

**Democratic Socialist Republic of Sri Lanka
Ministry of Highways
Road Development Authority**

Inclusive Connectivity and Development Project

**ENVIRONMENTAL AND SOCIAL
COMMITMENT PLAN (ESCP)**

June 2021

Inclusive Connectivity and Development Project

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Government of Sri Lanka *will be implementing* the Inclusive Connectivity and Development Project (the **Project**), with the involvement of the Ministry of Highways (MOH). The *International Bank for Reconstruction and Development (IBRD) of the World Bank (hereinafter the Bank)* has agreed to provide financing for the Project.
2. The Government of Sri Lanka will implement material measures and actions so that the Project is implemented in accordance with the Environmental and Social Standards (**ESSs**). This Environmental and Social Commitment Plan (**ESCP**) sets out the material measures and actions, any specific documents, or plans, as well as the timing for each of these.
3. The Government of Sri Lanka will also comply with the provisions of any other E&S documents required under the ESF and referred to in this ESCP, such as Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Labor Management Procedures (LMP) and Stakeholder Engagement Plans (SEP), and the timelines specified in those E&S documents.
4. The Government of Sri Lanka is responsible for compliance with all requirements of the ESCP even when implementation of specific measures and actions is conducted by the Ministry, referenced in 1. above.
5. Implementation of the material measures and actions set out in this ESCP will be monitored and reported to the Bank by the Government of Sri Lanka as required by the ESCP and the conditions of the legal agreement, and the Bank will monitor and assess progress and completion of the material measures and actions throughout implementation of the Project.
6. As agreed by the Bank and the Government of Sri Lanka, this ESCP may be revised from time to time during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to assessment of Project performance conducted under the ESCP itself. In such circumstances, the Ministry of Highways (MOH) and the Road Development Authority (RDA) will agree to the changes with the Bank and will update the ESCP to reflect such changes. Agreement on changes to the ESCP will be documented through the exchange of letters signed between the Bank and the MOH and RDA. The MOH and RDA will promptly disclose the updated ESCP.
7. Where Project changes, unforeseen circumstances, or Project performance result in changes to the risks and impacts during Project implementation, the Government of Sri Lanka shall provide additional funds, if needed, to implement actions and measures to address such risks and impacts.

Inclusive Connectivity Development Project		
ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN		
Summary of the Material Measures and Actions to Mitigate the Project’s Potential Environmental and Social Risks and Impacts	Timeframe	Responsible Entity / Authority/ and Resources/Funding Committed
ESCP Monitoring and Reporting		
<p>REGULAR REPORTING: Prepare & submit to the Bank regular monitoring reports on the environmental, social, health and safety issues & performance of the Project, including but not limited to the implementation of the ESCP, status of preparation and implementation of E&S documents required under the ESCP, stakeholder engagement activities, functioning of the grievance mechanism(s).</p> <p>Collaborate with other agencies and third parties, such as the contractors, supervision consultants and field level RDA engineers who are responsible for managing specific risks and impacts and implementing mitigation measures to establish such mitigation measures to gather inputs for reporting.</p>	<p>Every three months during project implementation, within 7 days of the end of the three-month period.</p> <p>Throughout project implementation</p>	<p>Senior Environmental and Social Specialists (SESSs) of the Project Management Unit (PMU), Environmental and Social Officers (ESSOs), Project Engineers (PEs) from the RDA and Project Director (PD) of the PMU.</p>

