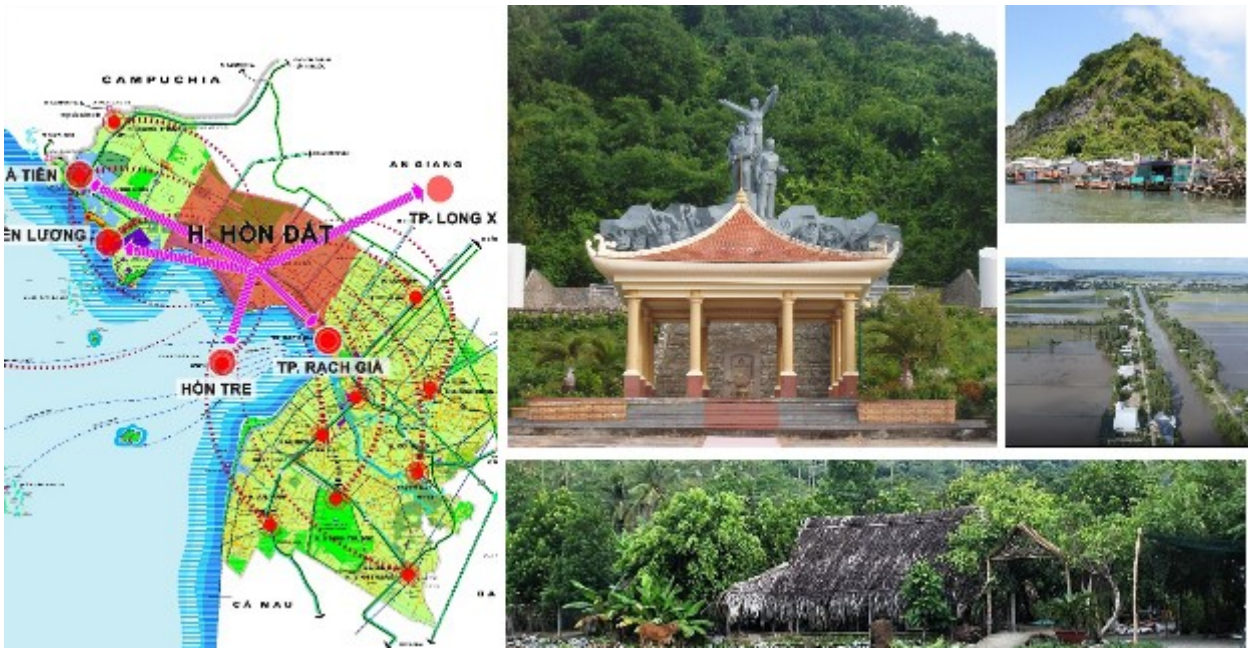
AN GIANG PROVINCIAL PEOPLE'S COMMITTEE

**PROJECT MANAGEMENT BOARD OF CONSTRUCTION INVESTMENT ON AGRICULTURE AND RURAL DEVELOPMENT**

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**SUSTAINABLE FISHERIES DEVELOPMENT PROJECT (SFDP)**

# STAKEHOLDER ENGAGEMENT PLAN (SEP)




**An Giang, 2026**

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AN GIANG PROVINCIAL PEOPLE'S COMMITTEE

PROJECT MANAGEMENT BOARD OF CONSTRUCTION INVESTMENT ON AGRICULTURE AND RURAL DEVELOPMENT

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# REPORT

# STAKEHOLDER ENGAGEMENT PLAN

## PROJECT:

## KIEN GIANG SUSTAINABLE FISHERIES DEVELOPMENT

**PROJECT OWNER**

PROJECT MANAGEMENT BOARD OF CONSTRUCTION INVESTMENT ON AGRICULTURE AND RURAL DEVELOPMENT

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**An Giang, 2026**

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## LIST OF ABBREVIATIONS

| | | |
|---|---|---|
| CC | : | Climate change |
| CPC | : | Commune People's Committee |
| W/CPC | : | Ward/Commune People's Committee |
| CPMU | : | Central Project Management Unit |
| DAE | : | Department of Agriculture and Environment |
| DOC | : | Department of Construction |
| DOERA | : | Department of Ethnic and Religious Affairs |
| DOF | : | Department of Finance |
| DOH | : | Department of Health |
| DOHA | : | Department of Home Affairs |
| DOST | : | Department of Science and Technology |
| EM | : | Ethnic Minority |
| EMDP | : | Ethnic Minority Development Plan |
| E&S | : | Environmental and social |
| ESIA | : | Environmental and Social Impact Assessment |
| ESCP | : | Environmental and Social Commitment Plan |
| ESF | : | Environmental and Social Framework |
| ESO | : | Environmental and Social Officer |
| ESS | : | Environmental and Social Standard |
| ESMP | : | Environmental and Social Management Plan |
| FS | : | Feasibility study |
| GAP | : | Good Agriculture Practices |
| GBV | : | Gender-based violence |
| GDP | : | Gross Domestic Product |
| GoV | : | Government of Viet Nam |
| GRM | : | Grievance redress mechanism |
| IMC | : | Independent monitoring consultant |
| IPM | : | Integrated Pest Management |
| LEP | : | Law on environmental protection |

| | | |
|---|---|---|
| LFDC | : | Land fund development center |
| LMP | : | Labor Management Procedures |
| MD | : | Mekong Delta |
| MAE | : | Ministry of Agriculture and Environment |
| MOC | : | Ministry of Construction |
| MOERA | : | Ministry of Ethnic and Religious Affairs |
| MOF | : | Ministry of Finance |
| MOH | : | Ministry of Health |
| MOHA | : | Ministry of Home Affairs |
| MOST | : | Ministry of Science and Technology |
| PAP | : | Project-affected persons |
| PC | : | People's Committee |
| PPC | : | Provincial People's Committee |
| PPMU | : | Provicial Project Management Unit |
| RP | : | Resettlement Plan |
| SEA/SH | : | Sexual Exploitation and Abuse/Sexual Harassment |
| SEP | : | Stakeholder Engagement Plan |
| SFDP | : | Sustainable Fisheries Development Project |
| TOR | : | Terms of reference |
| WB | : | World Bank |

# 1. INTRODUCTION

## 1.1. Objectives of the project

1. The overall objective of the project is to strengthen fisheries management and increase product value through smart infrastructure upgrades.

2. The project aims to the following specific objectives:

- To build and improve infrastructure, innovate technology, strengthen management capacity and organize production in order to promote the fisheries sector in the direction of value enhancement, deep international integration, environmental friendliness and adaptation to climate change.
- To encourage and attract all economic sectors to contribute to the sustainable development of the province's fishery sector, promote socio-economic development associated with environmental protection.

## 1.2. Components of the project

### *1.2.1. Structural components*

3. The following are the structural components of the project:

- Building new basic infrastructure and upgrading current infrastructure for shrimp farming area in the south of NH80, including:
  - Building 23 sluice gates with a width of 8 to 10 m and its management houses to separate fresh and brackish water areas for agricultural restructuring, aquaculture, and rice cultivation;
  - Building a delta grade-V road with a total length of about 7.03 km (running along the right bank of Binh Giang 1 canal connecting NH80 to the sea dyke);
  - Installing 25.18km (including 21.54km medium-voltage power lines, 3.64km low-voltage power lines), and 30 transformer stations to operate sluices;
  - Upgrading the gates of 5 sluices along the sea dike, and 13 in-field sluices along the Don Dong canal for the current aquaculture area;
  - Other ancillary works.
- Technological innovation, increased management capacity, and improved production organization in brackish shrimp farming:
  - Livelihood activities (shrimp - rice; giant freshwater shrimp; other aquatic species).
  - Engagement of the private sector (companies, individuals, etc.) in investing in livelihood models.

4. The layout of project items is shown in *Figure 1*.

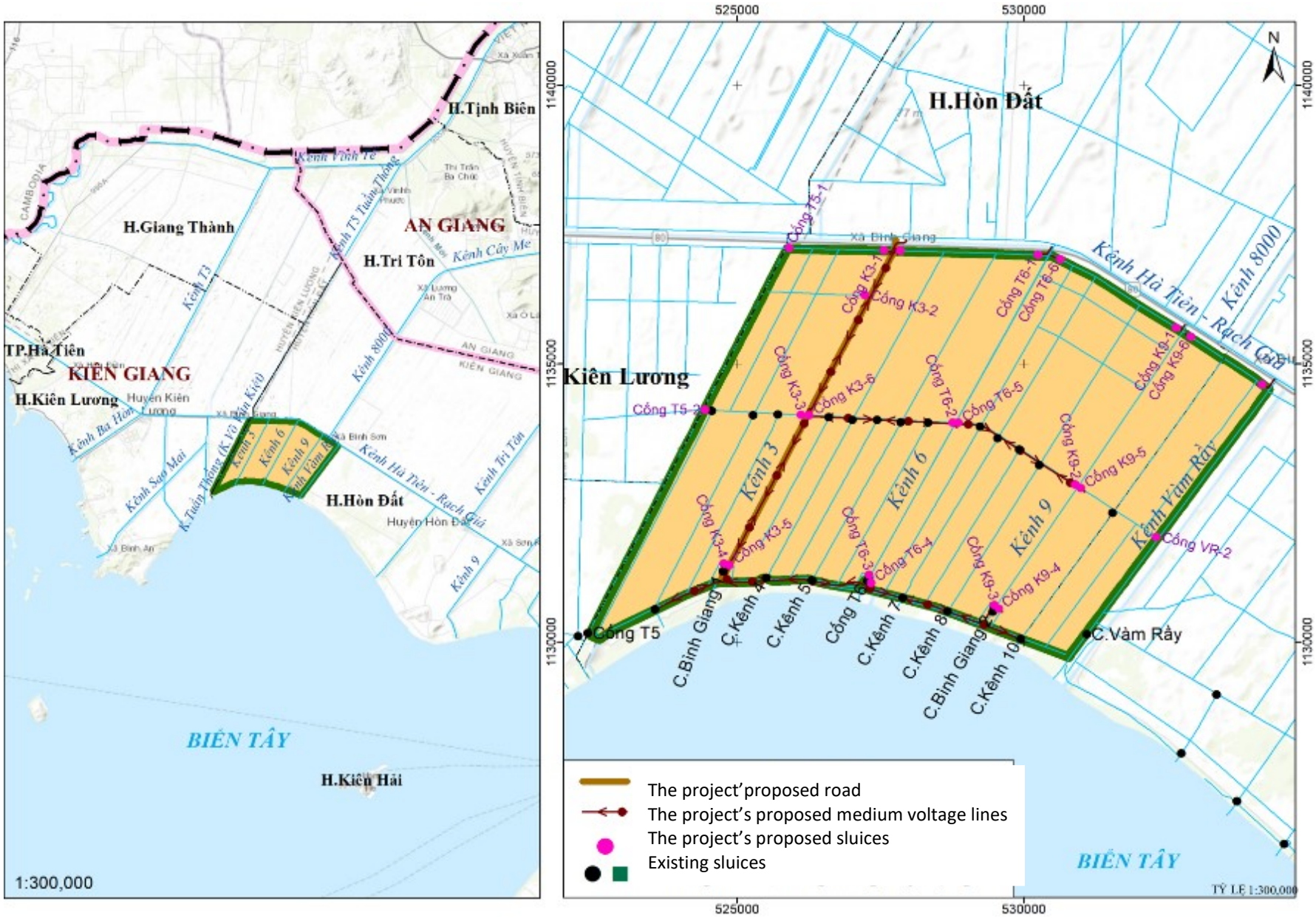



*Figure 1: Layout of project items*

5. Technical specifications of the project's work items are presented below:

#### *1.2.1.1. Sluices*

6. In the frame of the project, 23 sluices will be built. In addition, 4 level-IV management houses area built on the right bank of 4 sluices (K3-6, K3-7, K9-1 and K9-2) toward the field. It has a usable area of 40m$^2$, including an office, dining rooms and bedrooms.

#### *1.2.1.2. Connecting road*

7. The project's road has a length of 7.03km and 36 culverts with a diameter of D600 and a length of 20m along the road. The culverts are rebuilt to compensate for local people on the road to take water Binh Giang 1 canal into the rice fields.

8. On the road, 36 new water intake culverts will be installed at the existing culverts. These provide water from Binh Giang 1 canal to the fields. The culverts are made of centrifugal concrete with a diameter D=0.6m and load-bearing of H30-XB80. The culverts are placed on abutments reinforced with Melaleuca piles with a density of 16 piles/m$^2$.

#### *1.2.1.3. Medium and low voltage lines*

9. Specification of medium and low voltage lines is show in *Table 1*.

*Table 1: Specification of medium and low voltage lines*

| No. | Descriptions | Length (km) |
|---|---|---|
| **I** | **The 3-phase medium voltage lines** | **21.538** |
| 1 | Route 1: along Binh Giang 1 (Canal 3) | 7.470 |
| | - Start point: NH80 | |
| | - End point: sea dike | |
| 2 | Route 2: along the sea dike | 6.385 |
| | - Start point: canal 2 | |
| | - End point: canal 10 | |
| 3 | Route 3: along Don Dong canal | 5.130 |
| | - Start point: Tuan Thong canal | |
| | - End point: Vam Ray canal | |
| 4 | Route 4: Medium voltage lines from the 03-phase 04-wire power grid to to-be-built sluices and to-be-upgraded sluices | 2.553 |
| **II** | **The 3-phase low voltage lines** (from the current low voltage grid to the sluices with gates to be upgraded) | **3.640** |
| **III** | **The 3-phase transformer stations of 3x15kVA** | **30** |

#### *1.2.1.4. Upgradation of the existing sluices*

10. Detailed technical parameters of the sluices to be renovated in the project are presented in

11.

12. *Table* 2 to *Table 3*.

