

BINH DINH PROVINCIAL PEOPLE'S COMMITTEE

AGRICULTURE AND RURAL DEVELOPMENT PROJECT MANAGEMENT BOARD

-----o0o-----

**INTEGRATED RESILIENT DEVELOPMENT PROJECT (P509666)
BINH DINH PROJECT**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

May 2025

ABBREVIATIONS

C-ESMP	Contractor's Environment and Social Management Plan
LFDC	Land Fund Development Center
DMS	Detailed Measurement Survey
DOF	Department of Finance
DOC	Department of Construction
DOIC	Department of Information and Communication
DOHA	Department of Home Affairs
DAE	Department of Agriculture and Environment
EMP	Environmental Management Plan
ESF	Environment and Social Framework
ESIA	Environmental Social impact assessment
ESCP	Environmental and Social Commitment Plan
GRS	Grievance Redress Service
GRP	Grievance Redress Procedure
IDA	International Development Association
IBRD	International Bank for Reconstruction and Development
LMP	Labor Management Procedures
ODA	Official Development Assistance
PMU	Project Management Unit
PPC	Provincial People's Committee
PAP	Project Affected Person
RP	Resettlement Plan
ROW	Right of Way
SEP	Stakeholder Engagement Plan
WB	World Bank

TABLE OF CONTENTS

Article I. PROJECT INTRODUCTION.....	4
1. OBJECTIVE OF SEP.....	5
Article II. STAKEHOLDER IDENTIFICATION AND ANALYSIS	5
3.1. Methodology.....	5
3.2. Affected parties	6
3.3. Other interested parties.....	7
3.4. Disadvantaged/Vulnerable Individuals and Groups	7
3.5. Analysis of stakeholders.....	8
3.6. Summary of Project Stakeholder Needs.....	Error! Bookmark not defined.
4. STAKEHOLDER ENGAGEMENT PROGRAM	Error! Bookmark not defined.
4.1. Brief Summary of Previous Stakeholder Engagement Activities.....	Error! Bookmark not defined.
4.2. Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement	9
4.3. Proposed strategy to incorporate the view of vulnerable groups.....	Error! Bookmark not defined.
4.4. Timelines	10
4.5. Review of comments	Error! Bookmark not defined.
4.6. Future Phases of the Project	Error! Bookmark not defined.
5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES.....	11
5.1. Institutional Structure and Resources	11
5.2. Management functions and responsibilities.....	15
6. GRIEVANCE REDRESS MECHANISM (GRM)	15
6.1. Objectives of the project GRMs	Error! Bookmark not defined.
6.2. Description of the project GRMs.....	Error! Bookmark not defined.
6.3 Responsibility of PMU	Error! Bookmark not defined.
7. MONITORING AND REPORTING	16
7.1. Involvement of stakeholders in monitoring activities	17
7.2. Reporting back to stakeholders.....	17
ANNEXES.....	18
Annex 1. List of Affected Parties.....	18
Annex 2. List of project stakeholders by categories	20
Annex 3. Summary of limitations of Disadvantaged/Vulnerable Individuals/Groups	32
Annex 4. Interest, impact, and influence for each key group of stakeholders	Error! Bookmark not defined.
Annex 5. Summary of Stakeholder Needs	33
Annex 6. Proposed strategy for information disclosure.....	Error! Bookmark not defined.
Annex 7. Summary of Proposed Strategy for Consultation.....	Error! Bookmark not defined.
Annex 8. Limitations and mitigation measures for vulnerable groups	Error! Bookmark not defined.

Annex 9. Key consultation activities	Error! Bookmark not defined.
Annex 10. The project implementation organization diagram.....	35
Annex 11. Citizen Engagement (CE) at design stage	Error! Bookmark not defined.
Annex 12. Summary of Consultations Undertaken for the Binh Dinh Project	Error! Bookmark not defined.

LIST OF TABLES

Table 1: Number of stakeholder engagement activities carried out during project preparation for each of sub-component.....	8
Table 2: Contact information of key persons.....	12
Table 3: Estimation of budget for SEP.....	13

Article I. PROJECT INTRODUCTION

1. The Government of Vietnam proposed the World Bank to finance the “Integrated Infrastructure Development Project” (IRDP). The objective of the proposed Project is to enhance access to resilient infrastructure and planning and management capacity for disaster-resilient development in Quang Nam and Binh Dinh provinces.
2. The Resilient Infrastructure Development Project (IRDP) – Binh Dinh Province (Binh Dinh Project) will be implemented in Quy Nhon city, Phu My district and Hoai Nhon Township. The Binh Dinh Project aims to increase access to resilient infrastructure services and to strengthen institutional capacity on disaster-resilient development planning and management in Binh Dinh province.
3. The specific objectives of the Binh Dinh Project are to complete a coastal route from North to South in the province connecting with the national coastal road system; strengthen traffic connection, eliminating traffic monopoly on Highway 1A; ensure the constant movement of traffic in natural disaster situations such as floods, erosions, and rescue operations; promote marine economic development, linking infrastructure of key coastal economic zones, industrial zones, residential areas, urban areas and coastal eco-tourism zones; promote the development of the industrial and tourism economy, improve the quality towards sustainability and climate change adaptation; improve efficiency of public investment activities, and promote socio-economic development.
4. The Binh Dinh Project also has two components, of which, component 1 is an infrastructure with two subcomponents and component 2 is non-infrastructure focusing on technical assistance and implementation support. Details of two sub-components of component 1 are described below:
 - Sub-component 1: Upgrading the existing coastal provincial road PR639, My Thanh - Lai Giang section. Design standard categorization III according to TCVN plain road 4054: 2005; length of route L= 38.1km
 - Sub-component 2: New construction of a road connecting Highway 19C with Quy Nhon Port. Design standard categorization for urban main road according to TCXDVN 104-2007; length of new construction route L= 6.41km

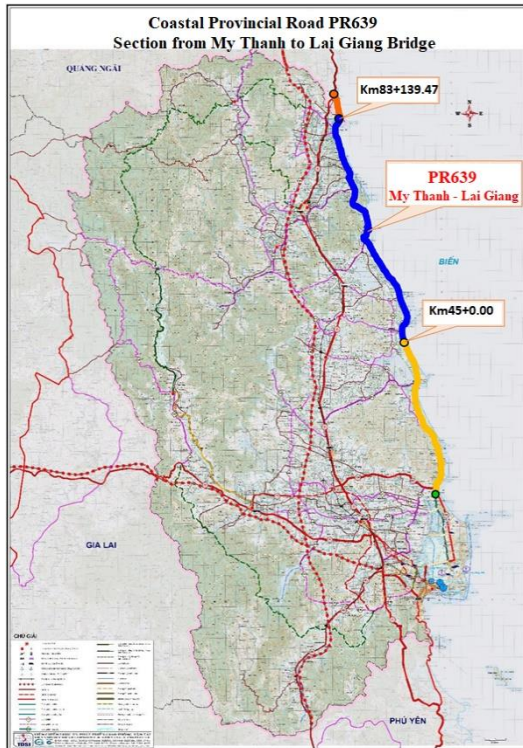


Figure 2: Sub-component 1 - Location of the provincial road PR639 (blue line)

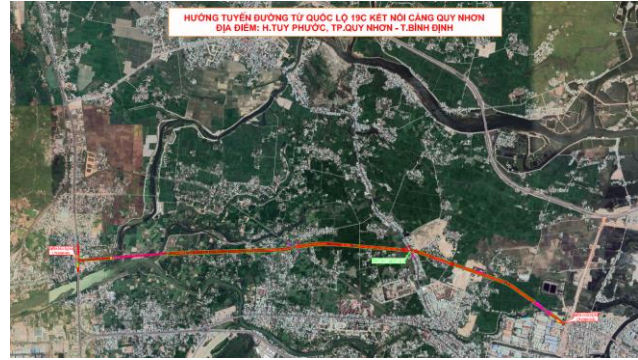


Figure 1: Sub-component 2 - Location of the Highway 19C connecting Quy Nhon Port

5. These sub-components will improve connectivity and resilience of coastal economic zones of the province.
6. The Binh Dinh project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

II. OBJECTIVE OF SEP

7. The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire Binh Dinh Project cycle. The SEP outlines the ways in which the Binh Dinh Project Team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the Binh Dinh Project and any activities related to the Binh Dinh Project.

III. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1. Methodology

8. In order to meet the best practice approaches, the Binh Dinh Project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.

- *Informed participation and feedback*: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders are always encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

3.2 Affected parties and other interested parties

8. Affected parties include local communities, community members and other parties that may be subject to direct impacts from the Binh Dinh Project. Specifically, the following individuals and groups fall within this category:

❖ **People who are physically or economically displaced by the Binh Dinh Project**

The main groups of Binh Dinh Project-affected parties in the stakeholder mapping are the physically or economically displaced people by the Binh Dinh Project, and people who reside or have land and non-land assets in the Right of Way (ROW) of the proposed roads. The following parties are identified:

- Affected people as a result of land acquisition for the Binh Dinh Project;
- Vulnerable households who are poor, women headed households with dependents, physical or mental disabilities (loss of working ability); alone elderlies ; and social policy category;
- Affected income generation activities during Binh Dinh Project implementation;
- Households exposed to construction/operational socio-environmental impacts, health and safety risks, such as increased level of dust and noise, nuisance and health risks related to waste and wastewater discharge, traffic disturbance, traffic safety risks, reduced accessibility to the nearby waterways or public facilities, etc.
- State owned companies such as electric power companies who need to relocate the existing electric poles and transmission lines, etc.
- Private companies such as shrimp breeding companies who may be temporarily affected as a result of construction of the road (e.g. slow traffic flow, dust, noise...).

❖ **Communities in the vicinity of the Binh Dinh Project's planned activities**

Local communities are likely to be exposed to temporary air pollution, traffic difficulties, and other potential risks such as traffic safety, gender based violence, SEA/SH, health risks, as a result of labor influx.

The projects' stakeholders also include parties other than the directly affected communities, including:

Healthcare personnel: Local healthcare personnel, including medical staff who work at commune's health stations, district hospital, including local private medical practitioners are the key risk group because the nature of their work. This is high risk particularly when they are in

contact with patients with infectious diseases (e.g. HIV/AIDS, other STD) who are hospitalized for first-aid or for medical treatment. In addition to the health care staff, other staff who handle medical waste are also among the risky groups.

❖ **Binh Dinh Project beneficiaries**

Binh Dinh Project beneficiaries are large in number (they are positively affected by the Binh Dinh Project). These include individual people, households, groups, public and private sectors who benefit from the upgraded Binh Dinh Project. For instance, they will spend less time traveling from place to place or improve their access to potential customers thanks to increasing volume of road users passing by. Binh Dinh Project beneficiaries may also include households who will be adversely affected by the Binh Dinh Project as a result of land acquisition but become Binh Dinh Project beneficiaries as the new upgrading road provide them with better access to business opportunities, including increasing value of their land following the road improvement.

9. The potential Baffected parties of the Binh Dinh Project are indicated in Annex 1.

Other interesting parties

10. Parties who are interested in the Binh Dinh Project are also considered “Binh Dinh Project stakeholders”. The interested parties under this Binh Dinh Project include:

- **Government agencies at central level** include the Office of Government and line-ministries, those are playing key role as their functions and responsibilities and sectorial management, including OOG, MOAE, MOF, MOC, MOIT, MOHA;
- **Governmental agencies at provincial, district and commune levels.** These groups include Binh Dinh Provincial People’s Committee (Binh Dinh PPC), Binh Dinh PMU, Department of Finance (DOF), , Department of Construction (DOC), Department of Information and Communication (DOIC), Department of Home Affairs (MOHA), Department of Agriculture and Environment (DAE), Department of Health (DOH) LFDC; People’s Committees (PCs) of wards/communes in the Binh Dinh Project area, and public service providers such as telecommunication, electric power, water supply, traffic management, health care centers;
- **Mass organizations at all levels** such as Women’s Union, Youth’s Union, Farmers’ Association, Veterans’ Association, Elderly Association, and Labour Union;
- **Non-Government Organizations (NGOs).** According to the survey results, there is no NGO based in the province. During Binh Dinh Project implementation, if there are any NGO who is interested in the Binh Dinh Project, they will be consulted and this SEP will be updated to reflect their concerns, if any.
- **Mass media including local, regional and national news agencies** (TV, broadcasting, online newspaper...) who may be interested in Binh Dinh Project activities, Binh Dinh Project progress and impact on local development.

11. The preliminary findings of Binh Dinh Project stakeholders by categories are shown in Annex 2.

3.3 Disadvantaged/Vulnerable Individuals and Groups

12. Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

(i) the elderly people who are in especially difficult circumstances, such as those who are financially supported as social policy household (injured ex-soldier, martyrs, heroic mothers...); (ii) poor or near-poor families; (iii) people with disability; and (iv) female-headed households with dependents. During

Binh Dinh Project preparation, identified vulnerable groups have been invited to consultation to solicit their feedback on Binh Dinh Project impact and risks, and their proposed mitigation measures. During Binh Dinh Project implementation, based on nature and the magnitude of impact, consultation will be continued to solicit their opinion, particularly prior to construction when Binh Dinh Project impact becomes known and the affected vulnerable have sufficient time to better understand the Binh Dinh Project impact and base on that provide meaningful feedback.

13. Limitations of disadvantaged/vulnerable individuals/groups and proposed mitigation measures are summarized in Annex 4.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

14. During project preparation, the following public consultation meetings were conducted. Various meetings have been held by the Binh Dinh Project Management Unit (PMU) and consultants to consult with them to share preliminary Binh Dinh Project information, including Binh Dinh Project's identified environmental and social risks and impacts, to solicit their feedback, for analysis and incorporation into Binh Dinh Project design and implementation.

15. The PMU and consultants have conducted consultation with 619 persons as follows (See details in Table 1)

- 03 meetings at provincial level with 28 (20 men and 8 women) representatives of Binh Dinh PMU, concerned departments.
- 04 consultation meetings (district-level) in Phu My district, Hoai Nhon township, Tuy Phuoc district, and Quy Nhon city with 32 (22 men and 10 women) representatives from District People's Committees, Women's Unions, Land Fund Development Centers, Division of Labors, Invalids and Social Affairs, Division of Natural Resources and Environment, Division of Ethnic Minorities; Protection Forest Management of Hoai Nhon Town and Phu My district.
- 10 consultation meetings (commune-level) in ten communes (including My Tho, My An, My Thang, My Thanh, My Duc, Hoai My, Hoai Hai, Dieu Tri, Nhon Phu and Nhon Binh) with 205 participants (136 men and 69 women) representatives from Binh Dinh Project communes, local communities, and mass organizations.
- 354 (269 men and 85 women) individual interviews with representatives of potentially affected households.
- 11 focus group discussions with targeted groups of affected households and Binh Dinh Project beneficiaries;
- 13 key informant interviews with representatives of severely affected households, and local authorities involved in the Binh Dinh Project.

