement and Depth	Engagement/Communication Methods		Timeframe		Cost Estimate
	Why included		Method	Who is responsible	Start Date	End Date	
Project Beneficiaries (Identified at each specific subproject level)	<p><u>Objective 1:</u> To ensure the stakeholder receive accurate information about the project in a timely manner, and enable them to participate in expressing their views and suggestions, and decision making on relevant matters.</p> <p><u>Objective 2:</u> To inform local people including women interested to work and earn income in civil works (skilled and unskilled) by facilitating referrals to the contractors through the village heads, and job vacancy notice boards at the village heads office.</p> <p><u>Objective 3:</u> To increase the community residents' level of understanding about the project, impacts and how to maximize benefits during and after project completion; gender concepts and issues; core labor standards, climate change, and health and road safety measures (i.e., potential social risks, safeguards impacts and mitigation measures).</p> <p><u>Objective 4:</u> To increase the local communities' appreciation and ownership of the project and outcomes.</p> <p><u>Why:</u> If project beneficiaries are aware of the project, progress and impacts, and mitigation measures, and benefits, level of appreciation and feeling of ownership of the project will be increased and expectations are met.</p>	Information Sharing Consultations (high)	<ul style="list-style-type: none"> <li>Public consultation, community assembly meetings</li> <li>Workshops</li> <li>FGD</li> <li>Public notice boards /public advisories</li> <li>Handouts/ brochures/ Pamphlets (for workshops/ training or awareness raising campaign on STI, HIV/AIDS, awareness and prevention, road safety, gender, and others)</li> </ul>	FRA/ PST Environment and social safeguard officers/ specialists CSC specialists and team Contractor	Q2 2016	Dec 2022	Budget in consultation and awareness raising is included in the FRA/ PST budget, and in contractor's budget' civil works (for budget on consultation in villages).

Stakeholder group	Objective of their intervention	Approach to Engagement and Depth	Engagement/Communication Methods		Timeframe		Cost Estimate
	Why included		Method	Who is responsible	Start Date	End Date	
Affected persons/ households and other groups such as women and vulnerable groups	<p><u>Objective 1:</u> To disclose/ inform the project affected persons/ households the proposed project/ civil works, and project impacts including accurate information on assets (crops/ trees, structures and land) that will be affected by the project; and elicit their views and suggestions that would address their worries and concerns including entitlements for the affected assets.</p> <p><u>Objective 3:</u> To ensure that affected persons and other stakeholders are aware of the project impacts and mitigation measures, and how to maximize benefits from the project.</p> <p><u>Why:</u> The affected communities experience impacts and have expectations from projects. Concerns of people directly affected by the project need prompt attention/ action so that projects are not delayed, and concerns raised are addressed in a timely manner. Affected persons (men and women) need to be informed and consulted, and received entitlements as per LARP prepared for the project prior to construction stage.</p>	Information Sharing Consultations (high)	<ul style="list-style-type: none"> <li>Public consultation, community assembly meetings</li> <li>FGD</li> <li>Public notice boards</li> <li>Door to Door dialogue</li> <li>Public information brochures/ booklet or pamphlets</li> <li>Letters and other written communications</li> </ul>	FRA/ PST CSC team, safeguards/ gender, and road safety staff/ team Contractors' Community Liaison Staff, OHSE Officers/safeguards and the rest of project team With participation of the GRM/GRC including female representatives, and concerned government agencies	Q1 2016 (during the detailed design stage and prior to construction stage) <i>Note: Information sharing, consultation / community meetings/ GMR and responding to grievances are done on a regular basis by the GRC/ PST and Contractors.</i>	Dec. 2023	FRA's budget for compensation of assets/ crops affected by the project

Stakeholder group	Objective of their intervention	Approach to Engagement and Depth	Engagement/Communication Methods		Timeframe		Cost Estimate
	Why included		Method	Who is responsible	Start Date	End Date	
Contractors' Labor force (including women)	<p><u>Objective 1:</u> To inform the contractor about the importance of gender mainstreaming, key activities, targets and indicators as stated in the GAP, including hiring local people (men as well as women in civil works, for skilled and unskilled type of jobs) and ensure their health and occupational safety at the construction sites.</p> <p><u>Objective 2:</u> To increase the stakeholder awareness of environmental and social safeguards, gender awareness and gender related issues (i.e., gender-based violence prevention, STIs, HIV/AIDS, COVID-19 awareness and prevention, and core labor standards, in compliance of the provisions stated in the contracts.</p> <p><u>Objective 3:</u> To familiarize the contractor with the Project GRM process compliance of the deliverables including hiring of female labor force, health and safety measures (as stated in the GAP and EMP), and quick action to complaints addressed to contractors.</p> <p><u>Why:</u> Contractor has obligations under the subproject contracts which need to be complied with as per ADB SPS, GAP, and technical designs. During project construction, potential negative safeguards, social risks and gender concerns may arise, and need to be prevented and/or mitigated.</p> <p>Affected communities have expectations which need to be addressed, and prompt action is essential to avoid and/ or address complaints and dissatisfaction among the local people/ communities.</p>	Information Sharing Partnership Collaboration Consultations (high)	<ul style="list-style-type: none"> <li>Information sharing</li> <li>Meetings</li> <li>Workshops/</li> <li>Training/ capacity building</li> <li>FGD</li> <li>Public notice boards, job vacancies posters/notices stating equal opportunities for male and female workers, type of jobs, and other requirements relevant to the vacant jobs advertised.</li> <li>Handouts/ brochures (for workshops/ training or awareness raising campaign)</li> </ul>	FRA/ PST; CSC team, safeguards/ gender, and road safety staff/ team Contractors' Community Liaison Staff, OHSE Officers/safeguards and the rest of project team; With participation of the GRM/GRC including female representatives, and concerned government agencies	June 2016	Dec 2023	Budget included in contractor's budget' civil works and in FRA/PST Training costs.

Stakeholder group	Objective of their intervention	Approach to Engagement and Depth	Engagement/Communication Methods		Timeframe		Cost Estimate
	Why included		Method	Who is responsible	Start Date	End Date	
Civil Society Organizations or Groups in the Local Communities/ Villages/ Districts (e.g., business sector, boat owners in villages within the project area for the construction of critical bridges and jetties, etc.)	<p><u>Objective 1:</u> To increase public's level of awareness about the project, project benefits and long-term impacts including improved connectivity and climate resilient land and marine related transportation, with road safety design features that will benefit women and other vulnerable groups within the project area (or near the construction camp sites), manage traffic flow and prevent road accidents.</p> <p><u>Objective 2:</u> To inform the stakeholder of the potential social and environmental risks and/ or negative impacts associated with the project, and the proposed mitigation measures to address the adverse impacts during construction period.</p> <p><u>Why:</u> To manage community expectations and ensure the general safety of the local people in the project area.</p>	Information sharing Consultation (medium)	<ul style="list-style-type: none"> <li>• Consultation meeting.</li> <li>• FGD</li> <li>• Information notice board</li> <li>• Road signs</li> <li>• Pamphlets,</li> <li>• Letters and other communication such as media (radio program, press release, print media, etc.)</li> </ul>	<p>FRA/ PST</p> <p>CSC project team (safeguards and gender team)</p> <p>Contractors' HSE Officers, safeguards, Community Liaison Staff, Road safety engineers, and project team</p>	June 2016	Dec 2023	Budget included in contractor 's budget' civil works.

## 9. COMMUNICATION AND CONSULTATION PLAN (CCP) MATRIX

The detailed stakeholders Communications and Consultation Plan (CCP) is shown in Table 9.1, below.