*Table 2: Sluices with the gates and operation devices to be upgraded along the sea dike*

| No. | Name of the sluice | Location | Valve gate width (m) | Valve gate height (m) | Number of gates | Threshold level | Elevation of pillars | Upgraded solutions |
|---|---|---|---|---|---|---|---|---|
| 1 | Kenh Muoi | Binh Giang | 5.5 | 4.7 | 1 | -2.7 | 2.0 | Replacing automatic valve gates with flat gates with hydraulic cylinders |
| 2 | Kenh Tam | Binh Giang | 5.5 | 4.7 | 1 | -2.7 | 2.0 | |
| 3 | Kenh Bay | Binh Giang | 5.5 | 4.5 | 1 | -2.5 | 2.0 | |
| 4 | Kenh Nam | Binh Giang | 5.5 | 4.7 | 1 | -2.7 | 2.0 | |
| 5 | Kenh Hai (HD) | Binh Giang | 5.5 | 4.7 | 1 | -2.7 | 2.0 | |

*Table 3: Sluices with the gates and operation devices to be upgraded along Don Dong canal*

| No. | Sluice name | Aperture (m) | Threshold level (m) | Gate top elevation (m) | Gate dimensions bxh (m) | Upgrading solutions |
|---|---|---|---|---|---|---|
| 1 | Kenh Mot | 4 | -1.8 | 2.2 | 4.2x4 | Replacing the wooden valve gate that is opened and closed by a 10-ton chain hoist with the steel valve gate that is opened and closed by a TD4-2 electric winch. |
| 2 | Kenh Hai | 3.5 | -1.8 | 2.2 | 3.7x4 | |
| 3 | Kenh Nam Tram (canal 2 - canal 3) | 4 | -1.8 | 1.7 | 4.2x3.5 | |
| 4 | Kenh Nam Tram (canal 3 - canal 4) | 4 | -1.8 | 1.7 | 4.2x3.5 | |
| 5 | Kenh Tu | 3.5 | -1.8 | 1.7 | 3.7x3.5 | |
| 6 | Kenh Nam Tram (canal 4 - canal 5) | 4 | -1.8 | 1.7 | 4.2x3.5 | |
| 7 | Kenh Nam | 3.5 | -1.8 | 1.7 | 3.7x3.5 | |
| 8 | Kenh Nam Tram (canal 5 - canal 6) | 4 | -1.8 | 1.7 | 4.2x3.5 | |
| 9 | Kenh Nam Tram (canal 6 - canal 7) | 4 | -1.8 | 1.7 | 4.2x3.5 | |
| 10 | Kenh Bay- South bank of Don Dong canal | 4.5 | -1.8 | 2.2 | 4.7x4 | |
| 11 | Kenh Nam Tram (canal 7 - canal 8) | 4 | -1.8 | 2.2 | 4.2x4 | |
| 12 | Kenh Tam-South bank of Don Dong canal | 4.5 | -1.8 | 2.2 | 4.7x4 | |
| 13 | Kenh Muoi-South bank of Don Dong canal | 4.5 | -1.8 | 1.7 | 4.7x3.5 | Replacing the 10-ton chain hoist with the TD4-2 electric winch |

### *1.2.2. Non-structural activities*

13. Non-structural solutions implemented in the frame of the project:

- Establish and strengthen production cooperation groups, including:
  - Farmers' groups to manage their members' activities in the direction of green agro products.
  - Cooperatives to negotiate the formation of production chains, and operate the chains effectively via the application of national and international standards into the production.

- Disseminate the activities of the project to build consensus and support from the people, reduce the rate of people utilizing groundwater in agricultural production, and enhance people's understanding of production linked with natural resource protection and regeneration, including:
  - Workshops, seminars, and propaganda panels to share experiences and communication of the project in 02 project communes.
  - Propaganda on mass media about the project.
- Develop demonstration livelihood models.
- Conduct training classes, transfer production techniques to improve capacity, and apply scientific and technical advances to meet market needs and reduce greenhouse gas emissions.
- Connect and replicate the project livelihood models, introduce and register product offtake businesses to help farmers apply sustainable and effective livelihood models that mee the needs of product offtake businesses and reduce production costs by the procurement of substantial quantities of goods from retailers who supply goods of reputable origin and quality, including:
  - At least 2 value chains (1 chain for one commune), with signed product offtake contracts for rice output certified green standards such as VietGAP, SRP, Organic, ASC, BAP.
  - At least 2 value chains (1 chain for one commune), with signed product offtake contracts for rice output certified green standards such as VietGAP, SRP, Organic, ASC, BAP.
- Support training, consultation, and certification of national and international standards VietGAP, SRP, Organic, ASC, BAP) requested by the businesses of the value chains.
- Support the application of smart technology to adapt to climate change in production and apply technology in production to minimize chemical usage and carbon emissions.
- Building electronic traceability - QR code for 04 product chains.
- Evaluate the effectiveness of project livelihood models.

## 1.3. Project Environmental and Social Risks and Impacts

### *1.3.1. Positive impacts*

14. The project's benefits are long-term rather than short-term. If successful, the project should not be limited to increasing the number of aquaculture farmers and service providers for shrimp farming activities, but should also contribute to the national sustainable fishery development, specifically:

- The project items assist An Giang province in resolving its urgent problems, such as preventing saline intrusion in coastal areas and regulating water for stable cultivation, etc. This contributes to adapting to climate change, protecting and improving people's lives, and creating a sustainable development environment for the locality.
- The 23 sluices of the project, together with existing sluices, will improve the ability to control salinity, and tides, adapt to climate change, and sea level rise, and separate salty and freshwater boundaries. The project will also ensure flood drainage, acid sulfate washing for LXQ, provide salt/fresh water, delineate the freshwater-saline water interface in the restructuring area, and regulate water sources for agriculture, fisheries, daily life, and rural environmental sanitation during the dry season. Furthermore, the project promotes rural development and socioeconomic integration by regulating water use demand for shrimp

farming and contributing to disease control for an area of 5,500 ha of aquaculture, effectively changing the structure of agricultural land to the south of NH 80.

- The project roads that connect NH 80 to the West Sea dike will make it easier for farmers to transport breeds, food, equipment, shrimp, and other seafood outputs. The production costs for the residents will decrease as they no longer need to rely on manual or semi-automatic vehicles. This will contribute to the enhancement of seafood quality by reducing transportation time.
- The project's medium and low-voltage power system will contribute to addressing the longstanding issue of electricity shortages in the aquaculture area. Shrimp farmers will use electric-powered machines and equipment for shrimp farming, which is both efficient and economical, while also reducing environmental pollution from diesel use (a common practice when facing power shortages). The aquaculture production costs will decrease by not using diesel fuel, leading to increased income and improved livelihoods for the farmers.
- When the project is finished, the shrimp farming area is expected to shift to an industrial and semi-industrial farming model with better extended agricultural procedures. This change is projected to boost shrimp output, improving the livelihoods of the local community.
- In addition to the direct impacts on shrimp farming development, the project is expected to attract investments from private enterprises for upgrading and constructing new infrastructure for industrial shrimp farming facilities.
- Farmers will be able to access aquaculture facilities with enhanced sanitary and environmental conditions, which reduces occupational health risks, improves the quality and value of shrimp production, and reduces shrimp losses due to shorter transportation.
- Improved waste management in shrimp farms will allow for less wastewater and sediment discharge into water bodies. As a result, in the long run, the project should help to improve the water quality in the area.
- By implementing Integrated Pest Management (IPM) and Good Agriculture Practices (GAP), as well as introducing bio-security practices and disease-free seeds, ponds can be rendered less susceptible to pests and diseases. This would result in a decreased reliance on antibiotics and chemicals in aquaculture, safeguarding the environment, mitigating losses caused by disease outbreaks, improving food security, and enhancing occupational health and safety (OHS) for farming-based laborers.
- Improved quality of shrimp seed and increased productivity of shrimp farming areas will help farmers expand their shrimp farming by adapting to the challenges of rising sea levels.
- Enhanced productivity of shrimp farming areas and improved quality of shrimp seed will enable farmers to expand their shrimp farming operations in response to challenges of sea level rising (SLR).
- Bio-security, good nutrition, and a reasonable cost are the primary elements for exporting shrimps internationally with good international competition.
- The project would also generate environmental and social benefits through a variety of other mechanisms. These include (i) beneficiaries, local communities, and authorities becoming more aware of and concerned about environmental and social issues; and (ii) more PPMU staff and aquaculture extension staff of the Department of Agriculture and Environment being trained in environmental and social screening. This helps with bringing up environmental and social problems during the planning and execution of the project.

### *1.3.2. Negative impacts and risks*

15. During preparation phase, the negative potential impacts and risks include (i) impacts due to land acquisition. About 15.47 ha of land will be used for the project, but only 2.72ha will be acquired from 57 households, in which 12 households will be relocated; (ii) impacts on livelihood; (iii) land use change; (iv) impacts due to UXOs. Most impacts are temporary, local and reversible due to medium scale construction. These impacts and risks can be mitigated by applying the approved resettlement plan (RP) of the project and the project owner will contract with relevant unit to clear UXOs before commencing construction activities, and must closely monitor and consult with local people about the land acquisition and clearance and UXO clearance.

16. During construction phase, dust, exhaust gas, noise, vibration; wastewater; solid waste; ecosystem; labor influx; improper access, hard-working conditions, health and safety of workers and locals; local flooding; local traffic; land subsidence, soil erosion; raw material supply, etc. are generic impacts and risks of the project. These impacts can be considered as low to moderate for each item and can be minimized by adhering to Environmental and Social Code of Practices (ESCOPs). In addition, the project implementation causes specific impacts and risks, including impacts on domestic water supply, impacts on livelihoods, impacts on water traffic, impacts by the relocation of infrastructure, impacts on ethnic minorities (EMs) and impacts on sensitive receptors, etc. These impacts and risks can be mitigated by specific measures including consultation with local authorities about the project activities and construction plan, the arrangement of a temporary road, construction in the dry season and the offseason for water taking; informing people of construction time; not using high-noise machinery and equipment that emit a lot of dust and noise through the sensitive areas during major religious holidays/study time; spraying sufficient water to reduce dust during dry and windy days; providing safety measures as installation of fences, barriers warning signs, lighting system against traffic accidents; prohibiting gathering of construction materials within 100m in front of the sensitive objects; cleaning up construction areas at the end of the day, especially construction around the sensitive structures; immediately addressing any issue/problem caused by the construction activities; reinstating and providing adequate compensation for any impacts which will be identified as caused by the construction activities.

17. During operations phase, the generic impacts and risks are dust, air emmision; noise and vibration; domestic wastewater and solid waste; increase of traffic accidents; land use change; and damage to traffic roads on the bridges over the sluices. The generic impacts and risks can be mitigated by training and raising the awareness of the road and bridge's users, arranging suitable speed limit signs in the crowed areas; planting and maintaining trees on both road sides to prevent noise from spreading into local people's houses along the road; regular maintenance of the project items, preparing an Emergency Contingency Plan; etc. In addition, the project operation cause specific impacts and risks, including impacts on water drainage; risks of the road damage; impacts due to electromagnetic field; degradation of surface water quality; impacts of saline and/or brackish water on construction works; damage to sluice gates; increase in water use conflict; impacts on aquatic life; impacts on waterway where the sluices are built; impacts on flood drainage; canal bank erosion; risk that failure of livelihood models adversely impacting welfare of beneficiary households; farmers' resistance to adapting to livelihood models; and Risk of land salinization. The impacts and risks are mitigated by specific measures including communicate, raise local awareness of environmental protection, especially water quality in canals; consulting local people and authorities about the operational procedure for the sluice gate; early notify local people and

authorities regarding sluice gate operation (opening and closing times); conduct water/ecology monitoring at the monitoring sites to provide baseline data prior to sluice gate operations, no later than 1 month before completion of construction; collect packages, excessive foods during the argicultural and aquacultural production; prohibit littering in surrounding area or water sources; etc.

## 2. OBJECTIVES OF THE STAKEHOLDER ENGAGEMENT PLAN

18. The objective of this stakeholder engagement plan (SEP) is to define a program for stakeholder engagement, including public information disclosure, grievance redress mechanism (GRM), and consultation, throughout the implementation and operation of the project. It specifies how the An Giang PPMU and contractors will communicate with stakeholders, as well as a mechanism for people to express concerns, provide feedback, or file complaints about the project, and contractors. Consultation and engagement with stakeholders are critical to ensure smooth collaboration between the project and local communities, as well as to minimize and mitigate environmental and social risks and impacts of the project, thereby contributing to the project's success.

19. The project stakeholders will engage at different stages, including during the initial design, detailed design, pre-construction, construction, and operation. Engagement will vary during the life of the project and this SEP will be dynamic and flexible to these changes. The SEP should be read together with other project documents such as ESIA/ESMP, LMP, RP, EMDP, and ESCP. This SEP is a living document that will be updated as consultations take place, incorporating minutes of meetings and relevant comments from project stakeholders.

## 3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

20. Project stakeholders are people and entities who have a role in the project, or could be affected by the project, or who are interested in the project. Project stakeholders are defined as individuals, groups or other entities who:

(i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project (also known as “affected parties”); and

(ii) may have an interest in the project (“interested parties”). They include individuals or groups whose interests may be affected by the project and who have the potential to influence the project outcomes in any way.

21. Cooperation and negotiation with the stakeholders throughout the project development often also require the identification of people within the groups who act as legitimate representatives of their respective stakeholder group, i.e., the individuals who have been entrusted by their fellow group members with advocating the groups’ interests in the process of engagement with the project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the project-related information and as a primary communication/liaison link between the project and targeted communities and their established networks. Verification of stakeholder representatives (i.e., the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders. Legitimacy of the community

representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

## 3.1. Methodology

22. To meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: public consultations for the project will be arranged during the whole lifecycle, carried out openly, 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* stakeholders' feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: stakeholder identification will be undertaken to support *better* communications and build effective relationships. The participation process for the project will be inclusive. All stakeholders at all times will be encouraged to get involved in the consultation process. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups, in particular women, displaced persons, persons with disabilities, youth, elderly.

## 3.2. Stakeholder Identification

23. The stakeholder mapping for the project demonstrates that focus is placed on the core project stakeholders and beneficiaries as well as host communities of the project. Therefore, the project coordinates endeavors via facilitator/consultant teams to prompt and comprehensive involvement of these groups (*Figure 2* and *Figure 3*).




