State of Tripura

Enhancing Landscape and Ecosystem Management Project of Tripura (ELEMENT)
P179935

STAKEHOLDER ENGAGAMENT PLAN

May 2025

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LIST OF ABBREVIATIONS

AA	Appellate Authority
CE	Citizens' Engagement
CPGRAMS	Centralized Public Grievance Redress and Monitoring System
DARPG	Department of Administrative Reforms and Public Grievances
DPG	Directorate of Public Grievances
ELEMENT	Enhanced Landscape and Ecosystem Management Project
ESF	Environment and Social Framework
ESMF	Environmental and Social Management Framework
FDA	Forest Development Agency
FRI	Forest Research Institute
GOI	Government of India
GoT	Government of Tripura
GRCs	Grievance Redressal Committees
GRM	Grievance Redress Mechanism
GRO	Grievance Redressal Officer
JFMCs	Joint Forest Management Committees
KPIs	Key Performance Indicators
MoEFCC	Ministry of Environment, Forests, and Climate Change
NAP	National Afforestation Programme
PAPs	Project Affected Persons
PMU	Project Management Unit
SEP	Stakeholder Engagement Plan
SFDA	State Forest Development Agency
SFDs	suggestions and comments from state forest departments
SIA	Social Impact Assessment
TFD	Tripura Forest Department
TGSCA	Tripura Guaranteed Services to Citizens Act
TSFRI	Tripura Sustainable Forest Research Institute
TTADC	Tripura Tribal Areas Autonomous District Council

1   Project Description

Tripura Forest Department (TFD), Government of Tripura has launched a landscape approach-based project called Enhanced Landscape and Ecosystem Management Project (ELEMENT), where TFD will be the Nodal Department for the Project. The Project aims at protection and restoration of degraded forest landscapes in Tripura while enhancing their productivity by developing and strengthening community institutions thereby augmenting the ecosystem services through integrated and sustainable land use practices such as improved tree cover and soil moisture, increased forest-based livelihood options for the community and a sustained stream of high-value forest products including timber; and building up of carbon stock in and outside forests; and, in particular, adopting climate smart models, developing spring sheds and watersheds, revitalizing the dying springs; sustainable livelihood enhancement programs involving agro-forestry, horticulture, organic cultivation, certification etc. and augmenting NTFP resource.

The Project Development Objective is to enhance connectivity and access to improved services and economic opportunities for tribal areas in Tripura. ELEMENT targets 4 broad areas for intervention across its target region. First, is to protect and restore the degraded forest landscapes in Tripura. Second is to improve the quality of forest cover - from Open forests to moderately dense forests and moderately dense to Very dense forests. Thirdly enhance the productivity of forests by developing and strengthening community Institution thereby enhancing the ecosystem services through integrated and sustainable land use practices such as improved tree cover and soil moisture. And finally, increase forest and Tree-based livelihood options for the community and a sustained stream of high-value forest products like Agar, Bamboo other NTFPs and building up of carbon stock in and outside forests.

Component 1: Strengthening Capacities for Integrated Landscape Management

This component will largely focus on Capacity Building of forest officers at various level of ranks in order for them to enhance their skills and motivation for implementing the project. The courses will be short to medium term including exposure visits within India and outside. Large scale strengthening will take place in GIS and IT capacity of the forest department from Beat level to HQ level. Software, hardware and networking will be significantly enhanced for better information collection and quick response. Drones will also be purchased in order to capture better pictures and videos. Hand held customized instruments will be added to the daily working of forest headquarter and DFO level. High end GPS trimble will be given to range level officers and eTREXGramin GPS equipment will be provided to Beat level users. Infrastructure Development will largely be on developing buildings, quarters and Beat offices. Some hostels for girls, playground etc. will also be constructed under this component.Forest Fire Management Part will largely focus on training of various level forest officers for fire management. Basic trainings will also be provided to member of JFMCs and EDCs for immediate response to fire cases.

Component 2: Restoring Landscapes for Improved Ecosystem Services

This component will involve supporting forest department at Beat level upwards in managing activities such as eco restoration, enrichment plantation, soil and moisture conservations; forest protection; nursery

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development and modernisation, wildlife and biodiversity conservation and entry point activities. It is estimated that 500 JFMCs will be involved through entry point activities and each JFMC will have approximately 100 members. The same number of JFMCs will be targeted for PRA, baseline survey,micro plan development and skill enhancement trainings.As part of agro-forestry promotion, a good amount of investment will be made for Agar and Bamboo development and production in the state. JFMC training will include various aspects such as skill development for high value forest products such as Bamboo and Agar; fire protection; nursery plantation techniques and fishery; record maintenance; seed collection and storage; ecotourism aspects such as tourist management and homestay; intelligence gathering and patrolling and livelihood related skills such as processing of NFTP and marketing.

Component 3: Enhancing Landscape-based Value Chains for Economic Transformation

This component will consist of initiatives towards upgrading infrastructure for research institute such as Tripura Sustainable Forest Research Institute (TSFRI), green building and associated development. Better scientific equipment will be procured for forest mensuration, forest utilization kit and climate monitoring stations,etc. Component will also aspire for value chain development, public private partnership development, software and hardware for integrated forest management system. Community mobilization and value chain integration will be another key subcomponent that will go a long way in enhancing market opportunity for economic transformation. Knowledge partnership, national as well as international and exposure visits of forest officials will play a big role in shaping economic transformation through ELEMENT project. Component 3 will spend a big chunk of fund on wildlife and biodiversity management and conservation in the whole state and in some specific areas such Unakoti, Khowai and Sepahijala south where Human and wild life conflict is common and also In Gomati& South where management plan for reserve conservation is involved. Bio village (100 to start with) will also be developed under this component.

Component 4: Project Management, Monitoring and Evaluation

This component will be largely focused on project management, implementation and monitoring and evaluation requirement and associated cost for the ELEMENT as a project.

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1.1 Project Location

The project interventions are taking place in the 37 ranges comprising of 123beats; spread across all eight districts, namely, West Tripura, South Tripura, North Tripura, Gomati,Dhalai, Sepahijala, Unakoti and Khowai.The project location is presented in **Figure 1-1**.
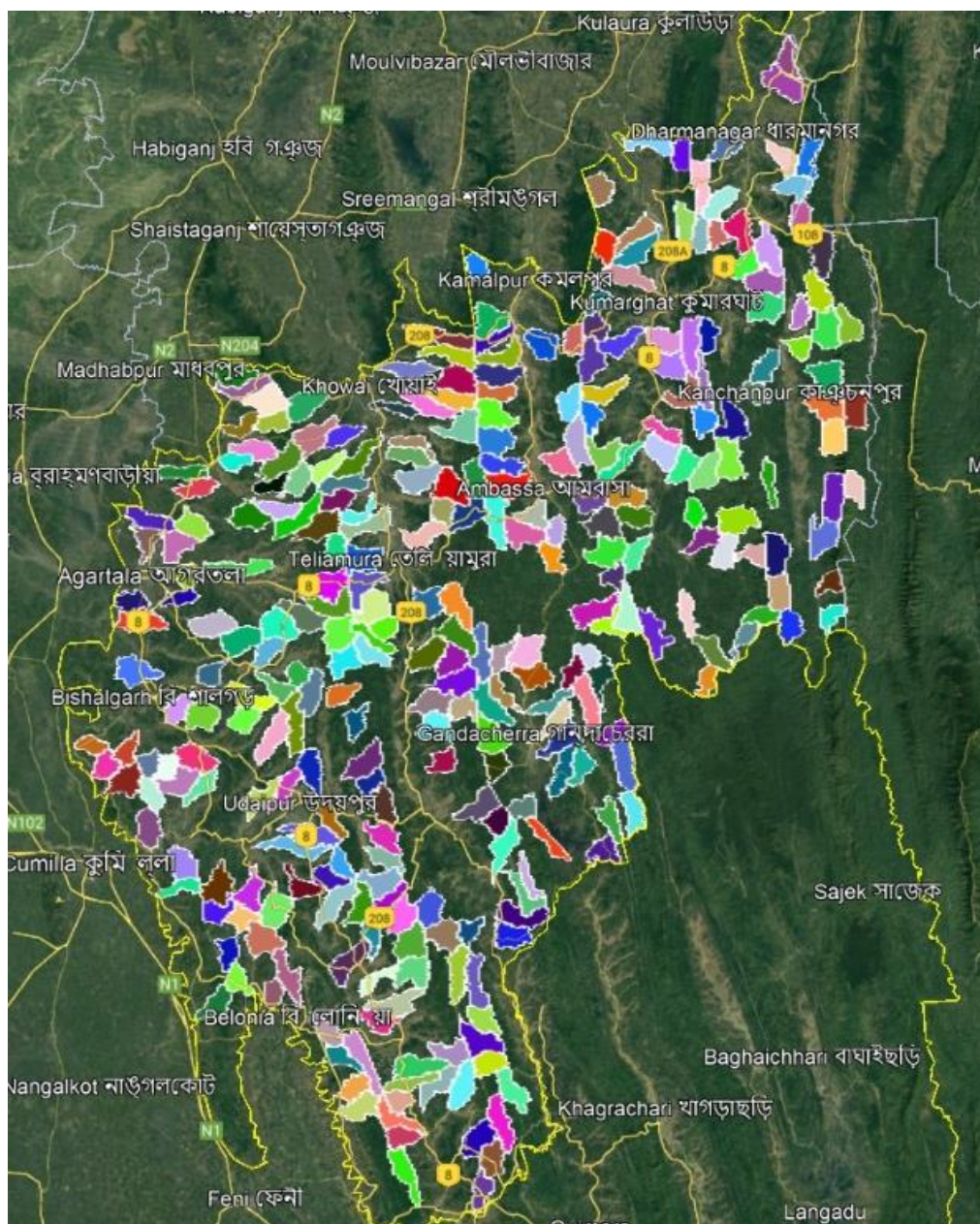

Figure 1-1:Geographical spread of the Project

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2 Purpose of Stakeholder Engagement Plan

The main objectives of the Stakeholder Engagement Plan (SEP) are to adopt a systematic, transparent and participatory approach to stakeholder engagement and information disclosure, and maintenance of positive stakeholder relationships, monitoring of stakeholder feedback and implementation of an accessible and responsive grievance redressal mechanism. This SEP aims to facilitate stakeholder feedback and engagement on project design and implementation, including on identification and mitigation of environmental and social risks and impacts. This is based on the tested premise that participation of stakeholders in project planning and implementation leads to greater ownership, more equitable and sustained distribution of project benefits, minimizes their grievances and improves achievement of the project's development outcomes.