Table 1: Number of stakeholder engagement activities carried out during Binh Dinh Project preparation for each of sub-component

Stakeholders Engagement	Sub-component 1				Sub-component 2			
	Venue	Number of meetings	Number of participants		Venue	Number of meetings	Number of participants	
			Male	Female			Male	Female
Consultation meeting								

Provincial level	Binh Dinh	2	12	3	Binh Dinh	1	8	5
District-level	- Phu My - Hoai Nhon	4	15	7	- Tuy Phuoc - Quy Nhon	2	7	3
Commune-level	- My Tho	7	76	39	- Dieu Tri	3	60	30
Focus group discussions	- My An	7	-	-	- Nhon Phu	4	-	-
Key informant interviews	- My Thang				- Nhon Binh			
	- My Thanh	7	-	-		6	-	-
	- My Duc							
Household's survey	- Hoai My							
	- Hoai Hai	260	197	63		94	72	22
TOTAL			300	112			147	60
			412				207	

16. In addition, virtual consultations with the DPCs and other related agencies are also conducted during the Binh Dinh Project preparation phase.

17. The main Binh Dinh Project information was shared and discussed with stakeholders including the Binh Dinh Project's objectives, scope of investments, and key potential environmental and social risks and impacts, mitigation measures including compensation, stakeholder participation mechanism throughout Binh Dinh Project cycle, and grievance redress mechanism for affected people. The information collected and the feedback received from the participants were recorded and used for the preparation of the ESIA, RP, SEP, LMP and ESCP. The feedback collected from representatives of the stakeholders will be taken into consideration for its inclusion in the final Binh Dinh Project design in the Binh Dinh project implementation stage. The results of the consultation meetings that have been organized are summarized in Annex 3.

4.2 Summary of stakeholder needs and methods, tools and techniques for stakeholder engagement

4.1.1. Purpose and timing of stakeholder engagement program

18. The main purposes of the Stakeholder's Engagement Program are to create awareness of stakeholders on the key deliverables of the Binh Dinh Project, keep stakeholders updated on key activities, and provide avenues for affected people to voice their concerns and grievances.

19. While all affected stakeholders are part of the consultation and engagement process, a particular emphasis will be placed on the adversely affected groups, particularly the groups affected by the land acquisition activities and the poor and vulnerable people, to ensure they are given voice and consideration. As identified in Chapter 3, people affected negatively as a result of land acquisition have been identified, including those who are not affected with land acquisition but have their income generation activities affected, such as those who business are temporarily affected as a result of limited traffic and environmental pollution during construction time.

20. During Binh Dinh Project preparation, different engagement methods were proposed and covered different stakeholder needs, including (i) focus group meetings/discussions, (ii) community consultations, (iii) formal meetings, (iv) one-on-one interviews, and (v) site visits. Various consultations have been carried out with various groups, including representatives of the negatively affected households, relevant governmental stakeholders at provincial, district and commune levels (see consultation outcomes summarized in Annex 3).

21. During Binh Dinh Project implementation, stakeholder engagement process will be continued with similar methods mentioned above with affected and interested parties

22. Multiple channels such as public meetings, local website, mass media were and will be used to disclose the Binh Dinh Project related information and E&S documents such as draft/final RP, ESIA, ESCP, LMP, SEP, Grievance Redress Procedure (GRP), before and during Binh Dinh Project implementation. Hard copies of the ESIA, RP, LMP, ESCP, SEP and GRP (Vietnamese) will be made available to public access at the following locations:

- PMU office
- People's Committee offices, and
- Other locations such as common house of village/community that are deemed necessary to ensure convenient access to vulnerable groups.

23. The ESIA, RP, LMP, ESCP, SEP and GRP will be also posted on Binh Dinh PPC's official website to allow stakeholders to view and download. Viewers can leave their comments and questions in the comment box for response.

Timelines

24. Below is expected timeline of the Binh Dinh Project implementation:

- Binh Dinh Project preparation: 2021-2025
- Bank Appraisal: Quarter II/2025
- Board approval: Quarter II/2025
- Binh Dinh Project Implementation: Quarter I-IV/2030
- Binh Dinh Project closure: 2030

4.3. Stakeholder engagement plan

<u>Binh Dinh Project Stage</u>	<u>Estimated Date/Time Period</u>	<u>Topic of Consultation/ Message</u>	<u>Methods used</u>	<u>Target Stakeholders</u>	<u>Responsibilities</u>
<u>Preparation stage</u>	<ul style="list-style-type: none"> • During project preparation and before Binh Dinh Project approval 	<ul style="list-style-type: none"> • Binh Dinh Project proposal, • Binh Dinh Project basic design, • National regulations of E&S safeguards policies and WB ESF; • Draft ESIA ESMP, RP, SEP GRP, and LMP (in Vietnamese). 	<ul style="list-style-type: none"> • Community Meetings, • Interview and consult with vulnerable/disable persons, • Disclosed on websites of PPC/PMU/Ward and Commune PC's and WB external website, • Deliver leaflet to PAPs, • Hard copies posted at the office of communes/ward communities' 	<ul style="list-style-type: none"> • All stakeholders 	<ul style="list-style-type: none"> • Binh Dinh PMU PMU • E&S Consultants • People's Committees of communes

			<u>common houses.</u>		
<u>Implementation stage</u>	<ul style="list-style-type: none"> • <u>Before conducting DMS</u> • <u>During conducting replacement cost survey</u> • <u>Before approval of compensation packages</u> • <u>During preparation of compensation package</u> • <u>Before conducting DMS</u> 	<ul style="list-style-type: none"> • <u>Technical design</u> • <u>E&S impacts</u> • <u>LAR notice</u> • <u>Replacement cost</u> • <u>Compensation packages</u> • <u>Resettlement and livelihood restoration.</u> • <u>Awareness-raising on the GRP.</u> 	<ul style="list-style-type: none"> • <u>Public meetings</u> • <u>Group discussion</u> • <u>Individual interview.</u> • <u>Loudspeaker</u> • <u>Public posting</u> • <u>Site visits.</u> 	<ul style="list-style-type: none"> • <u>Binh Dinh Project affected parties (PAPs) including vulnerable/disabled persons.</u> • <u>Affected communities;</u> • <u>Binh Dinh Project implementing agencies.</u> 	<ul style="list-style-type: none"> • <u>PMU</u> • <u>People's Committees of communes</u> • <u>LFDC</u> • <u>Resettlement Committee</u> • <u>The departments and unions of wards/communes</u> • <u>Village heads/village women's unions</u> • <u>Affected people</u>

4.4. Reporting back to stakeholders

25. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Procedure, and on the project's overall implementation progress.

26. Comments from stakeholders may come in the form of written and oral comments. They may be provided during the consultation meeting, or after the consultation concludes, and/or when an incident arises. They can also be provided through a village leader, commune's Peoples Committee, a functional agency, email, telephone or contractors. Under this Binh Dinh Project, Binh Dinh PMU is the agency that receives comments and feedback from stakeholders and ensures those comments and feedback are taken into account.

27. With regard to environmental and social comments, the E&S staff appointed by the PMU will record all comments and feedback from stakeholders. He or she will report to the management of the PMU regularly (weekly), and work with respective function agencies to address the comments from the stakeholders.

28. The comments will be entered into a format with official responses to each issue raised. The response matrix will be shared with the participants by mail or email and disclosed on the PPC/PMU websites and posted at the communes' office. The Minutes and response matrix will be available in Vietnamese.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

29. The PMU will oversee stakeholder engagement activities. The responsibility for implementation of the SEP lies with the Director of the PMU. Table 2 below provides contact information of PMU members that people can use to provide comments or questions about the Binh Dinh Project, or the consultation process; including how their comments are incorporated into Binh Dinh Project design and

implementation. In case there is a change to the following personnel, this Table will be updated to reflect new arrangements of personnel and will be disclosed through the same information channel.

