

**Indonesia Local Service Delivery Improvement Project
(P182070)**

STAKEHOLDER ENGAGEMENT FRAMEWORK



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Table of Contents

Executive Summary	6
1. Introduction.....	11
1.1. Introduction to Project and SEF	11
1.2. Objectives of the Project	11
1.3. Project Description.....	11
1.4. Potential Environmental and Social Impacts.....	13
2. Previous Stakeholder Engagement Activities	13
3. Key Principles	13
4. Stakeholder Identification.....	14
4. Stakeholder Engagement and Information Disclosure for LSDP Project	15
5. Stakeholder Engagement During Project Implementation.....	15
5.1. Purpose of A Stakeholder Engagement Plan	17
5.2. Development of Stakeholder Engagement Plan.....	17
6. Feedback and Grievance Redress Mechanism (FGRM).....	19
7. Institutional Arrangement for SEP Implementation.....	21
8. Publication and Information Disclosure	22
9. Monitoring and Reporting	23
10. Change Management	23
Annex 1 Table of Contents for an SEP	25
Annex 2 Indicative List of Potentially Affected Stakeholders for LSDP Projects	27
Annex 3 Complaints/Questions Record Form	30
Annex 4 Compilation of Grievance	32

List of Figure

Figure 1. Steps for developing a stakeholder engagement plan. 17
Figure 2. Grievance Redress Mechanism..... 20
Figure 3. Institutional Arrangement of LSDP 21

List of Table

Table 1. Preliminary Stakeholders Identification..... 15
Table 2. Typical Stakeholder Engagement under the LSDP 16

ABBREVIATIONS

3R	Reduce, Reuse, Recycle
Bappeda	Local Development Planning Agency
Bappenas	Ministry of National Development Planning
BKAD	<i>Badan Keuangan Aset Daerah</i> (Financial and Asset Agency)
BPD	Consultative Bodies
BPKP	<i>Badan Pengawasan Keuangan dan Pembangunan</i>
CAPEX	Capital Expenditure
CMMAI	Coordinating Ministry of Maritime Affairs and Investment
CPIU	Central Project Implementation Unit
CPMU	Central Project Management Unit
CSO	Chief Security Officer
DLH	<i>Dinas Lingkungan Hidup</i> (Local Environmental Agency)
DPRD	<i>Dewan Perwakilan Rakyat Daerah</i>
DPU	<i>Dinas Pekerjaan Umum</i> (Local Public Works Agency)
ESMF	Environmental and Social Management Framework
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standard
FGD	Focus Group Discussion
FGRM	Feedback and Grievance Redress Mechanism
FPIC	Free, Prior, and Informed Consent
GOI	Government of Indonesia
GRM	Grievance Redress Mechanism
IEC	Information, Education and Communication
IP	Indigenous Peoples
ISWM	Improvement of Solid Waste Management to Support Regional and Metropolitan Cities
IVA	Independent Verification Agency
KAT	<i>Komunitas Adat Terpencil</i> (Isolated Indigenous Community)
KIP	<i>Keterbukaan Informasi Publik</i> (Public Information Disclosure)
LARAP	Land Acquisition and Resettlement Action Plan
LG	Local Government
LMC	Local Management Consultant
M&E	Monitoring & Evaluation
MHA	<i>Masyarakat Hukum Adat</i>
MOE	Ministry of Environment
MOF	Ministry of Finance
MOH	Ministry of Health
MOHA	Ministry of Home Affairs
MPW	Ministry of Public Works
N/A	Not/Available
NGO	Non-Government Organisation
NMC	National Management Consultant
PAP	Project Affected People
PBG	Performance-Based Grant
PEIPD	<i>Perencanaan, Evaluasi, dan Informasi Pembangunan Daerah</i>
PHBS	<i>Perilaku Hidup Bersih dan Sehat</i> (Clean and Healthy Living Behaviour (PHBS))
PIU	Project Implementing Unit
PKK	<i>Pemberdayaan Kesejahteraan Keluarga</i>
PPID	

	<i>Pejabat Pengelola Informasi dan Dokumentasi (Information and Documentation Management Officer)</i>
RIPS	<i>Rencana Induk Pengelolaan Sampah (SWM Master Plan)</i>
RMC	Regional Management Consultant
RT	<i>Rukun Tetangga</i>
RW	<i>Rukun Warga</i>
SC	Steering Committee
SEP	Stakeholder Engagement Plan
SIPSN	<i>Sistem Informasi Pengelolaan Sampah Nasional</i>
SUPD	<i>Sinkronisasi Urusan Pemerintah Daerah</i>
SW	Solid Waste
SWM	Solid Waste Management
TPA	<i>Tempat Pembuangan Akhir</i>
TPS	<i>Tempat Penampungan Sementara</i>
TPST	<i>Tempat Pengolahan Sampah Terpadu</i>
UPT	<i>Unit Pelaksana Teknis</i>

Executive Summary

Local Service Delivery Project (LSDP)

The Indonesia Local Service Delivery Improvement Project (here in after referred to as “LSDP” or the Project) is a project of the Government of Indonesia (GoI) and supported by the World Bank through Performance-based Grants (PBG) to enhance provision of SWM (Solid Waste Management) services. GoI has set ambitious targets for the SWM sector to reduce climate change impacts, improve urban environments and ensure public health, and aims to achieve 30 percent waste reduction, 70 percent waste handling by 2025 and zero waste by 2050 - 2060. To achieve these ambitious targets, the GoI is committed to developing a comprehensive strategy that includes, among others, improvement of policy, planning and service delivery as well as institutional capacities at the local level, along with a reduction of waste going to landfills by promoting the “reduce, reuse, recycle” (3R) approach and waste to energy solutions.

The Project

The focus of this project will be upstream SWM activities, including waste generation, transport, transfer, recycling and intermediate treatment. The objectives of the project are to build financial and institutional capacities for improving solid waste management services in select local governments in Indonesia. Achievement of the project objectives will be measured by:

- a. National regulation on enforceable technical standards on SWM issued
- b. Number of participating LGs with increased financing for SWM
- c. Percentage of solid waste that is collected in participating LG
- d. Percentage of waste treated in formal waste management facilities

The Project comprises three components with total investment of US\$350 million, which will provide technical support for national-level policies, regulations and data platforms, mechanisms of financial allocations and technical assistance in national and local level:

Component 1: Technical advisory and policy development support for the national government US\$15 million

Component 2: Performance-based grants to LG for SWM service delivery US\$300 million

Component 3: Technical assistance and project management and implementation support US\$35 million

Potential Environmental and Social Impacts

The LSDP has the potential to generate adverse environmental and social impacts, especially in sensitive areas. The following potential environmental and social impacts include:

- Air emissions;
- Soil and water pollution;
- Noise, odor and vibration;
- Land Acquisition;
- Loss of Access to Natural Resources;
- Health and Safety Concerns;
- Cultural Heritage Disruption; and
- Labor and Working Conditions.

Stakeholder Identification

Based on the nature of the project activities, stakeholder identification and analysis needs to be conducted at various levels. The table below shows the various stakeholders at various levels:

National level (<i>Kementerian dan Lembaga/ K/L</i>)	National Development Planning Agency/ <i>BAPPENAS</i> (Directorate of Environment), MOE (Directorate General of Waste and Hazardous Materials Management), MOHA, MPW, CMMAI, MOF, MOH.
Municipality/City level	Regency/City Planning Agency (Bappeda), Environmental Agency (DLH), Public Work Agency (DPU), DPRD, Mayor/Regent.
Village level	Village office officials, consultative bodies (BPD), youth organizations, Women's community (PKK), public health centre, Village Community Empowerment Agency, etc.
Project affected person (PAP)	Land owner, tenant/cultivator (<i>penggarap</i>), renter, vulnerable groups, IP, etc.