ThisSEPshallservethefollowingpurpose:

- Identify different categories of stakeholders in the context of ELEMENT and the likely risksandimpactsposed tothem.
- Understand the requirements for engagement for each category of stakeholder under theproject,includingtheir engagementneeds.
- Createopportunitiesforstakeholderstoeffectivelyparticipateinprojectactivitiesandderivedirect andindirect benefitsfrom theprojectinvestments.
- Provide a roadmap for stakeholder engagement, including the strategies and approaches tobe adopted andtheirtimingthroughtheprojectcycle.
- Provide guidance on the likely information disclosure and consultation strategies that theproject could use based on a) their importance, b) the profile and needs of the targetedstakeholders giving them an opportunity to proactively participate inprojectplanning/design and implementation.
- Establishgrievance/resolutionmechanismsforthe identified stakeholders.
- Definerolesandresponsibilitiesforimplementationofthe SEP,includingtheresourcerequirementsand recommend the reporting and monitoring measures to ensure its effective implementation

2.1 Stakeholder Engagement under ESMF

The Environment and Social Framework (ESF) of the World Bank enhances requirements for transparency and stakeholder engagement. Out of the 10 Environmental and Social Standards, ESS10 deals with information disclosure and stakeholder engagement.As per the requirements under ESS10, this plan forms part of the environmental and social assessmentdocumentation and outlinesthegeneralprinciplesandcollaborativestrategytoidentifystakeholders for all components under the Project, identify appropriate participatory modes of engagement andprepareplansto operationalize this engagementandmeaningfulconsultationthroughouttheprojectcyclewhileensuringtransparency.ESS10,provi des for engaging with stakeholders throughout the project life cycle, commencing such engagement asearly as possible in the project development process and in a timeframe that enables meaningfulconsultations with stakeholders on project design. The nature, scope and frequency of stakeholderengagement will be proportionate to the nature and scale of the project and its potential E&S risks andimpacts.

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This SEP will act as a guiding tool and framework formanaging outreach, communications and engagement between Government implementing agencies and stakeholders for the Project, including the project beneficiaries and local communities, especially the vulnerable and marginalised groups.

It has been adapted to the nature and scale of the project and its potential environment and social risk and impacts. This SEP will remain a live document and additional measures, engagement strategies will be incorporated through the project cycle based on the experience gathered don't heeffectivenessofexistingmethodsofengagementduringtheimplementationphase and also in light of any changes made to the project design or intervention strategies. The engagement strategy proposed in this SEP is informed by extensive field consultations.

2.2 Stakeholder's Consultations

Consultations were carried out with multiple stakeholders including local community, government and non-government institutions. These consultations mainly acted as a forum to inform people about the project and also to elicit their opinion about the ELEMENT interventions and its likely impacts, information dissemination on various project components, such as strengthening of institutions such as JFMCs/EDCs/BMC and SHGs, intervention in forestry and plantation, Eco tourism projects and associated economic opportunities, intervention to improving soil and moisture contents, NTFP based livelihood generation and capacity building for the same, role of the community, grievance redress etc. People in general agreed on the need to develop NTFP based livelihood related interventions and plantation to increase the tree cover. The process of dissemination of information was highly appreciated by the local community, women SHG members and existing JFMC/EDC/BMC members.

2.3 Methodology

The project interventions are taking place in the 37 ranges comprising of 123beats; spread across all eight districts, namely, West Tripura, South Tripura, North Tripura, Gomati, Dhalai, Sepahijala, Unakoti and Khowai.

The ESMF team conducted consultations in different project locations covering the districts. Consultations were conducted with Self Help Groups, JFMCs, EDCs, community people etc. A detailed questionnaire **(Annexure 1)** was prepared to capture the challenges and requirements of the people. The consultations were initiated with a detailed introduction and discussion about the concept of landscape approach and ELEMENT in general; project interventions and their benefits. People expressed their opinions and concern and also their feedback on prevailing socio economic and environmental issues in their areas. Such large groups were further segregated into small focussed groups like women group, SHG members, panchayat members, JFMC members, EDC members etc. Photographs of the participants attending the discussion is provided at (**Annexure 2**). Banner displaying the project information was used in all the consultations**.**

2.4 Consultation Outcome/Feedback

The feedback received from various levels and categories of consultations during the period from April to May 2023, is properly summarised and presented in this section.

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2.5   Draft SEP and consultataions

2.5.1   Community Consultation

Community level consultations included multiple stakeholders, (i) Past/Current Elected Representatives, village residents, (ii) Women's Village Organization, Self Help Groups, (iii) JFMC/EDC/BMC representative, (iv) Vulnerable Households, (vi) Past land donors, affected vendors; existing road user groups/population (FGD) and local representatives of etc. A total number of 140 participants were addressed during the community level consultations. The photographs of the consultation are provided in **Annexure 2**. The list of locations of community consultations are presented in following

Table 2-1. Feedback received from the community consultations are summarised in **Table 2-2**.

Table 2-1: Community Consultations: participants

Date	District	Location		No. of Participants
		Beat	**Block**	
28th April	South Tripura	Rajnagar proper (BardoshEco- Park Trishna WLS)	Rajnagar	13
28th April	South Tripura	Abhayaronna(Trishna WLS)	Rajnagar	14
28th April	South Tripura	SiddiNagar (Trishna WLS)	Bilonia	10
29th April	Gomati	Paratia	Matabari	10
29th April	Gomati	Tepania Eco-Park	Tepania	16
1st May	Dhalai	Tomorrow land	Gandacherra	11
1st May	Dhalai	Laxmipur village,	Gandacherra	11
2nd May	Khowai	PashchimHawaibari village	Teliamura	5
2nd May	Khowai	Hadrai village,	Teliamura	8
2nd May	Khowai	Sardukankari village	Teliamura	16
3rd May	North	Kanchancherra	Laljuri	24
10th May	West	Borakha	Mandwi	2
31st May	West	Subalsing	Mohanpur	10

Community consultations were initiated by intimating community people, SHGs, JFMCs, EDCs, BMCs jhum cultivators, fishermen, village council representatives about the project components and their engagement in the project interventions leading to forest preservation and their livelihood generation likeskill development/training on eco-tourism aspects, agricultural related activities including both farming and non-farming activities, distribution of saplings of agar and bamboo, market linkages activities, trainings on cooking, travel guide etc.

The community people were optimistic about the project interventions and were looking forward for the implementation of the same. They also expressed some of their concerns and expectations from the project. The detailed consultation points and suggestive measures to be adopted is provided in the **Table 2-2**.

Table 2-2: Community Consultations: Outcome

Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
Dumboor	Joint Forest	11	• People are willing to shift from jhum cultivation if a stable	• Awareness to the people practicing jhum cultivation

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Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
Eco Tourism, Tomorrow Island, Gandacherra block, Dhalai district	Management Committee (JFMC) Chakma, Reangs & Bengali community		livelihood sustenance work opportunity is provided. • Trainings were provided under JICA project on water sport activities, accordingly on season they get better income than earlier. • Site selection for project activities like check-dams and beneficiary for training and livelihood enhancement jobs is done by JFMC. • Training on cooking was requested to work in cafeteria. • If more SHGs & JFMCs constituted, this community-based approach will increase the options of more job opportunity and will protect the forest vegetation as well.	on de-merits and harm from this activity. • Forest department to provide training and livelihood sustenance jobs under the sub-components of this project. • Training to be provided to community people on plantation of different crops like agar, lemon etc. • More SHGs and JFMs to be constituted in this project.
Laxmipur village, Gandacherra block, Dhalai district	Mile Balade Joda Self Help Group (SHG) and Eco-Development Committee (EDC) – Majority Chakma community	11	• Laxmipur village is located near to Gumti Wild life sanctuary area. • SHGs practice handloom weaving at home with help of TRLM and JICA project. They also sell the silk clothes (person chadar) in market. • It takes two weeks for weaving of one-person chadar. SHG women were enthusiastic of their handloom work and therefore requested for handloom weaving machines. • They have patta land in their names in which they are usually growing betel nut. • Around 40% of people are female in EDC. • EDFC members are consulted for site selection of check-dams. • Some family members of SHG members practice rubber plantation also. They are well aware of the demerits and are willing to grow agar, bamboo and banana trees if supported with training and provided with saplings. • More members of EDC is	• Handloom weaving machine to be provided to SHG groups so that they can increase the production of person chadar and can increase the production for selling in the market. • Training to be provided on weaving of clothes and agar& bamboo plantation. • People to provide sampling of agar, bamboo and banana saplings. • Increase number of members in EDC.