*Figure 2: Identified stakeholders mapping of the project*

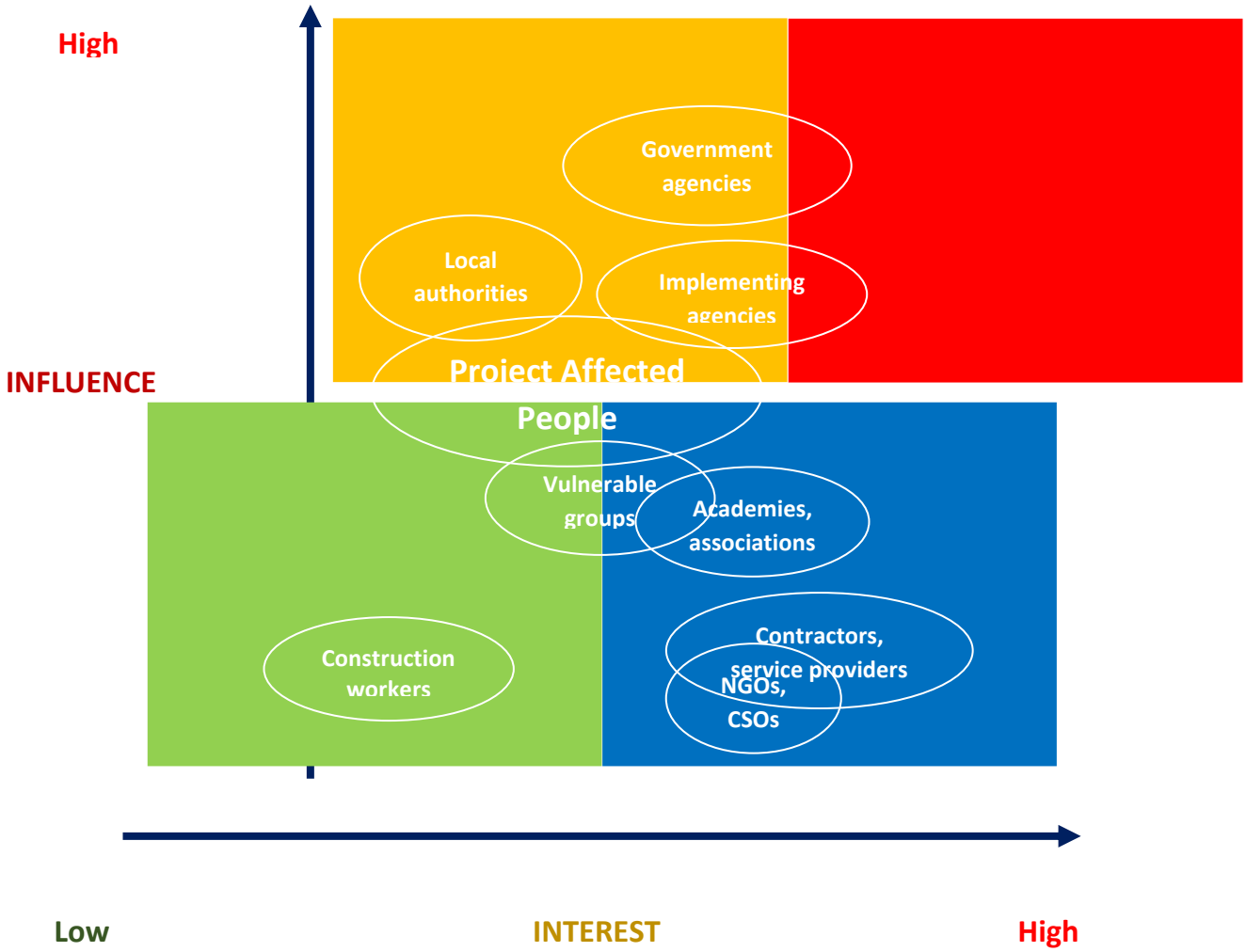



*Figure 3. Stakeholders' influence and interest analysis*

24. Stakeholders of the project are people or groups who are directly or indirectly affected by the project, as well as those who may have an interest in the project and/or the ability to influence project outcomes, either positively or negatively. For effective and tailored engagement, the project's stakeholders can be divided into the following 3 core categories:

### 3.3. Affected Parties

25. One of the primary goals of the project is to identify stakeholders on which the project can have negative impact such as households or businesses who may be impacted by land acquisition, livelihoods and business activities. However, the project may influence the activities of various stakeholders in positive or negative ways. Thus, a list of key stakeholder groups can be identified as potentially affected parties. These should be engaged throughout the life of the project and impacts on them should be monitored and mitigated. Project-affected parties include those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. The following groups can be identified as potential project-affected stakeholders:

26. **People who are physically or economically displaced by the project**: The main groups of project-affected parties in the stakeholder mapping are the people physically or economically

displaced by the project, and persons who reside or have land and non-land assets in the Right of Way (ROW) of the proposed investments. The following parties are identified as directly affected:

- People physically or economically displaced and people who reside or have land and non-land assets in the ROW of the proposed investments:
  - People and companies who will lose their land.
  - People and businesses with structures on land that will be relocated.
  - People and companies with trees and crops that will be affected.
  - People and companies with surface water (aquaculture) that will be affected.
- Fishermen/fishing vessel owners.
- Woman (including women-headed households with dependents, female members of the affected households and companies).
- Other vulnerable households such as poor/near-poor households; landless households; persons with physical or mental disabilities (loss of working ability); people living alone, elderly; and social policy category (families of martyrs, war invalids, and sick soldiers, etc.).
- People who will have access to water from dredged canals for aquaculture.
- People who will have access to the roads and bridges for their travelling and the movement of their commodities.

27. **Communities in the vicinity of the project areas**: Local community and companies who are likely to be exposed to temporary air pollution, traffic difficulties, and other potential risks such as traffic safety, traffic disturbance, wastewater discharge, gender-based violence (GBV), sexual exploitation and abuse (SEA)/Sexual harassment (SH), health risks as a result of labour influx, etc.

28. **Executing/implementing agencies, relevant province's agencies, and administrative authorities at all levels**: These groups include An Giang Provincial People's Committee (An Giang PPC), An Giang PPMU, Department of Finance (DOF), Department of Construction (DOC), Department of Agriculture and Environment (DAE), Department of Ethnic and Religious Affairs (DOERA), Department of Home Affairs (DOHA), Department of Science and Technology (DOST), An Giang Province Site Clearance and Compensation Committee (SCCC); An Giang Province Land Fund Development Center (LFDC), 2 Commune People's Committees (CPCs) in the project area, and public service utilities (such as telecommunication, electric power, water supply, wastewater, traffic management).

29. **Project beneficiaries**: Project beneficiaries are large in number (they are positively affected by the project). These include individuals, households, groups, public and private sectors who benefit from the construction of roads, bridges, dredged canals, storm shelter.

30. *Table 4* indicates potential project-affected parties of the project.

*Table 4: List of Project-Affected Parties*

| Project- affected parties | Indicative description | Identified groups of project-affected parties | Relevance to the Project | Impacts | Engagement methods |
|---|---|---|---|---|---|
| People who will be physically or economically displaced by the project | - Physically or economically persons displaced by the Project.<br>- People who reside or have land and non-land assets in the Right of Way (ROW) of the proposed investments. | - Residents living in and/or around the project area.<br>- Public service utilities (tele-communication, power, water supply, wastewater, transportation).<br>- Fishermen/fishing vessel owners.<br>- Women.<br>- Other vulnerable groups (disabled, poor/near poor, landless households). | - The 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 or access to assets, leading to loss of income sources or other means of livelihood).<br>- Potential PAPs shall be consulted using the plan outlined in this SEP. This will be done throughout the project cycle to ensure their views are incorporated in the ESIA, RP, and project design. | - Negatively affected.<br>- Moderate to substantial impacts. | - PAPs shall be informed and consulted during all project implementation to ensure their views are incorporated in the RP, ESIA and project design through public consultation and surveys.<br>- PAPs shall be consulted about their choices and options, particularly on relocation issues and restoration of livelihoods, through public meetings and focus-group discussion (FGD)s.<br>- To effectively engage Khmer people in the project, it is essential to build trust by respecting their customs, traditions, and religious practices, involving community leaders and Buddhist monks, and using Khmer or bilingual communication. Engagement activities should be participatory and culturally sensitive, such as small-group discussions, hands-on demonstrations, and leveraging existing networks like pagoda committees and women's groups. Address specific community needs by aligning the project with their livelihoods and ensuring gender- |

| Project- affected parties | Indicative description | Identified groups of project-affected parties | Relevance to the Project | Impacts | Engagement methods |
|---|---|---|---|---|---|
| | | | | | inclusive approaches. Maintain transparency, provide accessible feedback mechanisms, and celebrate milestones with culturally relevant events to foster ownership and long-term collaboration. |
| Project beneficiaries | - Executing/ implementing agencies, relevant province's agencies.<br>- Local administrative authorities at all levels.<br>- Local community residing within and/or around the project area.<br>- People who will benefit from the project related employment or business opportunities.<br>- Disadvantaged/ vulnerable groups<br>- Utilities providing aquaculture infrastructure | - PPMU, DAE, DOC, DOF DOERA, DOHA, DOST, DOH, Provincial LFDC;<br>- PPC, W/CPCs;<br>- Local residents.<br>- Fisherman/fishing vessel owner;<br>- Seafood purchasing/ processing facilities/ fisheries service;<br>- Management agency of public fishery utilities.<br>- Workers of the enterprise in aquaculture and seafood processing.<br>- Public service utilities (tele-communication, power, water supply, wastewater treatment, traffic management).<br>- Non-skilled workers who will be engaged by the project.<br>- Professional associations and academies.<br>- Seafood export and production | - Legislative and executive/ implementing authorities. Functions of supervision and monitoring.<br>- The project is expected to bring about environmental and social benefits in the long term from: i) improve fishery infrastructure to increase the efficiency of fishing and processing seafood; ii) expand access to technical fishery infrastructure; and iii) improve product quality.<br>- The project will generate employment or business opportunities for the community through participation in the construction activities of the project (during construction stage) and related service activities related to aquaculture (during operation stage). | - Positively affected.<br>- Moderate impacts. | - Should be informed on the progress of the project, schedule of civil works through meetings and progress reports.<br>- Should be informed on the progress of the project and schedule of civil works through public meetings and information posted at local levels.<br>- Should be informed on the works opportunities under the project through information posted at local levels.<br>- To effectively engage Khmer people in the project, it is essential to build trust by respecting their customs, traditions, and religious practices, involving community leaders and Buddhist monks, and using Khmer or bilingual communication. Engagement activities should be participatory and culturally sensitive, such as small-group discussions, hands-on |

| Project- affected parties | Indicative description | Identified groups of project-affected parties | Relevance to the Project | Impacts | Engagement methods |
|---|---|---|---|---|---|
| | | companies. | | | demonstrations, and leveraging existing networks like pagoda committees and women's groups. Address specific community needs by aligning the project with their livelihoods and ensuring gender-inclusive approaches. Maintain transparency, provide accessible feedback mechanisms, and celebrate milestones with culturally relevant events to foster ownership and long-term collaboration. |
| Local community residing around the project area | - Local community who are exposed to pollution, traffic safety risks, gender risks, etc. | - Residents living in and/or around the project area;<br>- Workers of the contractors;<br>- Workers of aquaculture farming;<br>- Boat owners;<br>- Seafood purchasing/ processing facilities;<br>- Women;<br>- Other vulnerable groups (disabled, poor, landless households). | - The project is likely to cause adverse E&S risks and impacts on the local community in the project area. | - Negatively affected.<br>- Low to moderate impacts. | - Should be informed on the progress of the project, schedule of structural items, mitigations measures and GRM through public meetings and information posted at local levels and conduct FGDs with women and vulnerable groups.<br>- To effectively engage Khmer people in the project, it is essential to build trust by respecting their customs, traditions, and religious practices, involving community leaders and Buddhist monks, and using Khmer or bilingual communication. Engagement activities should be participatory and culturally sensitive, such as small-group discussions, hands-on |

| Project- affected parties | Indicative description | Identified groups of project-affected parties | Relevance to the Project | Impacts | Engagement methods |
|---|---|---|---|---|---|
| | | | | | demonstrations, and leveraging existing networks like pagoda committees and women's groups. Address specific community needs by aligning the project with their livelihoods and ensuring gender-inclusive approaches. Maintain transparency, provide accessible feedback mechanisms, and celebrate milestones with culturally relevant events to foster ownership and long-term collaboration. |

### 3.4. Other interested parties

31. The project's "other interested parties" refer to individuals, groups, or organization with an interest in the project, due to either the project location, its characteristics, its impacts, or matters related to public interest. The following stakeholders are listed as project interested parties:

- **Central level:** Ministries and government agencies include the Office of Government (OOG) and interest line-ministries, those are playing a key role in their functions and responsibilities and sectoral management, such as the Ministry of Agriculture and Environment (MAE), Ministry of Finance (MOF), Ministry of Construction (MOC), Ministry of Home Affairs (MOHA), Ministry of Ethnic and Religious Affairs (MOERA), Ministry of Health (MOH), Ministry of Science and Technology (MOST).
- **Provincial level:** An Giang PPC, An Giang PPMU, DOF, DOC, DAE, DOHA, DOERA, DOH, DOST, Provincial LFDC, Provincial Site Clearance and Compensation Committee (SCCC).
- **Commune level:** 2 project CPCs.
- **Mass organizations** include 6 organizations at all levels as Women's Union, Youth Union, Fatherland Front, Farmers' Union, Veterans Associations, and Trade Union.
- **Mass media** include local, regional and national news agencies (TV, broadcasting, online newspaper) who may be interested in project activities, project progress, and impact on local development.
- **Commune citizen groups** benefit from additional income thanks to providing services to construction workers (e.g., foods and other essential supplies, etc.). Those who may become involved in construction and operation as seasonal workers are also those who may be interested in the project, and those who are interested in supervision of the construction of the project components.
- **Development agencies and/or NGOs**: Currently, there are no NGOs working in Project communes. However, NGOs become interested in the project during its implementation, this SEP will be updated to reflect their concerns (if any).
- **Public service utilities**, including telecommunication, electric power, water supply, wastewater treatment, waste collection, waterways traffic management, commune health centers, etc.
- **Experts, universities, institute**s, including Research Institute for Aquaculture 2
- **Private companies**: Service providers for Gender-based violation (GBV)/ Sexual exploitation and abuse (SEA)/ Sexual harassment (SH), other service providers (tourist centers, hotels, motels, etc.) for contracted workers.

32. Potential project-affected parties of the project are shown in *Table 5*.

*Table 5: List of Other Interested Parties of the Project*

| Stakeholder | Interests | Indicative List | Degree of Influence and Engagement methods |
|---|---|---|---|
| ***Governmental agencies*** | | | |
| Central ministries and government agencies | – Ministries and government agencies are key stakeholders for the project and needs to be informed about project progress.<br>– State ministries and government agencies need to ensure project compliance with national legislation and collaboration with relevant national plans/programs. | – MOF<br>– MOC<br>– MAE<br>– Directorate of Fisheries under MAE<br>– MOHA<br>– MOH<br>– MOERA | – High influence.<br>– Comments on the proposals and design.<br>– Advise the Prime Minister in accordance with functions and duties.<br>– Issue dispatch, relevant decisions to accelerate the project process. |
| PPC | – The PPC are the highest authority to promulgate regulations, solve issues concerning guidelines and policies, and give instructions for the Project implementation and are the links between the functional organizations in the Project implementation. The PPC are also interested in the Project at their sectoral responsibility<br>– Provincial LFDC has responsibility for land acquisition, compensation and site clearance. | – DOF<br>– DAE<br>– DOC<br>– DOHA<br>– DOST<br>– DOH<br>– DOERA<br>– Provincial LFDC<br>– Provincial SCCC | – High influence.<br>– Leading role in seminars, conferences on planning, implementation and evaluation.<br>– Advise on the tasks and responsibilities of the management unit.<br>– Leading role in intensive consultation activities.<br>– Provide information to PAPs on resettlement implementation and policy. |
| CPCs | – Local government institutions protect the rights of inhabitants in the project area and represent the local communities/PAPs. | – Communes within the Project area. | – Moderate influence.<br>– Provide information to stakeholders in seminars, conferences and during public consultation.<br>– Moderate influence.<br>– Participate in monitoring, evaluation. |
| ***Civil Society*** | | | |

| Stakeholder | Interests | Indicative List | Degree of Influence and Engagement methods |
|---|---|---|---|
| Mass organizations | – 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.<br>– These organizations get feedback from the population and can channel complaints and concerns regarding any impact of the Project on the community. | – Women's Union.<br>– Farmer's Association.<br>– Youth Union.<br>– Fatherland Front.<br>– Vietnam Fisheries Society - VINAFIS.<br>– Vietnam Association of Seafood Exporters and Producers | – Moderate influence.<br>– Intermediaries for informing local people about the planned activities, for information disclosure and to transmit concerns of the community to the PPC, PPMU, CPCs.<br>– Participate in project communications.<br>– Support women and vulnerable HHs.<br>– Mobilize community participation in the project.<br>– Receive comments from local community and deliver to stakeholders. |
| Citizen groups | – Citizen groups can be involved in the preparation and monitoring of activities such as resettlement or environment. | – Citizen groups in the city/provinces under the project area. | – Low to moderate influence.<br>– Participate in project monitoring. |
| **Other key interested parties** | | | |
| Utilities | – Companies in charge of public utilities in the province who has a direct interest in the project. | – Water Supply Company<br>– Drainage and Wastewater Treatment Company<br>– Power Supply Company<br>– Public Utilities Company; etc. | – Low influence.<br>– Comment on design options.<br>– Provide technical guidance during consultation activities.<br>– Supervise construction activities. |
| Scientific community, academics | – Universities/research institutes directly related to aquaculture and seafood processing. | – Research Institute for Aquaculture 2. | – Moderate influence<br>– Provide technical guidance for the project when required. |

## 3.5. Disadvantaged/Vulnerable Individuals and Groups

33. Disadvantaged/vulnerable individuals and groups may be affected disproportionately - either adversely or positively, by the project. Due to low socioeconomic profile, their voices may not be heard in the formal decision-making process or included in consultation process, but their feedback are not solicited in a manner that offers sufficient understanding of how they are affected, how they would respond, and what support they may need to avoid or mitigate such impact – from their own perspective. Identification of vulnerable individuals and groups, including those who are stigmatized, is an important step to effectively engaging them in the consultation throughout the project cycle. This enables An Giang PPMU to work out measures to avoid adverse impact, or minimize or mitigate such impact, if avoidance is not possible. Inclusion of disadvantaged/vulnerable individuals and groups - at the early stage of project planning, can also assist in project design that provide them opportunities to restore and improve their livelihoods.