Stakeholder Engagement and Consultations

During project preparation for LSDP, MOHA has conducted stakeholder engagement with the 5 LGs selected as pilot subprojects in Year1. They are Kota Malang, Kendari, Palembang, Pontianak, and Toba Regency. Given the nascent stage of the project, formal interactions with stakeholders, including local communities, government entities, and non-governmental organizations, have not yet been initiated. However, recognizing the significance of stakeholder engagement in the project's lifecycle, comprehensive strategies and plans for engaging with stakeholders will be developed as the project progresses to ensure meaningful participation and communication with all relevant parties.

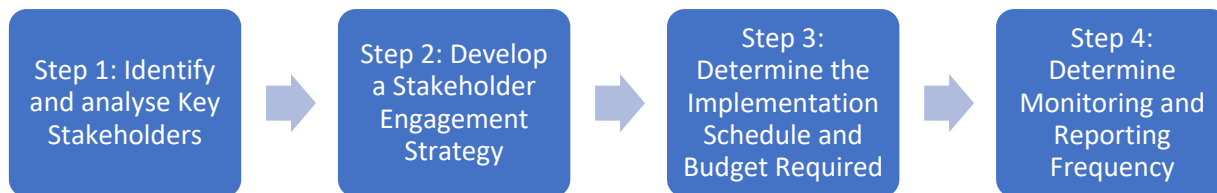
Stakeholder Engagement Plan

Each LG will be required to prepare a Stakeholder Engagement Plan (SEP) before they commence their first subproject. A SEP will be developed and disclosed before project activities can start in parallel with preparation of the E&S instruments (ESMP, LARAP, Social Assessment, etc). The SEP should guide engagement at the LG/community level that includes engagement with local community including Indigenous People and encompass the range of subprojects that the LG will implement under the Project. It should align with the principles outlined in this guideline and ensure that its depth and extent correspond to the subproject's nature, scale, potential risks, impacts, and the concerns of stakeholders who may be affected by or have an interest in the project. The purposes of Stakeholder Engagement Plan (SEP) are to:

- To identify Stakeholders specific to the sub-project;
- Facilitate the project's ability to solicit and receive a wide range of opinions from a diverse set of stakeholders concerning project design, implementation risks, impacts and measures for mitigation.
- Assist the project in establishing robust, positive and responsive relationships with individuals affected by the project. This includes the development and implementation of an accessible Grievance Redress Mechanism (GRM).
- Support project oversight and aid in identifying potential environmental and social issues early.
- Enhance the environmental and social sustainability of the projects, promote their acceptance, improve their outcomes and contribute to the successful design and execution of the project.

The SEP should be straightforward and unambiguous. Its primary purpose is to document the list of identified stakeholders, the information they have received during the preparatory phase and how the project will engage with

them based on their needs and preferred communication methods throughout the project's life cycle. There are 4 steps in developing SEP



Grievance Redress Mechanism (GRM)

Each sub-project's Feedback and Grievance Redress Mechanism (FGRM) is intended to receive and facilitate the resolution of issues and grievances raised by impacted communities about the Project's environmental and social performance. The grievance mechanism is scaled to the project's risks and adverse outcomes and its primary users are affected communities. It will strive to resolve issues or concerns as quickly as possible, using an understandable and transparent consultative process that is culturally appropriate and easily accessible and at no expense or retribution to the person who raised the issue or concern.

The FGRM will be provided for stakeholders and other interested parties to raise questions, comments, suggestions and/or complaints or give any feedback from all activities funded by the project. A separate project workers' FGRM will be provided in the Labor Management Procedures under the Environmental and Social Management Framework (ESMF). Below are channels that will be used to capture grievances on national and LGs.

National Level:

- a. PPID of Directorate General of Regional Development of the Ministry of Home Affairs:
website: <https://bangda.kemendagri.go.id/>
Email: ditjenbangda@bangda.kemendagri.go.id
Phone: (021) 7942653
Letter: sent to Directorate General of Regional Development of the Ministry of Home Affairs at Jalan Taman Makam Pahlawan No. 20, Kalibata, Rawajati, Kelurahan Pancoran, Jakarta Selatan, DKI Jakarta, 12750
Visit the office of the Directorate General of Regional Development of the Ministry of Home Affairs according to the mailing address above.
- b. National Public Service Complaint Management System - People's Online Aspirations and Complaints Service (SP4N-LAPOR!): <https://www.lapor.go.id/>, SMS 1708, Twitter @lapor1708 and mobile app.
- c. Project Office, Directorate General of Regional Development of the Ministry of Home Affairs, Lantai 3, Jl. Taman Makam Pahlawan No. 20 Kalibata, Jakarta Selatan 12750. Phone Number: (021) 7942651.

Participating Local Government Level¹:

- a. Dinas LH (Environmental Agency):
 - Malang, website: dlh.malangkota.go.id/
 - Palembang, website: <https://dlh.palembang.go.id/>
 - Toba, website: <https://dlh.palembang.go.id/>
 - Kendari, address: Jl. Balai Kota III No.60, Pondambea, Kec. Kadia, Kota Kendari, Sulawesi Tenggara 93115

¹ The first stage of the project is likely to involve any of five LGs, their details are provided here as a reference for stage 1 and as a guide for future sub-projects.

- Pontianak, website: <https://dlh.pontianak.go.id/>
- b. Dinas PU (Public Works Agency):
 - Malang, website: <https://dpuprpkp.malangkota.go.id/>
 - Palembang, address: Jl. Slamet Riady No.213, 5 Ilir, Ilir Tim. II, Kota Palembang, Sumatera Selatan 30111
 - Toba, website: <http://putr.tobakab.go.id/>
 - Kendari, website: <https://puprkendari.com/>
 - Pontianak, website: <https://dpupr.pontianak.go.id/>
- c. Each LPIU will assign staff to support the subproject implementation. Details will be specified during project implementation. Contact details for each sub-project FGRM will be provided at all meetings and FGDs.
- d. Through the site basecamp, file the complaint to the contractor in charge that day in the construction site basecamp.
- e. Through Village head/Customary leader: The village head /Customary leader can file a complaint to the contractor and/or PIU and/or through the site-basecamp/contractor.
- f. Through the Operator of TPST, file the complaint to the operator in charge in the operation phase.

The FGRM will be sensitive to incidents involving sexual exploitation and abuse/sexual harassment (SEAH/SH) and will use a survivor-centered approach. As such, confidentiality is of utmost importance, grievance officers will be trained on gender-based violence sensitivities, and referral systems will be put in place.

Information Disclosure

Information is critical to the effective participation of affected communities within the Project vicinity. An informed public will better understand the trade-offs between project benefits and disadvantages, be able to contribute meaningfully to project design and have greater trust in its new corporate neighbours. This SEF and the subproject SEPs and other frameworks (if needed) will be created in Bahasa and English and made public for examination and input. Furthermore, if required by specific stakeholders, including vulnerable groups, the SEPs and other subproject details will be presented in additional languages that understandable for local communities. Providers of information may consider any form of communication such as storyboards, website, social media groups etc., do not be limited to formal presentations only.

The Public Information Disclosure (UU KIP) of the Republic of Indonesia and other legislations mandate that government bodies disclose relevant information, invite the public to participate in development activities and establish a Grievance Redress Mechanism (GRM).

The Project will adopt four (4) management principles for disclosing project information:

- Disclose early.
- Use information disclosure to support consultation.
- Provide meaningful information and
- Ensure the accessibility of information.

Documentation and information about the update of project activities and the results of consultation with stakeholders will be published by the CPMU through several platforms for national and sub-national levels as set out in GRM.

Monitoring and Reporting

Stakeholder engagement, and project progress reporting within the LSDP project will follow a structured approach. Contractors involved in LSDP subprojects must report significant stakeholder engagement activities to the project's designated management authorities. These authorities will include national oversight bodies and local project management bodies. The reporting requirements for contractors and Supervising Consultants will be stipulated within the project contracts, ensuring that crucial information regarding stakeholder engagement is consistently documented and conveyed to the relevant authorities. A stakeholder engagement register will be maintained by the sub-project that captures all interaction and tracks responses and outcomes. For meetings and group discussions, attendance records will be kept and well as photos or videos as appropriate.