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Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
			requested so that more loan could be given and more people can get livelihood support. • Participatory approach followed in identifying the check dam locations and for plantation activities.	
Pashchim Hawaibari village, Teliamura block, West District	Hawaibari JFMC members	5	• Practice fishing in check dam, bamboo plantation, bundling, collection of flowers, and preparation of broom. • Increase in check dam would be more helpful. • Forest department consult with JFMC for proposing components of the project and site selection or beneficiary selection. • Around 4% to 50% of their livelihood is dependent on forest. • They are involved in plantation of fruit bearing tress and lemon cultivation. • The people are trained under JICA project on fishery, piggery and bee keeping. • No proper grievance reporting mechanism in place. • As per the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS), the wage of unskilled labour is Rs. 226. When people are deployed in plantation work in forest, they are paid with this amount for a day. However, when they provide their service outside forest, they are paid atleast Rs. 400. Due to this, people are reluctant to work in forest. • Market linkages required which connect products to the market. • Community Organizer (CO) is absent or not available on time. These CO are taken up from outside the community.	• Market linkages to be created like giving training to a local person on market accessibility, reaching the products at different market level, exhibitions etc. • Low unskilled wages is a serious issue. It requires policy level intervention on revision of rates. • Community mobilizers should be selected from within the community itself so that they are aware about the issues and requirements of the community. • Proper grievance reporting and redressal mechanism to be established for SHGs and JFMCs.
Baramura village,	Khabaku Self Help Groups	8	• The SHG is engaged in handloom weaving and fishery. • They also practice fishing in	• Trainings and awareness to be given to SHG groups on the working of JFMC.

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Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
Teliamura	(SHGs)		check dam, piggery and handloom weaving. • They collect bamboo from forest, banana stem, flower etc. • Their livelihood is not sustained completely on forest produce. Their family members are engaged as daily wage worker also. • SHG lacked awareness on the works done by JFMC and Forest Department. • They were active in handloom weaving and requested for handloom machine, house sort of structure for placing the machine and training on handloom weaving.	• Training to be provided in handloom weaving and machine for the same also to be given under the project.
Sardukankari village, Teliamura	Khatuman Self Help Groups (SHGs) – Rupani, Koloi and Tripuri community, Halam community, Deb Barman community	16	• Piggery, fishery, bamboo plantation is practiced. Firewood is also collected from forest. • Plantation of betel nut is also being practiced. • They wished a handloom machine, a store-style building for storing the machine, and training in handloom weaving because they were actively engaged in the craft. They have proposed the same requirement in the Panchayat also. • Water scarcity noted. Check dam is also available. AtalJalYojana is also being implemented at the village. • Around 40% - 50% of earning only comes from forest. • No restrictions from forest department on collection of forest products. • Members expressed concern on non-availability path to access the forest. It becomes difficult for them to heavy load on their heads from forest to their homes. • There is no formal grievance reporting mechanism for SHGs and JFMCs. The traditional	• Training to be provided in handloom weaving and machine for the same also to be given under the project. • Kuccha path to be provided from village to forest for safe and easy accessibility of community people. • Proper grievance reporting and redressal mechanism to be established for SHGs and JFMCs. • Livelihood sustenance work of candle making and broom to be provided to at least the trained certificate holder people.

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Location	Stakeholders Consulted	Number of Participants	Consultation Outcomes	Suggested Measures
			customary mechanism of reporting the grievances to the Pradhan of the village is being followed. • Training has been provided to people on candle making, broom making by JIC. They have also provided certificates on accomplishment of the same. But no jobs on the basis of those trainings provided.	

During the consultation, discussion was also conducted on the preferable strategy to be adopted for disclosure of information on project components and related interventions/activities. They intimated that community meetings and focus group discussion would be the most effective way to interact with the project affected, other affected and vulnerable groups. Representatives of different government agencies involved in the project should also be present in order to provide detailed understanding on the project interventions and clarity on it would benefit the community. This will help in providing a platform to all these groups to express their views and opinions on the project.

In addition to this, meetings could be facilitated with presentations, posters, banners, leaflets, pamphlets, wall paintings, notice boards for clear and easy understanding of the project related activities and importance of their involvement in the same. They further suggested that their participation should also be considered while conducting site visits and transect walk/ village mapping. Accordingly, the proposed strategy for information sharing and process has been provided in Table 4.1.

2.5.2 Institution Level Consultations

Formal discussions were carried out with Beat Officers, Rangers, Self Help Group representatives. The detailed discussion points are provided below**.**

Table 2-3: Institutional Level Consultation

Location	Officer	Discussion Points
Dumboor Eco Tourism, Gandacherrablock, Dhalai district	Beat Officer, Gandacherrablock, Dhalai district	• Dumboor is a territorial forest. Eleven islands selected for development for eco-tourism under the project. • Mostly people are either engaged in fishing, jhum cultivation or daily wage work related activities. • Fishing practices observed in the lake, the prevailing fishes in the area is Rohu, catla, Soil, Gozal, Irmass, singhi, catfish etc. Water birds like egret, black heron is found here. • Facilities like parking, landscape, mechanized boat, picnic facilities (sitting arrangement, shed, drinking water, shop outlet, fencing, log hut, solar light, luxury speed boat etc.) are proposed.

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		• Activities like zip line, bunjee jump etc. are planned in park.
		• Few islands are proposed for plantation.
		• The new islands are degraded forest land with trees and shrubs. Forest department are planning to develop this as eco-park due to fear of encroachment and jhum cultivation if such spaces are left un attended positively.
		• Encroachment for jhum cultivation was observed. Jhum cultivation was practiced since long time; children were also involved therefore they don't go to school. Majorly paddy, chilli and brinjalis cultivated through jhum cultivation.
		• People from nearby village used to visit the park. High season for tourism is October - February month.
		• No case of gender related violence noted.

2.6   Adopting Inclusive approach in Consultations

Socially inclusive approach will be adopted by the ELEMENT project. The consultations with the community are the core component of the inclusive approach. The community-based organisations including village committees, self-help groups, JFMC members, EDC members, BMC members etc., and their interaction with the TFD and line departments in existing schemes acted as solid foundation for the present stakeholder engagement, and have been reflected in the overall project design. The feedback from the multiple stakeholders shall also be integrated to update and further refine the interventions and the institutional mechanism which are integral to the implementation.

3 Stakeholder Identification and Analysis

3.1 Composition of Stakeholders

Project stakeholders for ELEMENT are defined as individuals, formal or informal groups and organizations, and/orgovernmental entities whose interests or rights will be affected, directly or indirectly by project, bothpositively and negatively, who may have an interest, and who have the potential to influence to theProject outcomes in any way. Stakeholders have been and will continue to be identified on a continuing basisbyidentifying:

- Variousstakeholdercategoriesthat may beaffectedby,orbe interested intheproject,
- Specific individuals,groups,andorganizationswithineachofthesecategoriestaking into account,
- The expected project area of impact, that is the geographical area over which it may causeimpacts (both positive and negative) over its lifetime, and therefore the localities within whichpeople, their environmentandbusinessescouldbe affected,
- Thenatureofimpactsthatcouldariseandthereforethetypesofnational/localgovernmententities,NGOs, academicandresearchinstitutions,andotherbodieswhomayhaveaninterestinthese issues and who could play a role in influencing these impacts.

Further inaccordancewithESS10,Project Stakeholder has been categorizedinto the following threegroupsin ordertoensureamore efficientandeffective stakeholderengagement:

1. **Affected Parties**: individuals, groups, local communities, and other stakeholders that may be directly or indirectly affected by the project, positively or negatively.
2. **Disadvantaged / vulnerable individuals or groups:** vulnerable individuals or groups who often do not have a voice to express their concerns or understand the likely project impacts.
(i) **Other interested parties**: those interested in the project because of its location, its proximity to natural or other resources and may be local government officials, community leaders, and CSOs particularly those who work in or with impacted communities and may have a role in project Community members and institutions (Joint Forest Management Committees/EDCs and Self-Help Group) – extension workers &, community cadres, Land Donors,
(ii) Agri-prenuers, agro- processors, facilitation centres operators,
(iii) Representatives of local Governance Structures (Range office/Beat Offices,Village Council, Autonomous District Council, local mandi/ market committee), tribal heads/ traditional leaders,
(iv) Disadvantaged and Vulnerable Individuals & Groups (Particular Vulnerable Tribal Groups, Person with Disabilities, Women Head Households, single women/widows, old aged, migrant workers, female workers, children with special needs, squatters and encroachers, smallholders, tenants/ leaseholders, landless labourers and Jhum cultivators),
(v) NGOs/Civil Society, and other Community Based Organizations involved in the ELEMENT PROJECT.

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3.2 Stakeholder Identification and Mapping

Each component of the ELEMENT project is likely to have exclusive affected parties, other interested parties and the disadvantaged and vulnerable parties. Based onan extensive stakeholder analysis undertaken for the project, the stakeholders have been mapped in the 3 broad categoriesin line with the requirements of ESS10.

Table 3-1: Mapping of Stakeholders under ELEMENT

Project Component	Project Affected parties	Other Interested Parties	Disadvantaged & vulnerable groups
Strengthening Capacities for Integrated Landscape Management		Women group, indigenous people, Jhum cultivators, fishermen, and social media.	Women group, WHH, indigenous people, Jhum cultivators, Particularly Vulnerable Tribal Groups (PVTGs), differently abled, old aged, and fisherfolk.
Restoring Landscapes for Improved Ecosystem Services	Community people, indigenous people, forest dwellers, Jhum cultivators, SHGs, JFMCs.	Agriculture, Horticulture & Fisheries Departments,Tribal Welfare Department, Village Council members, NGOs, traditional leaders, village chief and social media	Jhum cultivators, tribalcommunities, Women group, WHH, PVTGs, differently abled, old aged,forestdwellers.
Enhancing Landscape-based Value Chains for Economic Transformation	Community people, indigenous people, forest dwellers, Jhum cultivators, SHGs, JFMCs/EDCs/ BMCs	Tripura Sustainable Forest Research Institute (TSFRI), Agriculture, Horticulture & Fisheries Departments, Tribal Welfare Department, Village Council members, NGOs, traditional leaders, village chief and social media	Women group, WHH, indigenous people, Jhum cultivators, PVTGs, differently abled, old aged, and fishermen
Project Management, Monitoring and Evaluation	-	Tripura Sustainable Forest Research Institute (TSFRI), Agriculture, Horticulture & Fisheries Departments, Tribal Welfare Department and Village Council members	Indigenous peoples, women group, PVTGs, differently abled, old aged,and WHH, forest dwellers.