**Table 9.1 Communication and Consultation Plan (CCP) Matrix**

Objectives	Risks	Main Stakeholders	Messages/ Information	Means of Communication	Timeframe and Frequency & Resources	Responsibility	Expected Outcomes
<p><b>Objective 1:</b> To ensure regular flow of reliable project information/ sharing and participation on priority decision making process.</p>	<p>Project stakeholders do not fully understand the project scope and activities thus have reservation in supporting project activities</p>	<p>Internal Stakeholders (concerned govt. agencies, i.e., Ministry of Finance, FRA PSC, PST, other agencies) and Financiers (ADB/WB)</p>	<p>Project Implementation schedule/ activities</p> <p>Importance of stakeholder engagement, consultation and communications,</p> <p>GRM process (how and to whom to raise complaints, roles/ functions of the GRC)</p>	<ul style="list-style-type: none"> <li>• Consultation meetings (face to face or online/ virtual)</li> <li>• Participation in ADB missions</li> <li>• Project reports (every 2 weeks, monthly, quarterly and semiannual), and project completion report (PCR).</li> <li>• Website, letters/ emails</li> <li>• Telephone (for urgent matters)</li> <li>• Media</li> </ul>	<p>Q1 2016 to Dec 2023 (Monthly or more frequent as required, Quarterly and semi-annual); and project completion report (PCR) at the end of the project.</p> <p>Budget (logistics for meetings, human resource), etc.;</p> <p>Printing of IEC materials</p> <p><i>Budget source:</i> included in the project admin. costs.</p>	<p>FRA (PSC, and PST)</p> <p>CSC team leader, and/or consultants</p> <p>Contractors</p>	<p>Roles and responsibilities clarified.</p> <p>Updated progress/ status of the project.</p> <p>Participated in key decision making process.</p> <p>Increased awareness of the project and ownership.</p>
<p><b>Objective 2:</b> To ensure that all affected by the project are aware of and clearly understand the project, its impacts</p>	<p>Affected persons' may raise complaints during construction stage if they were not</p>	<p>Project beneficiaries</p> <p>Project affected persons (landowners,</p>	<p>Project outcome/ outputs (activities).</p> <p>Project benefits (how local people could maximize project benefits,</p>	<ul style="list-style-type: none"> <li>• Public consultation (face-to face/ online, if venue has internet access)</li> </ul>	<p>June 2016 - December 2023 (Monthly or more frequent as required)</p>	<p>FRA/ PST</p> <p>Safeguards and gender, road safety team, etc.</p>	<p>At least 50% female participated in community consultation meetings at (time and venue</p>

Objectives	Risks	Main Stakeholders	Messages/ Information	Means of Communication	Timeframe and Frequency & Resources	Responsibility	Expected Outcomes
and compensation entitlements and address stakeholder concerns using transparent and inclusive approaches	consulted, or their concerns were not addressed in a timely manner.	boat and shop owners) Village/ district community leaders Other sectors (i.e., women, children, elderly, and other vulnerable groups) Other stakeholders	i.e., jobs, training, awareness raising, etc. Potential project impacts (environmental, social, gender/ social risks,), and mitigation measures.  GRM process (how & whom to raise complaints)	<ul style="list-style-type: none"> <li>Community forums/ dialogues</li> <li>FGD for affected persons, village leaders, women Factory owners, boat owners, and other specific target groups)</li> <li>Letters, emails</li> <li>IEC materials/ Pamphlets, training handouts</li> <li>Information Notices/ Bulletin boards, job vacancy posters, and other project updates.</li> <li>Media (radio, TV, print, web, etc.)</li> <li>Websites FRA, ADB/WB)</li> </ul>	Human resources and Logistics during meeting, training, Printing of information materials/ training handouts  <i>Budget Source:</i> Included in budget for civil works (contractor); and govt budget (FRA PST under training, etc	CSC (Team leader, and safeguard/ Gender, and road safety consultants  Contractor HSE Officers, safeguards, road safety engineer, and other members of the team.	convenient for stakeholders). Increased appreciation/ support to the project. Stakeholders/ public are well informed of the GRM process, and contact details should they want to raise complaints.  Local people including affected persons are satisfied of the GRM process.  Key issues/ grievances raised are resolved/ addressed in a timely manner.
<b>Objective 3:</b> To increase the level of	Gap in mitigation measures	Local people/ Villagers	Project impacts (positive and	<ul style="list-style-type: none"> <li>Training/ workshops (face-</li> </ul>	June 2016 to Dec 2023	FRA PST	Increased level of awareness of

Objectives	Risks	Main Stakeholders	Messages/ Information	Means of Communication	Timeframe and Frequency & Resources	Responsibility	Expected Outcomes
awareness of the local people/ communities on safeguards, social/ gender issues; health concerns awareness and other contagious diseases, road safety, and safeguards/social mitigation measures.	provided by the project to community expectations	(separate session for men and women).  Government health agency	negative), and how to maximize benefits. Managing potential environmental and social safeguards impacts, social/ gender risks (i.e., STIs, HIV/AIDS, etc.), health issues/ concerns and road safety.  Gender concepts/ relevant laws; ADB/WB and FRA's policy on safeguards, and gender; and government agencies' programs to address relevant issues.	to face, online or virtual) <ul style="list-style-type: none"> <li>Information sharing</li> <li>Distribution of culturally appropriate IEC materials (easy to understand by the audience/ participants) developed or printed by FRA and govt. health agency, UN agencies, and other partner agencies.</li> <li>Community awareness raising campaign (posters, pamphlets, training handouts, and other IEC materials);</li> </ul>	Budget included in the project costs under civil works (contractor's budget); Budget from FRA training	Safeguards, gender, OHS Officers, etc.  CSC safeguards/ gender team  Contractors' HSEO, safeguards and community liaison staff, and project team.	the public (local communities) on health related safeguards, gender, health and road safety issues; including core labor standards, gender mainstreaming, etc.  Community members participated in safeguards, STIs, HIV/AIDS, prevention, and road safety awareness raising/training.

Objectives	Risks	Main Stakeholders	Messages/ Information	Means of Communication	Timeframe and Frequency & Resources	Responsibility	Expected Outcomes
<p><b>Objective 4:</b> To establish a clear, easily accessible and effective complaints and grievance resolution procedure.</p>	<p>Procedural delays in addressing grievances.</p>	<p>Project beneficiaries, affected persons, and other stakeholders in the communities within the project area Concerned government agencies</p> <p>CSC and contractors concerned staff involved in GRM</p>	<p>ADB/WB/ FRA policy on information disclosure, consultations and GRM.</p> <p>Importance of GRM process/ procedures, familiarization of the GRM forms (i.e., feedback form or complaints form, GRM registry, etc.); GRM/GRC composition/ members, and roles and functions.</p> <p>Importance of accurate recording and reporting of the grievances, and timely action/ feedbacking to the complainants.</p>	<ul style="list-style-type: none"> <li>• Induction/ sensitization</li> <li>• Training / workshops</li> <li>• Community meetings</li> <li>• Public information notice boards, posters, pamphlets or brochures.</li> <li>• Telephone hotline</li> <li>• Media</li> <li>• Email/ letters</li> </ul>	<p>June 2016 to December 2023</p> <p>Budget for meetings included in the project</p>	<p>FRA PST CSC project team Contractors; concerned staff Village leaders including female representatives; and concerned agencies/ members of the GRC.</p>	<p>GRM/ GRC has been fully functional during the duration of project implementation .</p> <p>Grievance raised fully documented and acted upon in a timely manner, and reported in the GRM registry.</p> <p>Grievances resolved in a timely manner.</p> <p>Increased level of understanding on the topics discussed.</p> <p>Roles / functions clarified.</p> <p>Public satisfied with the GRM process.</p>

Objectives	Risks	Main Stakeholders	Messages/ Information	Means of Communication	Timeframe and Frequency & Resources	Responsibility	Expected Outcomes
<p><b>Objective 5:</b> To inform the contractors' labour force on Health awareness and communicable diseases prevention gender based violence prevention, core labor standards, and occupational health and safety measures, and GRM process.</p>	<p>Community and construction workers do not receive the message directly from the project team</p>	<p>Contractors' workers/ personnel (separate training for females).</p> <p>Project implementers (men and women) - FRA/ PST, and CSC</p>	<p>Health awareness (such as healthy lifestyle, proper nutrition; communicable diseases prevention (STIs, HIV/AIDS, and other infectious diseases), health facilities/ services.</p> <p>Gender awareness;</p> <p>Gender concepts; importance/ benefits from gender mainstreaming, gender issues (including exploitation, gender-based violence and sexual harassment, human trafficking, etc.).</p> <p>Contractors' compliance of the ILO's International core labor standards (equal opportunities,</p>	<ul style="list-style-type: none"> <li>• Induction or sensitization for the contractors/ workers</li> <li>• Training/ workshops</li> <li>• Information sharing</li> <li>• Training handouts in local language of the participants</li> <li>• Distribution of culturally appropriate IEC materials (about the project, HIV/AIDS, COVID-19 prevention, etc.), gender awareness, road safety, core labor standards and GRM in a language that is easy to understand by the participants)</li> <li>• Advocacy campaigns (awareness raising during</li> </ul>	<p>June 2016 to December 2023</p> <p>. Logistics (budget for transportation, Training materials/ supplies, etc.).</p> <p><i>Budget source:</i> Included in civil works' budget and FRA PST's training costs.</p>	<p>FRA / PST</p> <p>CSC safeguards/ gender team</p> <p>Contractors' OHSE staff, community liaison staff, and project team</p>	<p>All (100%) contractor's workers (skilled and unskilled) participated in trainings/ orientation (with separate training for female workers)</p> <p>participated in the health awareness training (STI, HIV/AIDS prevention), gender issues, core labor standards, GRM, road safety and safeguards.</p> <p>Contractor's compliance of the international core labor standards, and all deliverables as stated in the EMP/CEMP and</p>