34. The project needs to make special efforts to ensure vulnerable and disadvantaged stakeholders can be engaged. In this project, these groups include:

- Ethnic minorities (EMs).
- Elderly people and/or social policy householders (invalid soldiers, martyrs, heroic mothers).
- Poor/near-poor families.
- People with disabilities and their caretakers.
- Women, particularly in women-headed households or single mothers with underage/ dependent children.
- Unemployed people.

35. During project preparation, identified disadvantaged/vulnerable groups have been invited to consultation to solicit their feedbacks on project impact and risks, and their proposed mitigation measures. During project implementation, based on the nature and the magnitude of impact, consultations will be continued to solicit their opinion, particularly prior to construction when project impact become known and the affected vulnerable have sufficient time to better understand the project impact and base on that provide meaningful feedback. *Table 6* indicates disadvantaged or vulnerable groups encountered under the project.

*Table 6: List of Disadvantaged/Vulnerable Groups of the Project*

| Disadvantaged/vulnerable groups | Potential barriers to limit effective stakeholder engagement | Specific needs to address the barrier |
|---|---|---|
| – Elderly people in an especially difficult circumstance (e.g., living on their own or having limited day-to-day assistance).<br>– Elderly people who are covered under government's support program as they lost their child/children as soldiers during the war.<br>– People with disabilities (such as amputee ex-soldier, those who have including long-term or short-term physical, mental, intellectual or | – Difficulty in moving out of their residence.<br>– Communication difficulties and hearing loss.<br>– Cannot or have difficulties expressing their ideas.<br>– Physical disabilities prevent mobility. | – Meeting to be held at their house. Where needed, further assistance should be sought (such as from caregiver, use of audio-visual aids…) for PAPs' understand and meaningful feedback.<br>– Blind language, braille information<br>– Accessible consultations venues. |

| Disadvantaged/vulnerable groups | Potential barriers to limit effective stakeholder engagement | Specific needs to address the barrier |
|---|---|---|
| sensory impairments. | | |
| – EMs.<br>– Poor and near-poor households (with certificates from poor or near-poor households).<br>– Those who are considered by community members as poor households but do not have certificates of poor household, or used to have such certificate. | – Poverty.<br>– Absence of suitable family member to participate.<br>– Lack of confidence expressing their ideas in public meetings.<br>– Lack of interest.<br>– Lack of time. | – Meetings organized in small groups at places conveniently accessible and comfortable for them (e.g., community house, village-level meeting houses, or at their own house).<br>– Khmer language (if needed) |
| – Female headed households with dependents. | – Lack of confidence.<br>– Bias perception.<br>– Maybe busy with housework, including childcare, and/or involved in daily income generation activities. | – Meeting time is convenient to them (not affecting their daily work time).<br>– Individual meeting may be required with female facilitator (for women-headed households and single mothers). |

36. As mentioned above, there is a wide range of project stakeholders that are affected by and are interested in project implementation. Different stakeholders have different levels of interest and influence on project design and implementation. Therefore, it is important to understand: (i) the level of interest of each stakeholder as to the project's investment activities; (ii) the impact magnitude of the project on them, particularly those adversely affected, and (iii) the extent to which the stakeholder influences the project design, as well as implementation process and outcome.

37. Under this project, stakeholders highly relevant to the project preparation and implementation include governmental agencies and the community at large. These stakeholders are affected by the project and at the same time can influence project design and implementation - to various extents. Their interest in project investments also varies at different stages of the project cycle, and as such exert different levels of influence on the project design and implementation process.

38. Based on the roles, responsibilities, and the potential interest of the key stakeholders obtained from initial consultations with them, Table 7 summarizes the estimated levels of interest, impact, and influence of each stakeholder group, of which:

(i) ***"impact"*** means the project's impacts (both positive and negative impacts) on each key group of the stakeholder during phases of the project.

(ii) ***"influence"*** means people's influence on the project implementation.

(iii) Level of ***"impact"*** and ***"influence"*** will be assessed on 3 different levels: **High**; **Moderate**; and **Low.**

39. It is noted that these levels of interest, impact, and influence may change throughout the project. However, the current dynamics of stakeholders' interest, impact, and influence, as described in *Table 7*, are useful for informing how each stakeholder should be engaged - in a meaningful manner, to ensure they contribute to the overall environmental and social performance process, and outcome of the project.

*Table 7: Level of interest, impacts, and influence for each key group of stakeholders of the project*

| No. | Key stakeholders | Potential involvements related to project | Interest | Impact | Influence |
|---|---|---|---|---|---|
| **1** | **AFFECTED STAKEHOLDERS** | | | | |
| **1.1** | **Positively affected (beneficiaries)** | | | | |
| 1.1.1 | People and companies who will have access to water from the dredged canals for aquaculture | – Join consultation/ meetings of the project.<br>– Provide questions/comments/suggestions on the project location and design.<br>– Conduct community-based monitoring of contractors' compliance with C-ESMP during the construction | H | H | L |
| 1.1.2 | People and companies who will have access to the roads and bridges for travelling and movement of commodities | – Provide ideas, and comments on the project location and design.<br>– Join consultation/ meetings of the project.<br>– Conduct community-based monitoring of contractors' compliance with C-ESMP during the construction | H | M | L |
| 1.1.3 | People and companies who will have access to the storm shelter during storms visit | – Provide ideas, and comments on the project location and design.<br>– Join consultation/ meetings of the project.<br>– Conduct community-based monitoring of contractors' compliance with C-ESMP during the construction | H | M | L |
| **1.2** | **Adversely affected** | | | | |
| 1.2.1 | People and companies physically or economically displaced and people and companies who reside or have land and non-land assets in the ROW of the project items | – Participate in the household survey, inventory of loss, focus group discussion.<br>– Provide ideas, and comments on the project location and design.<br>– Attend consultation, provide feedback on mitigation measures, compensation packages, financial assistance and support, livelihoods restoration measures and support.<br>– Raise concerns and grievances about the process of land compensation, support.<br>– Conduct community-based monitoring of contractors' compliance with C-ESMP during construction. | H | H | M |

| No. | Key stakeholders | Potential involvements related to project | Interest | Impact | Influence |
|---|---|---|---|---|---|
| 1.2.2 | Woman, disadvantaged/vulnerable individuals or groups | – Participate in the household survey, inventory of loss, focus group discussion.<br>– Provide ideas, and comments on the project location and design.<br>– Attend consultation, provide feedback on mitigation measures, compensation packages, financial assistance and support, livelihoods restoration measures and support.<br>– Raise concerns on gender-based violence, SEA/SH. | H | H | L |
| 1.2.3 | Local community and companies around the project area | – Provide ideas and comments on the project location and design.<br>– Monitor contractors' compliance with C-ESMP during the construction.<br>– Raise concerns and nuisances during the construction and operation.<br>– Attend consultation, provide suggestions to avoid, minimize and manage impacts during the construction and operation.<br>– Conduct community-based monitoring of contractors' compliance with C-ESMP during construction. | H | H | L |
| **2** | **INTERESTED STAKEHOLDERS** | | | | |
| **2.1** | **Central-level authorities** | | | | |
| 2.1.1 | MOF | – Provide comments/suggestions on project content, budget allocation, capacity assessment, and development, and arrange short-term and annual capital plans.<br>– Provide comments on a financial mechanism for the project and consider the possibility of borrowing a loan.<br>– Submit to the Prime Minister for approval of project proposal, project operational procedures for loan agreements.<br>– Presiding process of project negotiation and signing agreements with the donor. | H | L | H |
| 2.1.2 | MAE | – Provide comments on project proposals and design.<br>– Advise the Prime Minister as per responsibilities.<br>– Issue letters, decisions on their sector related to project design. | H | M | H |

| No. | Key stakeholders | Potential involvements related to project | Interest | Impact | Influence |
|---|---|---|---|---|---|
| 2.1.3 | MOC | – Provide comments on the project proposal and design.<br>– Advise the Prime Minister as per responsibilities.<br>– Issue letters, decisions on their sector related to the project design. | H | L | L |
| 2.1.4 | MOHA | – Provide comments on the project proposal and design.<br>– Advise the Prime Minister as per responsibilities.<br>– Issue letters, decisions on their sector related to project design.<br>– Provide opinions on labor management.<br>– Deal with labor-related issues. | M | L | L |
| 2.1.5 | MOST | – Provide comments on the project proposal and design.<br>– Advise the Prime Minister as per responsibilities.<br>– Issue letters, decisions on their sector related to the project design. | M | L | L |
| 2.1.6 | MOERA | – Provide comments on the project proposal and design.<br>– Advise the Prime Minister as per responsibilities.<br>– Issue letters, decisions on their sector related to the project design. | M | L | L |
| **2.2** | **Provincial level** | | | | |
| 2.2.1 | An Giang PPC | – Approve budget.<br>– Approve project FS, design.<br>– Approve ESIA/ESMP, RP, LMP, ESCP, SEP, EMDP. | H | H | H |
| 2.2.2 | An Giang PPMU | Day-to-day project implementation and overall management | H | H | H |
| 2.2.3 | An Giang DOT | Provide technical advice and approve the technical design | H | H | H |
| 2.2.4 | An Giang DAE | – Project owner<br>– Provide technical advice on the technical design of disaster risks, ESIA, RP, ESCP<br>– Appraise ESIA, RP | H | H | H |

| No. | Key stakeholders | Potential involvements related to project | Interest | Impact | Influence |
|---|---|---|---|---|---|
| 2.2.5 | An Giang DOHA | Provide technical advice on LMP | M | M | M |
| 2.2.6 | An Giang DOF | Advise the PPC on the compensation prices and contents related to land acquisition under the project. | H | H | H |
| 2.2.7 | An Giang DOERA | Provide technical advice on | | | |
| 2.2.8 | An Giang Department of Police | Advocate and mediate arising issues and investigation and address environmental incidents of contractors. | M | L | L |
| 2.2.9 | An Giang LFDC | – Implement all tasks related to public meetings/consultation, measurement survey, compensation, support, and resettlement for the project.<br>– Coordinate with the project owner to pay compensation, support, and resettlement and ensure the best conditions for site clearance for the project. | H | H | H |
| 2.2.10 | An Giang Court | Deal with grievances related to land acquisition and others. | M | M | M |
| 2.2.11 | An Giang mass organizations | – Provide support to local people, including affected household.<br>– Contribute ideas to project content during the public consultation. | L | L | L |
| 2.2.13 | Division of Agriculture and Environment of commune | – Participate in the Project's Compensation and Resettlement Council.<br>– Advise the CPCs on the contents of the site clearance work of the project. | H | L | H |
| 2.2.14 | Ward/Commune People's Committee | – Provide information to PAPs about the purpose of land acquisition and project policies on compensation, support, and resettlement.<br>– Community supervision during project implementation | H | L | H |
| 2.2.15 | Commune Police | Advocate and mediate arising issues | H | L | L |
| 2.2.16 | Commune-level mass organizations | Participate in consultation process | M | L | L |
| 2.2.17 | Community organizations | Participate in consultation process | M | L | L |
| 2.2.18 | URENCO | – Provide technical advice for waste management solutions for the project.<br>– Offer recommendations/warnings of solid waste collection and treatment in the | H | M | M |

| No. | Key stakeholders | Potential involvements related to project | Interest | Impact | Influence |
|---|---|---|---|---|---|
| | | project area, site-specific impacts, and mitigation measures.<br>– Provide solid waste collection and treatment. | | | |
| **2.3** | **Private sector/NGOs** | | | | |
| 2.3.1 | NGOs | – Provide comments and advice on community engagement/ development support for vulnerable groups.<br>– Provide comments and advice on the project locations and technical design. | M | L | L |
| 2.3.2 | Private sector (companies, corporations) | Provide project-related information to the public. | L | L | L |
| 2.3.3 | Public utilities | Attend consultation, and explore investment opportunities (lighting, water supply, electricity connection…). | H | L | H |
| 2.3.4 | Academia (universities, research centers, etc.) | Do research, advise on technical issues related to the environment, social, technical designs, and surveys. | M | L | H |
| 2.3.5 | GBV/SEA/SH service providers | – Advise the project on specific GBV/SEA/SH situations, GBV/SEA/SH related services (counseling, shelters, first-aid, etc.) available at the provincial level on GBV/SEA/SH issues.<br>– Provide GBV/SEA/SH support in emergencies for GBV/SEA/SH survivors. | H | L | M |

Note: (H): High; (M): Moderate; and (L): Low.

# 4. STAKEHOLDER ENGAGEMENT PROGRAM

40. In order to achieve the objectives of the SEP, the project will develop an engagement program with the following purposes:

- Provide meaningful information in a format and language that is readily understandable.
- Provide information in advance of consultation activities when possible.
- Disseminate information in a manner and location easy for stakeholders to access.
- Establish a two-way dialogue that allows the project and stakeholders to exchange views and information, and have issues heard and addressed.
- Ensure inclusiveness in the representation of views, including those of women, the elderly, people living with a disability, and other vulnerable people as necessary.
- Ensure any obstacles to participation that are identified are removed so that views of different stakeholders can be captured.
- Ensure there are clear mechanisms for responding to people's concerns, suggestions, and/or grievances.
- Incorporate feedback into the project, and report back to stakeholders.
- Monitor stakeholder engagement activities and include project stakeholders in monitoring to the extent possible.
- Incorporate stakeholder engagement as part of the project management responsibilities and ensure staff in the PPMU and its consultants are equipped with specific responsibilities and budget.