3.3 Stakeholder Analysis

Table 3.2 Stakeholder Analysis

Specific Stakeholders	Likely Impact from project, Interest & Role
Project Affected parties	
JFMCs/EDCs	Impact on land, livelihood, farming practices, water and forest conservation, regeneration of forest, improving the livelihood of the forest dwellers and fringe forest communities, empowering them through sustainable natural resource utilization, enhancing their participation in forest conservation, gender balance and social equity.
Disadvantaged & vulnerable groups	
PVTGs (Reangs)	Impacts on traditional farming practices, temporary or long-term restrictions on access to customary institutions or resources
Landless Agri Labourers, Forest Dwellers	Improved wage income; for tenants; exclusion and lack of voice within community
Women head Households	Exclusion from access to project benefits, poor representation in producer groups & executive bodies;

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Households with person with differently abled (including Children with special needs)	Exclusion from access to project benefits due to inability to work
Other Interested Parties	
Consultants	Consultative DPR preparation
Individual Farmers	Improved returns, productivity and market access; plausible changes in traditional agricultural practices
Gram Panchayat/Village Development Committee	Impact on land, livelihood, water conservation and forest conservation
Members of SHGs, Producer Organisations/ Joint Liability Group	Improved returns, productivity and market access through improved bargaining power; possible changes to traditional farmer collectives or share cropping systems
Elected Representatives-VC/ ADC and Traditional leaders	Improved quality of life and HD of constituency; land take with minimal adverse impacts; ensure transparent planning and benefit distribution, protect interest of vulnerable groups
Jhumias/ Shifting Cultivators	Changes in traditional cropping practices, alignment with proposed package of practices, new
Agri-prenuers	Benefits of improved market access, strengthening of market infrastructure & commodity specific value chains
NGOs	Strategies that minimize adverse impacts on community & environment, mobilise people's participation while ensuring accountability
Local media	Raise project related awareness, cover events, highlight successes and ensure transparency

Note: The impact and influence may change during various project phase and activities and tableshallbe updatedaccordingly.

3.4 Stakeholder's Engagement Need and Response

Understanding the needs of identified stakeholders is an important ingredient for successful project delivery, which will lead to framing of appropriate modes of communication. TFD/PMU will facilitate the project stakeholders in suitable ways for them to respond to the outputs and benefits that the ELEMENT delivers. Subsequent table summarises the engagement needs of respectivecategories of stakeholders.Theengagementneedsofthekey stakeholdersagreedduringconsultationsaresummarizedin Table 3.3

Table 3.3: Stakeholder's engagement needs (information/communication)

Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
Individual Farmers and Members of JFMC/EDC and SHG	Project information, planned activities & commodity specific support PoPs, likely benefits & steps to access them, needs/ gap assessment related to- scheme, service, market, infrastructure-access, extn& training related gap & support reqd, training calendar, participation in annual agricultural planning, GRM	JFMC/EDC/BMCmeetings, monthly meetings of SHGs and other traditional farm collectives, FGDs, public meetings, Watershed committee meetings, wall paintings, departmental social media- website/SMS/ Whatsapp, scheme specific mobile apps, individual discussion with extension staff & at farmer facilitation centres, notices and displays at	Kokborok/Bengali/ local language

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Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
		facilitation centres, farmers/ PO members trainings, training material/ flyers, scheme specific pamphlets, project helpline/ portal	
Land Donors	Project information, land donation & resettlement process under ELEMENT, roles & timelines, process of compensation estimation and disbursement, available GRM	JFMC/EDC/BMCmeeting, HH Survey, formal written communication on land parcels sought and proposed process & timelines, FGD for consensus building, Individual consultations, project helpline/ portal, newspaper notices/ radio alerts	Kokborok/Bengali/ local language
Agri-prenuers/ Processors/ Other private value chain players	Project information, planned value chain & market infrastructure improvement, likely benefits & ways to access benefits, inputs to needs/ gap assessment on schemes, ag-services, markets & post-harvest infrastructure	FGDs with small ag-traders & local associations; FGDs with commodity specific players, individual discussions, departmental social media- website/SMS/ Whatsapp, Mobile apps	Kokborok/Bengali/ local language/English/ Hindi
Squatters and Encroachers	Project information, resettlement and compensation (& its estimation) process adopted by ELEMENT, roles & timelines, available GRM	JFMC/EDC/BMCmeeting, FGDs, Individual consultation & survey, formal written communication by department, project helpline/ portal	Kokborok/Bengali/ local language
PVTG (Reangs)	Project Information, proposed local intervention, likely benefits-entitlements, process for accessing them, ways to align proposed interventions with existing traditional practices, risks & IP related mitigation measures under the project	Dedicated community or habitat level consultations using culturallyappropriatechannels, use of practised traditional & oral communication methods, facilitated discussions using local civil society, use of standardised Pictorial communication, social media (if accessed)	Local dialect, script and symbols
Jhumias/ Landless Labourer/ Tenant, Marginal & Tribal farmers	Project information, planned activities & support likely benefits, eligibilities, process & support available to access benefits, inclusive & safety measures under the project	Exclusive consultations with HHs & groups of individuals, one-on-one discussions with field staff of line agencies Pictorial/graphical communication	Kokborok/Bengali/ local language
Women head HHs. Women farmers	Project information, planned activities & likely benefits, eligibilities, process & support available to access benefits, inclusive & safety measures and,	Monthly meetings of SRLM CBOs & WSHGs, individual discussions with female field staff of line agencies, meetings and individual consultations with frontline	Kokborok/Bengali/ local language

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Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
	SEA- SH and GBV prevention & mitigation measures under the project	workers like ASHA and AWW	
Old aged, HHs with Differently abled members (including CWSN)	Project information, planned activities & likely benefits, eligibilities, process & support available to access benefits, inclusive & safety measures under the project	Exclusive consultations with HHs & individuals, one-on-one discussions with field staff of line agencies	Kokborok/Bengali/ local language
Local Labourers / Community workers	Health and safety, CHS, labour laws, LMP provisions, Code of Conduct, SEA-SH provisions, worker's GRM	Through Contractors, Verbal or pictorial communication at construction site, ESHS and OHS trainings and mock-drills, toolbox talks, notice boards &signages, project helpline/ portal, complaint box at site	Kokborok/Bengali/ their native language
Contractors/ Suppliers/ Consultants/ Consulting Agencies	Clearly defined roles, responsibilities, reporting requirements & available support, E&S related measures, esp. those related to ESS1, ESS2, ESS3 & ESS7.	Formal contracts &ToRs, Written-officialcommunication, ESHS Audit, review meetings, monthly reporting and feedback.	English/Bengali/Kokborok
Extension Workers/ Community Cadres	Project information, planned activities & likely benefits, eligibilities & process to link or help farmer farmers access benefits, inputs to needs/ gap assessment related to- scheme, service, market, infrastructure.	Monthly meetings (of FPOs/FPCs /SHG/VO/CLFs, other traditional farm collectives), GPDP planning meetings, FGDs, monthly cluster level meetings of extn workers, trainings, information pamphlets, formal departmental communication.	Kokborok/Bengali/ local language
Elected Representatives- VC/ ADC & Traditional leaders	Project information, planned sector specific activities & support, likely benefits & steps to access them, role of LSGs in alignment-area-beneficiary selection-design finalisation, inputs on needs/ gap assessment for sector-specific & leadership development trainings, measures for CHS, minimizing service disruptions & pollution, location of key operations- camps, yards, sourcing & disposal sites, Contractor obligations & Code of Conduct	Consultations & meetings with VC/ ADC members/ traditional leaders, Village development & GPDP planning meetings, training workshops and learning material	Kokborok/Bengali/ local language/English
PMU, PIUs (incl.	Project information, planned	Project coordination & review	English/Bengali/Ko

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Stakeholder Group	Type of Engagement or Information Need	Mode of communication/ Engagement	Medium of Communication
TWD, TTAADC, Agri, Forest, Env& Rev. Officials, ,)	activities, role of sector specific & regulatory agencies; role in E&S risk management, information disclosure, operationalising & monitoring E&S compliance, setting up of project GRM	meetings, Project Operations Manual, trainings and workshops, training material, formal contracts	kborok
Govt. support and training agencies	Project information, role in implementation & capacity building, target stakeholders, inputs on training needs assessment and course content development	Project coordination & review meetings, Project Operations Manual, trainings and workshops, training material	English/Bengali/Ko kborok
NGOs	Project information, likely benefits, eligibilities, process for accessing benefits; inclusive & safety measures under the project, their role in social mobilisation.	Public Consultations and village level meetings, project documents, pamphlets/flyers, department website, portal, social media handles.	English/Bengali/Ko kborok

During village level consultation, assessment and awareness to be carried out on risks and precautions related to community health and safety and use of GRM to redress grievances them.