Objectives	Risks	Main Stakeholders	Messages/ Information	Means of Communication	Timeframe and Frequency & Resources	Responsibility	Expected Outcomes
			<p>equal pay for equal work for the same type of job, no child labor, freedom of association, etc.).</p> <p>Safety at work sites (as per EMP/CEMP - occupational health and safety) such as us wearing of PPE at the construction site; road safety, and other safeguard measures.</p>	<p>International AIDS day and other important events; road safety and health awareness in schools, and other public places);</p> <ul style="list-style-type: none"> <li>• Posters/ public information notice boards</li> <li>• Collaboration with Government agencies implementing health, social and gender related programs, road safety and safeguards activities.</li> </ul>			<p>GAP, and in the signed contract/ bid documents.</p>

## **10. GRIEVANCE REDRESS MECHANISM**

### **10.1 The Grievance Redress Mechanism**

The Grievance Redress Mechanism (GRM) is a critical component of effective stakeholder engagement., It sets out a process through which grievances that arise in the course of the project may be resolved. This section of the CCP sets out the objective of the GRM, grievances that may be expected within the scope of this project, the general resolution process and the procedure to guide the resolution of grievances.

It must be borne in mind that, where possible, potential conflicts can and should be avoided proactively through a consultative and participatory planning process involving affected communities. It is reasonable to expect that communities that are appropriately engaged and well informed may result in the reduced occurrence of disagreements and conflicting positions. In instances where grievances do occur, it is important that they are resolved quickly before positions become entrenched and disagreements escalate.

### **10.2 Objective of the GRM**

The GRM is established to systematically address grievances that may arise through or as a result of the project in order to ensure or maximise project implementation and effectiveness while reducing negative ramifications to the widest group of stakeholders. It does so by providing a forum for stakeholders who may believe that they are affected by the sub-project to report grievances and seek satisfactory resolution as they arise, without fear of retribution.

### **10.3 Types of Grievances**

Types of grievances anticipated:

Early phases of project preparation: individuals or groups complaining and/or raising issues about the project plans and designs, and anticipated environmental and social issues.

During project implementation: complaints on land acquisition, compensation, construction-related grievances, construction impacts (dust and noise), lands (drainage damage to crops), roads (damage), health & safety issues, sexual harassment and gender discrimination.

### **10.4 Grievance Resolution Process**

This Section outlines the various elements of the grievance resolution process as well as the roles and responsibilities of the different personnel designated. These roles include receiving, assessing and categorizing, investigating assessments, resolution, coordination and monitoring. It also provides a timeframe for grievance resolution in order to enhance predictability, and encouraging trust and confidence of APs.

Figure 10.A: FRA GRM Workflow process

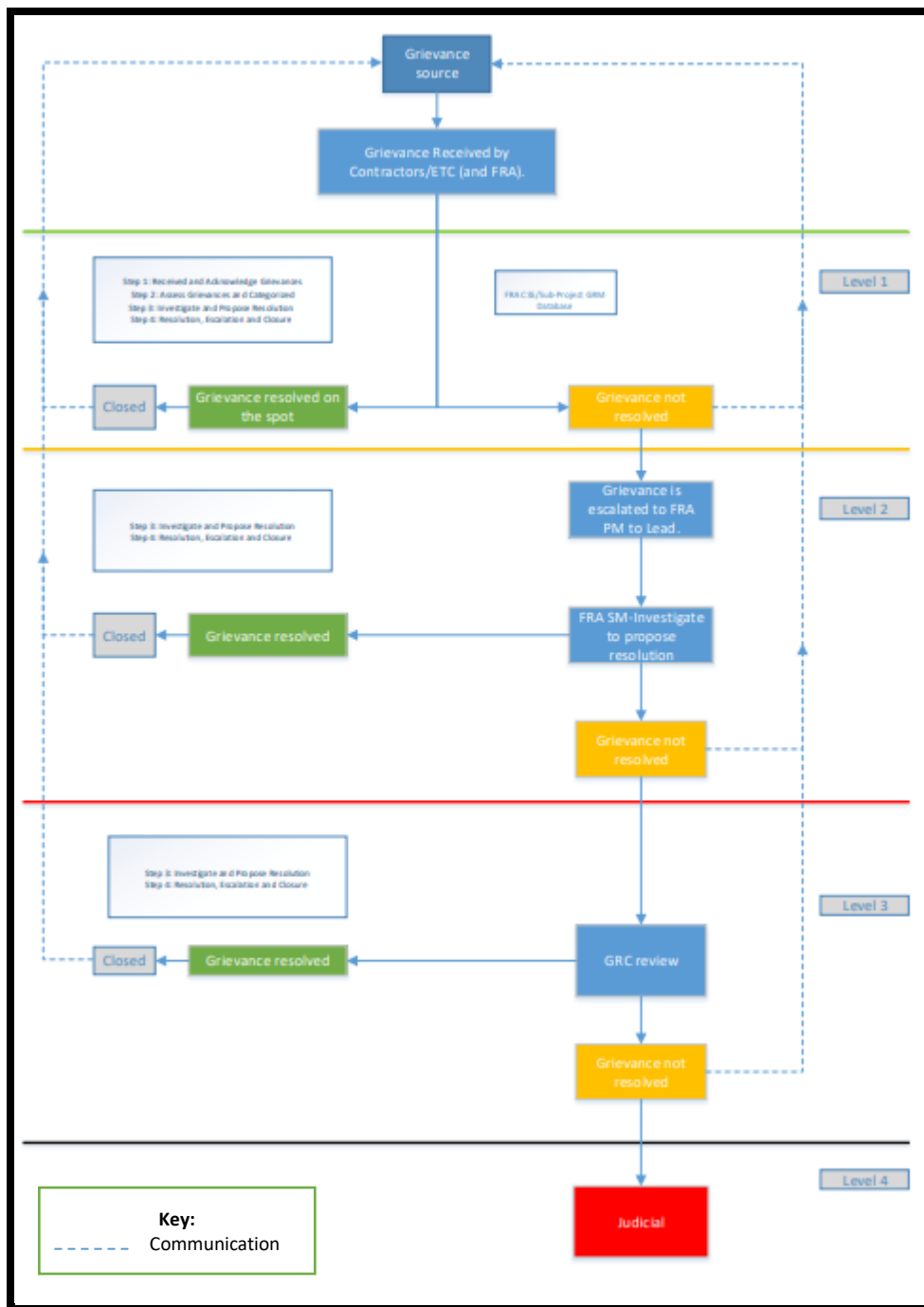


Figure 10.A: FRA GRM Workflow process, emphasising the four resolution levels.

The responsible parties for each resolution level are listed in Figure 10.B. A grievance, for instance, will be dealt with at the subproject level (Level 1) as a first stage. If it cannot be resolved by Contractors, the grievance is then referred to Level 2, where the FRA Program Manager, in liaison with the FRA Safeguards Manager, proceeds to investigate and propose a resolution.

**Figure 10.B Resolution Levels**

<b>Level 1:</b> ETC / Contractor
<b>Level 2:</b> ETC/ Contractor / Program Manager / Safeguards Manager
<b>Level 3:</b> Grievance Redress Committee/ FRA Board/ FRA CEO
<b>Level 4:</b> Judiciary

In keeping with the requirements of the ESMF and the LARF the timelines are indicative for acknowledgment, interim responses, and, where possible, final resolution of grievances<sup>3</sup>

A GRM procedure, explained in 10.5, will guide the resolution of environmental, social and highly sensitive cases, based on the timelines outlined in the relevant frameworks.

