KINGDOM OF CAMBODIA

Nation – Religion – King

MINISTRY OF PUBLIC WORKS AND TRANSPORT

CAMBODIA URBAN INFRASTRUCTURE DEVELOPMENT PROJECT(C-UIDP)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

FINAL DRAFT FOR AIIB REVIEW

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ABBREVIATIONS

AIIB	Asian Infrastructure Investment Bank
C-UIDP	Cambodia Urban Infrastructure Development Project
CESMP	Contractor Environmental and Social Management Plan
DPWT	Provincial Department of Public Works and Transport
E&S	Environmental and Social
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESMPF	Environmental and Social Management Plan Framework
ESP	Environmental and Social Policy (AIIB)
ESS1	Environmental and Social Standard 1: Environmental and Social Assessment and Management
ESS2	Environmental and Social Standard 2: Land Acquisition and Involuntary Resettlement
ESS3	Environmental and Social Standard 3: Indigenous Peoples
FGD	Focus Group Discussion
GAP	Gender Action Plan
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
IDPoor	Identification of Poor Households Programme (Royal Government of Cambodia)
KII	Key Informant Interview
LAR	Land Acquisition and Resettlement
MEF	Ministry of Economy and Finance
MGM	Management-led Grievance Mechanism (AIIB)
MPWT	Ministry of Public Works and Transport
O&M	Operation and Maintenance
OHS	Occupational Health and Safety
WG	Provincial Working Group
PMU	Project Management Unit
PPM	Project-affected People's Mechanism (AIIB)
RGC	Royal Government of Cambodia
RPF	Resettlement Planning Framework
SEP	Stakeholder Engagement Plan
VDG	Vulnerable and Disadvantaged Group
WGM	Worker Grievance Mechanism
WWTP	Wastewater Treatment Plant

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Executive Summary

1. The Cambodia Urban Infrastructure Development Project (C-UIDP) will improve access to climate-resilient sanitation services in Kampong Chhnang, Doun Kaev, Prey Veng and Kampong Cham. The Project comprises: (i) drainage and wastewater management investments in Kampong Chhnang, Doun Kaev and Prey Veng; (ii) drainage and wastewater management in Kampong Cham; and (iii) capacity building, project implementation and institutional strengthening. The total Project cost is estimated at USD 280 million, financed by AIIB (USD 230 million), the Abu Dhabi Fund for Development (USD 20 million) and the Government of Cambodia (USD 30 million). The agreed Results Monitoring Framework targets 121,352 people with access to improved, climate-resilient sanitation infrastructure and services, including 62,254 women.

2. **Purpose and scope.** This Stakeholder Engagement Plan (SEP) sets out how C-UIDP identifies, informs and consults the people and institutions affected by, or interested in, its sewerage, wastewater treatment, urban drainage and flood-protection investments in Kampong Chhnang, Kampong Cham, Doun Kaev (Takeo) and Prey Veng, and how it receives and responds to their concerns. This SEP has been prepared by the Ministry of Public Works and Transport (MPWT) to meet the requirements of the AIIB Environmental and Social Framework (ESF, 2024), in particular Environmental and Social Standard 1 (ESS1), and will be implemented together with the Project ESMPF, RPF, Gender Action Plan, E&S Scoping Report, ethnic-minority and Indigenous Peoples screening under the ESMPF, and any additional instrument required on the basis of the screening findings and AIIB confirmation.

3. **Project stage.** The Project is at feasibility stage. Final sewer alignments, treatment and pumping-station footprints, drainage corridors and flood-protection works are not yet fixed. This SEP is therefore a living document: it commits the Project to defined engagement standards now, and is updated within sixty (60) days of completion of Detailed Engineering Design (DED), when confirmed footprints, affected parties and construction arrangements are known. The updated SEP is re-disclosed in Khmer and English.

4. **Engagement undertaken to date**. Between June 2023 and September 2026 the Project completed 32 consultation activities across the four provinces: 4 provincial consultation meetings, 9 community consultation meetings, 13 key informant interviews and 6 focus group discussions. These recorded 872 participations, 346 of them (39.7%) by women. Group consultations alone account for 859 participations and 336 women (39.1%). Female participation was strong in focus group discussions (89.5%) and key informant interviews (76.9%) but very low at provincial consultation meetings, where 1 of 74 participants was a woman (1.4%). That gap is explained by how such meetings are convened, seats are allocated to office-holders, and women hold very few of those posts, so the response is directed at invitation practice as well as at attendance, and is a monitored target of this SEP.

5. Who this SEP engages. Stakeholders are grouped as project-affected parties, other interested parties, and vulnerable and disadvantaged groups. Groups to be screened, verified and engaged as applicable in each subproject area include IDPoor 1 and 2 households; female-headed households; elderly persons living alone; persons with disabilities; ethnic minority or Indigenous communities if identified through screening; tenants and occupants without formal legal title; informal and mobile vendors; employees of affected businesses; workers with heightened health or participation needs; and households whose livelihoods depend on water bodies potentially affected by the Project. The presence and specific needs of these groups will be validated during

DED-stage stakeholder mapping, and differentiated engagement measures will be applied accordingly.