Table 2: Contact information of key persons

No.	Names	Position	Telephones	Emails	Address
1	To Tan Thi	PMU Director	0913408278	thitotan1966@gmail.com	No. 200, Tran Hung Dao Str. Quy Nhon city
2	Ho Nguyen Sy	PMU Vice Director	0913622007		
3	Nguyen Nhat Tien	Head of Appraisal Department	0906033579	ksgtnhattien@gmail.com	
4	Tran Le Vy	PMU social Staff			
5	Pham Hong Lac Thu	PMU environmental Staff	0962517025	lacthu3110@gmail.com	
6	To Le Ngan	PMU GRP focal person	0934818544	lengan121212@gmail.com	

30. An adequate budget for stakeholder engagement will be allocated to allow appropriate implementation of this stakeholder engagement plan. Budget for SEP will include cost for organizing meetings, workshops and trainings, hiring of consultants, travelling to Binh Dinh Project locations, translation and printing of relevant materials and operating GRPs.

31. In relation to the above scope of stakeholder engagement, a budget of VND 302,500,000 (equivalent to US\$ 13,000) is estimated for the implementation of the Stakeholder Engagement Plan. This budget will be provided by Binh Dinh PMU and does not include the costs for independent environmental and social monitoring consultants (IESMC) which is estimated separately in the RP. PMU will review this plan every six months to determine if any change needs to be made to accommodate the needs for stakeholder consultation set out in this document.

Table 3: Estimation of budget for SEP

No.	Stakeholder Engagement Activities	Unit	Quantity	Unit Price	Time/year	Total cost (VND)	Remarks
I	Preparation Phase						
1	Information Disclosure: (i) Draft version of SEP, ESCP, ESIA, RP and LMP; (ii) Final version of SEP, ESCP, ESIA, RP and LMP	-	-	-			Included in the E&S consultant Package of E&S documents preparation.
2	Consultations about (i) Binh Dinh Project interventions and scope; and E&S policies, and risks/impacts and proposed mitigation measures	-	-	-			
3	Citizen Engagement in project design	-	-	-			Included in the Design Package
II	Implementation Phase					275,000,000	
1	Training courses	-	-	-	Within one month after an effective date, and throughout the Binh Dinh project implementation		Included in the Packages for the construction supervision consultant (CSC) and IESMC
1.1	The ESIA/ESMP, RP, LMP, SEP and Coordination activities.						
1.2	Labor and Working Conditions, including Occupational Health and Safety Module, and GBV						
2	Binh Dinh Project inception meetings and review meetings						
2.1	Disseminate information and compensation policies	-	-	-	After effective date, and throughout the Binh Dinh project implementation		Included in the cost of RP implementation
2.2	Resettlement and livelihood restoration options						
2.3	Land compensation and acquisition packages; Resettlement and livelihood restoration implementation.						
2.4	Selection criteria and TOR for employment opportunities for	-	-	-			Included in the Contractor's Construction Packages

No.	Stakeholder Engagement Activities	Unit	Quantity	Unit Price	Time/year	Total cost (VND)	Remarks
	construction work.						
2.5	Raising awareness of the people about the sustainable environment and connecting to the Binh Dinh Project's roads						Objects are the beneficiary households in the service area of the Binh Dinh Project. The awareness raising will be coordinated in many forms, as detailed below:
	Public meetings/training/workshops (TOT training)	Course	11	20,000,000		220,000,000	TOT training for key communication staff in 10 communes and 5 district/township/city of Phu My, Hoai Nhon, Tuy Phuoc, Dieu Tri, Quy Nhon city. Expected 11 courses, 15 people each course.
	Broadcasting news	-	-	-			Included in the news program of local TV and louder speaker of communes/wards with no cost
2.6	Periodic E&S monitoring	-	-	-			Included in the IESMC package
2.7	Ex-post E&S evaluation						
3	Citizen Engagement at design	-	-	-			Included in the Design Package
4	Communication materials	Course	11	5,000,000		55,000,000	
III	Sub-Total (= I + II)					275,000,000	
IV	Contingency (=10%*III)					27,500,000	
	TOTAL					302,500,000	

5.1. Management functions and responsibilities

32. The entities responsible for carrying out stakeholder engagement activities are the Binh Dinh PMU, Binh Dinh Provincial Peoples Committee (PPC), Ward and Commune Peoples Committees, Communities in the Binh Dinh Project area, CSC, IESMC, and Contractors

33. The stakeholder engagement activities will be documented through minutes and reports to record of dates and venues where meetings were held, participants list, information shared with participants and key issues discussed, any commitments made, or agreements reached. Summary of consultation outcomes, including pending issues will be briefed to the management of PMU on a monthly basis, or as soon as possible, depending on the nature of the issues.

6. GRIEVANCE REDRESS PROCEDURE (GRP)

34. The objective of the Binh Dinh Project's Grievance Redress Procedure (GRP) is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

35. The Binh Dinh Project's grievance mechanism is based on the existing formal grievance procedures as prescribed by relevant laws and regulations in Vietnam and requirements of the WB ESF. In addition to the formal procedures, an informal grievance that aligns with local cultural practices and is recognized by the government is also available within the community.

36. The entities responsible for carrying out stakeholder engagement activities are the Binh Dinh PMU, Binh Dinh Provincial Peoples Committee (PPC), Ward and Commune Peoples Committees, Communities in the Binh Dinh Project area, CSC, IESMC, and Contractors

37. The stakeholder engagement activities will be documented through minutes and reports to record dates and venues where meetings were held, participants list, information shared with participants and key issues discussed, any commitments made, or agreements reached. Summary of consultation outcomes, including pending issues will be briefed to the management of PMU on a monthly basis, or as soon as possible, depending on the nature of the issues.

38. The GRP is established based on the principles and procedures outlined in the national legal system. Complaints related to land acquisition are established in the Resettlement Plan (RP) with specific steps, procedures, and timelines (see the RP for details). The GRP for workers regarding employment opportunities, wages, payments, working conditions, health, safety, conduct, administrative decisions, disciplinary actions, etc., is described in the Labor Management Procedures (LMP) and handled through different procedures (see the LMP for details). The GRP related to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) is also established in the LMP in accordance with national laws and guidance of the World Bank on SEA/SH (see the LMP for further details).

39. The GRP will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

Table 4: Summary of Grievance Procedure

<u>Steps</u>	<u>Description of Process</u>	<u>Time Frame</u>	<u>Responsibility</u>
<u>GRP implementation structure</u>	<u>The first grievance is filed at commune level. If the grievance is not resolved or complainant disagrees with the decision of the commune's PC on solutions; then</u> <u>The second grievance is filed to the PPC.</u> <u>If the grievance is not resolved or complainant disagrees with the decision</u>		

	<u>of the PPC on solutions, they can lodge grievance to the Court. Decision of the Court is final solution for the grievance.</u>		
<u>Grievance uptake</u>	<u>Grievances can be submitted via the following channels:</u> <ul style="list-style-type: none"> • <u>Directly submit complaint to the competent agencies or one-stop shop at commune</u> • <u>E-mail</u> • <u>Letter to Grievance focal points at local facilities</u> • <u>Complaint form to be lodged via any of the above channels</u> • 		
<u>Sorting, processing</u>	<u>Any complaint received is forwarded to competent agencies, logged in logbook, and categorized according to the following complaint types: oral, written, anonym.</u>	<u>Upon receipt of complaint</u>	<u>Local grievance focal points</u>
<u>Acknowledgment and follow-up</u>	<u>Receipt of the grievance is acknowledged to the complainant by competent agencies</u>	<u>Within 2 days of receipt</u>	<u>Local grievance focal points</u>
<u>Verification, investigation, action</u>	<u>Investigation of the complaint is led by deputy director of competent agency. A proposed resolution is formulated by a grievance redress committee and communicated to the complainant by phone or meeting.</u>	<u>Within 10 working days</u>	<u>Grievance redress committee composed of GRP staff of PMU, representatives of competent agencies, and communes' PC</u>
<u>Monitoring and evaluation</u>	<u>Data on complaints are collected in competent agencies and grievance redress committee and reported to director of PMU every two weeks</u>	<u>Every 2 weeks</u>	<u>GRP focal person of the PMU</u>
<u>Provision of feedback</u>	<u>Feedback from complainants regarding their satisfaction with complaint resolution is collected by GRP focal person of the PMU</u>	<u>Within 7days after decision on solution issued to the complainant</u>	<u>GRP focal person of the PMU</u>
<u>Training</u>	<u>Training needs for staff/consultants in the PMU, Contractors, and Supervision Consultants are as follows: GRP, GBV, CoC</u>	<u>Within one month after the effective date and throughout the Binh Dinh Project implementation</u>	<u>PMU, IESMC</u>
<u>If relevant, payment of reparations following complaint resolution</u>	<u>Reparations will be paid to the complainant immediately after the complaint is resolved. The Grievance Redress Committee notifies PMU to provide reparation.</u>	<u>Immediately after the complaint is resolved.</u>	<u>PMU</u>