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4 Stakeholder Engagement Process

4.1 Purpose of Stakeholder Engagement Program

The goal of a stakeholder engagement program is to establish a collaborative and inclusive environment where stakeholders are actively involved, their perspectives are understood, and their concerns and expectations are addressed. By building trust and positive relationships, the program aims to enhance decision-making processes, mitigate risks and conflicts, and promote social acceptance and legitimacy. Through meaningful stakeholder engagement, projects can achieve better outcomes, contribute to sustainable development, and ensure that the interests and needs of stakeholders are considered and respected throughout the project lifecycle.

4.2 Stakeholder Engagement Approaches

The project's Stakeholder Engagement Plan (SEP) has been informed by a set of principles defining its corevalues, underpinning interactions with identified stakeholders. These common principles, based on "InternationalBest Practices"includethefollowing:

- Commitment is demonstrated when the need to understand, engage and identify the communityisrecognized andacted uponearly intheprocess.
- Integrityoccurswhenengagementisconductedinamannerthatfostersmutualrespectandtrust.
- Respectiscreatedwhentherights,culturalbeliefs,valuesandinterestsofstakeholdersandaffectedcomm unitiesare recognized.
- Transparencyisdemonstratedwhencommunityconcernsarerespondedinatimely,openandeffectivem anner.
- Inclusivenessisachievedwhenbroadparticipationisencouragedandsupportedbyappropriate participationopportunities.
- Trustisachieved through hopeandmeaningfuldialoguethat upholdscommunity's beliefs,values,andopinions.

The Social Development Sector has a range of stakeholder groups as earlier identified. These include members of the community level governance structures, District Administration Structures, other Government officials, and the general public.

Through a structured and continuous process of engagement and inclusion, the project will build acceptance, collaboration, a greater sense of ownership, and sustainability. Support organizations may also be engaged for social mobilization, facilitation of JFMC/EDC/BMC meeting and inclusion of various stakeholders particularly the vulnerable, if the need for it is assessed during the implementation phase. Minutes of meetings, attendance, representation of vulnerable groups, evidence on display and disclosure of information and findings of community monitoring exercises will highlight the effectiveness of citizen engagement.

Allprojectinformationprovidedtovulnerableordisadvantagedgroupswouldbeinacomprehendible form and appropriate to local needs. Local languages (Kokborok, Bengali at least) would be used and efforts would be made to include all community members, including women and members of different age

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groupsandsocialgroups in consultations and without conflicting against prevalent customs and protocols. These participatory approaches are community consultations, focus group discussions, interviews and stakeholder consultation. These approaches will be continued through-out the project period to create awareness and ensure engagement with various stakeholders on the project.

4.3   Proposed Strategy for Information Disclosure

Stakeholder information sharing is an interactive two-way process that encourages participation, free exchange of ideas and meaningful conversation and makes citizens and project beneficiaries' partners in decision making. A summary description of the Information Sharing and Process that will be applied by project is provided in Table 4.1.

Table 4.1: Proposed Strategy for Information Sharing and Process

Process	Mechanism
Correspondences (Phone, Emails)	• Distribute Project brief/information and relevant communication with Government officials, NGOs, Local Government, and other public and private organisations/agencies • Invite stakeholders to meetings and follow-up
Community Meetings (Formal meetings public meetings Focus group Meetings)	• Present the Project related information to a group of stakeholders • Allow group to comment – opinions and views and take collective decisions • Build impersonal relation with high level stakeholders • Map any community health and safety risks • Disseminate technical information (as required)
	• Present Project information to a large group of stakeholders, especially communities • Allow the group to provide their views and opinions • Build relationship with the communities, especially the vulnerable • Distribute non-technical information (as required) • Facilitate meetings with presentations, posters, banners, leaflets etc.
	• Present Project information to a group of with similar stakes • Allow stakeholders to provide their views on targeted information • Build relationships with specific communities/ collectives/ interest groups
Project website and disclosure	• Present project information and progress updates for greater transparency • Disclose documents like ESMF, ESMP, SEP, LMP, Contract Progress that have implications for community or environment • Implementation progress, status of grievances and its redress and other relevant documentation.
Project leaflet/ Pamphlets/ Flyers/wall paintings/notice board	• Brief and specific project information targeted at specific stakeholders • Site and group specific project information.
Transect walk/participatory site visits	• Ensure participation of local community including women, representatives of user community.

ELEMENT shall commit itself for proactive disclosure and sharing of information with the key stakeholders, including the beneficiaries and communities. The project will operationalise this engagement strategy focusing on effective and efficient usage of consultations, social, print and electronic media, information displays, posters, wall writings, trainings/ workshops and adoption of any other method suiting local context, logistics, human and financial resources.

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Stakeholders and the community shall be kept well informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and its grievance mechanism. The projects will report at least annually to stakeholders, but often will report more frequently during particularly active periods of specific project components, when the public may experience more impacts or when phases are changing, especially component 1 & 2. The site-specific displays and notices shall have the basic information of the works, details of GRC members, as well as grievance helplines /mechanism.

All key documents, especially those related to E&S risk management are to be accessible to public through publications and disclosure on departmental website, translated into local languages (Bengali, Kokborok). Information that will be shared will include amongmany other things, project background, it's the theory of change and the summarized details of each project component and subcomponents. The projects periodic progress including expenditure, grievance redressal etc. will also be shared. Some of the documents (but not limited to) a. Project Implementation Plan, b. ESMF with all its sub-plans, c. Procurement Manual, d. Finance Manual, e. Financial Progress Report, f. Minutes of the Meetings, g. GRM, h. Training Modules, i. audit reports j. circulars, k. Results framework, etc.

Various technical documents like DPRs, monitoring and evaluation reports, etc. will also be available on the website. The PIUs shall make arrangements to make available executive summaries of some key documents in local language.

Table 4.2: Proposed Strategy for Information Dissemination, Disclosure and Responsible Parties

Stakeholder Group	Tools of Engagement, Information Sharing	Timing/ Frequency	Responsible Parties
Component 1: Strengthening Institutions for Integrated Landscape Management			
Project Affected: *Individual Farmers and Members of SHG/PO/ SRLM collectives, Agri-prenuers/ Processors/ Other private value chain players*	• Gram Sabha /VC meetings • Wall paintings, pamphlets Mobile apps, Portals, GRM • Information display at farm facilitation centres/ kiosks • Workshops & Trainings	Annual and monthly Need based Need based Need based	SFDA/ JFMC/EDC/BMC SHG
Project Affected: *Extension Workers/ Community Cadres*	• Orientation workshop & Trainings • SFDA level review meetings • Department guidelines, circulars	Project beginning & monthly Monthly Need based	PIU, TSFRI
Other Interested Parties: *Elected Representatives- VC/ ADC & Traditional leaders*	• Meetings and Consultations • Village planning meetings • Trainings and Workshops	Quarterly Annual Need based	PMU, SFDA
Other Interested Parties: *PMU, PIUs (incl. TWD, TTAADC, Agri, Env& Revenue Officials)*	• Depot& Project meetings • Guidelines, circulars, trainings • Progress reports	Monthly Need based Quarterly	TTADC/TWD, Agridept.
Other Interested Parties: *Govt. support and training agencies (TSAs, NGOs)*	• Orientation Workshop • Project review meetings	Project beginning Monthly	PMU, PIU, SFDA
Other Interested Parties: *Contractors/ Suppliers/ Consultants/ Consulting Agencies*	• Bid documents/ tenders, formal contracts, ToRs • Orientation, induction workshops, review meetings	On contract initiation Monthly/ Quarterly	PMU, PIU, SFDA

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Stakeholder Group	Tools of Engagement, Information Sharing	Timing/ Frequency	Responsible Parties
Vulnerable Groups: *Jhumias/ Landless Labourer/ Tenant, Marginal & Tribal farmers, WHHs & Women farmers, PVTGs*	• FGD, community consultation • Pictorial messages/ wall paintings/ flyers • Facilitated discussions using CSOs	Project initiation Need based Need based	PMU, PIU, JFMC/EDC/BMC
Project Affected: *Land donors, Hawkers/ Vendors, Squatters and Encroachers*	• Household Surveys • FGDs, Consultative Meetings	Design phase Continuous, need based	PMU, JFMC/EDC/BMC
Project Affected: *Road side dwellers, establishment owners, road users*	• Village & market level meetings/ discussions • Information boards/signages	Design phase & then monthly Need based	PIU
Project Affected: *Local & Migrant Labourers*	• ESHS trainings, drills • Safety talks & meetings • Orientation on CoC& working conditions	Monthly/ Daily Weekly Work initiation & upon induction	Contractor, PIUs
Other Interested Parties: *Elected Representatives- VC/ ADC & Traditional leaders*	• Meetings and Consultations • Village planning meetings • Trainings and Workshops	Quarterly Annual Need based	PMU, PIU, TSAs
Other Interested Parties: *PMU, PIUs (incl. TWD, TTAADC, Forest, Env& Rev. Officials)*	• Dept.& Project meetings • Guidelines, circulars, trainings • Progress reports	Monthly Need based Quarterly	TTADC/TWD
Other Interested Parties: *Govt. support agencies, NGOs, local media*	• Orientation Workshop • Project review meetings	Project beginning Monthly	PMU, PIU, TSA
Other Interested Parties: *Transport Operators, Unions*	• Meetings with unions • Formal communication	Need based Before initiating civil works	PIU,
Other Interested Parties: *Contractors/ Suppliers/ Consultants/ Consulting Agencies*	• Bid documents/ tenders, formal contracts, ToRs • Orientation, induction workshops, review meetings	On contract initiation Monthly/ Quarterly	PMU, PIU and SFDA
Vulnerable Groups: *Old aged, differently abled, members of PVTG habitations*	• FGDs, group consultations • Pictorial messages • Facilitated discussions using CSOs	Project initiation Need based Need based	PMU, PIU, JFMC/EDC/BMC
Component 2: Implementation of Landscape Plans for Improved Ecosystem Services			
Other Interested Parties: *Elected Representatives- VC/ ADC & Traditional leaders*	• Meetings and Consultations • Village planning meetings • Trainings and Workshops	Quarterly Annual Need based	PMU, SFDA, TSAs
Other Interested Parties: *PMU, PIUs (incl. TWD, TTAADC, Env& Rev. Officials)*	• Dept.& Project meetings • Guidelines, circulars, trainings • Progress reports	Monthly Need based Quarterly	TTADC/TWD,.
Other Interested Parties: *Govt. support and training agencies (TSAs, TSFRI/ NGOs, media*	• Orientation Workshop • Project review meetings	Work initiation Monthly	PMU, PIU
Other Interested Parties: *Contractors/ Suppliers/ Consultants/ Consulting Agencies*	• Bid documents/ tenders, formal contracts, ToRs • Orientation, induction workshops, review meetings	On contract initiation Monthly/ Quarterly	PMU, PIU,
Vulnerable Groups: *Differently abled, CWSN, students from PVTG HHs*	• FGDs, group consultations • Pictorial messages • Facilitated discussions using CSOs	Project initiation Need based Need based	PMU, PIU, WCD, JFMC/EDC/BMC