	Ensure that adequate institutional arrangements, systems, resources and personnel are in place to carry out implementation of due diligence, preparation of E and S instruments and monitoring of E&S issues in line with all project ESF instruments and the ESCP. Including Environmental and Social field officers via secondment of staff from the RDAs Environmental and Social Division (ESD).	The RDAs ESD will lead all project preparatory activities as per the ESCP in the interim period and there are two designated SESSs and a team of Environmental and Social Specialists from the ESD focusing on project preparation. All key positions indicated in the ESMF should be filled via secondment/hiring within three months of project signing in the Project Management Unit (PMU) within the RDA from the ESF. The E and S Specialists are expected to be part	PD of PMU, RDA, MoH .
	INCIDENTS AND ACCIDENTS NOTIFICATION: Promptly notify the Bank of any incident, including GBV, or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers including, inter alia, any COVID outbreak in the Project area.	Within 24 hours of the incident taking place. Throughout Project implementation	SESSs, ESSOs, PEs, PD MoH
	Provide sufficient detail regarding the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and supervising entity, as appropriate.	Within three days of the incident/accident taking place Throughout Project implementation	SESSs, ESSOs, PEs, PD MoH
	Prepare a report on the incident or accident and propose any measures to prevent its recurrence.	Within 7 days of the incident/accident taking place Throughout Project implementation	SESSs, ESSOs, PEs, PD MoH
	SUPPLIERS/ CONTRACTOR'S MONTHLY REPORTS Ensure that supplier/contractors/ who have signed agreements on carrying out project works on construction or any consultancy services, submit monthly performance reports, including implementation of their respective ESMP, to the PMU.	Monthly, within 5 days of the end of the month Throughout Project implementation	Suppliers, Contractors and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESSOs, PD
	Submit the contractor's monthly reports to the Bank, upon request.	Upon Request by the World Bank Throughout Project implementation	SESSs, ESSOs, PEs, PD MoH
SUMMARY ASSESSMENT			

ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS			
1.1	<p>ORGANIZATIONAL STRUCTURE:</p> <p>Establish an organizational structure with qualified staff to support management of E&S risks of the Project. One (1) Senior Environment Specialist and 1 Senior Social Specialist (SESSs), three Environmental Officers (EO) and three Social Officers (SO), Land Acquisition/R&R Officer, Database/MIS Officer to assist with social management and awareness to be recruited or seconded from respective RDA units at PMU level.</p> <p>One EO and one SO to be recruited or seconded from respective RDA units for each PIU. Environmental and Social Officers/Focal points in the form of Project Engineers working on project sites within the RDA (ESSOs/PEs) need to be identified from within the RDA and assigned key tasks and responsibilities.</p>	<p>Prior to the commencement of project interventions.</p> <p>Throughout Project implementation</p>	<p>PD of PMU, RDA, MOH</p>
1.2	<p>UPDATE AND FINALIZE ALL OVERARCHING ENVIRONMENTAL AND SOCIAL FRAMEWORK DOCUMENTS.</p> <p>The project will prepare, and update when required, an Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Stakeholder Engagement Plan (SEP) and Labor Management Procedures (LMP) in line with the World Bank’s ESF. These instruments will provide the overarching guidance on the due diligence process that will need to be carried out in line with the World Bank’s 10 ESSs and National Environmental and Social (E&S) Regulations of the Government of Sri Lanka. The ESMF and RPF will include templates and generic formats to guide E&S screening, present guidance on project design on application of avoidance via design, and on management and monitoring of E and S risks and potential impacts during project implementation, requisite capacity development and implementing arrangements.</p>	<p>The project’s ESMF and all associated Volumes of Annexes and guidance documents, RPF, SEP and LMP will be updated in line with any warranted changes in project scope and implementing arrangements and disclosed by the RDA and all other implementing agencies prior to close of project appraisal.</p>	<p>SESSs, PMU, RDA, MOH</p>