7. MONITORING AND REPORTING

40. The implementation of Stakeholder Engagement Plan will be regularly monitored and quarterly reported through the progress report of the Binh Dinh Project. The monitoring should focus on some key issues and indicators as follows: (i) consultation with different stakeholders,

including affected people and vulnerable groups with number of consultations/meetings/interviews/disclosures, discussed issues, feedback of stakeholders and responses; (ii) grievances and enquiries relating to the project implementation with number of grievances, resolution, and satisfaction of complainants; (iii) outstanding issues of the implementation of SEP and recommendation of corrective/preventative actions. The social staff of the PMU is in charge of monitoring and reporting on the implementation of SEP. Besides, IESMC is also required to periodically monitor the implementation of SEP and reflect findings in the quarterly (environmental) and six-monthly (social) monitoring reports.

7.1. Involvement of stakeholders in monitoring activities

41. **Independent E&S monitoring.** PMU will engage an independent E&S monitoring consultant (IESMC) as a third party to assist PMU in monitoring and evaluation of the implementation of E&S risk and impact management and mitigation measures, including compensation and resettlement. The independent E&S monitoring consultant will undertake periodic E&S monitoring every six months on the implementation of E&S risk and impact management in compliance with regulations set forth in the Binh Dinh Project's ESIA/ESMP, RP, SEP and LMP. They will also monitor closely the implementation of Binh Dinh Project's GRP.

42. **Community engagement in Monitoring.** As per Decree 84/2015/NĐ-CP (dated 30 September 2015) regarding investment supervision and assessment, local people can establish community investment supervision board to conduct environmental, social and construction safety supervision on their voluntary basis. During Binh Dinh Project implementation, communities who benefit from the Binh Dinh Project road will be encouraged to establish a local team as per Decree 84/2015/NĐ-CP to monitor and provide their feedback on issues associated with the construction works.

7.2 Reporting back to stakeholder groups

43. For community concerns, the Binh Dinh Project will report back to community and other relevant stakeholder groups, primarily through public meetings and/or public disclosure where people of community can easily access such as community's common house or communal office. The feedback report will be shared or disclosed to concerned community and other stakeholders within the timeframe set up in the stakeholder engagement program

44. For individual concerns, including grievances related to E&S issues such as inaccurate measurement of affected land area, undervalued compensation rate, or request for additional support for livelihood restoration, the PMU will report back individually, through the same channel the grievances are received, for convenient follow-up on the part of the affected persons. Feedback received through the GRP will be responded to in writing and sent directly to the complainant via postal mail.

45. For comments of stakeholders both affected and concerned parties on the Binh Dinh Project design, safeguards documents, they will be addressed in relevant documents and posted on the websites of PMU, relevant webpage of the provincial PC, and also posted locally in the public notice board at communes' Peoples Committee office. Comments, questions submitted in association with specific documents disclosed on the above websites will be reviewed and responded in a timely manner as regulated in ESCP, SEP, ESMP, RP and LMP.

46. Stakeholders are always reminded of available GRP for lodging their concerns, grievances and complaints related to the Binh Dinh Project implementation, including the implementation of E&S risk and impact management and mitigation measures via public meeting, consultation and feedback reports.

ANNEXES

Annex 1. List of Binh Dinh Project's Affected Parties

Affected parties	Indicative description	Identified groups of Binh Dinh Project-affected parties	Relevance to the Binh Dinh Project
People who will be physically or economically displaced by the Binh Dinh Project	<ul style="list-style-type: none"> - Physically or economically persons displaced by the Binh Dinh Project - People who reside or have land and non-land assets in the Right of Way (ROW) of the proposed investments. 	<ul style="list-style-type: none"> - Affected households as a result of land acquisition for the Binh Dinh Project; - Vulnerable households who are poor, women headed households with dependents, physical or mental disability (loss of working ability); elderly alone; and social policy category; - Temporarily affected income generation activities including forest plantation, services/businesses/stallholders, squatter - State own companies such as electric power companies who need to relocate the existing electric poles and transmission lines, etc. - Private companies such as shrimp breeding companies who may be temporarily affected as a result of construction of the road (e.g. slow traffic flow, dust, noise...). 	<ul style="list-style-type: none"> - The Binh Dinh Project will cause land acquisition and restrictions on land use, which may lead to physical displacement (relocation, loss of residential land or loss of shelter) and economic displacement (loss of productive land, assets on land or access to assets, leading to loss of income sources or other means of livelihood) - Potential Binh Dinh Project Affected Persons (PAPs) shall be consulted following the consultation mechanism and the plan outlined in this SEP. This will be done throughout the Binh Dinh Project cycle to ensure their views are incorporated in the RP and Binh Dinh Project design
Communities in the vicinity of the Binh Dinh Project areas	<ul style="list-style-type: none"> - Local communities who are likely to be adversely exposed to temporary air pollution, traffic difficulties, and other potential risks such as traffic safety, gender-based violence, SEA/SH, health risks and other negative social impacts as a result of labour influx. 	<ul style="list-style-type: none"> - Residents living in and/or around the proposed Binh Dinh Project areas - Street vendors - Agricultural workers - Workers of the contractors - Women - Other vulnerable groups (disabled, poor/near poor, landless households, social policy households) 	<ul style="list-style-type: none"> - The Binh Dinh Project is likely to cause adverse environmental and social impacts on the local community in the vicinity of Binh Dinh Project areas.
Binh Dinh Project beneficiaries	<ul style="list-style-type: none"> - Local community residing within and/or around the Binh Dinh Project areas. 	<ul style="list-style-type: none"> - Residents - Business households - Street vendors 	<ul style="list-style-type: none"> - The Binh Dinh Project will have positive environmental and social benefits in terms of preventing local

Affected parties	Indicative description	Identified groups of Binh Dinh Project-affected parties	Relevance to the Binh Dinh Project
	<ul style="list-style-type: none"> - People who will benefit from Binh Dinh Project related employment or business opportunities. - Disadvantaged/ vulnerable groups - Utilities providing public services. 	<ul style="list-style-type: none"> - Public service utilities (tele-communication, power, water supply, wastewater treatment, traffic management) - Non-skilled workers who will be engaged by the Binh Dinh Project 	<p>flooding, and improving city road transportation.</p> <ul style="list-style-type: none"> - The Binh Dinh Project is likely to cause adverse environmental and social impacts on the local community in the Binh Dinh Project areas during construction phase - Binh Dinh Project beneficiaries as the new upgrading road provide them better access to business opportunities, including increasing value of their land following the road improvement