## 4.1. Summary of Stakeholder Engagement during Project Preparation

### *4.1.1. During the preparation of the project Stakeholder Engagement Framework*

41. Numerous meetings were held by the Central Project Management Board (CPMU) at 12 project provinces in May and June 2020, as part of the stakeholder engagement process for preparation of the Sustainable Fisheries Development Project. The consultation meeting with Kien Giang (now An Giang) province was held on June 09, 2020.

42. The purpose of the consultation was to familiarize stakeholders with the project's scope and to determine acceptable communication and consultation procedures throughout the project lifetime. Participants were given general information about the project (objectives, components, project footprint, potential risks and impacts, financing source, implementation arrangement) during the consultation. The new applicable World Bank ESF, as well as its E&S standards and criteria, were also introduced to the participants. The outcomes of previous consultations have been incorporated into the overall stakeholder engagement process. This stakeholder engagement plan reflects and takes into account all relevant feedback from those consultations.

### *4.1.2. During the preparation of SEP*

43. During the preparation of the SEP for the Kien Giang Sustainable Fisheries Development Project, many consultation meetings have been conducted at community and provincial levels, see detail in *Table 9*.

*Table 8: Summary of the previous consultations during May – June 2020*

| No. | Time | Avenue | Participants | | | Contents | Results |
|---|---|---|---|---|---|---|---|
| | | | Total | Female | Details | | |
| 1 | 12 June 2020 | Kien Giang (now An Giang) PPMU's office | | | – Social and Environmental Safeguard Specialists<br>– CPMU under MARD (now MAE)<br>– Kien Giang (now An Giang) PPMU<br>– Representatives of local community<br>– Local mass organizations | – Discussed and agreed on the list of the project's stakeholders, including affected parties and interested parties.<br>– Discussed the current regulations on mobilizing stakeholders' participation in the implementation of the investment projects.<br>– Discussed on the WB's requirement in ESS10 - Stakeholder Engagement and Information Disclosure.<br>– Discussed the approaches and ways to mobilize the stakeholders' participation. | – All stakeholders agreed with the investment proposals, types of investment and associated working items in the province as the project operation will bring considerable benefits to local people, while improving environment, which contributes to sustainable socioeconomic development.<br>– All stakeholders appreciated the process of project preparation, applying the WB E&S safeguards with clear criteria of eligibility screening to the proposed project/activities in the very early stage of project with an aim of avoiding any proposed investment potentially harmful/threatening to natural environment and human health. This way will help the project owner to conduct alternative analysis of investments to meet the ESS's requirements, while contributing a sustainable socio-economic development in locality. Most of DONRE representatives suggested that the project owners should comply with Decree 40/2019/ND-CP in preparation of EIA or EPP especially preparing dredged material disposal plan (DMDP) for project requires dredging based on the project scales.<br>– During construction of the roads and bridges, project owners should prevent solid wastes cement water and runoff discharging directly into the shrimp ponds causing adverse effects to the water of shrimp ponds.<br>– Potential conflict water use between shrimp farming and other productions such as rice farming may occur due to expanding the area of shrimp farming.<br>– Expanding shrimp farming may lead to the fact that underground water will be overused for diluting the marine water during shrimp farming, which will result in depletion of underground water and |

| No. | Time | Avenue | Participants | | | Contents | Results |
|---|---|---|---|---|---|---|---|
| | | | Total | Female | Details | | |
| | | | | | | | pollution with saline water. |

*Table 9: Summary of the consultation during the preparation of the project SEP*

| No. | Time | Avenue | Participants | | | Contents | Results | |
|---|---|---|---|---|---|---|---|---|
| | | | Total | Female | Details | | Opinions of participants | Response of the project |
| 1 | 24/01/2024 | Headquarter of Ranh Hat Hamlet | | 15 | - Binh Giang CPC<br>- CSOs of the commune<br>- Affected people in Hat and Giong Ke hamlets | - Investment components of the project<br>- Contents of E&S documents: ESIA/ESMP, SEP, LMP, RP, ESCP, EMDP, GAP | - This is a modern project that is being built to meet the need of future growth, but canals and rivers will still be used to move people and goods in the project area. So, the completed roads should be made to make travel easier and cut down on waterway accidents in the whole area. Also, power lines should be put in place for the whole area instead of the operation of sluices.<br>- The connecting road is severely damaged. People are planning to upgrade the road. So, the construction duration for the connecting road should be notified to the people in order to be proactive in the road's upgrade.<br>- During operation, the sluices shall be of sufficient quality to prevent the infiltration of saline water into the rice production area.<br>- Constructing on Canal 200 and Don Dong canal during the rice harvest period is not discouraged due to the high volume of boats transporting rice-related supplies along these canals.<br>- Many local businesses have closed, leaving | - The project's budget only covers a 7km road in the area, not other roads.<br>- The road is set to begin in 2026 and will take 2 years to finish. However, the specific construction timeline will be disclosed to the locality shortly.<br>- There will be close supervision of the sluice construction to make sure that it follows the approved detailed design. The sluices will also be regularly checked while it is in use to make sure that salty water doesn't leak into the rice production area.<br>- This opinion is taken into account by the project, and it will be kept in mind during construction to make sure that residents can travel easily.<br>- The comments will be included to the project EMDP.<br>- The sluices of the project have the same vertical clearance as the sluices currently possessing the maximum vertical |

| No. | Time | Avenue | Participants | | | Contents | Results | |
|---|---|---|---|---|---|---|---|---|
| | | | Total | Female | Details | | Opinions of participants | Response of the project |
| | | | | | | | ethnic minorities unemployed. As a result, the project is requested to support loans, vocational training (with a focus on home-based jobs), and a market for local products.<br>- The width and height of the sluices should be suitable for the passage of boats.<br>- Whether the road construction will move households in Ranh Hat hamlet?<br>- Will households affected by the project's land acquisition receive compensation or support? | clearance. Furthermore, the sluices of the project have a width ranging from 5.5 to 8m. As a result, ship navigation will be facilitated once the project sluices have been completed.<br>- The construction of the road will relocate 4 households in Ranh Hat hamlet, according to the preliminary inventory of losses. However, this is not the final one. The project will notify affected households once the route has been approved.<br>- Affected households by land acquisition will receive compensation and assistance in accordance with prevailing regulations set forth by Viet Nam, Kien Giang (now An Giang) province, as well as the WB. |
| 2 | 25/01/2024 | Headquarters of Giong Ke hamlet | | 16 | - Binh Giang CPC<br>- CSOs of Binh Giang commune<br>- Affected people in Giong Ke hamlet, Binh Hoa hamlet and | - Investment components of the project<br>- Contents of E&S documents: ESIA/ESMP, SEP, LMP, RP, ESCP, EMDP, GAP | - This is a community development project that comprises building infrastructure for easy movement and aquaculture development. However, our small ethnic community is currently experiencing economic difficulties due to a lack of land for aquaculture growth. As a result, I propose that once the project is operational, if there are companies specializing in aquaculture in the area, I hope the project will provide opportunities for us to work for these companies (particularly | - The project recognizes this opinion and will incorporate it in the project development process.<br>- The project recognizes this opinion and will consider it during the implementation of the project<br>- The construction of saltwater supply drains for aquaculture still ensures the supply of fresh water for rice production. However, the project does not invest in |

| No. | Time | Avenue | Participants | | | Contents | Results | |
|---|---|---|---|---|---|---|---|---|
| | | | Total | Female | Details | | Opinions of participants | Response of the project |
| | | | | | hamlet 4 | | women) so that we can work locally, avoiding the need to travel far and allowing women to care for their families while earning money.<br>- The natural conditions of the area don't allow for having small poultry like chickens and ducks. So, techniques and breeds of large animals like buffalo, cows, and pigs were asked for by the EM so that they could increase output and generate income<br>- Will the construction of Binh Giang 1 road affect our land and houses? If so, are we entitled to any compensation and support?<br>The project will build sluices to bring saltwater in for aquaculture, will there be a shortage of fresh water for rice production and daily life? In addition, currently in our area there is a shortage of clean water for domestic use. Therefore, let me know if there are any items in the project to support the water supply for daily life? | clean water supply for daily life.<br>- The construction of Binh Giang 1 road will have an impact on land, houses and other structures on the land. All impacts on land, houses and structures will be compensated and supported in accordance with current policies of Vietnam in general and Kien Giang (now An Giang) in particular. |
| 3 | 26/01/2024 | Binh Son Commune People's Committee | | 50 | - Binh Giang CPC<br>- CSOs of Binh Giang commune<br>- Affected people | - Investment components of the project<br>- Contents of E&S documents: ESIA/ESMP, SEP, LMP, RP, ESCP, EMDP, | - I have read many documents talking about the impacts of climate change to 2050 (La Nina, El Nino...). It is possible that rice production remains effective now, but under the influence of climate change in the future, transitioning to shrimp farming may be necessary. Therefore, I fully support the project.<br>- Water transport in the construction area of 2 | - The project would like to thank you for supporting the implementation of the project.<br>- The comments on the dredging of the Vam Ray 1 sluice construction area will be shared with relevant agencies.<br>- It is easy to shift from rice cultivation to rice- shrimp farming. |

| No. | Time | Avenue | Participants | | | Contents | Results | |
|---|---|---|---|---|---|---|---|---|
| | | | Total | Female | Details | | Opinions of participants | Response of the project |
| | | | | | | GAP | sluices:<br>▪ Vam Ray 1: The canal segment, where is now deposited, resulting in less boat traffic. Dredging is required.<br>▪ Vam Ray 2: only few boats travel during the rice harvest period.<br>- When the project is completed, is it easy for us to shift from rice cultivation to shrimp farming?<br>- The family owns very little land (1-2 acres), is currently raising rice, and lacks the resources to invest in shrimp farming. As a result, there is fear about not having enough land for shrimp farming and even having to borrow money for it. There is also concern that if the shrimp farming fails, the land title will be at risk. I'd like to know if the project gives finances to develop such a model, or if borrowing without payback would result in the loss of land title.<br>- Request the project to consider technical support for shrimp farming, hatcheries, feed, ect. for EM so that we can transition to shrimp farming.<br>- This is a freshwater production area, and my family is poor. As a result, when I create the sluices to provide saline water, I'll need to purchase freshwater storage equipment. I wonder if the government offers loans for this | - During the implementation process, the project will pay attention and bring ethnic minority households to participate in demonstration models if they need<br>- The project will take note of this opinion and will consider supporting EM if they need to shift to shrimp - rice farming.<br>- The construction of sluices still ensures fresh water sources for rice farming households and no need to buy equipment to store freshwater |

| No. | Time | Avenue | Participants | | | Contents | Results | |
|---|---|---|---|---|---|---|---|---|
| | | | Total | Female | Details | | Opinions of participants | Response of the project |
| | | | | | | | purpose. | |

## 4.2. Summary of Key Project Stakeholders' Needs

44. Various stakeholders require different methods of communication and consultation. For local government officials, since a well-established communication protocol has been in place, the communications with them to arrange consultation sessions are through means such as couriers, electronic mails, telephone conversations, face-to-face meetings, etc. For community, communication is typically through courier at village level or paying a home visit to those who are better approached through direct contact, such as people with disabilities, the elderly, etc.

45. *Table 10* summarizes the stakeholder's needs for consultation in the project and proposed methods to accommodate the needs of different stakeholders.

*Table 10: Summary of project stakeholders' needs, and consultant methods proposed to accommodate their needs*

| Stakeholder Group | Key characteristics | Languages Needs | Engagement methods | Preferred notification means | Specific Needs |
|---|---|---|---|---|---|
| Central government | – Ministries and government agencies | Vietnamese | – Structured Agenda<br>– Formal meetings | – Notification via email and telephone<br>– Aide-memoire | – Hard-copy and soft-copy documents<br>– General information on the project |
| Local government agencies | – Relevant departments of An Giang province concerned with project investments (i.e., DOF, DOC, DAE, DOHA, DARD, DOERA, DOST…)<br>– Public utilities | Vietnamese | – Structured Agenda<br>– Formal meetings | – Letter, telephone and email | – Hard-copy and soft-copy documents<br>– Technical information on the project components |
| Implementing agencies | – An Giang PPMU<br>– An Giang province LFDC and LARC<br>– Project CPCs in the project area | Vietnamese | – Formal meetings<br>– FGDs<br>– Site visits | – Letter, email and phone; face to face contact<br>– Email, Zalo, Zoom, Webex, telephone (in case of diseases spread out) | – Presentation of ESF.<br>– The ROW of the project components. |
| Physically or economically displaced people | – Relocated/resettled HHs.<br>– Severely affected HHs.<br>– HHs doing business in the project area.<br>– HHs affected by permanent land acquisition.<br>– HHs affected by temporary land acquisition. | Vietnamese | – One-on-one interviews<br>– Site visits<br>– FGs<br>– Community consultations | – Written information, radio, phone<br>– Email, Zalo, Zoom, Webex, telephone (in case of diseases spread out) | – Adjustment of timing of meetings to avoid working time.<br>– Technical information on the project components.<br>– The ROW of the project components.<br>– The compensation rates will be determined based on the results of an independent appraisal of the land/crops/ assets (associated with the land) in a timely and consultative manner. |
| Communities in the vicinity of the project's | Local community will be exposed to pollution, traffic safety risks, labour management risks (SEA/SH, GBV, | Vietnamese | – Community consultations<br>– Formal meetings | – Post at CPC's office<br>– Local media (radio, TV)<br>– Separate consultation and FGD with | – Suitable location for consultations with PAP (i.e., ward/ commune)<br>– Adjustment of the timing of meetings to |

| Stakeholder Group | Key characteristics | Languages Needs | Engagement methods | Preferred notification means | Specific Needs |
|---|---|---|---|---|---|
| planned activities, and health centres | etc.), gender risks, and human health risks during the project implementation phase. | | – FGDs | women and affected people with special consideration for vulnerable and disadvantaged groups.<br>– Email, zoom, Webex, Zalo telephone, etc. to be used for FGD/meetings during a disease outbreak | avoid working time.<br>– Reaching absentee PAPs.<br>– Involve mass organizations (especially women's union) in consultation preparation to ensure the inclusion of women and vulnerable and disadvantaged groups in Stakeholder engagement.<br>– Preparation of minutes of meetings. |
| Disadvantaged or vulnerable groups | Affected households are female-headed households with dependents, poor and vulnerable groups (EMs, helpless elderly, policy households) | Vietnamese | – Focus Group Meetings/ Discussions<br>– One-on-one interviews | – Issuance of invitations specific to the relevant groups<br>– Posters at CPC's office<br>– Local media (radio, TV).<br>– Email, Zoom, Webex, Zalo telephone, etc. to be used for FGD/meetings during a disease outbreak | – Conduct specific consultations with each of these groups separately in a location and venue easily accessible to them. For disabled people, conduct one-on-one interview. Women's union will be used as mediators and will be involved reaching these groups.<br>– Consultation with vulnerable people will be conducted throughout the project life.<br>– Preparation of minutes of meetings. |

## 4.3. Strategy for Consultation

46. The project will apply a participatory and consultative approach involving meaningful engagement with different stakeholders. Project consultations will be a two-way process of dialogue between the project and its stakeholders, including on issues such as project objectives; working conditions for contractors; engagement of women; ways to mitigate potential project impacts, and risks in particular to vulnerable groups. This will depend on the stakeholders as well as the project timing. For this project, consultation strategies will be proposed for each stage of the project, details are as follows:

### *4.3.1. Consultation strategies*

47. **Project preparation (before project appraisal).** Since the details of some proposed project investments are unknown at this stage, consultations during project preparation will focus on a broader range of stakeholders to understand their general interests and concerns about the project and its potential positive and negative impacts and inform project design. This is also the stage where potential vulnerable/disadvantaged groups relevant to the project will be identified.