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Stakeholder Group	Tools of Engagement, Information Sharing	Timing/ Frequency	Responsible Parties
Component 3: Enhancing Market Opportunities for Economic Transformation			
Other Interested Parties: *Frontline Staff, Field units of key service delivery departments, block development officers, VC/ ADC members*	• VC/ ADC, dept.Meetings • Training Workshops • Formal communication, Circulars, guidelines	Monthly Need based/ Quarterly Need based	PMU, TSAs,
Other Interested Parties: *TSAs*	• Orientation and coordination meeting • Formal Contracts	Project initiation and quarterly Contract initiation	PMU,

5 Resources and Responsibilities for implementing stakeholder engagement activities

Implementation of SEP in letter and spirit is essential for maintaining the connect with the multiple stakeholders. The expenditure towards preparation of IEC materials, and for the workshops, trainings and consultative meetings are included in the budget. The overall budget estimate is INR 89,60,000. This estimate is for regular and consistent interactions with stakeholders in all the 8 districts and 500 JFMCs/EDCs/BMCs, intervening every quarter during project cycle of approximate six years.

Table 5.1: Tentative budget for implementing SEP

Items	Total
IEC Materials	
Signages and wall writings	5520000
Pamphlets, Booklets, etc.	500000
Short films/Videos	575000
Workshops, Trainings, Meetings	12000000
Grievance Redressal Mechanism	750000
TOTAL	18670000

5.1 Roles and Responsibilities for Implementing Stakeholder Engagement Activities

Though the Project Management Unit (PMU) under the Tripura Forest Department, Government of Tripura at state level will be overall responsible for implementation of SEP, the coordinator at the FDA level is primarily responsible for implementation of SEP. The coordinator under the supervision of Beat Officers will engage with community through community consultations. The coordinator will be responsible for in-depth interview / consultation with concerned JFMC and similarly at District level, safeguard in charge[1] will be responsible for engaging with the district level officials and overall implementation as per SEP in the district. The Social Safeguard Specialist[2] with experience in conducting community consultations in tribal locations in PMU will be responsible for guiding district and FDA level specialists for the implementation of SEP. The

Table 5.2 below summarises the roles and responsibilities:

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[1] Safeguard incharge at the district level under ELEMENT

[2] If there are separate safeguard specialists for Environment and Social, then Social Specialist shall be overall incharge in the state

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Table 5.2: Roles and Responsibilities of staff for implementing SEP

Level	Officials Responsible	Roles and Responsibilities
Beat	Beat Officer	• Community to be mobilized and consulted during various stages of the sub project preparation through community consultations. • Conduct consultations near the sites proposed to seek opinions/suggestions of the communities involved. • Document the outcome of the consultations • Share the outcome of the consultations with the range officer • Take feedback from the community on the project implementation and grievances
Range	Range officer	• Range officer shall support implementation of SEP • Engage with implementing agency to incorporate as appropriate community feedback in the designs. • Present the draft plans will and explain to the community on the content and process of the implementation of the plans. • Engage with the beat level officials of concerned line department for information dissemination and collaboration measures. • Prepare minutes of the meeting and disseminate the same • As first level of contact for any grievances, report grievances to safeguard incharge
Sub-Division	Sub-Divisional Forest Officer	• SDFO shall be supporting implementation of SEP specially with respect to communities, beneficiaries in project areas • Engage with the JFMCs for information dissemination and collaboration measures • Prepare minutes of the meeting and disseminate the same • Assist District team lead in resolution of grievances.
District	District Forest Officer	• DFO shall be supporting implementation of SEP specially with respect to communities, beneficiaries in project areas • Engage with the JFMCs for information dissemination and collaboration measures • Prepare minutes of the meeting and disseminate the same • Assist District team lead in resolution of grievances.
State	Project Directors	• Provide overall guidance and monitoring supervision to the SEP process • Prepare and provide appropriate IEC and communication material, information required to be disclosed to different stakeholder categories • Finalise the timing and duration of SEP related information disclosure and stakeholder engagement • Orient the PIU staff on SEP and requirements for its operationalization • Prepare and customize to filed wise requirements the IEC and communication material provided by the PMU and the information required to be disclosed to different stakeholder categories • Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings

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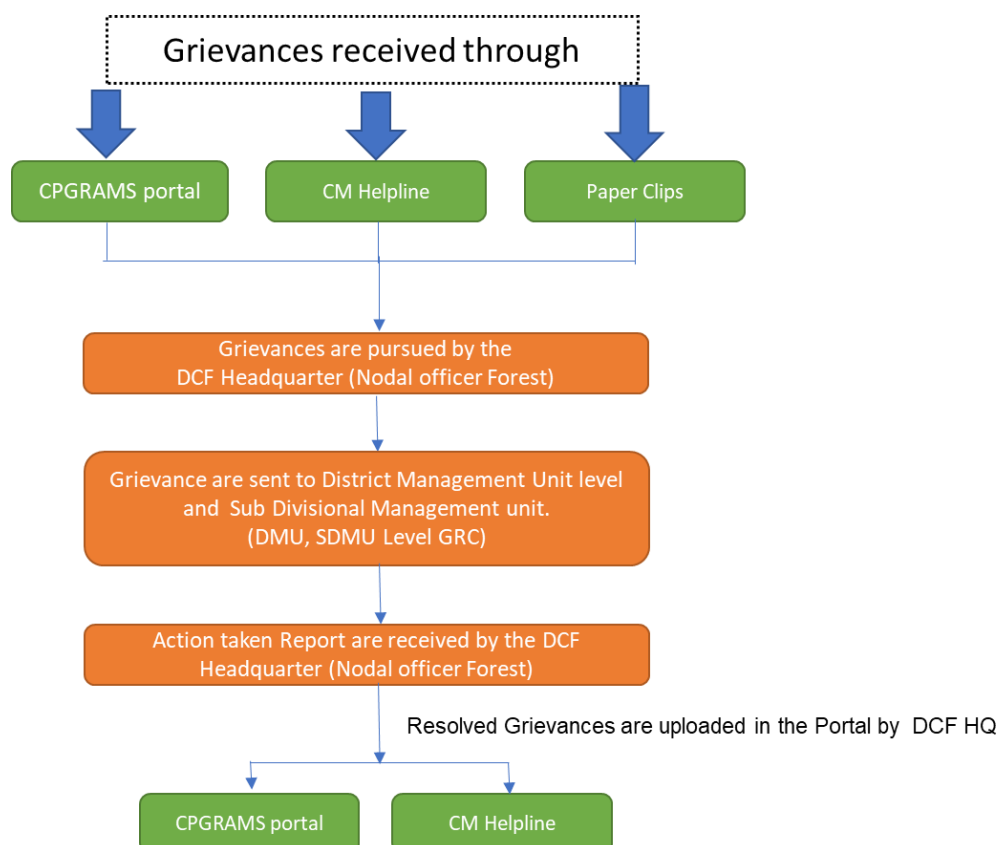| Level	Officials Responsible	Roles and Responsibilities
		• Review and sign-off minutes of all engagement events; Maintain the stakeholder database. • Communicating with Government entities and the media throughout the Project's lifecycle • Assure participation/ inclusion of stakeholders from vulnerable groups.
State	Social Specialist/Safeguard Specialist of PMU/PIU	• SEP – design, implementation and reporting • Engage with the state level officials of concerned line department for information dissemination and collaboration measures • Prepare minutes of the meeting and disseminate the same • Project Director of ELEMENT in resolution of grievances. • Identifying and ensuring that information needs of all vulnerable and disadvantaged groups are addressed. • Provide guidance to contractors, consultants, PIUs on engagement process and provisions of the SEP • Supervising and coordinating all activities associated with stakeholder engagement and management • Ensure that all material/ strategies developed are culturally appropriate and available in an easily comprehendible form to stakeholders (based on their profile and their information needs). Finalise the timing and duration of SEP related information disclosure and stakeholder engagement • Ensure smooth functioning and documentation of the grievances registered under the project including any necessary precautionary actions and use of GRM to redress community health and safety issues • Ensure access to and effectiveness of the grievance redress mechanism developed for the project • Liaise with PIUs and other PMU staff to ensure that stakeholder engagement requirements/protocols are understood • Escalate unmanaged stakeholder related risks for higher level decision making • Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process
State	Environment Management Specialist PMU/PIU	• Provide support to preparation of additional material on environmental aspects for disclosure to stakeholders based on requirement • Support to guide contractors, consultants, PIUs on engagement process and SEP and in coordinating related activities

6 Grievance Redress Mechanism

The Project ELEMENT will establish a Grievance Redress Mechanism (GRM) with the aim to respond to queries or clarifications or complaints about the project and address complaints/concerns and grievances of the stakeholders. The GRM will focus on corrective actions that can be implemented quickly and at a relatively low cost to resolve identified implementation concerns, GRM will also serve as a channel for early warning, helping to target supervision to where it is most needed and identify systemic issues.