1.3	<p>SPECIFIC ENVIRONMENTAL AND SOCIAL ASSESSMENTS AND MANAGEMENT PLANS:</p> <p>Carry out Environmental and Social screening as per the ESMF to identify, assess and manage the specific environmental and social risks and impacts of all the subprojects associated with civil works and operation of rural roads, community and agro-logistical infrastructure as financed by the Bank. All minimum standards and guidance provided in the ESMF will be ardently followed during project implementation, in the preparation of ESIAs//RAPs/ESMPs/CESGPs.</p> <p>Subprojects or project interventions that fall within the negative list presented in Volume 2 of the ESMF will not be eligible for project financing.</p>	<p>ESIAs, ESMPs, RAPs and CESGPs acceptable to the World Bank prepared before launching the bidding process for any civil works as appropriate, and thereafter implemented through the execution of works. Bidding documents will include provisions for contractors in line with ESMF and specific ESIA, ESMP or CESGP, RAP prepared for the particular sub-project.</p> <p>Within the specified timeframe and throughout Project implementation.</p>	Suppliers, Contractors, and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU, RDA, MOH
1.3	<p>ENVIRONMENTAL SCREENING AND MANAGEMENT PLANS FOR ALL FRONT RUNNER SUBPROJECTS.</p> <p>Carry out Environmental and Social screening as per the ESMF for all front runner subprojects, guide the design team as per screening findings and prepare required ESMPs/CESGPs for inclusion in the final project bidding documents.</p>	<p>All 22, E&S Screening Reports and respective ESMPs/CESGPs prepared before launching the bidding process for the civil works as appropriate, and thereafter implemented through the execution of works. Bidding documents for these subprojects will include provisions for contractors in line with ESMF and specific ESMP or CESGP prepared for the particular sub-project.</p> <p>Prior to close of project appraisal.</p>	Suppliers, Contractors, and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU, RDA, MOH
1.4	<p>ENVIRONMENTAL AND SOCIAL AUDITS:</p> <p>Carry out E&S audits as per the timelines and guidance presented in the ESMF. Audit reports should be prepared by an independent party and be subject to Clearance by the Bank.</p>	<p>As per the timeline in the ESMF.</p> <p>Throughout Project implementation</p>	PMU, RDA, MOH, SSESSs
1.5	<p>MANAGEMENT TOOLS AND INSTRUMENTS:</p> <p>The following tools will be developed and implemented for each subproject site where civil works will be undertaken as part of the ESMP for projects screened and defined to have Moderate level risks as per the ESMF.:</p> <p>OHS management plan Site rehabilitation plan</p>	<p>Before the commencement of civil works.</p> <p>For all construction activities will be preceded by approved plans</p>	Suppliers, Contractors and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU, RDA, MOH.

<p>1.6</p>	<p>MANAGEMENT OF CONTRACTORS: For All Contracts Management by the PMU/RDA and MOH financed via the project Ensure that all suppliers/contractors have the necessary capacity to comply with the corresponding ESIA/ESMPs/CESGPs in accordance with the ESMF and the Project’s Labor Management Procedures throughout their contract. This includes ensuring that the procurement documents include the necessary technical specifications for the adequate handling of issues contained in the specific ESIA/ESMPs/CESGPs and Labor Management Procedures.</p> <p>The RDA/MOH will also ensure that:</p> <ul style="list-style-type: none"> a) All implementing partners to have in place Environment and Social Staff b) Ensure that GBV/SEA/SH codes of conduct are included in service providers tender documents in accordance with national laws and the Bank ESF requirements. 	<p>Development of procedures: Prior to project signing and commencement of any front runner civil works activities.</p> <p>Implementation throughout the life of the project.</p>	<p>PMU, RDA, MOH, SSESSs</p>
<p>1.7</p>	<p>PERMIT, CONSENTS AND AUTHORIZATIONS: Obtain or assist in obtaining, as appropriate, the permits, consents and authorizations that are applicable to the Project from relevant national authorities.</p> <p>The RDA and MOH shall obtain all relevant environmental and social clearances from relevant Government Authorities such as the CEA, NBRO, CCD, Pradeshiya Sabhas, Local Authorities and or other respective authorizing agencies, prior to the commencement of any construction activities.</p> <p>All construction materials shall be sourced from authorized sites or via licenses vendors.</p>	<p>ESIA/ESMP Clearance from the EPA and World Bank Clearance: before the commencement of construction works subject to ESIA. Other permits, consents, and authorizations: before commencement of related project activities. Implementation and compliance: throughout the project life</p> <p>Throughout Project implementation</p>	<p>Suppliers, Contractors and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU/PIU, RDA, MOH</p>
<p>1.8</p>	<p>TECHNICAL ASSISTANCE: Ensure that terms of reference for studies, capacity building, training and any outputs of technical assistance provided under the Project, are acceptable to the Bank and duly incorporate and take into consideration the requirements of the SESSs.</p>	<p>Throughout Project implementation.</p>	<p>PMU, RDA, MOH, SSESSs</p>