48. **Project implementation.** At this stage, the details of proposed project components and specific project-affected stakeholders will be determined. The consultation will focus more specifically on people who are impacted by the project, especially those adversely impacted, to address their concerns through the implementation of project-specific E&S plans. In addition, the project will ensure that the GRM is disseminated and active to promptly address any grievances. Special attention will be paid to vulnerable/disadvantaged groups to ensure inclusion, non-discrimination, and access to project benefits. Consultations will also focus on job opportunities, specific action plans, etc.

49. **Project operation.** At this stage, the consultation will focus on feedback from stakeholders, particularly affected ones, on the performance of E&S impact and risk mitigations, results of grievance resolution conducted during the implementation stage as well as general project operations, including implementation of the storm shelter operation. The consultation on employment opportunities for operation and maintenance (O&M) of the project works will be also conducted. Also, areas for improvement and lessons learned should be identified for the project. Furthermore, dissemination and reporting back to stakeholders on the outcome of the monitoring and evaluation of the project will be also arranged.

### *4.3.2. Consultation methods*

50. The methods used to conduct consultations will have a direct impact on the outcome of the project consultation strategy. Therefore, these methods should be designed to account for the diverse characteristics of various stakeholder groups. The following consultation methods will be used for this project:

51. **National consultations.** National consultations are particularly useful to target government representatives, NGOs, and other groups who have an interest in the project and may also have the ability to influence it. These types of consultations are also useful at the project design stage, and annually to inform stakeholders of a project's progress. National consultations may be conducted face-to-face or virtual in a meeting format and may involve break-out groups or other methods to ensure there is ample time for group discussion and questions and answers.

52. **Local consultations.** Local consultations are the main way to reach project affected stakeholders and will involve face-to-face group meetings. In some cases, one-on-one consultations or FGD may also be carried out, especially to reach and capture the views of vulnerable or disadvantaged groups. Emphasis should be placed on seeking out the voice of women and vulnerable groups, such as through female only FGDs. In the case of women, the project will ensure consultation activities are conducted at a time that is convenient to them and that activities such as FGDs are run by women if possible (particularly for sensitive topics like health or sexual issues).

53. One important way to engage stakeholders will be through training on important topics related to the project such as gender, the project's GRM, labor rights (for both men and women), child labor, HIV/AIDS and STDs, gender-based violence, sexual harassment, and sexual exploitation and abuse. Since some of these topics are quite sensitive, particular measures may need to be in place, such as ensuring some training courses are done in female-only or male-only groups, or that they are facilitated by men or women, as appropriate. Training may be delivered by An Giang PPMU/its consultants.

54. Accessibility issues will also be taken into account, in particular, to ensure people with a disability can be part of consultations, as well as the specific needs of other groups such as the elderly, and poor groups.

55. **Consultations with project workers.** The project will strive to ensure that unskilled workers come from the community as much as possible, to minimize the influx of labor. Consultations will encourage local workers to apply for available jobs, including EMs, women and vulnerable or disadvantaged groups. Contractors and their staff will need to be well consulted and trained in sensitive issues, including respectful behavior, Codes of Conduct, GBV (including SEA and SH), HIV/AIDS and STDs, and worker's GRM, LMP. They also need to be well aware of construction needs and schedules. Training, on-site interviews, and regular feedback with An Giang PPMU and/or CSC will be used as methods of consultation with them.

56. Consultation activities proposed for the project are summarized in *Table 11*.

*Table 11: Strategy for project consultation activities*

| Project stage | Target stakeholders | Topics | Methods used | Locations/dates | Responsibilities |
|---|---|---|---|---|---|
| PROJECT PREPARATION (Before appraisal) | All stakeholders | – Main features of the project<br>– Selected locations of the project components<br>– Environmental and social legal framework of Viet Nam and ESF of WB<br>– Identified project E&S impacts and risks and propose solutions to avoid, minimize and manage the impacts and risks | – Face-to-face/virtual public meetings<br>– Separate in-depth consultation with PAPs<br>– FGDs<br>– Questionnaires | Project communes | – Kien Giang (now An Giang) PPMU<br>– E&S Consultant<br>– PFS Consultant |
| | All stakeholders | – Project interventions and scope<br>– Project E&S principles, risks, and impacts, and proposed mitigation measures<br>– Draft ESIA/ESMP, RP, SEP, EMDP, ESCP, and LMP (when available) disclosures<br>– GRM | – Face-to-face/virtual public meetings<br>– Disclosure of project information (website of An Giang and WB; office of CPCs of the project area)<br>– Separate in-depth consultation with PAPs<br>– FGDs<br>– Questionnaires | – CPCs<br>– As soon as the draft documents are completed and before the project appraisal | – An Giang PPMU<br>– E&S Consultant<br>– PFS Consultant |
| PROJECT IMPLEMENTATION | **Project Affected Parties**:<br>– Affected communities, organizations, and companies<br>– PAPs by land acquisition<br>– Vulnerable groups | – Project on-going activities including mobilization of contractors and construction schedule.<br>– ESIA/ESMP and other instruments<br>– Mitigation measures incorporated into detailed design, such as drainage or traffic safety control measures, etc.<br>– Contractors' ESHS obligations, C-ESMP and | – Face-to-face/virtual public meetings<br>– In-depth interview with key informants<br>– FGDs with a targeted group such as women and vulnerable<br>– Implementation of Grievance redress mechanism | – Affected CPCs, and other places as a convenience<br>– Before commencing project components and throughout the project implementation | – An Giang PPMU<br>– An Giang LFCD<br>– Construction supervision and independent E&S monitoring consultants<br>– Contractors/sub-contractors |

| Project stage | Target stakeholders | Topics | Methods used | Locations/dates | Responsibilities |
|---|---|---|---|---|---|
| | | dredging material management plan (DMMP).<br>– Grievance redress mechanism<br>– Resettlement policy and land acquisition schedule<br>– Livelihood restoration program<br>– Employment opportunities<br>– Social risk and impact related to labor influx (GBV/SEA/SH) and mitigation measures | | | |
| | **Interested Parties**<br>– An Giang PPMU<br>– CPCs of the project area<br>– An Giang provincial agencies (DPI, DOF, DONRE, DOC, DOT, DARD)<br>– An Giang province LFDC<br>– Public utilities<br>– Project workers | – On-going activities of the project, especially the progress of vegetation clearance, etc.<br>– Roles and responsibilities of the implementing agencies.<br>– E&S performance/ compliance including resource allocation for E&S implementation budget.<br>– Social risk and impact related to labor influx (GBV/SEA/SH) and mitigation measures.<br>– GRM | – Face-to-face or virtual training workshop<br>– Sharing project-relevant documents | – PPMU<br>– Before commencing project components | – PPMU<br>– Construction supervision and independent E&S monitoring consultants<br>– Contractors/sub-contractors.<br>– CSC and independent monitoring consultant<br>– Support of WB team |
| | **Other Interested Parties:**<br>– Mass organizations (women's union, farmers' union, youth' union)<br>– Representatives of surrounding communities,<br>– Services providers | – Project on-going activities.<br>– Environmental, social, health, and safety risks and impacts, and management protocols.<br>– GRM.<br>– Livelihood restoration.<br>– Potential social and health risks related to labor influx (GBV/SEA/SH) and mitigation | – Face-to-face or virtual training workshop<br>– Mass/social media communication<br>– Disclosure of brochures, posters, website | – Project communities' meeting places<br>– Before commencing project components and throughout project implementation | – PPMU<br>– Contractors/sub-contractors<br>– CSC and independent monitoring consultant<br>– Support of WB team |

| Project stage | Target stakeholders | Topics | Methods used | Locations/dates | Responsibilities |
|---|---|---|---|---|---|
| | | measures. | | | |
| PROJECT OPERATION | **Project Affected Parties:**<br>– PAPs<br>– Vulnerable groups<br>– Affected communities/ companies/ organizations | Stakeholder engagement in project operation and maintenance | – Face-to-face or virtual public meetings<br>– Separate in-depth consultation with PAPs<br>– Separate meetings as needed for women and the vulnerable<br>– FGDs<br>– HH questionnaires | – Affected CPCs, and other places as a convenience<br>– After project implementation | – Project operation unit |
| | **Other Interested Parties:**<br>– Mass organizations<br>– Local community<br>– NGOs/Others | – Stakeholder engagement in the project operation and maintenance | – Training/workshops<br>– Mass/social media communication<br>– Disclosure of brochures, posters, website | – Project communities' meeting places<br>– After the project completion and during the operation | – Project operation unit<br>– Related sector agencies |

### 4.4. Stakeholder Engagement Methods to be Used in the Next Stages

58. **Public/community meetings.** The An Giang PPMU will organize the meetings in each project commune with leaders, PAPs, and other interested parties. Meetings will be open house events where the PPMU will present all project information and people will be invited to make comments and express any concerns. A range of consultations with different stakeholders will be conducted and documented, and community level meetings will also be conducted with men and women (including vulnerable households) to better understand needs, expectations, and concerns of these population groups in relation to the project. The feedback received at these meetings will be documented along with measures that the project will take to address the feedback received. Meetings in each commune will also be organized on a quarterly basis.

59. **Communication materials.** Written information will be disclosed to the public via a variety of communication materials including leaflets, posters, etc. The PPMU will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's performance in Vietnamese. The website will also provide information about the grievance mechanism for the project.

60. **Training, workshops.** Training in a variety of E&S issues will be provided to the PPMU, and possibly other relevant government or non-government service providers. Issues covered will include sensitization to inclusion/exclusion, labor issues, gender-based violence risks.

61. **Grievance Redress Mechanism.** In compliance with the World Bank's ESS10, a project-specific grievance mechanism will be maintained to handle complaints and issues. This will be integrated into a country system on GRM that is available to citizens. Dedicated communication materials (specifically, a GRM brochure) will be developed to help local residents become familiar with the grievance redress channels and procedures. The PPMU will coordinate with administrative authorities to maintain a grievance register in order to capture and track grievances from submission to resolution and communication with complainants.

62. The initial effort to resolve grievances to the complainant's satisfaction will be undertaken by administrative levels. These will be details in Section 7 below. Grievances may be submitted anonymously, but in that case, it cannot be known if the complainant is satisfied with the resolution. The PPMU's website, posters, and leaflets will include clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder. It will also provide information on the way grievances will be handled, both in terms of process and deadlines.

### 4.5. Strategy to Incorporate the Views of Vulnerable Groups

63. In the project, vulnerable and disadvantaged groups may include, but not limited to, the following groups: (i) EMs, (ii) Elderly and/or social policy households (injured ex-soldier, heroic mothers); (iii) Poor/near-poor households; (iv) People with disabilities and their careers; and (v) Women, in particular female-headed households, or single mothers with young children. However, these groups in the project-affected communities will be further identified and consulted throughout the project cycle. They may have a limited understanding of project information or participation in the consultation process.

64. The views of vulnerable/disadvantaged groups will be sought during consultation process. Accommodation and specific measures may be taken to remove obstacles to their participation, such as:

- Providing large print,
- Choosing accessible venues that are easy to access (such as with ramps),
- Providing transportation for people in remote areas to the nearest meeting,
- Having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns,
- Good facilitation to ensure meaningful participation in the consultation,
- Using appropriate translators.
- Respecting traditions and religious practices, such as Theravada Buddhism and local festivals like Chol Chnam Thmay and Ok Om Bok.
- Involving community leaders and Buddhist monks, as they hold significant influence and trust within Khmer communities.
- Using Khmer language or bilingual communication for clarity and inclusion.
- Leveraging pagodas as community hubs for meetings, information sharing, and building trust.
- Incorporating visual tools like diagrams and videos to account for varying literacy levels.
- Facilitating participatory activities, such as small-group discussions, storytelling, or hands-on demonstrations, in informal settings.
- Acknowledging cultural sensitivities, such as gender roles, by ensuring women and other groups are included in discussions.
- Celebrating milestones with local traditions, such as Khmer music, dance, or community events, to strengthen collaboration and trust.

65. Also, GRM will be disclosed to the identified vulnerable groups based on their own characteristics. For instance, information on the project, project risks and effects, and grievance procedures will be delivered at home to people with disabilities and verbally to those with impaired vision. A leaflet containing project information and GRM, as well as contact details, will be distributed to vulnerable groups, allowing them to contact directly or ask someone else (e.g., a caregiver) to contact them on their behalf.

66. Since vulnerable groups have been identified and consulted during project preparation, they will be consulted again during the next stage of the project based on their specific requirements. For instance, people using wheelchair may ask for the road sideway to have a ramp for wheelchair access, or request contractors to stockpile construction materials in a manner that allows access for people having difficulties moving or children for safety.

## 4.6. Project Timeline

67.

68. *Table* 12 illustrates timeline of the project and the implementation for SEP activities is estimate *Table 13*.

*Table 12: Project timeline*

| Project preparation | Bank Appraisal | Bank decisions | Project Implementation | Project Phase out |
|---|---|---|---|---|
| 2021-2023 | 2025 | 2026 | 2026-2028 | 2029 |

## 4.7. Information Disclosure

69. An Giang PPC website (www.angiang.gov.vn) will be used to disclose project documents in Vietnamese and English. All future project-related monitoring reports listed in the above sections will be disclosed on this webpage. All information brochures/fliers will be posted on the website. Contact details of the community liaison team will also be made available on the website. To ensure the compliance with public disclosure requirement prior to appraisal, draft Vietnamese versions of all E&S instruments (ESIA/ESMP, RP, ESCP, LMP, EMDP, and SEP, including GRM) have been disclosed on 25 August, 2025 at the project's website.