Additionally, the LSDP project management framework will incorporate periodic progress reports that detail the status of project activities, stakeholder engagement and any emerging challenges. These reports will be submitted to the World Bank in line with the project's obligations. The project's management and implementation framework will outline the specific content and reporting timelines.

1. Introduction

1.1. Introduction to Project and SEF

The Indonesia Local Service Delivery Improvement Project (hereinafter referred to as “LSDP” or the Project) is a project of the Government of Indonesia (GoI) and supported by the World Bank. The project is initiated to enhance the provision of SWM (Solid Waste Management) services by employing a dual strategy involving nationwide reforms and capacity-building performance-based grants for Local Governments (LGs). The project's main emphasis will be on the initial stages of SWM, encompassing waste generation, transportation, transfer and intermediate treatment activities. The Government of Indonesia (GOI) has set ambitious targets for the solid waste management (SWM) sector to reduce climate change impacts, improve urban environments and ensure public health, and aims to achieve 30 percent waste reduction, 70 percent waste handling and management by 2025 and zero waste by 2050 - 2060. To achieve these ambitious targets, the GOI is committed to developing a comprehensive strategy that includes, among others, the improvement of policy, planning and service delivery, develop institutional capacities at the local level, and reduce waste going to landfills by promoting the “reduce, reuse, recycle” (3R) approach and waste to energy solutions.

This stakeholder engagement framework (SEF) describes how the Directorate General of Regional Development of the Ministry of Home Affairs will identify, inform and engage stakeholders concerning the Project and future sub-projects and how they may be affected.

1.2. Objectives of the Project

The fundamental objectives of the project are to build financial and institutional capacities for improving solid waste management services in selected local governments in Indonesia. Achievement of the project objectives will be measured by:

- e. National regulation on enforceable technical standards on SWM issued
- f. Number of participating LGs with increased financing for SWM
- g. Percentage of solid waste that is collected in participating LG
- h. Percentage of waste treated in formal waste management facilities.

The project aims to support Local Governments (LGs) in Indonesia to improve the delivery of SWM services through a two-pronged approach of national-level reforms and capacity-building performance-based grants. The focus will be upstream SWM activities, including waste generation, transport, transfer, recycling, and intermediate treatment.

1.3. Project Components

The Project comprises three components: a) technical advisory and policy development support for the national government, b) performance-based grants to LG for SWM service delivery and c) technical assistance, project management and implementation support. Detailed information for each component is provided below.

Component 1: Technical advisory and policy development support project management for the national government

This component will finance technical support for national-level policies, regulations, and data gathering for improved SWM in areas that are aligned with MOHA's mandate.

1. **Sub-component 1.1: Technical support for national level policies.** Activities under this subcomponent will finance technical assistance to update or develop national policies and regulations to improve SWM service delivery at the local level. This includes five reform areas categorized into two Groups. Group A consists of action area that require policy revision to directly support national strategies and guidelines focused on waste recycling and recovery, including (i) issuance of a national regulation on enforceable technical standards (*SPM: Standar Pelayanan Minimal*). Group B consists of reforms that do not require revision but rather strong enforcement from MOHA and include (ii) the operationalization of waste tariffs (*retribusi*); (iii) mainstreaming waste segregation; (iv) setting up professional solid waste management entities in LGs (separation of operation and regulatory functions); and (v) strengthening local waste planning documents (RIPS).

2. **Sub-component 1.2: Technical assistance for national SWM database platform.** Activities under this sub-component will improve the national SWM database platform, the SIPSN, by supporting the development of a methodology for data collection and data entry for LGs, coupled with the development of associated guidelines. The project will use the SIPSN as an M&E system to measure LG-level progress on SWM.
3. **Sub-component 1.3: National-level project management and implementation support.** This sub-component will finance a National Management Consultant (NMC) who will be responsible for overall project management activities, including technical, fiduciary and safeguards responsibilities, as well as monitoring, evaluation and reporting on project activities to MOHA. Other activities under this sub-component include: (i) support for the development of tools for accessing and implementing the PBGs; (ii) the hiring of the Independent Verification Agency (IVA) for Component 2; (iii) provision of guidance to the Regional Management Consultants (RMC) and Local Management Consultants (LMC) under Component 3; (iv) training for MOHA and other Ministries under the Steering Committee (SC); and (v) preparing and implementing a capacity building program. Additional Consulting Expertise would also be available to be centrally hired by MOHA, including, among others, DED consultants to prepare and design individual investment projects under the PBGs.

Component 2: Performance-based grants (PBGs) to local governments for SWM service delivery

Component 2 will finance performance-based grants (PBGs) in the form of additional financial allocations over and beyond their current budgetary allocation for the sector. The PBG system will comprise: (i) an initial grant of 20 percent of the overall grant ceiling accessible upon signing of a grant agreement (PHD) to adhere to the program safeguards and fiduciary conditions and objectives, pre-financing and annual assessments; (ii) a basic grant for a total of 30 percent of the ceiling, which will be allocated at 10 percent per annum for Year 2, 3, and 4, provided that LGs comply with the annual minimum conditions (MCs, which have to be complied with for any allocation) comprising environmental and social safeguards and fiduciary aspects; and (iii) a performance grant for a total allocation of 50 percent of the ceiling, based on the achievement of performance targets on governance and institutional aspects, planning, financial sustainability, and service delivery. Some of the indicators will be discrete (yes/no), while others will be scalable, meaning that the disbursements will be proportionate to the extent of achievement. Some indicators may also provide flexibility to be achieved throughout the program. The achievement of the minimum conditions and the performance targets will be assessed by an Independent Verification Agency (IVA), reviewed by BPKP (the internal auditor), and endorsed by the members of the SC.

Component 3: Technical assistance, implementation support and project management for local governments

This component will provide project management, technical assistance, and implementation support at the local level for contract supervision, financial and technical audits, oversight on the inclusion of environmental and social safeguards aspects (including citizen engagement and grievance redress mechanism), and monitoring and evaluation, along with technical support for the implementation of the PBG. Project management support will be provided at both regional and local levels. Regional Management Consultants (RMCs) will be designated according to the final list of participating LGs, tentatively mapped to five regions of Sumatera, Java, Kalimantan, East Indonesia, and Phase 1 LGs. In addition, Local Management Consultants (LMCs) will be hired to provide direct support to the participating LGs. A primary function of the RMC and LMC will be to support LGs to meet all the performance criteria on the PBGs such as development of RIPS, *retribusi*, establishment of professional solid waste management entity, Information, Education and Communication campaigns (IEC) etc. They may also provide capacity building for LGs on SWM operations and management of contracts with SWM service providers. LMCs will coordinate local-level activities and work closely with technical experts hired under the RMC. The LMCs will work closely with the DLH, DPU, and *Bappeda* of the LGs. All LMCs will have a direct reporting mechanism with the RMC. See Annex 2 for a diagram which spells out the details of each technical assistance package.

1.4. Potential Environmental and Social Impacts

The LSDP can generate adverse environmental and social impacts, especially in sensitive areas. The following potential environmental and social impacts should be considered in screening and impact identification and assessment processes defined through the ESMF:

- Potential indirect downstream environmental and social risks are anticipated on improvements to the national level policies and regulations on solid waste management. The indirect risks may include increased or uncontrollable air emissions and by-product discharges from unsuitable application of waste treatment technology, and potential impacts on the livelihoods of waste-pickers.
- Potential direct environmental impacts with regards to construction of the waste facility include unwanted odours, fugitive dust and air pollution, noise, vibration, traffic congestion and damage to community roads, residual waste including leachate generation and potential contamination to water and soil, occupational health and safety and related accidents, and water and air-borne diseases.
- Land Acquisition: Land acquisition for waste management facilities, especially in regions under recognized customary ownership by Indigenous Peoples, may lead to the physical or economic displacement of households, potentially causing social conflicts and challenges related to property rights.
- Loss of Access to Natural Resources: The construction of waste management infrastructure might limit local communities' access to natural resources and ecosystem services, impacting the livelihoods of those dependent on these resources and potentially resulting in economic hardships for affected communities.
- Health and Safety Concerns: During the construction phase, communities might encounter health and safety risks due to interactions with the workforce and increased construction traffic, which could give rise to safety concerns, affect public health and result in accidents.
- Cultural Heritage Disruption: The project may disrupt tangible and intangible cultural heritage, affecting local traditions, practices and cultural sites, potentially leading to cultural losses within affected communities and undermining cultural identities.
- Labor and Working Conditions: Risks related to labor and working conditions may arise, including child labor, forced labor, violations of workers' rights and occupational health and safety risks, particularly during construction, that threaten the workforce's well-being.