2.1	<p>LABOR MANAGEMENT PROCEDURES: Implement the labor management procedures (LMP) prepared in accordance with the requirements of national law and ESS2, which clearly spells out the (i) terms and conditions of employment; (ii) measures to ensure nondiscrimination and equal opportunity; (iii) provisions to form workers' organizations; and (iv) prevention of child and forced labor</p>	Throughout the project implementation period	PMU, RDA, MOH, SSESSs Throughout Project implementation.
2.2	<p>GRIEVANCE MECHANISM FOR PROJECT WORKERS: The project will establish and operationalize a Grievance Mechanism for workers as per the Labor Laws of the Government of Sri Lanka and as stipulated in the LMP.</p>	Before start of civil works Applicable throughout project implementation	PMU, RDA, MOH, SESSs
2.3	<p>OHS MEASURES: Prepare and implement appropriate occupational health and safety measures (OHS), including emergency preparedness and response measures, as part of the development and implementation process of the corresponding ESMPs/CESGPs, in accordance with the guidelines contained in the ESMF and the Labor Management Procedures and the project specific Generic OHS plan presented in the ESMF.</p>	Before commencement of civil works. Applicable throughout project implementation	Suppliers, Contractors, and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU, RDA, MOH
2.4	<p>EMERGENCY PREPAREDNESS AND RESPONSE: Prepare and implement appropriate Emergency Preparedness and Response (EPR), as part of the development and implementation process of the corresponding ESMPs, CESGPs in accordance with the guidelines contained in the ESMF and the Labor Management Procedures The emergence Preparedness and Response will include: a) engineering controls (such as containment, automatic alarms, and shut-off systems) commensurate with the nature and scale of the hazard. b) identification of and secure access to emergency equipment available on-site and nearby. c) notification procedures for designated emergency responders. d) Training program for emergency responders including drills at regular intervals. e) Public evacuation procedures f) Designated coordinator for ERP implementation</p>	Prior to initiating civil works. Maintained throughout Project implementation. Applicable throughout project implementation	Suppliers, Contractors and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU, RDA, MOH

	g) Measures for restoration and clean-up of the environment following any accidents h) Documentation of emergency preparedness and response activities, resources, and responsibilities.		
2.5	PROJECT WORKERS TRAINING: Training will be provided to workers in hygiene, health and safety, communicable and sexual transmitted diseases, Gender based violence/ sexual exploitation and abuse and sexual harassment (GBV/SEA/SH) in all project construction sites.	Prior to commencement of construction works, with regular and ongoing site training sessions. Throughout Project implementation	Suppliers, Contractors and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU, RDA, MOH
2.6	WORKER'S CODE OF CONDUCT: A Code of Conduct (CoC) will be prepared, and all project workers will be required to sign the CoC prior to the start of their activity/involvement with the project. An awareness training on the content of the CoC will also be organized	Prior to commencement of construction works, with regular and ongoing site training sessions.	Suppliers, Contractors and investors with valid signed agreements with the MoH/RDA under the operation, SESSs, ESOs, PE, PMU, RDA, MOH
ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT			
3.1	MANAGEMENT OF WASTE AND HAZARDOUS MATERIALS: Measures to effectively manage wastes and hazardous materials will be identified and included as part of the specific ESIA/ESMPs/CESGPs to be prepared under action 1.2, managed as per the minimum standards stipulated in the project ESMF.	Throughout project implementation.	PMU/PIU, RDA, MOH, SSESSs
3.2	Resource Efficiency: Feasible measures (financial and technical) for improving efficiency in consumption of energy and water, as well as other resources and material inputs will be identified through the specific ESIA/ESMPs and CESGPs to be prepared under action 1.2.	Throughout project implementation.	PMU/PIU, RDA, MOH, SSESSs
ESS 4: COMMUNITY HEALTH AND SAFETY			
4.1	TRAFFIC AND ROAD SAFETY: Appropriate measures will be identified, and plans prepared to ensure road safety and minimize traffic accidents as well as in the design of the road subprojects. These will be part of the site specific ESMPs/ESIAs/CESGPs	Throughout project implementation	PMU/PIU, RDA, MOH, SSESSs
4.2	COMMUNITY HEALTH AND SAFETY: The site specific ESMPs/ESIAs/CESGPs will incorporate appropriate measures to effectively mitigate potential risks and impacts of the project to the community and ecosystems.	Throughout project implementation	PMU, RDA, MOH, SSESSs