### 10.5 Grievance Management Procedure

The Grievance Management Procedure to guide resolution for the subprojects is summarised in the steps below:

#### 10.5.1 Step 1: Receive and Acknowledge Grievance

Prior to the commencement of construction, regulatory authorities, landowners and businesses shall be made aware of the GRM process and be given guidance on relevant steps to lodge a complaint.

Grievance Forms (Annexes A & B) shall be provided where required, and the GRM shall be discussed in any community consultation sessions. Language barriers and insufficient literacy levels shall not withhold any person from lodging a complaint. The Grievance Form shall be written and available in English, Fijian and Hindi, as appropriate, and disclosed to all potentially Affected Persons prior to any compensation or construction activities. Contractors /FRA will assist those with a verbal grievance to complete the form.

#### ***Maintaining a Grievance Register***

Each grievance shall be recorded in a grievance register<sup>4</sup>. The format for the grievance shall be as follow:

No.	Date	Name of Grievant	Details of Grievance	SR Ref #	Person Responsible	Action Taken	Grievance Status (Closed/Pending)
1.							
2.							
3.							

#### ***Acknowledgement of Grievance***

Outcomes of the investigation, and proposed resolution will be discussed with the complainant. The response can be communicated in several ways depending on the complainants preference (e.g. face-to-face, email, letter, phone call, etc.). This communication shall also serve as an acknowledgement of

<sup>3</sup> ESS10, World Bank GN27.4 p9

the grievance. If the grievance is assessed to be outside of the subproject scope, the complainant will be advised and an alternative mode of redress shall be suggested.

### 10.5.2 Step 2: Assess Grievance and Assign Category and Responsibility

If it is decided that a grievance is not valid, the grievance will be dismissed and advice of the decision and the reasons for dismissal will be provided to the complainant in writing (and in person if required). If the grievance is valid, it will be classified in to one of the following categories:

For grievances assessed as a Level 1, Safeguards Manager will contact the complainant directly to develop and solutions with oversight from the Contractor /ETC Manager. For a grievance that is assessed as a Level 2 the Safeguards Manager/Contractor/ETC Manager will be responsible for identifying a coordinated management solution and response with FRA Safeguards Manager. This should involve other senior managers and sign off from the Project Manager.

For a grievance assessed as a Level 3 immediate intervention of related parties such as senior managers, contractor/s, and/or local authorities via a Grievance redress Committee to seek their advice on potential resolutions.

The response is signed-off by the Project Manager for Level 3 grievances and with the Safeguards Manager.

**Figure 10.C Assessment Criteria**

<b>Level 1 Grievance:</b> A complaint where potential impacts and/or consequences are low that can be resolved quickly (e.g., a Project vehicle damaging others property)
<b>Level 2 Grievance:</b> A complaint which is widespread and repeated (e.g., dust from Project machinery)
<b>Level 3 Grievance:</b> A complaint that could potentially result in a serious breach of regulations and Project image and performance (e.g., oil spillage of more than 10 litres in waterways). Management will be notified of all grievances and the FRA Project Manager/FRA Safeguards Manager is notified of all Level 3 grievances

**Table 10.2 FRA Common Grievance Type & Categories**

Grievance Type	Grievance Details	Risk Level	GRM Category
Economic Loss	Impacts to Livelihood, Loss of Access (Businesses), Affected Roadside Vendor	Low- High	Level 1-2
Utilities Disruptions	Disruption due to Utility works onsite, broken pipe incidents.	Moderate – High	Level 1-2
Sexual Exploitation, Abuse & Harassment (SEAH)	Interaction between Workers & Local Communities (vendors), Female Workers (Traffic Controllers) and Passerby/Drivers.	High- Extreme	Level 1 -4
Environmental	Broken Sewer line, Dust	Low- High	Level 1-2
Community Requests	Humps, Village Drainage Improvement, Permanent Roadside Stalls	Low	Level 2-3

### **10.5.3 Step 3: Investigate and Propose Resolution**

Initial investigation of the grievance and proposal of a resolution will be undertaken as soon as possible but no later than 2 weeks after screening and assessing the grievance. The designated officer will discuss the outcomes of the investigation, and proposed resolution with the complainant. The response can be communicated in several ways depending on the complainants preference (e.g. face-to-face, email, letter, phone call, etc.). Further investigations can be undertaken at subsequent resolution levels if required.

They will ask complainant for written acceptance of the resolution (or verbal if the complainant has difficult reading/writing).

### **10.5.4 Step 4: Resolution, Escalation and Closure**

Once a resolution is reached and complainant is satisfied the grievance case is recorded as a closed case. If the complainant is not satisfied or the relevant personnel cannot resolve grievance then that grievance case is escalated. The resolution levels, related to the Figure 10.2 comprises a sequential process of four (4) levels of resolution. The next level of resolution is triggered if the complaint cannot be resolved at a lower level.

#### **Figure 10.D: Grievance Resolution Levels**

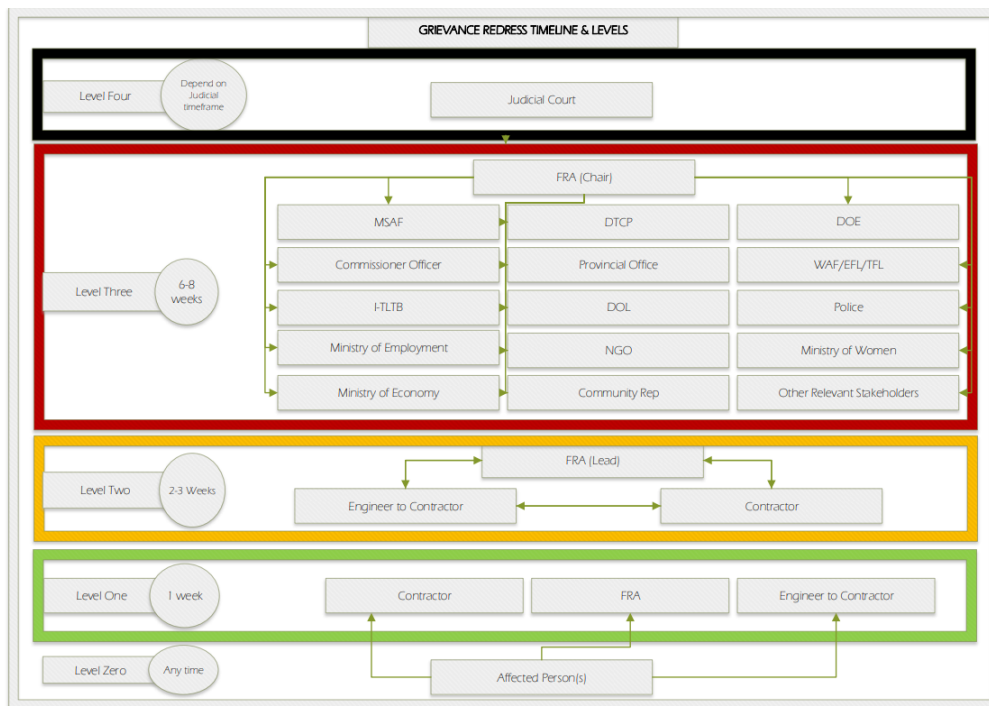
**Resolution Level 1:** This level is where complaints can be resolved via immediate corrective action by the Project Contractor/ ETC.

**Resolution Level 2:** If the complainants are not satisfied with the resolution proposed by the Contractors/ETC, then FRA will be involved to support collective resolution. Sub-project monthly progress meetings FRA/Contractors is an avenue for resolve.

**Resolution Level 3:** If the complainants do not accept the resolution or decision at Level 2, they can appeal to the Grievance Redress Committee (GRC).

**Resolution Level 4:** The APs can appeal to the court according to the judicial process if they deem fit. FRA does not control this level of resolution but acknowledges this

**Figure 10.E: FRA Grievance Redress Timelines and Resolution levels.**



**Grievance Redress Committee**

If a complaint is escalated to Level 3, then FRA will convene the Grievance Redress Committee to identify an adequate resolution for the grievance. (Annex C). Working procedures for GRC are not included in this CCP.

**10.6 Grievances for highly sensitive cases**

Anonymity is essential for capturing any grievances for highly sensitive cases that may arise in relation to gender-based violence (GBV) and sexual exploitation and abuse (SEA). These cases would be directed to the police without following outlined steps of grievance resolution. However, all correspondence related to the grievance must be documented in the Stakeholder Engagement Database for monitoring, reporting and learning. This will help drive continual improvement.