Annex 2. List of Binh Dinh Project stakeholders by categories

Interest parties	Key Interests in the Binh Dinh Project	Indicative List
Governmental agencies		
National governmental agencies	<ul style="list-style-type: none"> - Governmental agencies are key stakeholders of the Binh Dinh Project who need to be informed about Binh Dinh Project implementation, Binh Dinh Project DPO, and outputs - Line ministries need to ensure Binh Dinh Project compliance with national legislation and collaboration with relevant national plans/programs - Line ministries need to be involved in the review, approval, and guidance on technical, fiduciary, economic, and environmental and social aspects of their interests and competency/responsibility and areas of management <p><u>Engagement:</u></p> <ul style="list-style-type: none"> - Comments on the proposals and design - Advise the Prime Minister in accordance with functions and duties - Issue dispatch, relevant decisions to accelerate the Binh Dinh Project process 	<ul style="list-style-type: none"> - Office of Government (OOG) - Ministry of Finance (MOF) - Ministry of Construction (MOC) - Ministry of Agriculture and Environment (MAE) - Ministry of Information and Communication (MOIC) - Ministry of Home Affairs (MOHA) - VDB – Viet Nam development Bank
Provincial level	<ul style="list-style-type: none"> - Binh Dinh PPC is the highest authority to promulgate regulations, solve issues concerning guidelines and policies, and give instructions for the Binh Dinh Project implementation and are the links between the central government and line-ministries in the Binh Dinh Project implementation. The relevant provincial departments are also interested in the Binh Dinh Project at their sectoral responsibility - The PPC and its subordinate departments need to be involved in the review, approval, and guidance on technical, fiduciary, economic, and environmental and social aspects of their interests and competency/responsibility and areas of management <p><u>Engagement:</u></p> <ul style="list-style-type: none"> - Review/comments on the proposals and design - Provide advice/directions in accordance with functions and duties - Issue dispatch, relevant decisions to accelerate the Binh Dinh Project process. - Provide information to stakeholders in seminars, conferences and during public consultation 	<ul style="list-style-type: none"> - Binh Dinh Provincial People’s Committee (Binh Dinh PPC) - Binh Dinh PMU - Department of Construction (DOC), - Department of Finance (DOF) - Department of Information and Communication (DOIC) - Department of Home Affairs (DOHA) - Department of Agriculture and Enviroment (DAE) - Department of Health (DOH)
District and commune levels	<ul style="list-style-type: none"> - District level People's Committees involve in social economic and environmental aspects of their competency/responsibility; giving instructions, 	<ul style="list-style-type: none"> - People's Committees of Quy Nhon city, Phu My District, Tuy Phuoc district, Hoai Nhon Township,

	organizing propaganda and mobilizing every concerned agency, household, and individual to execute the Binh Dinh Project; Giving instructions to District Land Fund Development Centers (DLFDCs) on preparing, assessing and approving compensation and resettlement plans based on the PPC's decentralization; Solving people's disputes, complaints, denunciations and petitions related to compensation, assistance and resettlement within their authority; Making land acquisition decisions for site clearance and land acquisition within their competence.	and Dieu Tri township <ul style="list-style-type: none"> - LFDC and Resettlement Committees - Protection Forest Managements of Hoai Nhon Town and Phu My District - Wards/Communes People's Committees in the Binh Dinh Project areas
Civil Society		
Mass organizations	<ul style="list-style-type: none"> - Mass organizations operate at central/national down to provincial, city, and commune/ward levels. They main role is mobilization, mediating problems and dissemination of information through their members - These organizations get feedback from the population and can channel complaints and concerns regarding any impact of the Binh Dinh Project on the community 	<ul style="list-style-type: none"> - Women's Union - Farmer's Association - Youth Union - Fatherland Front - Labour Union
Citizen groups	<ul style="list-style-type: none"> - Citizen groups can be involved in construction operation as seasonal workers are also those who may be interested in the Binh Dinh Project, and those who are interested in supervision of the construction of the road. 	<ul style="list-style-type: none"> - Citizen groups in the Quy Nhon city, Phu My district, Tuy Phuoc district, Hoai Nhon township, and Dieu Tri township
Other key interested parties		
NGOs	<ul style="list-style-type: none"> - Not available at the moment 	<ul style="list-style-type: none"> - Not available
Mass media	<ul style="list-style-type: none"> - Provide Binh Dinh Project related information to general public - Local, regional and national news agency who interested in Binh Dinh Project activities, Binh Dinh Project progress and impact on local development 	<ul style="list-style-type: none"> - TV - Broadcasting - Online newspaper; etc.

Annex 3: Summary of consultations with stakeholders

No.	Public consultation, workshops and meetings	Time of implementation	Number of participants		Participants	Main Content	Summary of results/feedback
			Male	Female			
Project level			12	3			
1.	Kick-off meeting at Binh Dinh PMU	January 24, 2021	8	3	<ul style="list-style-type: none">- Representative of PMU- Representatives of local authorities- E&S consultants	<ul style="list-style-type: none">- Introduction of overall information about the project: type/scope, locations, funding source, implementation arrangement/ schedule.- E&S documents to be developed.- Activities needed to be implemented to support the development of safeguard policy reports.- Actions to be undertaken for preparation of E&S instruments- Agreement on consultation and survey plans in wards and communes.	The stakeholder coordination during the implementation phase is essential and it is necessary to clearly define the responsibilities of all parties for each stage/activity of the project.

2.	Meeting with departments/divisions of the Binh Dinh province, the Technical Consultant	February 1, 2021	4	0	<ul style="list-style-type: none"> - Representative of PMU - Representatives of DONRE - Representatives of Technical consultant - E&S consultants 	<ul style="list-style-type: none"> - Make technical measures, compare and select based on a principle of minimization of land acquisition and resettlement of local people; - Agreement on landfill site; - Proposal to implement citizen engagement during design phase. 	<ul style="list-style-type: none"> - Agreed with the project implementation - The project will play an important role and contribute to the development of the city. It will bring benefits to local residents economically, socially, and environmentally; - A Provincial Steering Committee for the Project needs to be established soon. The Provincial Project Steering Committee will direct the provincial agencies to ensure the timely implementation; - The coordination and support of local authorities/agencies to ensure the smooth and timely site clearance are critical. - There should be guidance documents from all levels on the coordination of the parties in the implementation, clear assignment of tasks for implementation and budget for SEP activities.
Sub-component 1			288	109			

3.	Meeting with Protection Forest Management of Hoai Nhon Town	February 2, 2021	2	1	<ul style="list-style-type: none"> - Representative of PMU - Representatives of Protection Forest Management - E&S consultants 	<ul style="list-style-type: none"> - Introduce about the project, items of the investment proposal; - The WB's ESF; - Environmental, economic and social impacts as well as community health proposed by the Project Owner and ESIA consultant team. 	<p>Completely agreed on:</p> <ul style="list-style-type: none"> - The implementation of the Project in the town and district area; - Environmental, economic and social impacts as well as community health proposed by the Project Owner and ESIA consultant team; - The content of the environmental and social monitoring program proposed by the Project owner during the construction period. <p>Recommendations:</p>
4.	Meeting with Protection Forest Management of Phu My District	February 2, 2021	2	1			<ul style="list-style-type: none"> - Comply with and fully implement the proposed mitigation measures following the laws on environmental protection, forest protection, and management that the Government has enacted as well as the commitments made by the Project owner. - Implement the trees replanting plan when changing forest use purposes according to the provisions of Vietnamese law; - During the implementation process, the Project owner needs to closely coordinate with the Protection Forest Management Board and the local authority to solve arising problems.
5.	Meeting with the departments at the People's Committee of Phu My district	February 4, 2021	11	5	<ul style="list-style-type: none"> - Representative of PMU - People's Committee of 	<ul style="list-style-type: none"> - Introduce about the project, items of the investment proposal; - The WB's ESF; 	<ul style="list-style-type: none"> - Agreed and supported the implementation of the project. - The application of different policies/supports that are different