4.3	GBV AND SEA/SH RISKS: The site specific ESMPs/ESIAs/CESGPs will assess the risks of gender-based violence (GBV) and sexual exploitation and abuse (SEA) sexual Harassment (SH) and incorporate appropriate measures to manage these risks applied as per the LMP, SEP and ESMF prepared for the project. The plans will also include awareness raising sessions to educate workers and local communities on GBV/SEA/SH issues.	Throughout project implementation	PMU, RDA, MOH, SSESSs
4.4	GBV AND SEA/SH RISKS DURING PROJECT IMPLEMENTATION: Part 4.3 aimed at addressing GBV/SEA/SH issues under this Project, which will support gender sensitive consultations, preparation, and adherence to the CoCs and awareness raising activities and trainings.	Throughout Project implementation.	PMU, RDA, MOH, SSESSs
4.5	EMERGENCY RESPONSE MEASURES: Emergency response measures will be carried out in line with the plan and processes laid out in action 2.4	Prior to commencement of construction and maintain during the project timeline	PMU, RDA, MOH, SSESSs
ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT			
5.1	RESETTLEMENT ACTION PLAN: Where required, prepare site-specific RAPs in accordance with the RPF, submit to the World Bank for clearance, translate into local languages and disclose the draft. Submit the updated RAPs for World Bank review and clearance, translate the updated RAPs into local languages and redisclose (see below for re-disclosure requirements)	Within 3 months period once the engineering design is finalized Prior to commencement of civil works Applicable throughout project implementation	PMU, RDA, MOH, SSESSs
5.2	Translate the updated RAPs into local languages and disclose in the official website of the Ministry of Roads and Highways, project site office, and other relevant public domain accessible to project affected parties and other stakeholders.	Within 1 month once the instrument is cleared by the World Bank Applicable throughout project implementation	PMU, RDA, MOH, SSESSs
5.3	COMMUNITY ENGAGEMENT: Engage all project affected parties in continuous consultations and disclose relevant information in decision-making processes related to their resettlement and relocation, livelihood restoration, and monitoring and evaluation.	Extend the existing process throughout the project period Applicable throughout project implementation	PMU, RDA, MOH, SSESSs
5.4	COMPENSATION AND BENEFITS FOR AFFECTED PERSONS: Monitor RAP implementation to ensure that all project affected parties are paid compensation at replacement cost and provided with any other assistance to help them improve or at least restore their standards of living or livelihoods.	Prior to possession of site Applicable throughout project implementation	PMU, RDA, MOH, SSESSs

5.5	Strengthen the livelihood restoration program implemented for displaced persons with continuous support, training, linkages to resource institutions and monitoring and ensure that displaced persons have restored and improved their livelihood activities.	Prior to possession of site Applicable throughout project implementation	PMU, RDA, MOH, SESSs
5.6	GRIEVANCE REDRESS MECHANISM: (see under ESS10) As part of the RPF as stipulated establish a grievance redressal mechanism for potentially affected people as a result of land acquisition.	Prior to possession of site Applicable throughout project implementation	PMU, RDA, MOH, SESSs
ESS 6 BIODIVERSITY RISKS AND IMPACTS:			
6.1	Measures to effectively screen, identify and manage risks and impacts on biodiversity will be identified and included as part of the specific E&S Screening procedures presented in the ESMF, avoidance measures are to be applied via respective designed where possible and all ESIAs/ESMPs/CESGPs to be prepared under action 1.2 will include measures in line with the management of risks and impacts to biodiversity presented in the ESMF. As defined in the projects Negative List in Volume 2 of the ESMF, no Subprojects can be undertaken within designated Protected Areas as per National Regulations.	Prior to commencement of each sub-project and maintained during construction Applicable throughout project implementation	PMU, RDA, MOH, SESSs
ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES			
7.1	Carry out site-specific environmental and social screening as per the ESMF to determine the presence of IP/SSAHUTLC. If relevant, develop an IP/SSAHUTLC Plan as per the requirements under ESS 7	Prior to commencement of each sub-project	PMU, RDA, MOH, SESS
ESS 8: CULTURAL HERITAGE			
8.1	CHANCE FINDS: The ESMPs/ESIAs/CESGPs to be prepared (action 1.2) will incorporate chance find procedures in case valuable artefacts or culturally valuable materials are found during project implementation.	Prior to commencement of each sub-project and maintained during construction	PMU, RDA, MOH, SESSs
8.2	CULTURAL HERITAGE: Measures to effectively screen, identify and manage risks and impacts to tangible and intangible cultural heritage will be identified and included as part of the specific E&S Screening procedures presented in the ESMF, avoidance measures are to be applied via respective designed where possible and all ESIAs/ESMPs/CESGPs to	Prior to commencement of each sub-project and maintained during construction Applicable throughout project implementation	PMU, RDA, MOH, SESSs