6.1   Implementation arrangements for GRM

Grievance Redress Mechanism (GRM) and Citizens' Engagement (CE) are two important aspects of ELEMENT SEP.Tripura Government have already had a system where people can lodge complaints through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) and CM Helpline number (1095). Tripura Forest Department has also a functional GRM in place. TheProject will attempt to strengthen this system by making it more transparent and participatory as well as create a separate dedicated project level GRM to respond to the grievances raised by different project stakeholders. Linkages will also be created between this state wide and the project grievance mechanism to capture all complaints and feedback related to the project interventions. The existing mechanism of grievance redress is given in **Figure6-1**

Figure 6-1: Existing GRM of TFD

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6.2   Proposed for GRM under ELEMENT

For ELEMENT, there will be project based physical GRM as well as telephonic helpline. The project MIS will record and report on all complaints received from all the different mediums.

A. The GRM at project level with have one focal point at PMU Level, another at FDA level and at JFMC level. The project level GRM will be headed by the Project Director (PMU).

Table 6.1:List of Proposed GROs and Appellate Authority for GRM under ELEMENT

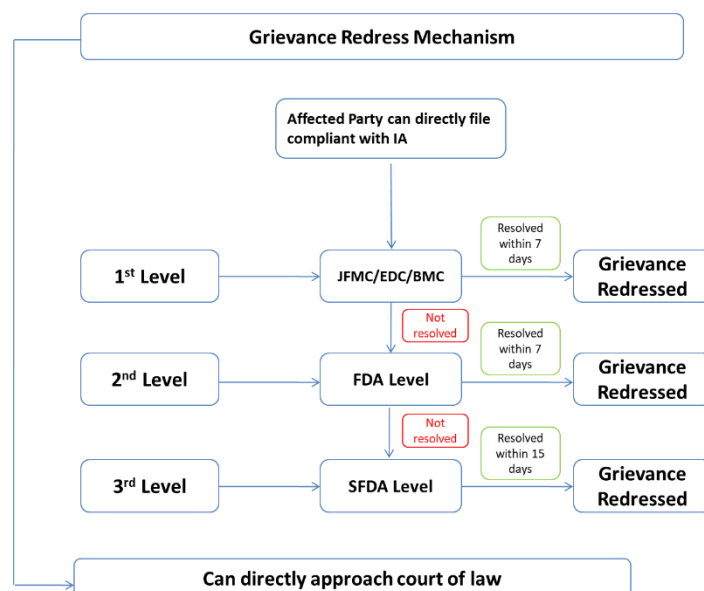| Level	Implementing units	Grievance Redressal Officers (GROs)	
		State/Division Level	PIU/Site Level
1st level	JFMC/EDC/BMC	Range Officer	Beat Officer
2nd Level	Forest Development Agency	District Forest Officer	Sub Divisional Forest Officer
3rd Level	State Forest Development Agency	Principal Chief Conservator of Forest	Project Director

Grievance Redressal Committee

1st Level Grievance: Range officer shall be the appellate authority and Beat officer shall be the Level 1 GRO at JFMC/EDC. Grievances that are directly submitted at the 1st Level, concerned Range officer will direct the Beat Officer and ensure that it is resolved. All the grievances should be resolved within seven days of receipt of a complaint/grievance.

2nd Level Grievance: All grievances that cannot be redressed at first level within seven days will be brought to the notice of District Forest Officer who shall be appellate authority at each district/FDA level. He shall be assigned responsibility to monitor the GRM and co-ordinate with the Sub-Divisional Forest officer who will be the GRO at FDA level. Grievances will be reviewed and acted upon appropriately to resolve it within seven days of receipt at this level. New Grievances received at this level will be sent to Level 1 for their redressal.

3rd Level Grievance: Project shall establish a Grievance Redressal Committee (GRC) at the PMU. Project Director of ELEMENT shall be GRO at PMU and Principal Chief Conservator of Forest shall be the appellate authority. GRO at PMU shall conduct quarterly reviews of the GRM. State level social specialist specialist shall be the convenor of this committee and also monitor overall GRM and co-ordinate with all the implementing units in the state including online. All the grievances that are not addressed at 2nd level by FDA within in seven days of receipt will be brought to the notice of the Apex Grievance Redressal Committee (GRC). The Apex GRC will meet twice a month and determine the merit of each grievance brought to the committee. The GRC will resolve the grievance within 15 days of receiving the complaint. The Social specialist with PMU will provide feedback to the complainant. New Grievances received at this level will be sent to Level 2 for their redressal.

Also for any unresolved grievance at various levels of hierarchy, the affected person/party shall have the option to approach court of law. The proposed GRM process flow in given in **Figure 6-2:**

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Figure 6-2: Proposed GRM Process

Roles of grievance redressal officers (GRO)

- Responsible for monitoring of all the grievances submitted manually through drop box or online (ear marked) and entering it in the GRM register with a reference number in a specific format.
- Addressing the grievances following the detailed procedures within the stipulated service delivery time as outlined in a later section.
- Ensure the completion of monthly reporting on grievances in the Project Monitoring Information System (PMIS) based on the assigned results indicators.

B. TELEPHONIC HELPLINE

During project preparation, a responsibility matrix and modalities of setting up an independent helpline will be designed and by three months of project effectiveness, it will be piloted. Following which the system will be rolled out, advertised in project sites and to stakeholders, complaints will be tracked and response rate will be monitored.

C. Other Grievance Channels

Project beneficiaries and other stakeholders will be able to submit their grievances, feedback and inquiries to the project through multiple channels.

Online e-Services will provide an innovative platform to several GRM thereby extending the reach, accessibility and efficiency (e.g., transaction cost) of such modalities.

State portal: The existing mechanism of State Government portal for citizen's grievances and enquires will also cover the project. State level Service Delivery Control Room having Multichannel – Call Centre/IVRS /WhatsApp/Chatbot/ e-Form channels will be used for receiving as well as communicating status or resolution to the complainant.

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Project web portal: Project will maintain a portal with dedicated mechanisms for receiving stakeholder grievances. The portal will also provide relevant information on the multiple channels that can be used for submitting grievances to the project.

Grievance Registers: Grievance Registers will be maintained at District/Village levels and also at each worksite to record, track and report on the inflow of stakeholder grievances, enquiries and feedback. The details of the grievance (and their resolutions) shall be uploaded into online GRM system on regular basis by the respective level safeguards in charge.

The aggrieved person can register grievance either in writing or verbally. Livelihood Coordinator will be responsible for assisting the aggrieved person in registering the grievances and escalating if necessary. The coordinator will be responsible for providing the feedback to the aggrieved person.

Status of Grievances received and resolved will be track through the project MIS as well as monthly progress reports from the FDIs and JFMCs.

Service standards

The service standards adopted under "**Tripura Guaranteed Services to Citizens Act**" (TGSCA) to strengthen service delivery in the state will be adopted in servicing these grievances. The service delivery control room will be monitoring the dynamic dashboard to check for deviations and to alert the concerned Department for taking necessary measures. System will alert the concerned officials by all integrated channels of email, sms notifications on weekly basis. Alerts will be at all the levels, right from the beat level official and keep on escalating as the time progresses to the next level which is District level. If it continues to remain unattended, final escalation to the State level will register a grievance automatically after a specified timeline of that specific service is expired. The system will follow an escalation matrix that comprises of all the three levels of escalation with the details of Name, Email Id, Mobile No. of the officer.

Nature of grievance

Given the diverse typologies of grievances/beneficiary feedback, project will use the initial classification to reflect the components of the project including Procurement, Quality of Services, Construction, Entitlements, Financial, Social, Environmental, issues related to Addressing of Grievances. This will then be sub-classified according to the type of grievance: Comments/Suggestions, Queries, Non-performance of Project Obligations, Violations of Laws/Corruption and Complaints of Project Staff/Service Providers involved in project management. Project GRM to also map and redress grievances related to community health and safety issues in project sites.

6.3   Grievance Redressal Process

All grievances, enquiries and feedback received through the multiple channels will be tracked through a grievance log that would be maintained through the PMIS. Grievances will be directed to the competent nodal grievance officer at the state, district, and JFMC levels for resolution, with recommended timelines. The concerned Grievance Officer will be responding to the grievance/query through phone calls, meetings and letters, in order to resolve the issues. If needed site visits will be undertaken to appraise the exact nature of the stakeholder concerns. The Complainant will be made part of the grievance resolution process and kept updated of the resolution process through phone calls and formal letters. Information material on GRM will also inform the stakeholders about grievance escalation hierarchy that would help the

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complainant to escalate any unresolved issues to higher level officers, as well as the existing state level GRM channels of government portal and grievance committee chaired by the district collectors. The grievance redress process will be a continuous, transparent and participatory process that would be an integral part of the project's accountability and governance agenda.

Grievances related to SEA/SH will be treated separately. If required GBV service providers such as experts, NGOs etc can be empanelled by TFD who will directly report to District Level Grievance Officer. For SEA/SH related grievances, separate register will be maintained and the complainant's identity will be kept anonymous.