2. Previous Stakeholder Engagement Activities

During project preparation for LSDP, MOHA has conducted stakeholder engagement with the 5 LGs as pilot in Year1. They are Kota Malang, Kendari, Palembang, Pontianak, and Toba Regency. The discussion was held on November 16, 2023 with all potential project participants including 5 LGs planned for FY 2024. The main topic explained the design of the LSDP which aims to improve the delivery of waste management services through a two-pronged approach, namely national level reform and capacity building to build performance grant-based (PBG) for LGs. Apart from that, it emphasized the readiness of budget allocations by the 5 LGs to prepare the required safeguard instruments.

3. Key Principles

This SEF is developed to promote participation of both affected and interested stakeholders so that the project design, in particular stakeholder engagement approaches and activities, is: implemented in a participatory and inclusive manner; transparent; promote equal opportunity; and minimize environmental and social risks. To enable effective engagement with key stakeholders, capacity building and recruitment of technical consultants will be deployed in assisting implementation of SEF.

The principles of communication and stakeholder engagement are as follows.

- Participation: It is necessary to ensure broad participation of local community including Indigenous People exposed and vulnerable due to the construction of the TPST. This participation will be carried out through

a local culturally sensitive approach. Regardless, communities will be provided with avenues to participate in project implementation process regardless of their background, and a targeted outreach will be conducted to ensure that vulnerable groups, including people of all ages, abilities, and genders, have access to overall project implementation.

- Access to information and disclosure: Relevant information will be disclosed in a language and forms accessible to target communities and the wider public. Communities will retain the rights to ask information about the status of the project, their entitlements, eligibility criteria as well as responsibilities and project-specific Feedback and Grievance Redress Mechanism (FGRM) channels will be made accessible.
- Social inclusion: Community engagement should take into considerations various factors which may inhibit and/or prevent participation such as gender inequality, illiteracy, disability, ethnicity, and other exclusion factors amongst vulnerable groups. Hence, consultations and facilitation will be targeted to ensure tailored engagement approach. Risk mitigation measures shall be prepared in consultations with vulnerable groups.
- Transparency: Environmental and social risks and benefits generated and/or associated with project activities shall be communicated through open and constructive dialogues. Agreement on mitigation measures, including alternative designs shall be documented and made available to the public. A regular monitoring and tracking of the project's FGRM will be made publicly available, including the status of resolution.
- Informed consultation without coercion: Prior engagement and information dissemination should precede consultations to allow such consultations to be meaningful. Project stakeholders will be provided with options on a range of consultation modalities and/or approaches and retain the rights to refuse participation despite such options.

4. Stakeholder Identification

Identifying stakeholder groups at different levels is needed to develop appropriate and accessible communication and engagement methods throughout the implementation of LSDP. According to the project activities, two key stakeholder categories are national, sub-national and PAP.

National Level

Stakeholders are categorized based on their relative position and roles in the national project. This typology of stakeholder is useful to map and develop engagement strategy.

Sub-national Level

Stakeholders are categorized based on their relative position and roles in the sub-national project. They can be at the local government (regency or city level) and village level.

Project Affected Person (PAP)

Project stakeholders can be categorized into three distinct groups: project-affected parties, vulnerable groups and other interested parties.

"Project-affected parties" encompass individuals, groups, communities and entities within the subproject area of influence who are, or may be directly influenced by the subproject, either presently or potentially. They are those most susceptible to changes associated with the subproject and play a crucial role in identifying impacts and their significance. This group actively participates in decision-making processes related to mitigation and management measures. These stakeholders risk experiencing adverse effects on various aspects of their lives, such as their physical environment, health, safety, cultural practices, well-being, or livelihoods.

"Vulnerable Groups" may be disproportionately impacted or further marginalized by the subproject compared to other demographic groups due to their vulnerable status. Ensuring their equal representation in the subproject's consultation and decision-making processes may require special engagement efforts. For example, a group of waste-pickers could lose access to a landfill or lose their jobs at a landfill due to the construction of a TPST

"Other interested parties" refers to individuals, groups, or entities who might not directly encounter the subproject's impacts but believe that the subproject influences their interests somehow. They can also have an impact on the project and its implementation. This category encompasses various stakeholders, including regulators, government officials, private sector entities, the scientific community, academics, labor unions, women's organizations, other civil society groups and cultural organizations. Their interest in the subproject may stem from various factors, such as the subproject's location, characteristics, potential impacts, or issues of public interest.

This classification of stakeholders is essential for comprehensive project management and effective engagement with the various groups involved.

Preliminary identification of stakeholders is provided in Table 1

Table 1. Preliminary Stakeholders Identification

National level (<i>Kementerian dan Lembaga/ K/L</i>)	National Development Planning Agency/ <i>BAPPENAS</i> (Directorate of Environment), MOE (Directorate General of Waste and Hazardous Materials Management), MOHA, MPW, CMMAI, MOF, MOH.
Regency/City level	Planning Agency (Bappeda), Environmental Agency (DLH), Public Work Agency (DPU), Health Agency, Financial and Asset Agency (BKAD), DPRD, Mayor/Regent.
Village level	Village office officials, consultative bodies (BPD), youth organizations, Women's community (PKK), public health centers, Village Community Empowerment Agency, CSO/NGO etc.
Project affected person (PAP)	Land owner, tenant/cultivator (<i>penggarap</i>), renter, vulnerable groups, etc.

Annex 2 provides more details on the stakeholders of LSDP.

4. Stakeholder Engagement and Information Disclosure for LSDP Project

Before the World Bank approves the LSDP Project, there will be a public meeting to discuss the Environmental and Social Management Framework (ESMF), which includes this Social Engagement Framework (SEF). MOHA will establish a 30-day period during which individuals can provide feedback on the draft ESMF, including the SEF. Input gathered during this disclosure period and the meeting will be considered by MOHA when finalizing the ESMF and its social frameworks. The World Bank will also consider this information during the Environmental and Social appraisal that precedes Board approval.

Prior to this meeting, MOHA will release the draft ESMF and its social frameworks. They will announce the meeting's location and time and provide instructions on how to submit comments. These announcements will be accessible on both the MOHA and World Bank websites.

5. Stakeholder Engagement During Project Implementation

In the case of projects that are already in operation, the project proponent must conduct stakeholder mapping and formulate a strategy for engaging with key stakeholders, particularly non-governmental entities. They should also establish a Grievance Redress Mechanism (GRM).

MOHA will support each LG to develop an SEP tailored to the nature and scale of their proposed subprojects and their potential risks and impacts. A draft of the SEP will be made available as early as possible. A SEP will be developed and disclosed before project activities can start in parallel with preparation of the E&S instruments (ESMP, LARAP, Social Assessment, etc). The SEP will be a dynamic document, updated and disclosed when there are changes to the sub-project and engagement methods.

Stakeholders will vary depending on subproject locations and types. Identification of stakeholders will occur at the

project's preparation stage. Each SEP will deliver clear and accurate information about sub-project activities and their status. It will also outline how this information will be shared with stakeholders. The SEP will specify the locations, timing and frequency of formal engagement events (such as meetings, workshops and conferences) and the responsible parties. In cases where vulnerable groups are stakeholders, the SEP will establish suitable methods for them to receive information and express their concerns to MOHA.