**10.7 Disclosure**

The GRM will be disclosed during community consultation meetings in the project site prior to commencement of any civil works. A copy of a summary brochure outlining the GRM, will be made available to the community through provision of a copy in the village meeting hall and women’s meeting. A copy of the GRM will be available to the contractors, village heads’ office, the FRA/ PST, CSC, and concerned stakeholders. Both successfully addressed complaints and non-responsive issues will be recorded by the FRA and reported to the ADB and WB.

## 11. STAKEHOLDER INTERACTION REGISTER

A stakeholder interaction register has been established by the FRA/ PST. The purpose of the register is to effectively record all interactions with stakeholders, whether in person, by phone/SMS, email, or social media to ensure accurate prompt, appropriate follow-up. It will also provide easy access to engagement records for reporting purposes.

The stakeholder interaction register consisting of the GRM complaints form (or feedback form) and the GRM registry (Summary) documents the details of the complaints, date and venue, name of the complainant, action taken, and other relevant information. A template of the said forms are provided in Appendix A (GRM Complaints form for KRUP subproject), Appendix B (GRM Complaints or Feedback Form for QRUP subproject). The project pamphlets for the FRA's TIISP, KRUP and QRUP subprojects are included in Appendixes E.1, E.2 and E.3, respectively. The pamphlets for other subprojects will be included once already approved by the FRA and ADB/ WB. These are also incorporated in the CEMP.

### 11.1 Disclosure

The Interactions Registry will be disclosed along with the GRM to both communities and through regular safeguards reporting to ADB/WB. This will also be included in the project's quarterly and semi-annual progress monitoring report. Disclosure of relevant project reports is as shown in Table 9.1 .

**Table 11.1 Disclosure Arrangements**

Project Information	Means of Communication	Responsible	Audience	Frequency
RRP	ADB/WBG and FRA website		ADB/WBG, Development Partners, NGOs, Interested Individuals	Once
Project Planning Information	Discussions and consultation	FRA		Specific intervals
Status of construction during implementation	Information boards at site	Contractors & Supervising Consultants	Project Affected persons Public, interested stakeholders	All the time
Project Progress Reports and Project Information Document	Reports			Quarterly
EIA and Land Acquisition and Resettlement Due Diligence Reports	ADB/ WBG and FRA website	FRA	ADB/WBG, Development Partners, Project Affected Persons, NGOs	Immediately upon receipt
Land Acquisition Resettlement Framework report updates	ADB/WBG and FRA website	FRA	ADB/WBG, Development Partners, Project Affected Persons, NGOs	Immediately upon receipt
Quarterly progress reports and Environmental and Social semi-annual monitoring reports		FRA	Stakeholders, interested stakeholders,	Quarterly and semi-annually
Project Completion report	ADB/WBG website	ADB/WBG	ADB/WBG, Development Partners, NGOs, Interested Individuals	Once

## 12. MONITORING AND REPORTING

To ensure that the desired outcomes are being achieved, the CCP will be monitored throughout the Project lifecycle.

### 12.1 Monitoring of Stakeholder Engagement Activities

The monitoring of effective stakeholder engagement will be undertaken in 2 ways: (1) field monitoring (2) tracked through Consultation Meeting Minutes. Field monitoring will rely on the monthly progress reports from Contractors, FRA Safeguards monthly monitoring reports, and ADB/WB review mission reports. The triangulation of these reports reinforces/verifies the validity of stakeholder feedback and will support FRA to manage coordinated response.

Key information from the monitoring reports will be disclosed to affected people in a form they can understand. Monitoring reports will be disclosed publicly through ADB/WB/FRA website.

#### 12.1.1 Performance Indicators

The following table provides a guide for indicators that can be collected in the field to support project progress reports that is outlined in the disclosure arrangements Section 11 of this CCP.

**Table 12.1: Objectives Performance Indicators**

Objectives	Desired Outputs	Performance Indicators
<b>Objective 1:</b> regular flow of reliable project information/ sharing and participation on priority decision making process	Stakeholders are provided information about the Project in a timely manner	<ul style="list-style-type: none"> <li>Number of materials disseminated</li> <li>Comments received on disclosure materials, positive or negative</li> <li>Locations of information disclosure and who received the information</li> </ul>
<b>Objective 2:</b> clearly understand the project, its impacts and compensation entitlements and address stakeholder concerns using transparent and inclusive approaches	Stakeholders have an opportunity to share their views and concerns about the Project development	<ul style="list-style-type: none"> <li>Number and type of engagement opportunities provided</li> <li>Topics of engagement activities</li> <li>Attendance rates by gender and location</li> <li>Numbers of grievances related to lack of opportunity to participate in Project development</li> </ul>
<b>Objective 3:</b> increase the level of awareness of the local people/ communities on safeguards, social/ gender issues; health concerns awareness of STIs, HIV/AIDS prevention) and other contagious diseases, road safety, and safeguards/social mitigation measures.	Positive working relationships are built and maintained over time	<ul style="list-style-type: none"> <li>Number and type of grievances lodged by stakeholders</li> <li>Number of satisfactorily closed out grievances</li> <li>Percentage of stakeholders taking part in engagement efforts</li> <li>Community attitudes and perceptions</li> </ul>
	Engagement continues to be transparent, inclusive and appropriate throughout the Project lifecycle	<ul style="list-style-type: none"> <li>Engagement continues to be transparent, inclusive and appropriate throughout the Project lifecycle</li> <li>Adherence to the schedule of stakeholder engagement activities</li> </ul>

Objectives	Desired Outputs	Performance Indicators
		<ul style="list-style-type: none"> <li>• Disclosure of engagement and grievance outcomes and adhere to reporting commitment</li> <li>• Representation of women and vulnerable groups in engagement activities</li> <li>• Number and type of grievances lodged by community members</li> <li>• Number of satisfactorily closed out grievances</li> </ul>
<p><b>Objective 4:</b> clear, easily accessible and effective complaints and grievance resolution procedure;</p>	<p>Grievances are resolved promptly and effectively, in a transparent manner</p>	<ul style="list-style-type: none"> <li>• Categories of grievances and trends</li> <li>• Number of complainants satisfied with the resolution</li> <li>• Average time for grievance processing</li> <li>• Number and type of issues raised are satisfactorily resolved.</li> <li>• Percentage of contract extension resulting from unresolved grievances: # of weekly /monthly progress meetings held to resolve specific grievance</li> </ul>
<p><b>Objective 5:</b> To inform the contractors' labour force on Health awareness and communicable diseases prevention gender based violence prevention, core labour standards, and occupational health and safety measures, and GRM process.</p>	<p><i>Refer to GAP</i></p>	<p><i>Refer to GAP</i></p>

### 13. ROLES AND RESPONSIBILITIES

The details of the concerned stakeholders, including the project implementation organizations' key roles and responsibilities are indicated in Table 1 in the next page.

**Table 13.1: Project Management Organizations' Roles and Responsibilities**

Stakeholders	Roles and Responsibilities
<b>A. Project Implementation Organizations<sup>5</sup></b>	
Ministry of Finance	<ul style="list-style-type: none"> <li>• Borrower and Executing Agency for the Project; involve in decision making.</li> <li>• Submit required annual audit reports and financial statements of project account to ADB/WB.</li> <li>• Coordinate appropriate government representation for loan negotiations, loan signing, and loan effectiveness.</li> </ul>
Project Steering Committee (PSC) will include representatives from Ministry of Finance (Chair); FRA.	<ul style="list-style-type: none"> <li>• Oversee the implementation of the project and its consistency with national government policies.</li> <li>• Monitor project progress and cooperatively resolve issues hindering progress.</li> <li>• Guide the executing and implementing agencies.</li> </ul>
Fiji Roads Authority (FRA)	<ul style="list-style-type: none"> <li>• Implementing Agency; oversee daily operations of the project and ensure smooth implementation of the project as per agreement with ADB and partner agencies.</li> <li>• Supervise inputs and outputs of design &amp; supervision consultant, and manage consultancy contract.</li> <li>• Review and monitor timely preparation of subproject feasibility reports covering technical and economic feasibility, and environment and social safeguards.</li> <li>• Submit subproject feasibility reports for Ministry of Finance review and ADB approval.</li> <li>• Oversee detailed design of approved subprojects; ensure timely bidding and award of civil works contracts in accordance with ADB Procurement Guidelines; and oversee supervision and administration of works contracts by consultants.</li> <li>• Safeguards implementation and monitoring; monitoring and evaluation of project performance in accordance with project design and monitoring framework.</li> </ul>
Project Supervision Team (PST), under FRA  FRA will be assisted by the Project Design and	<ul style="list-style-type: none"> <li>• Support FRA in implementing the project; oversee and manage project execution and compliance with project requirements, including those associated with procurement, financial management and auditing, safeguards, monitoring and evaluation, and project reporting.</li> <li>• PST would also conduct fieldwork, and research and analysis, including basic comparative socio-economic cost/benefit and cost effectiveness assessments required to prepare annual short lists of possible sub-projects.</li> <li>• The design and supervision consultants would support the PST to carry out detailed feasibility studies and assessments to verify the acceptability of proposed sub-projects.</li> </ul>

<sup>5</sup> Note: Details of the project management organizations' key roles and responsibilities are included in the Project Administration Manual (PAM), Fiji: TIISP. Revised, September 2021. ADB/WB.