	be prepared under action 1.2 will include measures in line with the management of risks and impacts to cultural heritage presented in the ESMF.		
ESS 9: FINANCIAL INTERMEDIARIES			
9.1	This standard is not relevant to the Project.		Not applicable
ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	<p>STAKEHOLDER ENGAGEMENT PLAN (SEP) PREPARATION AND IMPLEMENTATION:</p> <p>Develop and implement a Stakeholder Engagement Plan (SEP), to ensure engagement with the project-affected communities and other stakeholders throughout Project implementation.</p> <p>As committed in the SEP, annual reports of stakeholder engagement activities undertaken by the project will be prepared and disclosed publicly through the website of the Ministry.</p> <p>The SEP will be reviewed during mid-term and revised if necessary.</p>	<p>SEP Will be implemented throughout Project implementation.</p> <p>Within the specified timeframe throughout Project implementation</p>	<p>PMU, RDA, MOH, SESSs</p> <p>.</p>
10.2	Implement the SEP and engage with identified stakeholders (project affected parties, other interested parties, and vulnerable groups) in meaningful manner throughout the project life cycle. Conducted continues consultations in a culturally appropriate manner, and provide with timely, relevant, understandable, and accessible information to all stakeholders.	Continuous through project implementation	PMU, RDA, MOH, SESSs
10.3	Maintain and disclose records of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.	Continuous through project implementation	PMU, RDA, MOH, SESSs
10.4	Submit bi-annual report to the Bank on SEP implementation	<p>Every six month, within 15 days of the end of the six-month period</p> <p>Throughout Project implementation</p>	PMU, RDA, MOH, SESSs
10.5	<p>PROJECT GRIEVANCE MECHANISM:</p> <p>Establish, maintain, and operate a grievance mechanism to ensure reception and timely response to any complaints made about the Project (including those from members of the communities, local businesses, and other stakeholders), as described in the SEP.</p>	The grievance mechanism will be established prior to commencement of the Project activities. For contract specific GRMs a month prior to Contractors Mobilization and will be maintained and operated throughout Project	PMU, RDA, MOH, SESSs

		implementation.	
10.6	Appoint a focal point (e.g. contractor's office) closer to the construction sites to oversee the GRM (receive, register, and respond to public grievances, complaints, and feedback).	Prior to mobilization of contractors in individual project sites. Within the specified timeframe, throughout Project implementation.	PMU, RDA, MOH, SESSs
10.7	Monitor the grievances registered to ensure that all grievances reported including those outstanding are resolved and that decision-making processes demonstrate transparency, accountability, and efficiency and that grievance redress processes are conducted in a culturally appropriate manner.	As per the service standards of GRC mechanism.	PMU, RDA, MOH, SESSs
11. CAPACITY SUPPORT			
11.1	Provide training to environmental and social staff on (i) environmental and social standards and management procedures as per ESF; (ii) preparation of environmental and social management documents and screening processes (iii) environmental and social risks and impacts monitoring; and (iv) record-keeping, documentation and reporting, including on the GRM. Specifies in line with training programs are presented in the Capacity Building Plan in the projects ESMF.	Within 1.5 month of project effectiveness and repeated as needed. Throughout Project Implementation	PMU, RDA, MOH, SESSs, The World Bank
11.2	Provide training to contractors and project workers on (i) occupational health and safety (OHS); (ii) labor management procedures (LMP); (iii) emergency prevention and preparedness and response arrangements to emergency situations; and (iv) prevention of gender-based violence and sexual exploitation and abuse, sexual harassment and the associated CoCs (v) Chance find procedures for archaeological assets	At contract mobilization and repeated during project implementation as needed. Throughout Project Implementation	PMU, RDA, MOH, SESSs