Table 2. Typical Stakeholder Engagement under the LSDP

Project Stage	Consultation topics/Key Message To be Provided	Method / Tools of Engagement	Stakeholder To be Involved	Timeframe	Responsibility
<i>Disclosure of ESMF and SEF</i>	Disclosure of ESMF and SEF for public review and comment	Public meeting	<ul style="list-style-type: none"> • Central level • LG level • Academic • NGOs 	During appraisal	MOHA/CPMU
Disclosure of E&S assessments and instruments for subprojects (ESMP, LARAP, Social Assessment, SEP etc)	E&S risks and impacts	Public meeting	LG, local community	Throughout the project life cycle	CPMU, LPIU
Annual basis	Dissemination ESMF and POM	Workshop	<ul style="list-style-type: none"> • LGs participating in the running fiscal year • CMC, LMC 	Throughout the project life cycle	CPMU, NMC
Pre-construction	Project design and technical requirements to be committed by participating LGs	Coordination meetings, FGD	Participating LGs: DLH, DPU, Bappeda	Before grant signing	CPMU, NMC
	Preparing subproject design, E&S Instruments including FGRM	Interview, FGD, survey/census	<ul style="list-style-type: none"> • Relevant agencies in participating LGs • PAP including cultivators, waste pickers, waste collectors 	Prior construction	LPIU, LMC
Throughout the project	Project monitoring and evaluation	Workshops and FGDs, Perception surveys.	All relevant agencies at the city/regency and national level	Mid Term Review	CPMU, NMC
				Implementation Completion Report	CPMU, NMC

5.1. Purpose of A Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) is created for each subproject with the following objectives:

- Clearly identify all stakeholders in each sub-project
- Facilitate the project's ability to solicit and receive a wide range of opinions from a diverse set of stakeholders concerning project design, implementation risks, impacts and measures for mitigation.
- Assist the project in establishing robust, positive and responsive relationships with individuals affected by the project. This includes the development of an accessible Grievance Redress Mechanism (GRM).
- Support project oversight and aid in identifying potential environmental and social issues early.
- Enhance the environmental and social sustainability of the projects, promote their acceptance, improve their outcomes and contribute to the successful design and execution of the project.

5.2. Development of Stakeholder Engagement Plan

Each LG will develop a Stakeholder Engagement Plan (SEP) before its first subproject commences. The SEP should guide engagement at the LG/community level that includes engagement with local community including Indigenous People and encompass the range of subprojects that the LG will implement under the Project. It should align with the principles outlined in this guideline and ensure that its depth and extent correspond to the project's nature, scale, potential risks, impacts and the concerns of stakeholders who may be affected by or have an interest in the project.

The SEP should be straightforward and unambiguous. Its primary purpose is to document the list of identified stakeholders, the information they have received during the preparatory phase and how the project will engage with them based on their needs and preferred communication methods throughout the project's life cycle.

Annex 1 offers the framework for a standard SEP, while the steps involved are outlined in **Figure 1** below and further described.

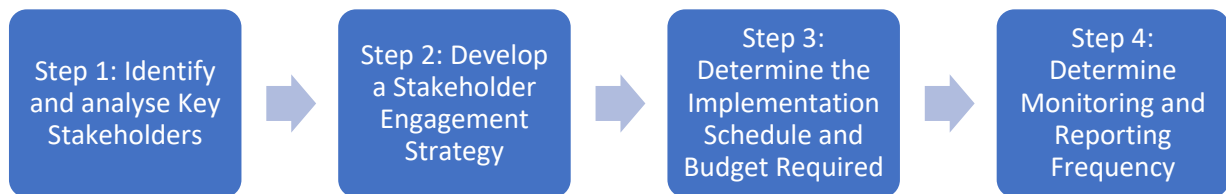


Figure 1. Steps for developing a stakeholder engagement plan.

Step 1: Identify and analyze key stakeholders. Stakeholders can fall into three main categories:

- **Affected Parties:** These are individuals, groups and entities within direct impact who may be impacted or potentially influenced by the subproject. They are crucial for assessing impacts, determining their significance and participating in mitigation and management measures decisions.
- **Other Interested Parties:** This category includes individuals, groups, or entities who may not experience direct project impacts but believe their interests are affected by the project. They can also influence the project's implementation process in some way.
- **Vulnerable Groups:** These individuals may be disproportionately affected or further disadvantaged by the project compared to others because of their vulnerable status. Special engagement efforts may be needed to ensure their equal representation in project-related consultations and decision-making.

Developing a list of stakeholders is essential and should be initiated as early as possible in the subproject's development stage. This list is the foundation for creating the Stakeholder Engagement Plan (SEP) and should

be regularly updated throughout the project's lifecycle. The accompanying SEP documents will require the project to maintain stakeholder contact information, their concerns about the project and as much information as possible about their interactions with and attitudes toward the project to determine stakeholder priorities. This information can be gathered through surveys, interviews and analysis of existing data.

Step 2: Develop a Stakeholder Engagement strategy

In line with the information from stakeholder identification, analysis and the assignment of stakeholder priorities discussed in Chapter 4, the type of stakeholder engagement method can be determined based on the Stakeholder Engagement Map. The Stakeholder Map considers the level of interest of each stakeholder with respect to their level of interest. Figure 1 shows a schematic of the engagement approach to use for different stakeholder groups:

1. **High-Influence/High-Interest Stakeholders:** These stakeholders have both significant influence and a keen interest in the project. Engage them using interactive methods that encourage in-depth discussions and collaborative decision-making. This could involve workshops, focus groups, advisory panels and forming partnerships.
2. **High-Influence/Low-Interest Stakeholders:** While their interest may be limited, they still possess substantial influence. Utilize efficient methods to provide essential information and updates. This may include targeted emails, personalized briefings and occasional one-on-one meetings.
3. **Low-Influence/High-Interest Stakeholders:** These stakeholders are interested but lack significant influence. Engage them through platforms that allow them to express their opinions and concerns. Methods like online surveys, open forums and social media campaigns can be effective.
4. **Low-Influence/Low-Interest Stakeholders:** With minimal influence and interest, these stakeholders might require only primary engagement. Standard communication channels such as newsletters, general announcements and informational web pages may suffice.

It is essential to ensure that the chosen methods are accessible to all stakeholder groups, considering factors like language, technology access and physical constraints. Additionally, an evaluation of the required resources, including time, budget and personnel, should be conducted for the effective execution of each method. Tables can be utilized to outline the minimum necessary information when developing this part of a Stakeholder Engagement Plan (SEP).

The stakeholder engagement strategy needs to be flexible and adjusted based on the stakeholder response and changing circumstances. This is defined through an ongoing monitoring process soliciting stakeholders' feedback to assess whether their needs are being met and whether adjustments are required.

Step 3: Determine the Implementation Schedule and Budget Required

After finalizing the overarching strategy, the community liaison team compiles a detailed list of all the planned engagement activities. These activities encompass a range of initiatives such as events, meetings, surveys, communication materials, workshops and more. Each of these activities is further deconstructed into smaller components. For instance, the associated costs should be examined if the project intends to conduct a workshop. This includes venue rental, materials, facilitator fees, refreshments and travel. This should also be accompanied by an assessment of the expenses related to the personnel involved in the planning, organization, and execution of engagement activities. This considers staff hours, salaries and any additional support needed. When allocating a budget, account for technology platforms, tools, or software required for communication, surveys, or virtual meetings, considering their associated costs. Estimate the costs of materials, supplies, printed materials, signage and any resources needed for engagement activities, either during each engagement or throughout the information disclosure campaign.

The estimated budget is reviewed and activities are prioritized based on their significance and alignment with the project's engagement objectives. As the engagement plan advances, actual expenses are monitored and compared against the budget, with adjustments made as necessary to respond to any changes in the engagement strategy.

Step 4: Determine Monitoring and Reporting Frequency

Explain the monitoring and reporting framework for the Stakeholder Engagement Plan (SEP). This should include relevant indicators, like the number of community meetings held to discuss project progress, the count of information boards displayed and so on. If applicable, describe how stakeholders will be involved in these monitoring activities.