*Table 13: Timeline for stakeholder engagement activities*

| Project timeline | Activity | Time and Location | Responsibility | Status |
|---|---|---|---|---|
| **Project preparation** | Local consultation of contents of ESIA, ESMP, RP, and LMP, GRM | – Date: during the project preparation<br>– Place: An Giang City and project communes | – An Giang PPMU<br>– E&S Consultant | Completed |
| | National consultation of ESIA | – Date: during the project preparation<br>– Place: Website of MONRE (now MAE), An Giang PPC, and WB | – An Giang PPMU<br>– E&S Consultant | Completed |
| | Information disclosure of draft of ESIA, ESMP, RP, and LMP, including GRM | – Date: during the project preparation<br>– Place: Website of An Giang PPC, WB, and offices of project CPCs | – An Giang PPMU<br>– E&S Consultant<br>– WB | Completed |
| | Information disclosure of final ESIA, ESMP, RP, and LMP, including GRM | – Date: during the project preparation<br>– Place: Website of An Giang PPC and WB and offices of project CPCs | – An Giang PPMU<br>– E&S Consultant<br>– WB | 15/03/2026 |
| **Project implementation** | Consultation on FS/Detailed design | – Date: during the implementation of the project<br>– Place: project communes | – An Giang PPC | 2026 |
| | Consultation on the compensation plan | – Date: during the compensation time of the project<br>– Place: project communes | – Compensation board of the project<br>– An Giang PPMU | 2026 |
| | Information disclosure on updated/revised E&S documents (if any) | – Date: during the implementation of the project<br>– Place: project communes | – An Giang PPMU | 2026 |
| | Information disclosure on the approved compensation plan | – Date: during the compensation time of the project<br>– Place: project communes | – Compensation board of the project | 2026 |

| Project timeline | Activity | Time and Location | Responsibility | Status |
|---|---|---|---|---|
| | | | – An Giang PPMU | |
| | Distribution on project leaflet (including GRM and GRM focal point) | – Date: during the implementation of the project<br>– Location: project communes | – An Giang PPMU<br>– Consultants | 2026 |
| | Information disclosure on the construction plan | – Date: at least 15 days before constructing project components<br>– Location: project communes | – An Giang PPMU<br>– Contractors | 2026 |
| | Information disclosure on complaint redress | – Date: during the project implementation and under project GRM<br>– Location: project communes | – An Giang PPMU | 2026 |
| | Information disclosure on the operational plan of project components | – Date: 1 month before project operation<br>– Location: project communes | – Project operation units | 2029 |

# 5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT

## 5.1. Resources and Cost Estimation for the Implementation of SEP

70. An Giang PPMU will be in charge of stakeholder engagement activities. *Table 14* provides contact information of the PPMU members that people can use to provide comments or questions about the project, or the consultation process; including how their comments are incorporated into project design and implementation. In case there is a change to the following personnel, this SEP will be updated to reflect new arrangements of personnel and will be disclosed through the same information channel.

*Table 14: Contact details of An Giang PPMU's key personnel*

| No. | Names | Position | Telephones | Emails | Address |
|---|---|---|---|---|---|
| 1 | Mr. Nguyễn Văn Tư | Director of An Giang PPMU | 0913869166 | tubqlda@gmail.com | No. 40, Ton Duc Thang, Rach Gia ward, An Giang |
| 2 | Mr. Huỳnh Đăng Khoa | Project Coordinator | 0919244959 | khoabql@gmail.com | |
| 3 | Mr. Nguyễn Văn Thái | Environmental and Social Officer | 0919415139 | vanlucbql@gmail.com | |
| 4 | Mr. Nguyễn Việt Thái | Environmental and Social Officer | 0919256465 | n.vietthai910@gmail.com | |
| 5 | Mr. Phan Minh Thống | GRM Focal Point | 0913197524 | phanthongam@gmail.com | |

71. An adequate budget for stakeholder engagement will be allocated to allow appropriate implementation of this SEP with an amount of 360,000,000 VND, equivalent to 15,010 USD (see details in *Table 15*). This will include costs of organizing meetings, workshops, and training, hiring staff, traveling to project locations, translating and printing relevant materials, and operating GRMs. Costs associated with consulting affected stakeholders on complaints and grievance redress in connection with contractors' day-to-day activities, such as hiring local workers, workers camp management, road traffic safety, etc., will be the contractors' responsibility.

*Table 15: Cost estimation for SEP implementation*

| No. | Activity | Unit | Unit cost (VND) | Quantity | Total Cost (VND) | Note |
|---|---|---|---|---|---|---|
| 1 | Staff (1 person x 3months/year x 4 years) | month | 20,000,000 | 12 | 240,000,000 | |
| 2 | Consultation on contents of ESIA, RP, SEP, LMP, ESCP during the project preparation | | | | 0 | Including in the contract of E&S preparation consultant |
| 3 | Information disclosure of project documents (ESIA/ESMP, EMDP, RP, SEP, LMP, ESCP, detailed design, etc.) and communication | commune | 30,000,000 | 2 | 60,000,000 | |

| No. | Activity | Unit | Unit cost (VND) | Quantity | Total Cost (VND) | Note |
|---|---|---|---|---|---|---|
| | materials (project leaflet) during the project preparation and implementation | | | | | |
| 4 | Stakeholder consultation on the compensation plan | | | | 0 | Including in the budget of RP |
| 5 | Stakeholder consultation on the construction plan | | | | 0 | Including in the contract with contractors |
| 6 | Training for communities (2 courses each commune x 2 communes) | course | 30,000,000 | 2 | 60,000,000 | |
| | **Total (VND)** | | | | **360,000,000** | |
| | **Total (USD)** | | | | **15,010** | **1USD=23,983 VND** |

## 5.2. Implementation Arrangements

72. The SEP will be the responsibility of the Director and ESO of An Giang PPMU. They will guide the process of stakeholder engagement throughout the preparation and implementation of the project. Certain parts of the SEP will also be the responsibility of contractors or consultants, and the ESO of An Giang PPMU will oversee this work as appropriate. The ESO under the guidance of the Director will be responsible for:

- Leading, or supervising consultations, as per the SEP.
- Leading, or supervising the disclosure of information, as per the SEP.
- Recording and reporting on grievance resolution, as per the SEP.
- Reviewing monthly monitoring reports provided by contractors and/or consultants.
- Regularly reporting to the Director.

73. For effective implementation, the PPMU needs to engage various stakeholders identified in Section 3. However, the participation of governmental agencies, such as PCs and their functional agencies at 2 levels (provincial, and commune), and the community in the project area, are key to effective SEP implementation (Table 16).

*Table 16: Responsible Staff for SEP Implementation*

| Staff | | Responsibility |
|---|---|---|
| An Giang Province | An Giang PPC | – Approves and discloses the final SEP and other E&S instruments at the provincial level before project appraisal.<br>– Oversees the implementation of the SEP at the project level.<br>– Supports An Giang PPMU in engaging necessary stakeholders, particularly governmental agencies at the provincial level and central levels.<br>– Directs CPCs and related agencies at the provincial level to engage in the project preparation and implementation.<br>– Resolve complaints of complainants regarding land acquisition and administrative decisions related to direct workers. |

| Staff | | Responsibility |
|---|---|---|
| | An Giang PPMU' Director | – Reviews and approves monthly reports on grievance redress and stakeholder engagement.<br>– Keeps World Bank informed on the implementation of the SEP.<br>– Oversees the process of grievance redress and stakeholder engagement. |
| | Environment and Social Officers and/or GRM Focal Point of An Giang PPMU | – Implements stakeholder engagement activities as described in the SEP, including consultations, disclosure, training, etc.<br>– Publicizes the GRM and ensures it has been made available to project stakeholders (for example via brochures, online, etc.)<br>– Coordinates with local authorities and contractors on the grievance redress mechanism, following up those grievances are recorded and promptly resolved and records information in the grievance database.<br>– Oversees stakeholder engagement activities being conducted by the contractor and/or consultants.<br>– Coordinates with other agencies involved in the project.<br>– Submits monthly reports to the PPMU's Director. |
| | CPCs | – Cooperate with An Giang PPMU to disclose and implement the SEP and other E&S instruments at the ward/commune level.<br>– Support An Giang PPMU in engaging PAPs in consultation meetings and the land acquisition process.<br>– Engages mass organizations (if necessary), e.g., Women's Union, Farmers' Union, etc., to provide support to vulnerable groups.<br>– Resolves complaints of complainants regarding land acquisition at the commune level. |
| Contractors | Chief Engineer | – Carries out consultations with stakeholders on the project timeline, mitigation of impacts and risks related to construction activities, and informs stakeholders about job opportunities.<br>– Ensures that careful consideration of women and vulnerable groups, including them in consultations, and that they do not miss out on job opportunities.<br>– Conducts training on Code of Conduct for workers, including on appropriate behavior and relations with community and GBV, SEA/SH.<br>– Conducts training and awareness activities related to the project.<br>– Implements GRM to resolve concerns promptly. |
| Community | All | – Actively participates in consultation meetings organized at ward/commune and village levels.<br>– Provides comments and suggestions for the project based on the information provided by the meeting facilitators.<br>– Provides supervision on the implementation of the project including technical design, land acquisition, livelihood restoration, GRM.<br>– Assists An Giang PPMU and contractors to identify the potential E&S risks and impacts related to labor influx and discuss with PMU and contractors' measures that can be taken to avoid or minimize or manage the potential risks and impacts to the community.<br>– Proactively advises PPMU and contractors on the customs and habits of the |

| Staff | | Responsibility |
|---|---|---|
| | | community to enable PPMU and contractors to adapt to work in harmony with the community in the project area.<br>– Supports local authorities to resolve complaints of PAPs in the community. |
| Construction Supervision Consultants | Chief Engineer | – Conducts training for contractors, workers, and local communities on LMP, GBV/SEA/SH, and ESHS.<br>– Sets up and maintains the hotline to receive feedback and concerns on E&S issues. |
| E&S Independent monitoring consultant | Chief Engineer | – Conducts training for PPMU, LFDC, contractors on, RP, and ESMP.<br>– Sets up and maintains the hotline to receive feedback and concerns on E&S issues. |

# 6. GRIEVANCE REDRESS MECHANISM

74. The grievance mechanism seeks to resolve concerns promptly, using an understandable process that is culturally appropriate and readily accessible at no cost. Grievances can be submitted if someone believes the project is having a detrimental impact on the community, the environment, or their quality of life. Stakeholders may also submit their comments and suggestions on the project.

75. The An Giang PPMU's ESO will be responsible for overseeing those grievances received and resolved in a fair, objective, and constructive manner all concerns or complaints raised by project stakeholders. The key principles of the grievance mechanism are to ensure that:

- The basic rights and interests of affected people are protected.
- The concerns of affected people arising from the project implementation process are adequately addressed.
- Entitlements or livelihood support for affected people are provided on time and in accordance with project documents, such as ESMP, RP.
- Affected people are aware of their rights to access grievance procedures free of charge for the above purposes.

76. Based on the SEP, wherever possible, the project team shall seek to resolve complaints as soon as possible and thus avoid the escalation of issues. GRM shall not impede access to the country's judicial or administrative remedies. Stakeholders can approach a court of law at any time and independent of the project-level grievance redress process. Along with the World Bank requirements based on ESS10, the GRM will be in line with the Vietnamese national legislation, in particular the Law on Complaints (2011) and the Law on Denunciation (2018).

77. The An Giang PPMU shall establish the GRM. The PPMU shall appoint a GRM focal point to collaborate with local authorities in handling project-related grievances. The design of the GRM shall take into consideration the views of affected stakeholders and what is considered an access mechanism. The PPMU shall be required to disclose and explain to all stakeholders, in particular, affected stakeholders and vulnerable and disadvantaged ones, the procedure for complaints filing as early as possible and regularly throughout the project cycle. The grievance mechanism shall be

available at no cost, and it is important that it be easily accessible, with special attention paid to accessibility for disadvantaged and vulnerable individuals or groups.

78. The PPMU will ensure that grievances are registered, tracked, and resolved in line with stipulated timeframes.

79. The GRM officer will be responsible for:

- Developing and publicizing grievance management procedures.
- Receiving, reviewing, and keeping track of grievances (as applicable).
- Ensuring grievances are settled within the agreed time periods.

80. Stakeholders will be consulted about the GRM during the stakeholder engagement process to ensure its accessibility and adequacy. Separate GRMs are available for: (i) project workers and detailed in the project's LMP; and (ii) for PAPs due to land acquisition and detailed in the project's RP. All information about grievance procedures, grievance forms, and responses will be available in Vietnamese and English, as follows:

### 6.1. All-functional Local Level Procedures

- **The first level –CPC**. An affected stakeholder is to take his/her complaint to any member of the W/CPC, through the village/cluster head, or directly to CPC, in written or oral form. The W/CPC will work directly with the complainant to resolve the complaint and will issue a resolution within 15 working days after receiving the complaint. The secretariat of the CPC is responsible for documenting and recording all the complaints that it is handling. Once the CPC issues its decision, the stakeholder can appeal to the PPC within 30 working days if they are not satisfied with the decision or after 15 working days if they have not heard back from the CPC.
- **The second level – PPC**. Upon receiving a complaint from a stakeholder, the PPC will have 30 working days to resolve the case. The PPC is responsible for filing and storing documents for all complaints that it handles. After the PPC has issued a decision, the stakeholder can appeal to the people's court within 45 working days if they are not satisfied with the decision or after 30 working days if they have not heard back from the PPC.
- **The final level - Court of Law Decides**: In case a stakeholder brings his/her case to provincial people's court and the court rules in favor of the complainant. The decision ruling the settlement of complaints will have to be sent to complainants and concerned parties and shall be publicly posted at the headquarters of the People's Committee of the relevant level. The complainant will receive such ruling three days after the result of complaint resolution at the commune level has been decided upon and 7 working days at the provincial level.

81. The GRM Officer will need to liaise with the above levels to keep a database of the project-related complaints from stakeholders, including information such as the nature of the complaint, the source, and date of receipt of the complaint, the name, and address of the complainant, action plan, and current status (see *Annex 1*), including complaints both received orally and in writing. If needed, the GRM Officer will be able to contact complainants directly and guide them through the official GRM channels for the project.