6.	Meeting with the departments at the People's Committee of Hoai Nhon district			<ul style="list-style-type: none"> district/township - District Women's Union - Representatives of LFDCs of district/township - Department of Labor, Invalids and Social Affairs - Department of Natural Resources and Environment - Department of Ethnic Minority - Environmental and Social Consultant 	<ul style="list-style-type: none"> - Consultation on Resettlement Policy: local compensation and support policy. - Grievance redress mechanism (GRM) - Consultation on the participation of stakeholders throughout project cycle. 	<p>from local policies may make it difficult for the localities to implement other projects in the same area.</p> <ul style="list-style-type: none"> - The stakeholder coordination during the implementation is essential and it is necessary to clearly define the responsibilities of all parties in each stage/activity of the project. In addition, there should be guidance documents from all levels on the coordination of the parties in the implementation process. - The IRP should be developed on the basis of the demand of the Project severely affected and relocated households and vulnerable affected households.
----	--	--	--	---	---	--

7.	My Tho commune People's Committee	February 1, 2021	10	5	<ul style="list-style-type: none"> - E&S consultants. - PMU representatives. - Representatives of the WPCs. - Representatives of local branches, mass organizations: Women's Union, Fatherland Front, Veterans Association, Youth Union, Land Administration Officer. - All hamlets/heads of residential groups in communes/wards. - Representatives of affected households and beneficiaries in the project area. 	<ul style="list-style-type: none"> - Introduce information about the project: size, funding source, implementation time. - Introduce the purpose and requirements of the social environmental safeguard reports at the request of the donor. - The WB's ESF; - Consultation on Resettlement Policy: local compensation and support policy. - Grievance redress mechanism (GRM) - Consultation on the participation of stakeholders throughout project cycle. - Consultation on environmental and social impacts during project implementation - Socio-economic surveys and investigation of a number of households in the area; - In-depth interview: Leaders and some key officials. 	<ul style="list-style-type: none"> - Participants agree with the resettlement policy of the project, but they want the application of compensation and support unit prices to be appropriate. - Wards/communes requested to be provided and updated sufficiently and timely information about the Binh Dinh IRDP in order to coordinate during project implementation. - During the construction, the contractors should minimize the factors that affect the living environment and living conditions of the communities such as dust, noise. The contractors shall ensure labor safety, recruit local workers, avoid cracking of people's houses as well as compensate and support when temporarily taking or borrowing land of local people. The contractors/officers should ensure that workers/employees of the contractors do not disturb the daily life as well as bring about social evils to the local communities during staying and working in construction sites, - During constructing works, avoid impact on the optical cable system along the road. - Connection points should be extended to crossroads to ensure
8.	My An commune People's Committee	February 2, 2021	18	15			
9.	My Thang Commune People's Committee	February 2, 2021	8	5			
10.	My Duc Commune People's Committee	February 5, 2021	21	5			

11.	My Thanh Commune People's Committee	February 3, 2021	6	3			
12.	Hoai My Commune People's Committee	February 2, 2021	6	4	<ul style="list-style-type: none"> - E&S consultants. - PMU representatives. - Representative of the WPCs. - Representatives of local branches, mass organizations: Women's Union, Fatherland Front, Veterans Association, Youth Union, Land Administration Officer. - All hamlets/heads of residential groups in communes/wards. - Representatives of affected households and beneficiaries in the project area. 	<ul style="list-style-type: none"> - Introduce information about the project: size, funding source, implementation time. - Introduce the purpose and requirements of the social environmental safeguard reports at the request of the donor. - The WB's ESF; - Consultation on the participation of stakeholders during the phases of the project. - Grievance redress mechanism (GRM) - Consultation on the participation of stakeholders throughout project cycle. - Socio-economic surveys and investigation of a number of households in the area; - In-depth interview: Leaders and some key officials. 	<ul style="list-style-type: none"> - traffic safety. Communications on traffic safety for the communities should be implemented. - The Women's Unions should be involved to educate women and girls about gender and gender-based violence. The traffic safety also needs to be implemented. The collaborators/facilitators should be from the women's unions, youth unions, health stations and schools. - Funding and supporting vocational training, technology transfer in aquaculture for households should be provided. - The project needs to recruit local workers: the labor cost is from VND300-400 thousand/day. - Compensate affected households if their houses are cracked due to vibrations during the construction. The contractors need to take photos before construction to document potential future damage to households' houses. Compensation and support when taking land or temporarily borrowing land of households should be implemented.
13.	Hoai Hai Commune People's Committee	February 3, 2021	7	2			
14.	Project affected households	January and February, 2021	197	63	<ul style="list-style-type: none"> - Stratified random PAHs who represent each type of impacts. 	<ul style="list-style-type: none"> - Socio-economic and environment surveys; - Gender and women participation; - Support from local development programs; - Project's Potential Land 	<p>100% of the members who have been consulted have agreed with the policy of the project implementation on land acquisition, but they want the application of compensation and support unit prices to be appropriate. Participants expect to be provided/updated with full project</p>

						Impact and Potential Local Response.	information from time to time or when there are any significant changes
Sub-component 2			147	60			
15.	Meeting with departments/divisions of the Binh Dinh province, the Technical Consultant	March 19, 2021	8	5	<ul style="list-style-type: none"> - Representative of PMU - Representatives of DONRE, DOLISA, WU, DARD - Representatives of Technical consultant - E&S consultants 	<ul style="list-style-type: none"> - Introduction of project information: impacts/risks, footprint, funding source, implementation plan/arrangement - Introduction of the purpose and requirements of the WB social environmental instruments - Orientation of WB ESF - Environmental, economic and social impacts and mitigations - Consultation on stakeholders' participations throughout project cycle - Labor and employment conditions: relevant regulations of the province - Livelihood restoration program - Mitigation measures - Discussion about gender mainstreaming and gender equality and local action plans - Discussion about the information on respective Service Providers such as medical and psychological assistance, women's union, 	<ul style="list-style-type: none"> - Participants are very supportive to the project, and agree with the project resettlement policy; - There are employment service centers at provincial level; - Project-affected people should be hired for working for some project activities if they meet the requirements. - Binh Dinh has implemented the national strategy on gender equality for 10 years. Many models of gender equality and domestic violence prevention are in place. "Trusted Address" model in the community has received a positive response from the society. - The coordination and support of local authorities/agencies to ensure the smooth and timely site clearance are critical. -

						emergency accommodation and any other needed services - The Women's Union's participation in socio-environmental management in general and for this project in particular (if any)	
16.	Meeting with the departments at the People's Committee of Tuy Phuoc district	March 30, 2021	3	2	- Representative of PMU - People's Committee of district/township - District Women's Union - Representatives of LFDCs of district/township - Department of Labor, Invalids and Social Affairs - Department of Natural Resources and Environment - Department of Ethnic Minority - Environmental and Social Consultant	- Introduce about the project, items of investment proposal; - The WB's ESF; - Environmental, economic and social impacts and mitigations - Consultation on Resettlement Policy: local compensation and support policy. - Grievance redress mechanism (GRM) - Consultation on the participation of stakeholders throughout project cycle.	- The project will play an important role and contribute to the development of the city. It will bring benefits to local residents; - Market approach should be applied for compensation. - Livelihood restoration and life stabilization programs are necessary to ensure all the affected people are assisted to restore their living conditions - Coordination with and support of local authorities/agencies to ensure the smooth and timely site clearance are critical. - In Quy Nhon city and Tuy Phuoc, there are many models of gender equality and domestic violence prevention are in place. "Trusted Address" model in the community has received a positive response from the society. - In case of land acquisition temporarily affecting production and business activities of households, the project should have a reasonable support plan. - Participants expect to be provided/updated with full project
17.	Meeting with the departments at the People's Committee of Quy Nhon city	March 31, 2021	4	1			