6.4   Grievance Redressal Monitoring and Reporting

The functioning of the GRM will be monitored by the safeguards incharge in the PMU and the Project Director (PD). Status and function of the GRM will be documented and shared by the safeguards incharge in the PMU through periodic reports and review meetings. GRMs will also be tracked through the project MIS. Regular GRM Review Meetings/GRC will held chaired by the PD and convened by the safeguards incharge of the PMU. The safeguards incharge will be responsible for presenting status of all matters/ grievances received during the last quarter/month, and the action taken to resolve them. The GRM mechanism will be notified to the public and stakeholders within the first 6 (six) months of project effectiveness. The project website will be posting the status of the GRM status periodically.

Confidentiality

If any beneficiary or citizen seeks confidentiality, name and address of the person will not be disclosed to anyone. There will be an option for maintaining confidentiality in the design of the electronic GRM.

Accessibility of the aggrieved person

Any beneficiary or citizen who has successfully submitted a grievance can verify the status of their grievance(s) at any time by referencing the acknowledgement number/unique tracking ID code provided to them at time of submission. All grievances submitted shall be handled in the utmost confidence and the PMU/PIUs will ensure non-disclosure of all personal information. This will extend to additional arrangements for maintaining confidentiality at the request of the individual or where matters are considered sensitive. The project will publicly report aggregated statistics on performance of PMU/PIUs via the project website.

6.5   Awareness and Training on GRM

Training

A comprehensive set of trainings on the GRM will be conducted covering the PMU and PIUs at the State and District. The training will be as part of the Social Safeguards Training module to be given to all the implementers. SIPARD shall conduct the trainings and state safeguards incharge shall ensure the trainings are completed before first 6(six) months of the project initiation.

Awareness

Raising awareness through a communication strategy will be critical to the adoption and usage of the GRM.

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Preparation of Display materials and IEC including the following – communication on the multimode channels by which citizens can submit a grievance including the process and procedure, information on accessing the GRM (e.g., project website, Toll Free Helpline), providing information on the designation and contact details of GRO for all implementing units both for state and district level and publishing the service standards including timelines for addressing grievances at a local level. Materials will also be developed in local language.

Display communication materials at the project districts at prominent locations such as public places, community institutions, markets, consultation sites, training sites, beat offices. This will also include State level project offices, District level offices of the project, concerned offices of the line departments at state and district level.

7 Monitoring and Reporting

It is important to monitor and evaluate the ongoing stakeholder engagement process and GRM to ensure that consultations, disclosure efforts and GRM functions are effective, and that stakeholders have been meaningfully consulted throughout the process and are responded to through GRM process. This will facilitate to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

- Sufficient resources to undertake the engagement.
- Inclusivity (inclusion of key groups) during interactions with stakeholders.
- Promotion of stakeholder involvement.
- Sense of trust in the implementing agency by all stakeholders.
- Clearly defined approaches; and
- Transparency in all activities.

The stakeholder engagement process shall make use of the various engagement tools such as:

- Stakeholder database
- Issues and Response table
- Reporting and documentation templates
- Meeting records of all consultations, workshops and trainings held
- Grievances and resolutions database
- Third party assessment of feedback on issues and resolutions to check efficacy of the system

Quarterly reports on stakeholder engagement events, and grievance handling shall be collated by PIU staff and the outcomes shall be referred to the senior management of the Project(s). A number of Key Performance Indicators (KPIs) shall also be monitored by the project on a regular basis, including the following parameters by Component/sub-component:

- Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g., monthly, quarterly, or annually);
- Number and types of IEC materials used
- Number of project events published/broadcasted in the local, regional media;
- Type and frequency of public engagement activities;
- Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process;
- Number and type of grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- % Of sample selected randomly from GRM database and surveyed for GRM performance satisfied with the process.

The District Project team lead will be providing regular updates on implementation of the SEP based on information received from PIU and endorsed by district level. The SEP will be annually revised and updated

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as necessary in the course of capacity buildingprogram implementation in order to ensure that the information presented herein is consistentand is the most recent, and that the identified stakeholders and methods of engagement remainappropriateandeffectiveinrelationtotheprojectcontextandspecificstagesoftheimplementation. Any major changes to the project related activities and to its schedule will bedulyreflected in the SEP.

Reporting: The main instrument for reporting on SEP implementation will be the Bi-annualESMF implementation progress report, which would cover implementation of the ESMF, ESCPaswellastheSEP.ThebiannualreportwillbebasedonregularmonthlyandquarterlyupdatesfromtheSEP village anddistrictunits,andthesewillincludepublicgrievances,enquiriesandrelatedincidents, together with the status of implementation of associated corrective/preventative.Theseperiodicupdateswillprovideamechanismforassessingboththenumberandthen atureof complaints and requests for information, along with the Project's ability to address those ina timely and effective manner. The project will be using newsletters and communicationcampaigns/productsontheGRM and the SEPstatus.

The SEP update will cover key indicators related to stakeholder meetings, GP meetings,grievances received and resolved, enquiries received, and participation of vulnerable people inprojectactivities, stakeholderfacing eventsandpublications. Information on public engagement activities undertaken by the Project during the year shall beconveyedtothestakeholdersincludingWorldBankthroughonlinepublicationofaSEPImplementation report. Specifically, for disadvantaged and vulnerable groups, efforts shall be madeto reportbacktothem through groupdiscussions andothermeans.

7.1 Training

PMU together with World Bank shall arrange necessary training on stakeholder engagement. ThetrainingshallbeorganizedbytrainersofPIU.ThePIUinturnwillorganizetrainingtoconcerned officials of the different districts.The SEP training shall include identification of stakeholders as well asthe implementation of respective SEPs. The training shall be provided to the members of staff who,duetotheirprofessionalduties,maybe involved interactionswiththeexternalpublic,aswellastothesemanagement.Specializedtrainingshallalsobeprovidedtot hestaffappointedtodealwithstakeholdergrievancesaspertheexistingPublicGrievanceProcedureandtheprojec tspecificGrievance Redressal Mechanism. Project contractors and selected representatives shall also receivenecessaryinstructionsfortheGrievanceProcedure.AnannualreportonimplementationofSEPsshall contain details of the periodical trainings held and future programmes.

A periodic training on SEP to concerned officials, stakeholders are proposed. Outlines for provisioning of activities proposed in the SEP for ongoing engagement proposed in the SEP and other associated tasks. Ensure training and awareness on risks and precaution related to community health and safety and use of GRM to address grievances are also undertaken.

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ANNEXURES

Annexure 1: DETAILED QUESTIONNAIRE (CONSULTATION CHECKLIST ELEMENT TRIPURA)

Type of Stakeholders for using this checklist to guide community consultations- *Past/present Elected Representatives, Traditional leaders, Village and Area Council members; office bearers of various JFMCommittees, community members living on forest fringes and dependent on forest resources, members of Forest Rights Committees (FRCs); individuals or members of collectives or producer organizations engaged in harvest, collection or value addition of forest produce; entrepreneurs/ owners of forest based enterprises or enterprises offering eco-tourism services like guides/ homestays; forest department officials/ staff- forest guard, volunteers; women NTFP collectors, SHG members, TRLM groups working on forest produce value addition.*

NOTE- The team members need to introduce the project, its key components, its purpose & benefits to the respondents/ stakeholders before administering this checklist, so that they fully understand the context of the discussion.

1. Are you engaged in any forest related activities to augment your livelihoods? (Nursery Development, Plantation Activities, other conservation or protection activities, Timber or NTFP Harvesting and collection, NTFP processing and sale)

2. How does the community take up activities to manage water and other natural resources (soil erosion / water harvesting etc.)?

3. What proportion of your household income is derived from these forest-based activities? Is it adequate as a supplementary income and how many HH members are engaged in this activity?

4. Do you face any barriers or restrictions in accessing forest resources (fuel, food, fodder, NTFPs) to supplement your household incomes? What are these barriers and how do you think they can be addressed?

5. Do women face any additional barriers in accessing forest resources or engaging in their value addition or sales? What are these barriers?

6. How is management of forest resources of your area (village forest, private forest or community owned forests or government forests) done in your area? Is the process based on consultation and collective decision? Can you share some examples where people were consulted to decide management of forest resources?

7. When you plan income generation activities related to forest, agriculture or others, where do you get the information, knowledge and skills? Do you think there is sufficient local capacity or is additional capacity required for adopting a landscape-based planning in your area (*please explain the 'landscape-based approach' before asking this question*)?

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8. Have you been involved in planning for management of forest resources of your area- village forest, private forest or community owned forests or government forests? Do you think local community members are adequately consulted in this planning process and their suggestions considered?

9. Do you think there is sufficient local capacity or is additional capacity required for adopting a landscape-based planning in your area *(please explain the 'landscape-based approach' before asking this question)*?

10. Have there been incidences of gender-based violence or sexual harassment of villagers engaged in forestry activities, their value addition, or sales? How frequent and how are such cases dealt with?

11. What are the usual avenues or channels through which local grievances are aired and redressed? Is it an effective mechanism and do issues get resolved/ redressed?

12. Are there incidents of man – wild animal conflict while working in the forests? Which types of animals?

13. What has been the change in Jhum cycle in the last five years? What is the opinion towards settled farming?

14. Do you think this project and its activities could benefit you? If yes, in what ways? *(Once again share what activities could be under the project)*

15. Do you have any key concerns or suggestions with respect to the activities planned/ proposed to be taken up under this project?

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Annexure 2: PICTURES AND ATTENDANCE SHEET OF COMMUNITY CONSULTATIONS

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Annexure 3: BANNER USED IN THE COMMUNITY CONSULTATION