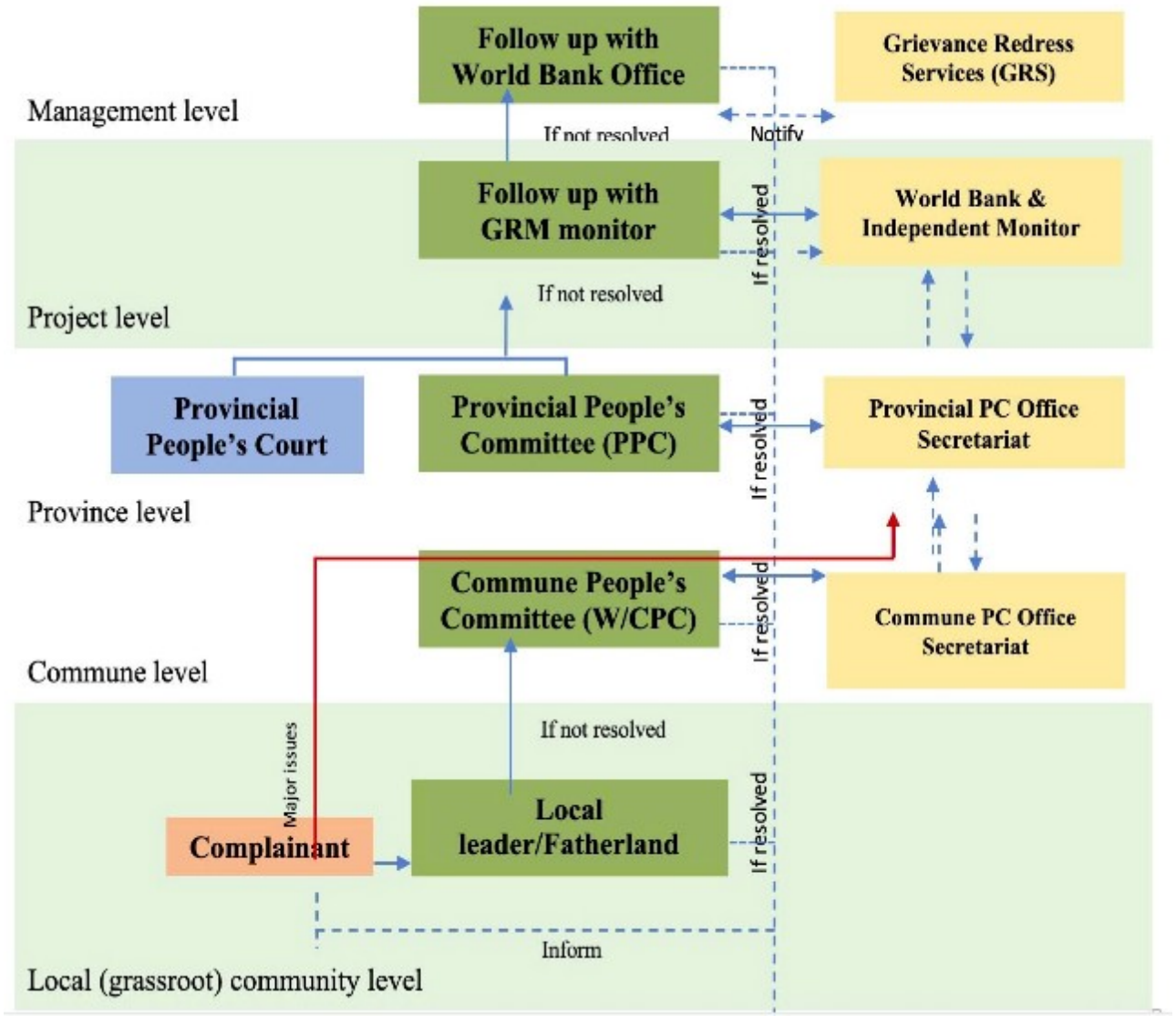



*Figure 4: The grievance process for the Project*

## 6.2. Project-Specific Construction-Related Procedures

82. During construction, the GRM will also be managed by the Contractors under the supervision of the construction supervision consultant. Through consultations and disclosure activities, the Contractors will inform stakeholders about the GRM and how to submit complaints and concerns about the project. The Contractors will also appoint a ESO to be responsible for grievance redress. All complaints and corresponding actions undertaken by the Contractor will be recorded in project monitoring reports. Complaints and claims for damages could be lodged as follows:

- Verbally: directly to the Contractor's ESO or representatives at the site offices.
- In writing: by hand-delivering or posting a written complaint to a designated address of the project.
- By telephone, fax, or e-mails: to the project's GRM Focal Point or the contractor's representatives.

83. Upon receipt of a complaint, the Contractor's ESO will register the complaint in a complaint file and maintain a log until the grievance is resolved (see Annex 1). Immediately upon receipt, four copies of the complaint will be made: the original for the file, one copy for the ESO, one copy

forwarded to the PPMU, and one copy for the complainant. The information to be recorded in the complaint log will consist of at least:

- The date and time of the complaint,
- The name, address, and contact details of the complainant,
- A short description of the complaint,
- Actions taken to address the complaint, including contact persons and findings at each step in the complaint redress process,
- The final resolution of the complaint.

84. The main objective will be to resolve issues on the spot as much as possible. When that is not possible, complaints will be dealt with within one week. When a complaint cannot be resolved within 15 days, local authorities will be involved. Such a situation may arise, for example, when damages are claimed, the to-be-paid amount cannot be resolved, or damage causes need to be determined.

### 6.3. Procedures in Cases of Gender-Based Violence/Sexual exploitation and abuse/Sexual harassment

85. To avoid the risk of stigmatization, exacerbation of the mental/psychological harm, or potential reprisal, the GRM shall have a different and sensitive approach to GBV/SEA/SH-related cases. Where such a case is reported to the GRM, it should immediately be referred to appropriate service providers, such as medical and psychological support, emergency accommodation, and/or any other necessary services. It should also be reported to the PPMU's GRM Officer, who can advise on relevant service providers if needed. Data on GBV/SEA/SH cases should not be collected through the GRM unless operators have been trained on the empathetic, non-judgmental, and confidential collection of these complaints. Only the nature of the complaint (what the complainant says in her/his own words) and additional demographic data, such as age and gender, can be collected as usual.

86. In addition, capacity-building for GRM committees on handling GBV/SEA/SH-related grievances and awareness campaigns about the GRM for communities will be conducted during the project implementation.

### 6.4. Procedures in cases of conflicts among ethnic groups

87. In the Project, addressing potential conflicts between the Chinese and Khmer ethnic groups is critical to fostering collaboration and ensuring project success. The project will establish a Grievance Redress Committee (GRC) composed of equal representation from the Hoa and Khmer communities, including community elders, local government representatives, and religious leaders from both groups. This committee will meet biweekly to review grievances and ensure timely resolution.

88. When a conflict arises, the GRC will appoint a neutral mediator, agreed upon by both parties, to facilitate a resolution. The mediation process will take place in a neutral and culturally significant location, such as the community center, and will prioritize open dialogue to understand

each group's concerns. Decisions will be documented and shared transparently with both groups to maintain trust.

89. To protect the privacy of complainants, the GRC will ensure confidentiality throughout the process. Additionally, regular workshops will be held to educate both communities about the grievance process, emphasizing its fairness and neutrality. Progress and outcomes will be monitored, and lessons learned will be incorporated into the GRM to continually improve its effectiveness. This mechanism will ensure conflicts are resolved respectfully, fostering harmony between the Chinese and Khmer communities while supporting the project's objectives.

90. Grievances can be submitted through multiple channels, including community meetings at the local pagoda, verbal submissions to village leaders, or written complaints deposited in project grievance boxes located in communal houses. To ensure inclusivity, project staff will provide interpreters for both Chinese and Khmer languages, and all written materials will be bilingual.

### 6.5. Procedures in Cases of Labors' Concerns

91. Project workers can submit their complaints (related to employment opportunities, wages, payment, working conditions, health, safety, administrative acts and decisions, discipline decisions, etc.) in writing, or face-to-face verbally – except for complaints against discipline decisions to their employer/contractor who are responsible for solving first-time complaint as outlined in the GRM for project workers in the Project LMP. Complainants can also lodge a grievance through the PPMU using email, post, or telephone or PPMU dedicated channels for GRM. Complainant can bring their case to the court of law at any stage during the complaint resolution process (See the project **LMP** for details).

### 6.6. Procedures in Cases of Land Acquisition

92. Complaint concerning land acquisition, physical resettlement, and relevant issues are expected to be lodged through CPCs. Submission of complaints can be done using emails, postal, hand delivery, or verbally through direct meetings or telephone. Within 10 days from the date of receiving the complaint, the person in charge of complaint resolution shall accept the complaint and notify the complainant in writing. The time limit for complaint resolution – from the date of acceptance, is 30 days for first-time complaints, and 45 days for the second complaints. The statute of limitation (for initiating a lawsuit) is 30 days from the date the time-limit for complaint resolution expires, or from the date the complainant receives the complaint resolution decision. In a remote area where travel is difficult, the statute of limitation can be extended but not exceed 45 days. The complainant can also initiate a lawsuit at any stage of the grievance resolution process if they disagree with the complaint resolution decision, or if the case is not resolved following the expiry of the time-limit for complaint resolution (see the project RP for details).

## 7. MONITORING AND REPORTING

93. The SEP will be periodically revised and updated as necessary in the course of project implementation to ensure that the information presented is consistent, and up to date, and that the identified methods of engagement remain appropriate and effective concerning the project context and specific phases of project development. Any major changes to project-related activities and its schedule will be duly reflected in the updated SEP.

94. Monthly summaries and internal reports on public grievances, together with the status of implementation of associated corrective actions will be collated by responsible staff and referred to the PPMU's Director. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the project's ability to address those in a timely and satisfactory manner. The project will make public quarterly project monitoring reports on its website [https://angiang.gov.vn], which will include reporting on the SEP and grievance redress.

### 7.1. Internal monitoring

95. The objective of internal monitoring relating to the SEP is to oversee its implementation to ensure targeted consultations and disclosure activities are taking place. Internal Monitoring will be led by the PPMU's ESO, under the overall guidance of the PPMU's Director. The involvement of local communities in monitoring activities should be encouraged whenever possible. Internal Monitoring will consist of quarterly reports during the implementation of the project, part of the ESMP or RP monitoring, including public grievances, inquiries, and relating incidents, together with the status of implementation of associated corrective/preventative actions will be gathered by the ESO and reported to the PPMU's Director.

96. Monitoring SEP implementation should focus on:

- Level of understanding of the project,
- Community feedback incorporated into project design and planning,
- Knowledge by stakeholders of project documents, including the GRM and impact mitigation plans,
- Implementation of disclosure and consultation activities as per the SEP,
- Main grievances and efficacy of GRM,
- Overall community satisfaction,
- Minutes of consultation meetings,
- Number of staff working on the stakeholder engagement, including at the PPMU and its consultants or contractors, and
- Plans for the next month and long-term plans.

97. Monitoring specific to land acquisition activities will be conducted as per the RP.

### 7.2. Third Party Monitoring

98. The PPMU will engage an IESMC as a third party to assist the PPMU in monitoring and evaluation of the implementation of E&S risk and impact management and mitigation measures, including compensation and resettlement.

99. This consultant will undertake periodic monitoring every six months on the implementation of E&S risk and impact management in compliance with regulations set forth in the project's ESIA/ESMP, RP, SEP, and LMP. They will also monitor closely the implementation of project's GRM.

100. Key tasks of the consultant related to SEP will be:

- Adequacy of stakeholder engagement, including activities, staffing, and budget.
- Review of grievances submitted, time to respond, resolution of grievances, and complainant's satisfaction with the process.
- Interview of sample households to assess satisfaction with stakeholder engagement and knowledge of the project and related programs.

### 7.3. Community Monitoring

101. As per Decree 84/2015/ND-CP dated 30 September 2015 regarding investment supervision and assessment, local people can establish a community investment supervision board to conduct environmental, social, and construction safety supervision voluntarily. During project implementation, communities that benefit from the project will be encouraged to form a local team by this Decree to monitor and provide feedback on construction-related issues.

### 7.4. Reporting back to stakeholders

102. The method of reporting back to stakeholders will depend on the stakeholder itself, as follows:

- Regarding community concerns, the project will report back to the community and other relevant stakeholder groups, primarily through public meetings and/or public disclosure which people of the community can easily access such as the community's common house or communal office. The feedback report will be shared or disclosed to the concerned community and other stakeholders within the timeframe set up in the stakeholder engagement program.
- Regarding 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 PPMU, and local implementing agencies will report back individually, via the same channel through which the grievances were received, for easy follow-up of the complainant. Feedback received through the GRM will be responded to in writing and sent directly to the complainant via postal mail.
- Regarding comments of stakeholders both affected and concerned parties on the project design, E&S documents, they will be addressed in relevant documents and posted on the websites of the PPMU and PPC and also posted locally on the public notice board at CPC's office. Comments and questions submitted in association with specific documents disclosed on the above websites will be reviewed and responded to promptly as regulated in the ESIA, ESCP, SEP, ESMP, RP, EMDP, and LMP.
- Regarding comments of national-level stakeholders, an email and/or official letter will be sent after workshops on how comments/suggestions were taken into account and/or to inform them of documents that are publicly available.

103. In addition, project documents, including monthly, quarterly, or annual reports will be updated and uploaded as needed, including this SEP, and available on the project website at: https://angiang.gov.vn. During consultation activities, stakeholders will also be reminded that these documents are publicly available, as well as the project's GRM for lodging their concerns, grievances, and complaints related to the 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: TEMPLATE TO RECORD GRIEVANCES/ GRIEVANCE LOG

| Name of Complainant (or anonymous) | Sex (M/F/ Other) | Age | Contact info | Date Received (Include different stages/ steps in the Grievance System if relevant, i.e. date of complaint at first stage, date at second stage, etc.) | Nature of grievance (environmental, land acquisition, social, health, etc.) Describe the complaint | To whom grievance was submitted (include different stages/steps in the Grievance System if relevant) | Description of the problem | Actions to be taken to resolve grievance (include different stages/steps in the Grievance System if relevant) | Responsible department | Responsible person | Due Date | Current Status (open/ closed) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
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| | | | | | | | | | | | | |

## ANNEX 2: SAMPLE FORM TO SUBMIT GRIEVANCES

Full name of complainant (or Anonymous): .....

Gender: .....

Age: .....

Contact details (by post, by telephone, by email): .....

**Statement of grievance** (Reason for complaint and activity leading to complaint. Please include as many details as possible to answer the following questions: (i) what happened, (ii) when it happened, (iii) who did it happen to, (iv) what was the impact of what happened. Include additional information as needed/desired.

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Remedy requested by complaint:

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.....

SIGNATURE: ..... DATE: .....

FOR ADMIN USE ONLY:

Date Grievance Received:

……

a. In person
b. In writing

Grievance Received by:

……

Action taken or required:

……

## ANNEX 3: TEMPLATE TO RECORD CONSULTATIONS

**Date and Time:**

**Organizer:**

**Location:**

### TOPIC/OBJECTIVE

[Describe what is the purpose of the consultation, what information is being presented, what feedback is being sought, etc.]

### SUMMARY OF INFORMATION PRESENTED

[Describe the format of the consultation, who facilitated/presented, the language used, brief summary of information presented, whether information had been shared in advance, etc. Please note information provided should cover project activities and expected environmental and social impacts, as well as proposed mitigation measures and project's grievance redress mechanism.]

### SUMMARY OF PARTICIPANTS

[Describe the total number and type of stakeholders (e.g. % of female, % of people from ethnic groups, etc.) that are part of the consultations, how they were invited, any special measures that were taken to accommodate them, etc.]

### FEEDBACK RECEIVED

| Who | Description / Feedback/Inputs |
|---|---|
| | • |
| | • |
| | • |
| | • |
| | • |
| | • |

### NEXT STEPS

[Describe any next steps that may be relevant following this consultation, such as documents that may need to be updated, how participants will be informed whether their feedback was incorporated, follow-up meetings planned, etc.]

### PARTICIPANT'S LIST AND PHOTOS

[Attach]