							information from time to time or when there are any significant changes.
18.	Dieu Tri Township People's Committee	March 31, 2021	19	11	<ul style="list-style-type: none"> - Representative of the WPCs. - Representatives of local branches, mass organizations: Women's Union, Fatherland Front, Veterans Association, Youth Union, Land Administration Officer. - All hamlets/heads of residential groups in communes/wards. - Representatives of affected households and beneficiaries in the project area. 	<ul style="list-style-type: none"> - Introduce information about the project: size, funding source, implementation time. - Introduce the purpose and requirements of the social environmental safeguard reports at the request of the donor. - The WB's ESF; - Consultation on the participation of stakeholders during the phases of the project; - Consultation on environmental and social impacts during project implementation; - Information about the RSs in the ward area that is planned for development and relocation of affected households by the Binh Dinh IRDP; - Consultation with host communities on the reception of affected households by the Binh Dinh IRDP; - Socio-economic surveys and investigation of a number of households in the area; 	<ul style="list-style-type: none"> - Participants are very supportive of the project, and agree with the project resettlement policies; - Participants expect to be provided/updated with full project information from time to time or when there are any significant changes; - Participants expect that the unit prices should reflect the replacement price at the time of compensation payment; - The coordination with and support of local authorities/agencies to ensure the smooth and timely site clearance are critical; - Comments above received the consent of all participants. - In case of land acquisition temporarily affecting production and business activities of households, the project should have a reasonable support plan; - Meaningful participation of local authorities and people should be sustained throughout project planning, design and construction, and operation.
19.	Nhon Phu Ward People's Committee	March 30, 2021	18	12			
20.	Nhon Binh Ward People's Committee	March 30, 2021	23	7			

						- In-depth interview: Leaders and some key officials.	
21.	Project affected households	March, 2021	72	22	Stratified random PAHs who represent each type of impacts	<ul style="list-style-type: none"> - Socio-economic and environment surveys; - Gender and women participation; - Support from local development programs; - Project's Potential Land Impact and Potential Local Response. 	<ul style="list-style-type: none"> - 100% of the members who have been consulted have agreed with the policy of the project implementation and they want the application of compensation and support unit prices to be appropriate. - Participants expect to be provided/updated with full project information from time to time or when there are any significant changes

Annex 4. Summary of limitations of Disadvantaged/Vulnerable Individuals/Groups and mitigation measures

Disadvantaged/Vulnerable Individuals/Groups	Limitations	Mitigation measures
Elderly people and/or social policy householders (injured ex-soldier, martyrs, heroic mothers);	Limited ability to move long distance.	Meetings should be held at the local cultural house of community or at the village head/village women's unions or in-house consultation with lonely elderly households due to moving difficulties. Information documents should be clear, concise and easy to understand and in large font size.
Persons with disabilities and their caretakers.	They lack confidence in themselves. They themselves feel that they are the inferior in the society. Their travel faces a lot of difficulties.	Documents with large font size and clear, using audio-visual aides, host meetings in wheelchair accessible venues. Consultation at household is also possible
Poor/near-poor families	They lack confidence in themselves. Their voices in community meetings often have less weight.	Holding separate focus group (man, female) meetings will make it easier to express their ideas and aspirations.
Women, particularly women-headed households or single mothers with underage/dependent children	They are very limited in terms of time because they have to take on many roles at the same time.	Adjustment of timing of meetings to avoid working time; And if possible, the Binh Dinh Project arranges a facility such as care of a child or children while they participate in the meeting.

Annex 3. Summary of Stakeholder Needs

Stakeholder Group	Key characteristics	Languages Needs	Engagement methods	Preferred notification means	Specific Needs
Central government	<ul style="list-style-type: none"> Ministries and government agencies 	Vietnamese	<ul style="list-style-type: none"> Structured Agenda Formal meetings 	<ul style="list-style-type: none"> Email & email notification and telephone; Aide-memoire 	<ul style="list-style-type: none"> Hard-copy and soft-copy documents; General information on the Binh Dinh Project
Local government agencies	<ul style="list-style-type: none"> Relevant departments in Binh Dinh PPC concerned with Binh Dinh Project investments (i.e., Binh Dinh PMU, DOF, DOC, DOHA, DAE, DOIC), Binh Dinh LFDC) Public utilities 	Vietnamese	<ul style="list-style-type: none"> Structured Agenda Formal meetings 	<ul style="list-style-type: none"> Letter, telephone and Email 	<ul style="list-style-type: none"> Hard-copy and soft-copy documents; Technical information on proposed investments.
Implementing agencies	<ul style="list-style-type: none"> PMU The People's Committee of Phu My, Tuy Phuoc district, Hoai Nhon township, Dieu Tri township and the Center for land fund development in two districts; People's Committees of 10 communes/wards in the Binh Dinh Project; 	Vietnamese	<ul style="list-style-type: none"> Formal meetings Focus Group Meetings/ Discussions Site visits 	<ul style="list-style-type: none"> Letter, Email and Phone; face to face contact/meeting 	<ul style="list-style-type: none"> Presentation of ESF; The Right of Way (ROW) of the proposed investments.
Physically or economically displaced People	<ul style="list-style-type: none"> Relocated/resettled households: 272 households; Aquaculture households: 59 households; Households planting/tending forests: 32 households; Affected households losing more than 20% of land for agricultural production 430 households; Household doing business/trade in services along the route: 178 HHs; 	Vietnamese	<ul style="list-style-type: none"> One-on-one interviews; Site visits. Focus Group Meetings/ Discussions; Community consultations 	<ul style="list-style-type: none"> Written information, radio, phone 	<ul style="list-style-type: none"> Adjustment of timing of meetings to avoid working time; Technical information on proposed investments. The Right of Way (ROW) of the proposed investments. The compensation rates will be determined based on the results of independent appraisal of the land/crops/assets (associated with the land) in a timely and consultative manner.

Stakeholder Group	Key characteristics	Languages Needs	Engagement methods	Preferred notification means	Specific Needs
	<ul style="list-style-type: none"> • 1,065 households affected by permanent land acquisition; • 10 households affected by temporary land acquisition. 				
Communities in the vicinity of the Binh Dinh Project's planned activities and health centers	Local community who are exposed to pollution, traffic safety risks, gender risks in the Binh Dinh Project implementation phase.	Vietnamese	<ul style="list-style-type: none"> • Community consultations • Formal meetings • Focus Group Discussions (FGDs) 	<ul style="list-style-type: none"> • Posted at ward PC office; • Local media (radio, TV); • Separate consultation and FGD with women and affected persons with a special consideration for vulnerable and disadvantaged groups. 	<ul style="list-style-type: none"> • Suitable location for consultations with PAP (i.e. ward/ commune); • Adjustment of timing of meetings to avoid working time; • Reaching absentee PAPs • Involve mass organization (especially women's union) in consultation preparation to ensure inclusion of women and vulnerable and disadvantaged groups in Stakeholder engagement. • Preparation of minutes of meetings.
Disadvantaged or vulnerable groups	Affected households are female headed households with dependents, poor and vulnerable groups (<i>helpless elderly, policy households</i>).	Vietnamese	<ul style="list-style-type: none"> • Focus Group Meetings/ Discussions • One-on-one interviews 	<ul style="list-style-type: none"> • Issuance of invitations specific to the relevant groups/persons • Posters at ward PC office; • Local media (radio, TV). 	<ul style="list-style-type: none"> • Conduct specific consultations with each of these groups separately in a location and venue easily accessible to them. For disable persons, conduct one-on-one interview. Women's union will be used as mediators and will be involved reaching these groups. • Consultation with vulnerable people will be conducted throughout the Binh Dinh Project life. • Preparation of minutes of meetings.

Annex 6 4. The Binh Dinh Project implementation organization diagram

The Binh Dinh Project implementation organization model will have the participation of Ministries under the government, the donor, the investor, the Binh Dinh Project steering committee, the implementing agency and contractors. The organizational diagram for Binh Dinh Project implementation is shown in the figure below.