Stakeholders	Roles and Responsibilities
Construction Supervision Consultants	<ul style="list-style-type: none"> <li>Assist FRA in implementing the Project for various subprojects (e.g. KRUP, QRUP, SARUP, etc.); coordinates and/ or provide supervision for the contractors; submit reports to the FRA PST, and perform tasks assigned by FRA PST, as stated in the contracts.</li> </ul>
Asian Development Bank (ADB)	<ul style="list-style-type: none"> <li>Project financier for concessional loan, and overall project administration.</li> <li>Conduct regular joint project reviews with WB; monitor and support project implementation and compliance with ADB's policies and procedures in relation to technical, economic, financial, procurement, safeguards, governance, and anticorruption policies and procedures.</li> <li>Review and approve subproject screening and feasibility study reports; overall coordination and advisory support.</li> <li>Review reports, provide guidance to EA/IA; and work in partnership with the GOF through the EA/IA.</li> </ul>
World Bank (WB)	<ul style="list-style-type: none"> <li>Project financier for IBRD loan; conduct regular joint project reviews with ADB.</li> <li>Monitor and support project implementation and compliance in relation to technical, economic, financial, safeguards, governance, and anticorruption policies and procedures</li> <li>Review and approve subproject screening and feasibility study reports; and advisory support.</li> <li>Review reports, provide guidance to EA/IA; and work in partnership with the GOF through the EA/IA.</li> </ul>
<b>B. Relevant Government Agencies</b>	
Ministry of Health	<ul style="list-style-type: none"> <li>Implements health and medical service program Provides health safety information, health safety protocols on prevention of COVID-19 and other infectious diseases.</li> <li>Provides support to FRA/ PST in community awareness within the project area on STI/HIV/AIDS prevention during project implementation.</li> </ul>
Ministry of Lands	<ul style="list-style-type: none"> <li>Issue required safeguard permits, and compliance of safeguards in accordance with relevant laws of the government of Fiji.</li> <li>Provides information on requirements and procedures regarding land use.</li> </ul>
Ministry of Environment Department of Environment	<ul style="list-style-type: none"> <li>Issue required safeguard permits, and compliance of safeguards in accordance with relevant laws of the government of Fiji.</li> <li>Provides information on requirements and procedures regarding environmental management.</li> </ul>
Ministry of Women	<ul style="list-style-type: none"> <li>Implements programs on women and children, and poverty alleviation.</li> <li>Provides information and address issues and concerns relating to women and children and assistance to poor households.</li> </ul>
Ministry of Information	<ul style="list-style-type: none"> <li>Assist the EA/IA (FRA-PST) in preparing press releases and communicating to the public through appropriate communication channels/ methods including newsletter, radio program, and others.</li> </ul>
Local Government Units (Village, Municipal and District)	<ul style="list-style-type: none"> <li>Provides support to project implementers including contractors during the construction stage on issues/ concerns that may affect the communities/ villagers and in GRM.</li> </ul>
Other Government Agencies (i.e., Police Department, Ministry of Education, etc.)	<ul style="list-style-type: none"> <li>Need to be engaged by the FRA PST including contractors if there are issues/ concerns (i.e., project related incidents that need to be investigated and addressed by the police authorities; if common property resources such as boundary wall or part of the school</li> </ul>

Stakeholders	Roles and Responsibilities
	building that may be affected by the proposed project; and in ensuring the safety of the school children during the construction stage).
<b>C. Private Sector</b>	
Business/ commercial area, shops, factory, and boat owners	<ul style="list-style-type: none"> <li>• Provides other services to the Fijians and foreigners/ visitors in the country; they will be benefited by the project after completion (for transporting goods, etc. through the improved roads, bridges, jetties, and other infrastructures).</li> <li>• Ensures that their business / livelihoods will not be affected by the project, and that necessary mitigation measures need to be implemented.</li> </ul>
<b>D. Other relevant organisations</b>	
NGOs, and (CSOs) - FCOSS/ FWCC/ Soqosoqo Vakamarama / NCPDF	<ul style="list-style-type: none"> <li>• Provides additional services (training, livelihoods, health, etc.) in support to the government agencies providing social services.</li> </ul>
Project Beneficiaries/ Villagers and Village /Settlement Leaders  Project affected landowners/ persons and households  Women and children, and vulnerable groups	<ul style="list-style-type: none"> <li>• Located within the project area/ camp site and will directly be affected by the project (environmental, etc.).</li> <li>• Will be benefited by the project in terms of jobs in civil works during road construction, operation and maintenance (O &amp; M) stages.</li> <li>• Will be the participants for community awareness campaign activities relevant to safeguards, health, gender, etc.</li> <li>• Will be provided with long-term benefits after project completion (increased income due to jobs and livelihoods during and after project completion, road safety awareness, and others).</li> </ul>
Media (national TV and radio stations, and print media)	<ul style="list-style-type: none"> <li>• Public information outreach.</li> </ul>
Contractors (Higgins, CR5, and others for KRUP, QRUP, SARUP, and other subprojects)	<ul style="list-style-type: none"> <li>• Implementation of relevant elements of the CCP (as per EMP and approved CEMP), GAP, and compliance of safeguards.</li> <li>• Implementation of the relevant elements of the GRM.</li> <li>• Ensure timely completion with quality works and in compliance with standards stated in the covenant/ agreement with the government of Fiji and financiers.</li> </ul>

## 14. IMPLEMENTATION SCHEDULE AND BUDGET

*Refer to contractor's budget' civil works.*

## **15. APPENDICES**

*Appendix A. Subprojects Awarded & Completed (2016-2021)*

*Appendix B. Complaints Form in KRUP Subproject*

*Appendix C. Complaints or Grievance Report Form in QRUP Subproject*

*Appendix D. TIISP Grievance Redress Mechanism*

*Appendix E. Project Pamphlets*

*Appendix F. Sub Project Summary*

*Appendix G. List of 40 Bridges*

*References*

## Annex A. Subprojects Awarded & Completed (2016-2021)

Contract No.	Contract Name	Bid Opening Date	Signing Date	Completion
FRA/TIISP/15-84	Street Lightning- West village	22 Oct 2015	16 May 2016	31 Oct 2016 10 Dec 2016
FRA/TIISP/16-19	Mass Action Plans - Guardrails	30 Jan 2017	Oct 2016	30 June 2017
FRA/TIISP/16-03	Road Reseals Programme of Roads in Western, Central and Northern Division of Fiji	08 Jun 2017	14 Feb 2018	27 Nov 2021
FRA/TIISP/17-114	Viti Levu Crossing Renewal Rabaraba, Solovi 1 and Solovi 2	11 Feb 2019	23 May 2019	Project Completed 30 April 2021
FRA/TIISP/19-39	SARUP 2 Road Design	N/A	21 April 2020	Project Close Out Underway
FRA/TIISP/19-38	SARUP 2 Road Survey	N/A	14 February 2020	Project Close Out Underway
FRA/TIISP/19-40	SARUP 2 Geotechnical Investigations	N/A	13 March 2020	Project Close Out Underway
FRA/TIISP/19-60	SARUP 2 Road Topography	N/A	14 May 2020	Project Close Out Underway
FRA/TIISP/19-03	Kings Road Upgrade Construction Supervision	24 August 2020	18 November 2020	Consultancy Underway
FRA/TIISP/19-19A	Kings Road Upgrade Package A	13 August 2020	30 March 2021	Project Underway
FRA/TIISP/19-19B	Kings Road Upgrade Package B	23 October 2020	22 June 2021	Project Underway
FRA/TIISP/20-13	Project Preparation and Detailed Design for 40 Critical Bridges and Nabouwalu, Natovi, and Savusavu Maritime Infrastructure	25 January 2021	04 June 2021	Consultancy Underway
FRA/TIISP/20-02C	SARUP 2 Package C	30 March 2021	14 September 2021	Project Underway
FRA/TIISP/20-14B	Queens Road Upgrading	06 April 2021	14 September 2021	Project Underway
FRA/TIISP/19-54	Queens Road Construction Supervision	28 January 2021	02 September 2021	Consultancy Underway