The SEP will be periodically reviewed and updated as required during the project's implementation. Responsible personnel will compile summaries and internal reports documenting public grievances, inquiries and incidents. These reports will also detail the status of corrective or preventive actions taken. These summaries will be submitted to the project's senior management. Every six months, a summary report will be generated to evaluate the quantity and nature of complaints and requests for information and the Project's capacity to address them promptly and effectively. Information about public engagement activities conducted by the Project throughout the year will be communicated to stakeholders through various means, such as the MOHA website or community meetings.

6. Feedback and Grievance Redress Mechanism (FGRM)

The Feedback and Grievance Redress Mechanism is a process for receiving, evaluating and handling complaints from residents and impacted parties. Grievance mechanisms are increasingly important for projects with anticipated risks or potentially adverse impacts. They serve to meet requirements of managing and addressing community concerns, reducing risk and assisting a more effective processes that creates positive social change. To ensure that grievances from affected communities and external communications from other stakeholders are responded to and managed appropriately, an FGRM is proposed for the LSDP.

Each LG's FGRM is intended to receive and facilitate the resolution of issues and grievances raised by impacted communities about the Project's environmental and social performance. The grievance mechanism is scaled to the project's risks and adverse outcomes and its primary users are affected communities. It will strive to resolve issues or concerns as quickly as possible, using an understandable and transparent consultative process that is culturally appropriate and easily accessible and at no expense or retribution to the person who raised the issue or concern.

The FGRM will be provided for stakeholders and other interested parties to raise questions, comments, suggestions and/or complaints or give any feedback from all activities undertaken by the project. The users for this FGRM include (1) project beneficiaries, people who are affected by the project (i.e., people who will and/or are directly or indirectly affected by the project), and (2) other citizens who can use FGRM for the purposes of providing feedback. Further elaboration of a dedicated project workers' FGRM will be provided in the Labor Management Procedures under the Environmental and Social Management Framework (ESMF). This proposed FGRM will be presented in the Project manuals and guidelines. All stakeholders and staff involved in this project and sub-projects will be trained in its implementation.

FGRM ensures the project's effects on communities are noticed and handled immediately. Some concerns may be culturally sensitive for the community; thus, the complaint-handling procedure must include consultation and coordination with customary authorities² or local government. Abandoning the complaint may result in more complicated issues, affecting the project's performance.

² It is not uncommon to utilize the services of village heads, or camat/lurah in the resolution of grievances.

The FGRM will be sensitive to incidents involving sexual exploitation and abuse/sexual harassment (SEAH/SH) and will use a survivor-centered approach. As such, confidentiality is of utmost importance, grievance officers will be trained on gender-based violence sensitivities, and referral systems will be put in place.

The disclosure and communication of FGRM will be maintained throughout the project implementation. It will be disclosed in a culturally appropriate manner in the local language and format that is understandable to the project-affected people. The following information will be revealed:

- Who can raise complaints - focusing on affected communities.
- Where, when and how can community members log complaints.
- Who is responsible for receiving and responding to complaints and if any external parties can receive complaints from communities.
- What type of responses can complainants expect from the Project, including the timing of responses and
- The benefits that complainants can receive from using the grievance mechanism.

Below is the grievance mechanism in LSDP for handling every complaint submitted by the public.

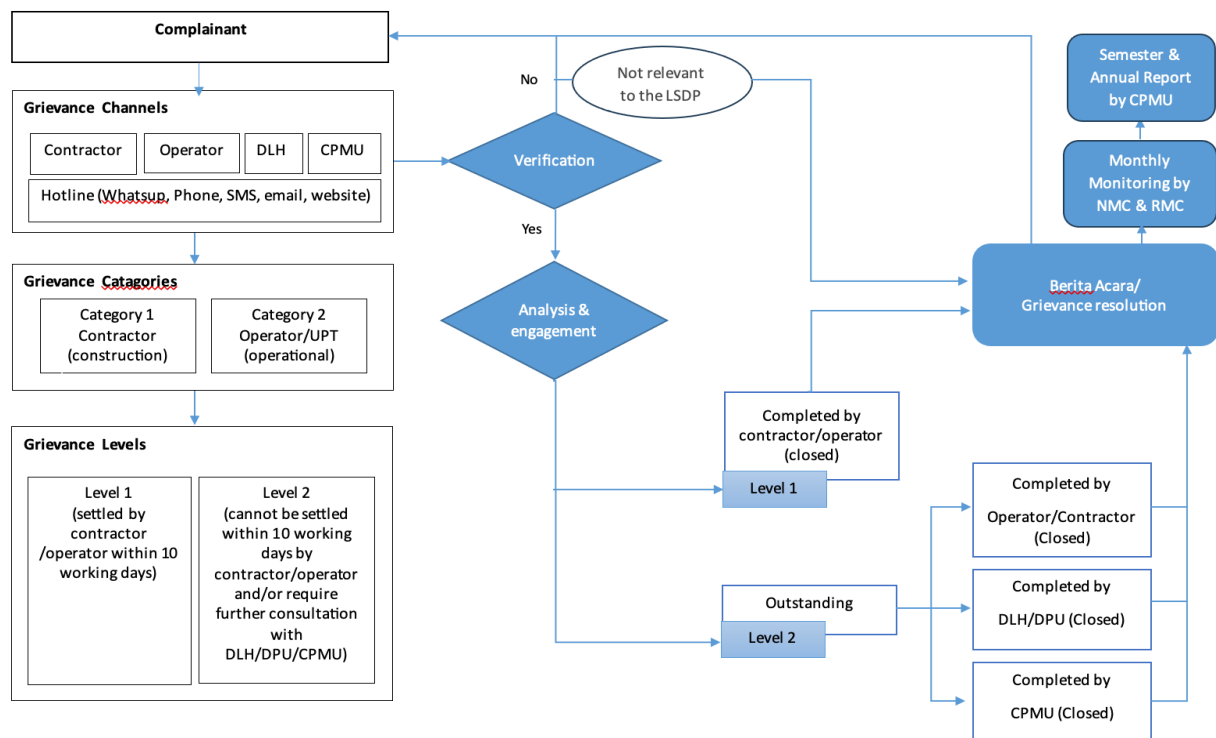


Figure 2. Grievance Redress Mechanism

The Feedback and Grievance Redress Mechanism has objectives as follows to ensure that grievances from communities and stakeholders are well responded and managed in a transparent and timely manner; and to improve the subproject’s performance by evaluating grievances as a basis for taking corrective or preventive action or in developing responsive initiatives. The parties in this mechanism consist of CPMU, Environmental Agency (DLH)/ Public Work Agency (DPU), contractor, and operator. Grievances/complaints can arise from stakeholders including PAPs, local government (district, village, and sub-district), community organization, NGOs, and residents other than PAPs.

The grievance handling process is divided into 3 phases: the incoming grievance phase, the verification phase, and the grievance resolution phase.

1. The Incoming Grievance Phase. The complainant can submit grievances through several channels as follows:
 - Direct/Oral, the complainant can visit the location TPST or the office of UPT Solid Waste/DLH/DPU to report the complaint.
 - Through hotline channel such as whatsapp, SMS, call, email, or website. This channel will be provided by each participating LG.

Every incoming grievance will be recorded in book log and grievance forms as attached in Annex 4.

2. The Verification Phase.

Grievances can be categorized into two categories, namely Category 1 related to construction phase will be settled by contractor or DLH and Category 2 related to operation phase will be settled by operator or UPT Solid Waste.
3. The Grievance Resolution Phase

After the grievance solution have been formulated, DLH/contractor/operator return to the complainant to discuss and agree on this matter. Once the solution and implementation agreed and accepted by complainant, then both parties are required to sign the grievance closing form and the grievance is declared as closed.

Every complaint would be recorded in the complaint forms and book log and the resolved complaint would be recorded in the Minutes of Complaint Resolution Form (see Annex 3).

7. Institutional Arrangement for SEP Implementation

The project aims to enhance solid waste management (SWM) services in participating local governments in LSDP by building financial and institutional capacities. Here is how the institutional arrangement is structured:

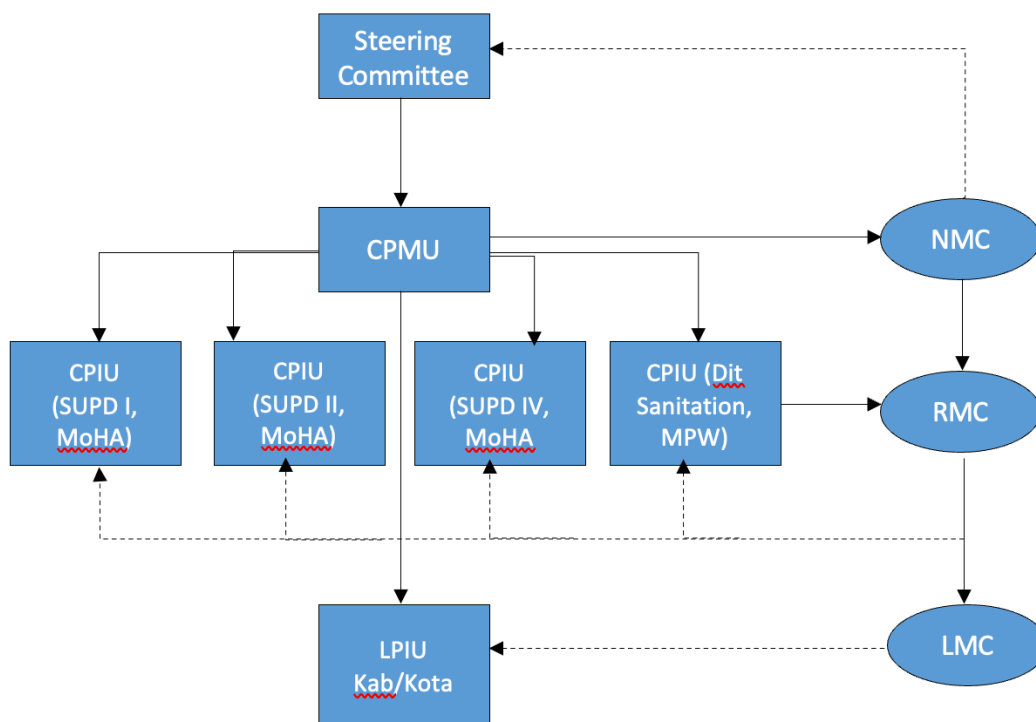


Figure 3. Institutional Arrangement of LSDP

The environmental and social management under LSDP will follow the project's institutional arrangements. CPMU will be responsible for overseeing overall implementation of the environmental and social management plan, including submission of semi-annual reports to the Bank. Project Implementation Unit (PIU) will be responsible for developing E&S instruments for Component 2 activities, and the CPMU will review and approve for low and moderate risk activities.

CPMU will be supported by RMC and LMC to provide technical assistance, guidance, and project oversight in managing environmental and social risks. CPMU, supported by NMC, will provide guidance and training activities for LGs/PIUs, including RMC and LMC, in understanding the guidelines for the performance-based grants under Component 2 which also covers environmental and social aspects.

8. Publication and Information Disclosure

Sharing and making relevant project information available to the public is essential for enabling stakeholders to grasp the risks, effects and prospects associated with the Project and its subprojects. This SEF and the subproject SEPs and other frameworks (if needed) will be created in Bahasa and English and made public for examination and input. Furthermore, if required by specific stakeholders, including vulnerable groups, the SEPs and other subproject details will be presented in additional languages that understandable for local communities. The SEPs will outline and elaborate on what subproject information will be shared and the regularity and manner of this disclosure.

Information is critical to the effective participation of affected communities within the Project vicinity. An informed public will better understand the trade-offs between project benefits and disadvantages, be able to contribute meaningfully to project design and have greater trust in its new corporate neighbours.

The Public Information Disclosure (UU KIP) of the Republic of Indonesia and other legislation mandates that government bodies disclose relevant information, invite the public to participate in development activities and establish a Grievance Redress Mechanism (GRM).

The Project and sub-projects will adopt four (4) management principles for disclosing project information:

- Disclose early.
- Use information disclosure to support consultation.
- Provide meaningful information and
- Ensure the accessibility of information.

Documentation and information about the update of project activities and the results of consultation with stakeholders will be published by the CPMUs through several platforms for national and sub-national levels as follows:

National Level:

- a. PPID of Directorate General of Regional Development of the Ministry of Home Affairs:
website: <https://ppid.kemendagri.go.id/> & <https://bangda.kemendagri.go.id/>
- b. Project Office, Directorate General of Regional Development of the Ministry of Home Affairs, Jl. Taman Makam Pahlawan No. 20 Kalibata, Jakarta Selatan 12750. Phone Number: (021) 7942651;

Sub-national Level will follow the participating local governments platform.

The disclosure of information strategy should include means to consult with project-affected stakeholders if significant changes to the project result in additional risks and impacts. Methods for disclosure of information are provided in Table 2, including the Public Consultation Plan.

9. Monitoring and Reporting

Stakeholder engagement and project progress reporting within the LSDP project will follow a structured approach. Contractors involved in LSDP subprojects must report stakeholder engagement activities to the project's designated management authorities. These authorities will include national oversight bodies and local project management bodies. The reporting requirements for contractors and Supervising Consultants will be stipulated within the project contracts, ensuring that crucial information regarding stakeholder engagement and indigenous peoples is consistently documented and conveyed to the relevant authorities.

Additionally, the LSDP project management framework will incorporate periodic progress reports that detail the status of project activities, stakeholder engagement, indigenous peoples (if any) and any emerging challenges. These reports will be submitted to the World Bank in line with the project's obligations. The project's management and implementation framework will outline the specific content and reporting timelines.

This framework is designed to ensure that stakeholder engagement and project progress are transparently monitored and reported, fostering effective communication and accountability throughout the implementation of the LSDP project.

10. Change Management

Change management for LSDP will be an ongoing and dynamic process to enhance stakeholder engagement and grievance management throughout the project's lifecycle. The LSDP project management team recognizes the importance of adaptability and continuous improvement in these areas. To achieve this, the project will implement the following change management procedures:

- a. **Regular Review of SEF (Stakeholder Engagement Framework):** The LSDP SEF will undergo periodic reviews to ensure its effectiveness. At a minimum, the project will review the SEF annually. If any deficiencies or opportunities for improvement are identified, necessary adjustments will be made to enhance stakeholder engagement and grievance management. Should there be changes, the updated SEF must be discussed and approved by the Bank.
- b. **Stakeholder Engagement Plans:** Stakeholder Engagement Plans will be revised as needed depending on the results of monitoring and evaluation for subprojects to stay responsive to evolving stakeholder needs and changing project dynamics and for grievance management practices remain robust and responsive.
- c. **Continuous Learning and Adaptation:** The LSDP project strongly emphasizes continuous learning and adaptation. The change management strategy will integrate lessons learned from stakeholder interactions, grievance resolution processes and engagement outcomes. This will be achieved by an annual refresher training program organised by the CPMU. The project will adopt a flexible approach that permits the prompt adjustment of engagement methodologies and grievance procedures in response to feedback and emerging issues.
- d. **Multi-level Engagement:** The change management strategy will consider stakeholder engagement at multiple levels, including national, regional and local. Recognizing that the dynamics and needs of stakeholders can vary significantly across these levels, tailored approaches will be employed to ensure that all stakeholders are adequately involved and informed.
- e. **Communication and Capacity Building:** Effective change management necessitates clear and transparent communication. LSDP will prioritize proactive and meaningful communication with stakeholders to inform them of project developments and facilitate grievance submission and resolution. Capacity-building initiatives for project staff and stakeholders will be conducted as needed to ensure effective engagement and grievance management.

This approach to change management within the LSDP project underscores the commitment to continuous improvement and proactively resolving stakeholder issues. It acknowledges that stakeholder engagement is an

evolving process that requires regular assessment and adaptation to maintain and enhance the project's positive impact on local communities and the environment.