## Annex B. Complaints Form in KRUP Subproject

<b>Date:</b>	<b>Time:</b>	
<b>Name:</b>		
<b>Contact Details</b>		
<b>Contact Type: Phone / Email (circle where appropriate):</b>		
<b>Complaint Description:</b>		
Recorded by: _____		
Referred to: _____		
Date: _____		
Initial Actions:		
<b>Agreed follow-up Actions:</b>		
<b>Action</b>	<b>Date Completed:</b>	<b>Signed:</b>
<b>Distribution:</b>		
Original <input type="checkbox"/>	Comm. Manager	
Copy 1 <input type="checkbox"/>	Site file	
Copy 2 <input type="checkbox"/>	Manager, Operations	
<b>Actions Closed:</b>		
<b>Name</b>	<b>Signed</b>	<b>Date</b>

**Annex C. Complaints or Grievance Report Form in QRUP Subproject**  
**Grievance Report Form**

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Reported by: \_\_\_\_\_

Staff Name: \_\_\_\_\_

Location \_\_\_\_\_

	Village/Settlement	First Name, Last Name/ Prefers to be anonymous	Contact Details
Complainant(s) Or Representative			
Chief/TNK			

Acknowledged by: \_\_\_\_\_

Date Acknowledged: \_\_\_\_\_

Description of Concern: .....

Category: Compensation / Land Access / Inadequate Notification/ Disruption to Business or Property / Property Damage / Irrigation / Boundary Dispute / Environmental Damage / Construction Activities / Safety Risk /Traffic / Other

Proposed Resolution or Feedback:

.....  
 .....

Complainant satisfied with process? Yes  No  Why not? OR .....

Complainant satisfied with outcome? Yes  No  Why not? .....

Print Name (Complainant): \_\_\_\_\_

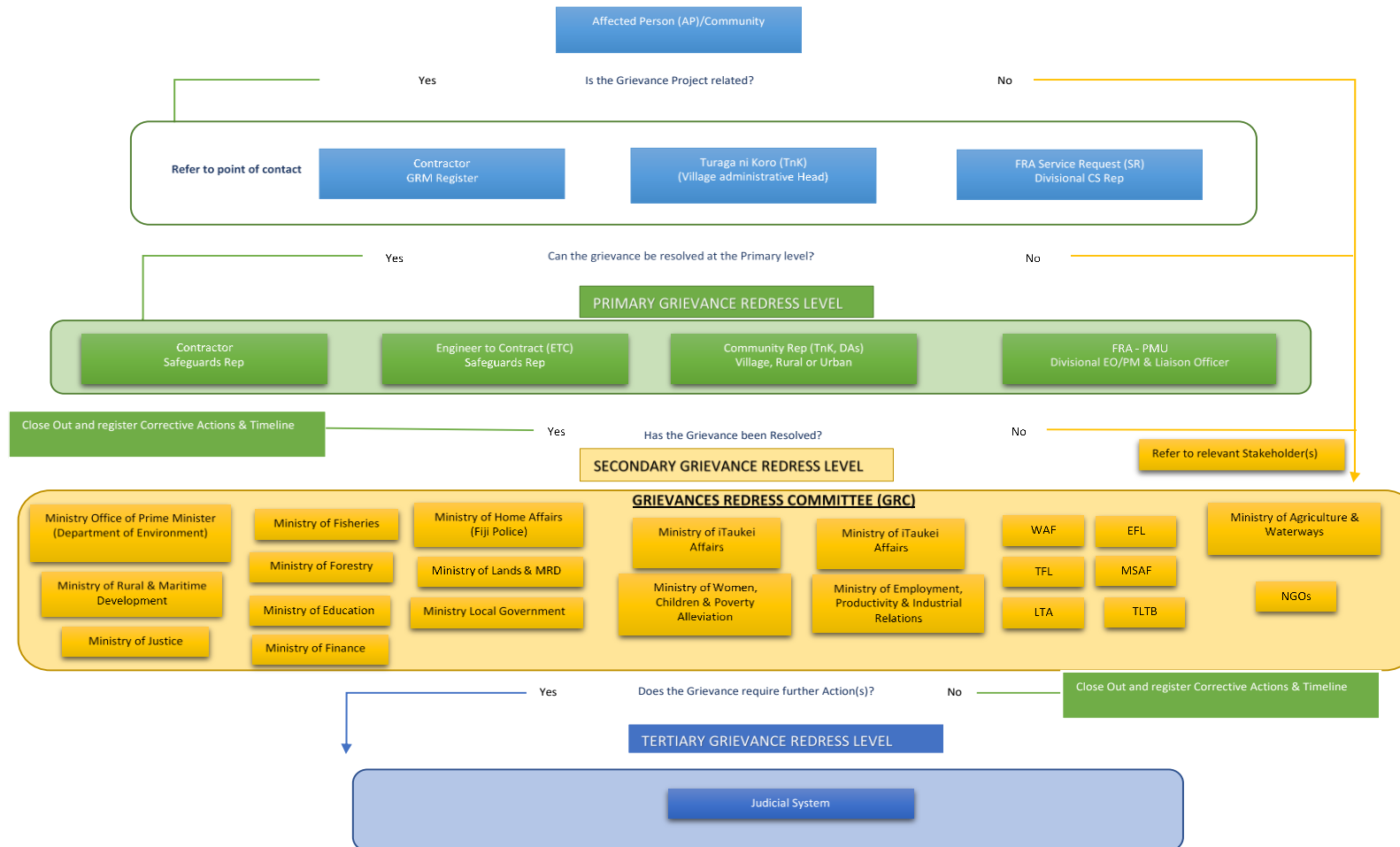
Signed (Complainant): \_\_\_\_\_ Date: \_\_\_\_\_

Signed (Recipient): \_\_\_\_\_ Date: \_\_\_\_\_

Copied to: \_\_\_\_\_

# ANNEX D: TIISP Grievance Redress Mechanism

## TIISP GRIEVANCES REDRESS MECHANISM (GRM)



## Appendix E. Project Pamphlets

### Appendix E.1 FRA Project Pamphlet for FIJI: TIISP

#### GOT ANY COMPLAINTS?

The FRA continuously aims to improve the quality of road infrastructure provided to Fijians and understands that your concerns will help identify areas for improvement. For concerns or complaints call us on 5720 (toll free) or email on [info@fjiroads.org](mailto:info@fjiroads.org)

Set out your complaint clearly:

- Information about the road infrastructure, include relevant time, dates and locations
- Photos/videos if applicable
- Provide you phone contact details/email

Once you lodge a complaint, we will provide you with a SERVICE REQUEST (SR) reference number. While your complaint is being investigated, we will advise you either verbally (telephone) or in writing of the progress of your complaint. If you prefer a specific method of contact, please advise us when lodging your complaint

Customer Service Representative aims to respond to all queries within two working days. If we are going to take longer, we will let you know why and when we can respond

#### ADDRESS

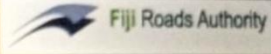
Head Office  
Level 4 , Fiji Development Bank Building  
360 Victoria Parade, Suva, Fiji.