Annex 1 Table of Contents for an SEP

1. Introduction

2. Stakeholders Identification and Analysis

Identifying stakeholders at subproject level is needed to develop appropriate and accessible communication and engagement methods throughout the implementation of LSDP.

LSDP at the LG level

This section elaborates on identifying stakeholders at the local government level for LSDP. In contrast to the national program that emphasizes policy, LSDP aims to address SWM at the city area level based on selection criteria agreed upon by implementing institutions and the principal authorities within the national program.

In general, the stakeholders can be categorized as follows.

People, social groups and organizations will gain direct and/or indirect benefits from the project. These target beneficiaries include (i) communities in, within, or near the structural or non-structural activities under component 2; (ii) The population currently residing within the development area of WTS/ISWM/LF, which may require relocation (needs safeguarding from negative impacts during implementation and beyond); (iii) The broader community that will have access to SWM as outlined in components 1 and 2; and (iv) Project workers, including contractors and community laborers, opportunist labor, potentially sourced from local/municipal levels, form part of the stakeholders deemed to benefit from the project through employment opportunities.

Potentially affected communities encompass those residing within the developmental scope of the LSDP. These communities may occupy government-owned, state-owned and privately-owned land for housing or livelihood purposes. LSDP may necessitate the partial acquisition of the land they inhabit or own, leading to the loss of land access and livelihood or physical relocation. Despite this, the project aims to mitigate risks by adapting LSDP design and location, among other measures. While all local populations who may be economically or physically displaced fall under this category of stakeholders, occupants of government-owned or state land, particularly those without ID cards, are particularly vulnerable to project impact on the land. The project will employ a community engagement specialist in the Land Acquisition and Resettlement Action Plan (LARAP) team who will closely engage with all directly affected people, vulnerable and excluded groups, to ensure that adverse impact will not fall on them disproportionately and that their livelihoods will be restored after the project.

Interested groups include (i) local government agencies, (ii) non-governmental organizations, (iii) other development partners and (iv) representatives of specific advocacy groups, including urban poor movement and/or groups of environmental advocacies, (v) Jealousy of others if one does not receive a benefit.

The level of engagement will be contingent upon their respective roles and authorities in managing environmental and social risks.

Stakeholder engagement with interested groups will require adequate information about project activities and the national program. Its implementation should be publicly accessible and aim to accommodate concerns and feedback from stakeholders, especially the project-affected persons. Stakeholder engagement is integral to the overall project design and implementation process. Identification of these groups of stakeholders will continue during project implementation.

The level of engagement will be contingent upon their respective roles and authorities in managing environmental and social risks, as previously defined in the Stakeholder Mapping process.

A complete analysis for stakeholder identification, including their level of vulnerability as well as influence and interest, should be updated and done during the early stage of project implementation for each specific site. **Annex 1** and **Annex 2** provide example formats that can be used to analyse stakeholder identification.

Vulnerable Groups Potentially Affected by the Project

Stakeholder identification and engagement also seek to identify any potentially vulnerable or disadvantaged individuals and groups in local communities. Vulnerable groups may be differently or disproportionately affected by the Project or whose situation may mean that special care is needed to engage them in consultation and disclosure activities. They may include female-headed households, older people, disabled people, marginalised ethnic or religious groups, or those below the poverty line.

During the Project implementation, vulnerable PAPs potentially impacted by the Project include female-headed houses/widows, children, elderly, disabled people, and people residing below the poverty line.. Vulnerable groups shall be determined by considering the direct impact of the project component, such as loss of livelihood resources, loss of access to their livelihood resources and transformation of land and resources. The community members and groups potentially directly or indirectly impacted the PAPs and the community waste-pickers community.

Annex 2 Indicative List of Potentially Affected Stakeholders for LSDP Projects

No	Stakeholder Type	Stakeholder Category	Stakeholder Profile	Context of Stakeholder Relation to the Project	Level Potency of Impacts	Level Potency of Interests
1.	<ul style="list-style-type: none"> Landowners Cultivator Renter of land Waste pickers Waste collectors 	Directly affected communities	<ul style="list-style-type: none"> Communities who own the land in the planned sub project location Communities who are not landowners but utilize the land or resources in the planned project location Communities who are not landowners but pay rent for the land they work on to the landowner 	<ul style="list-style-type: none"> They need to be involved when identifying impacts, the significance of PAPs and during the discussion of management actions including consultation regarding the mitigation plan and compensation scheme; It is expected the project will benefit the population at large and to get Broad Community Support. 	High	High
2.	<ul style="list-style-type: none"> Local community in the subproject footprints. Communities whose residential areas are passed by waste transport vehicles 	Indirect affected communities	<ul style="list-style-type: none"> The people who live in or use the area around the subproject site and/or the access road to the project; Communities affected by dust, odors, leachate, insects from waste vehicles and from TPST and TPA operations. 	<ul style="list-style-type: none"> They need to be involved when identifying impacts, the significance of PAPs, and during the discussion of management actions including consultation regarding the mitigation plan and compensation mechanism and scheme; It is expected the subproject will benefit the population at large and to get broad community support. 	High	High
3.	<ul style="list-style-type: none"> Civil society organizations and or/representative organizations for waste 	Local Leader and vulnerable people	<ul style="list-style-type: none"> The local leader is a stakeholder group trusted by the community to occupy 	<ul style="list-style-type: none"> Local leaders/organizations within a community who care deeply about helping 	High	High

No	Stakeholder Type	Stakeholder Category	Stakeholder Profile	Context of Stakeholder Relation to the Project	Level Potency of Impacts	Level Potency of Interests
	<p>pickers or residents and communities including religious leaders, Traditional leaders, Youth leaders</p> <ul style="list-style-type: none"> • Women Leaders Other well-known community figures. • Elderly, Individuals with chronic diseases and pre-existing medical conditions 		<p>positions in the governance department at the village level or indigenous community level.</p>	<p>the community and have the ability to influence the people living there will have the greatest impact.</p>		

Annex 3 Complaints/Questions Record Form

Form A – COMPLAINTS / QUESTIONS RECORD FORM

Complaints Number:

Instructions: This form must be completed by staff from contractor or UPT for Solid Waste or Environmental Agency or CPMU who receive questions or complaints and is stored in the LSDP project file. Please attach relevant supporting documentation/letters

Date of Complaint :

Name of Staff :

Complaints Received by : Contractor; Operator;
 UPT for Solid Waste; Environmental Agency (DLH);
 CPMU

The person who submitted the Complaints

Name of Complainant :

Gender :

ID Number :

Address :

Phone Number :

Grievance Channels : Direct phone E-mail Whatsapp/SMS

Grievance Category : Construction
 Emergency
 Operational

Grievance Description :
.....

Grievance Followed-Up Plan :
.....

Complaint Recipient

Complainant

(.....)

(.....)

Form B – MINUTES OF COMPLAINT RETURN

On this day....., date, month, year, Complaint Number, has been returned to:

Name of Complainant :

Gender :

Address :

Phone Number :

The complaint was returned because it was not relevant to the categories:

1. Construction of TPST; Explanation

2. Operational TPST; Explanation

3. Outside the Local Service Delivery Improvement Project (LSDP)

(circle one and fill in the explanation)

Notes:

(This column is filled in by the officer if the complainant does not agree with the verification results and the officer will follow up on the complaint)

Complainant,

GRM Staff,

(.....)

(.....)

Form C – MINUTES OF COMPLAINT RESOLUTION FORM

Instructions: This form must be completed by staff from contractor/UPT for Solid Waste/Environmental Agency/CPMU who have resolved the questions or complaints and is stored in the LSDP project file. Please attach relevant supporting documentation/letters.

Name of Complainant :

Gender :

Address :

Phone Number :

That the complainant has submitted his complaint to the LSDP Project on (registered complaint in Form A with Number).

That the Project has responded to the complaint by:

That the complainant has received a grievance resolution. Thus, Complaint Number is declared to HAVE BEEN RESOLVED.

Complainant,

GRM Staff,

(.....)

(.....)

Annex 4 Compilation of Grievance

No	Grievance person	Date of grievance	Description and point of grievance	Investigative findings	Corrective action