#### CONTACT US

Telephone | 679-3100114|  
Fax | 679-3100114|  
[www.fjiroads.org](http://www.fjiroads.org)

Facebook: Fiji Roads Authority  
Twitter: @FijiRoads

Toll Free: 5720

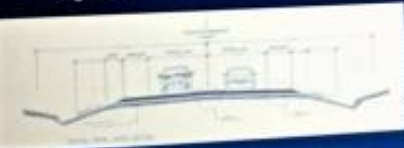


## TISP 19-19A- ADB/WB KINGS ROAD REHABILITATION WORK

FUNDED BY THE ASIAN DEVELOPMENT BANK (ADB)  
AND THE WORLD BANK (WB)

#### GENERAL SCOPE OF WORKS

- Widening of sealed carriageway up to 11m
- Construction of 2m concrete footpath through villages
- Road pavement constructed to Austroads 25-year design year standard.
- Upgrading of roadside drainage; side drains and culverts.
- Installation of new guard rails
- Installation of conduits for power and telecommunications (if required)
- Construction of dedicated bus bays
- Installation of road markings and signage.



#### WHY INCLUDE WOMEN IN INFRASTRUCTURE PROJECTS?

Social inclusion of women to voice out their concerns on road construction projects

↓

More women representatives to voice out opinions, concerns and issues on road project designs at public engagement

↓


More information on road infrastructure pattern usage which is different for men and women and how they benefit differently

↓

Gender specific objectives are incorporated in the project design

↓

Women are able to fully benefit from the project



## Appendix E.2 QRUP Subproject Pamphlets

### Got any Complaints?


The FRA continuously aims to improve the quality of road infrastructure provided to Fijians and understands that your concerns will help identify areas for improvement. For concerns or complaints-call us on 5720 (toll free) or email on [info@fijiroads.org](mailto:info@fijiroads.org)

Set out your complaint clearly:


- Information about the road infrastructure, include relevant time, dates and locations
- Photos/videos if applicable
- Provide you phone contact details/email

Once you lodge a complaint, we will provide you with a SERVICE REQUEST (SR) reference number. While your complaint is being investigated, we will advise you either verbally (telephone) or in writing of the progress of your complaint. If you prefer a specific method of contact, please advise us when lodging your complaint

Customer Service Representative aims to respond to all queries within two working days. If we are going to take longer, we will let you know why and when we can respond



Source: QRRP Engineering Design Contract B



### FRA/T11SP/19-54 QUEENS ROAD REHABILITATION WORKS

FUNDED BY ASIAN DEVELOPMENT  
BANK (ADB) AND WORLD BANK (WB)

**ADDRESS**  
Head Office  
Level 4, Fiji Development Bank Building  
360 Victoria Parade, Suva, Fiji

**CONTACT US**  
Telephone | 679-3100114|  
[www.fijiroads.org](http://www.fijiroads.org)  
Facebook: Fiji Roads Authority  
Twitter: @FijiRoads

Toll Free: 5720

WORK SCOPE/ PROJECT BENEFITS

#### WORKSCOPE:

- Widening of sealed carriageway up to 11m
- Construction of 2m concrete footpath through villages
- Road pavement constructed to Austroroads 25-year design standard.
- Upgrading of roadside drainage; side drains and culverts
- Installation of new guard rails
- Installation of conduits for power and telecommunications (if required)
- Construction of dedicated bus bays

#### Project Benefits

- enhance the safety of road users (drivers and pedestrians)
- improve the travel comfort of road users and reduce travel times
- reduced traffic congestion
- improved safety of road users by providing new footpaths, wider roads, standardised road geometry and intersection improvements

Potential Impacts

- disturbance to adjacent residents through noise and dust
- disruption of pedestrian and vehicle access along the roads, including access along the major highway.

Mitigation measures (dust suppression methods through water carting, restrict construction to daylight hours, and proper traffic management plans) are proposed in order to mitigate these impacts.

#### Promoting Gender Equality

- Social inclusion of women to voice out their concerns on road construction projects
- More women representatives to voice out opinions, concerns and issues on road project designs at public engagement
- More information on road infrastructure pattern usage which is different for men and women and how they benefit differently
- More information on road infrastructure pattern usage which is different for men and women and how they benefit differently
- Women are able to fully benefit from the project



## APPENDIX F: SUB PROJECT SUMMARY

The Project covers the 4 subproject areas with the following

- (i) *Kings Road Upgrade Project (KRUP) Packages A and B*<sup>6</sup>: The Kings Rd Rehabilitation Programme (KRRP) involves the rehabilitation and upgrading of 14 sealed roads along the main Kings Road transiting through the Provinces of Ba, Ra and Tailevu on Mainland Vitilevu. The sub-project will result in lower overall road maintenance costs, enhance the safety of road users (drivers and pedestrians), improve the travel comfort of road users and reduce travel times. This will be achieved by rehabilitating and upgrading of existing road pavements, side drains and culverts that show signs of deterioration or have not been systematically maintained. In order to ensure that these positive impacts are delivered, FRA will need to ensure that the contract is delivered in a timely manner, with minimum disruption to road users, adjacent communities, and the physical and biological environment.
- (ii) *Queens Road Upgrade Project (QRUP) Package*<sup>7</sup>: Queens Road Rehabilitation sub-project involves the rehabilitation and upgrade of eight sections of sealed road in Western (Nadroga Province) Divisions with an approximate total length of 25km. The sub- project involves road pavement upgrades, small sections of road widening within the existing road reserve, footpath repairs and footpath installations. If rehabilitation is not conducted, the roads will continue to degrade to a point where they will become unusable. This would place significant strain on other non-arterial roads, exacerbate traffic congestion and negatively impact businesses and economic growth along the corridor. Benefits of this sub-project will include improved access for local residents, including women and children to markets; easing of road congestion; reduced road user costs; employment opportunities for local men and women, and improved access to social services. The outcome will be improved safety, efficiency and resilience of land transport infrastructure for users of subproject roads.
- (iii) *Suva Arterial Road Upgrading Project 2 (SARUP) Package C*<sup>8</sup>, along Foster Road. The project has been awarded to CR5 (Contractor) and Sheladia (Engineer to the Contract), and the contract was signed on 14 September 2021.: The SARUP 2 sub-project is within the Greater Suva Area, the largest urban centre in Fiji. Foster Road runs parallel to the coast and there is a bridge at the Southern end of Foster Road that crosses a small inlet to Walu Bay. The key potential impacts from SARUP 2 relate to the socio-economic environment. The road upgrades will cause unavoidable potential disruption to pedestrian and vehicular traffic during construction. There is also the potential to cause traffic jams and block access to businesses, schools and industry along the route, with subsequent flow-on effects to the economy. Although no Displaced Persons are located within the project footprint, the community will require accurate and timely information about the project. (FRA 2018).
- (iv) *Project Preparation and Detailed Design for 40 Critical Bridges and Nabouwalu, Natovi and Savusavu Maritime Infrastructure*<sup>9</sup> has been awarded to BECA as the consulting firm preparing the detailed design including data collection and preparation of documents required by ADB/WB guided by the safeguards approach prepared by ADB/ WB assisted by FRA.

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<sup>6</sup> FRA (2019), Kings Road Rehabilitation Project, Environmental Impact Assessment Report.

<sup>7</sup> FRA (2020), Queens Road Rehabilitation Land Acquisition and Resettlement Due Diligence Report

<sup>8</sup> FRA (2018), Suva Arterial Road Upgrade Project, Environmental Impact Assessment Report

<sup>9</sup> FRA (2022) Semiannual Monitoring Report

## **APPENDIX G: List of 40 Bridges**

The bridge structures have been grouped by FRA into four different levels of priority replacement based on their current condition and access restrictions (i.e. urgent for repair or replacement), as follows:

Priority 1: 10 bridges (all located on Viti Levu)

Priority 2: 10 bridges (4 on Viti Levu and 6 on Vanua Levu)

Priority 3: 10 bridges (all located on Viti Levu)

Priority 4: 10 bridges (1 each on Rotuma Island, Ovalau Island, and Viti levu, 3 on Vanua Levu, and 4 on Taveuni)

The maritime structures are located, as follows:

Natovi Jetty, Viti Levu

Savusavu Jetty, Vanua Levu

Nabouwalu Jetty, Vanua Levu

## References

- ADB (2018) Stakeholder Engagement Plan and Grievance Redress Mechanism. Social Impact Update, Nepal Hydropowers, p46;
- ADB (2023) Stakeholder Engagement Plan, Document Stage: Final,( Project Number: 55205-001, April 2023) Lao PDR: Monsoon Wind Power Project, Part 3: Main Report, Prepared by ERM-Siam Co., Ltd. for the Monsoon Wind Power Company Limited as a requirement of the Asian Development Bank. p131, p133
- World Bank (2016) Environmental and Social Framework (ESF), ESS10