6. Disclosure. At the feasibility stage, consultation information has been provided through the meetings, interviews and focus group discussions recorded in this SEP. Following approval, the draft/final SEP and other available feasibility-stage E&S instruments will be disclosed by MPWT in Khmer and English through the MPWT Project webpage and relevant local offices, and by AIIB in accordance with its disclosure requirements. Printed Khmer copies will be made available at provincial DPWT, municipal and Commune/Sangkat offices so that access does not depend on the internet. Documents not yet prepared, including site-specific ESIA/ESMP and RP/DRP instruments, will be disclosed when available and before the related consultation or decision. Future community consultations will normally be announced at least fourteen (14) days in advance, with relevant information provided beforehand; the timing for disclosure of E&S instruments will follow the applicable AIIB and national requirements.

7. **Consultation.** Consultation is two-way, free of coercion, and directed at decisions that are still open. It covers project design, mitigation and monitoring measures, the sharing of project benefits and opportunities, and implementation issues. Minimum standards for what happens before, during and after each consultation are set out in the stakeholder engagement programme, and engagement intensity is differentiated by city according to the scale of the corridor of impact.

8. Grievance redress and access to AIIB mechanisms. At the feasibility-study stage, concerns and feedback have been received through the consultation teams and relevant government channels; however, the consolidated Project-level Grievance Redress Mechanism (GRM) described in this SEP has not yet been fully established or made operational. Before DED field activities that may affect communities commence, MPWT/PMU will confirm the responsible focal points, contact details, intake channels, grievance-recording system and referral arrangements and will disclose this information to affected communities. Once operational, the Project GRM will receive general environmental, social and construction-related complaints at no cost to complainants. Complaints will be registered on the date of receipt, acknowledged within five (5) working days and processed in accordance with the tiered resolution timeframes set out in Section 6, while urgent health and safety concerns will receive immediate operational attention. Anonymity may be requested, and complainants and persons who assist them will be protected against retaliation. Specialized grievance pathways will be activated before the relevant activities begin: land acquisition and resettlement grievances will follow the MEF/GDR procedure where such impacts are confirmed; each contractor and supervision consultant will establish a Worker Grievance Mechanism before worker mobilisation; and a separate confidential, survivor-centred referral pathway for SEA/SH allegations will be established before contractor mobilisation. Affected people will also be informed of AIIB's Project-affected People's Mechanism and of their right to access applicable national administrative or judicial remedies.

9. Institutional arrangements. MPWT, through the PMU, is accountable for SEP implementation. Four provincial Working Groups (WGs) will be established within the DPWTs in Kampong Chhnang, Kampong Cham, Doun Kaev and Prey Veng and formalised through letters issued by the respective Provincial Governors. The WGs will support local consultation, information disclosure, stakeholder coordination and grievance intake. Proposed E&S staffing and the minimum capacity required to implement this SEP are set out in Section 5 and remain subject to confirmation through the approved Project implementation arrangements.

10. **Monitoring and adaptive management.** Fourteen indicators are monitored, grouped under consultation and participation, disclosure and commitments, grievance redress, construction and

connection communication, and feedback and SEP management. Each carries a baseline, a target, a reporting frequency and a responsible party. They cover consultation delivered, participation reached and disaggregated, activities targeted at vulnerable groups, disclosure completed on time, commitments closed, grievances acknowledged and resolved within the service standards, worker grievances, contractor work-front notification, notice given before connection works at the dwelling and the reasons households give for declining a connection, and stakeholder satisfaction. Where performance falls below target the PMU changes the method, frequency, audience or responsibility and records the change.

11. Budget. A preliminary planning provision of USD 220,000 has been estimated for SEP implementation over the Project period. This amount is indicative only, has not yet been confirmed as an approved MPWT/PMU budget, and will be reviewed with MPWT/PMU, AIIB and the financing parties and reconciled with the approved Project cost estimate, consultancy scopes and contractor obligations before appraisal and procurement.

សេចក្តីសង្ខេបប្រតិបត្តិ

១. គម្រោងអភិវឌ្ឍន៍ហេដ្ឋារចនាសម្ព័ន្ធទីក្រុងនៅកម្ពុជា (C-UIDP) មានគោលបំណងលើកកម្ពស់លទ្ធភាពទទួលបានសេវាអនាម័យដែលមានភាពធន់នឹងការប្រែប្រួលអាកាសធាតុ នៅខេត្តកំពង់ឆ្នាំង ក្រុងដូនកែវ ខេត្តព្រៃវែង និងខេត្តកំពង់ចាម។ គម្រោងរួមមាន៖ (១) ការវិនិយោគលើប្រព័ន្ធរំដោះទឹក និងការគ្រប់គ្រងទឹកកខ្វក់នៅកំពង់ឆ្នាំង ដូនកែវ និងព្រៃវែង; (២) ការគ្រប់គ្រងប្រព័ន្ធរំដោះទឹក និងទឹកកខ្វក់នៅកំពង់ចាម; និង (៣) ការកសាងសមត្ថភាព ការអនុវត្តគម្រោង និងការពង្រឹងស្ថាប័ន។ តម្លៃសរុបរបស់គម្រោងត្រូវបានប៉ាន់ប្រមាណចំនួន ២៨០ លានដុល្លារអាមេរិក ដែលរួមមានហិរញ្ញប្បទានពី AIIB ចំនួន ២៣០ លានដុល្លារ មូលនិធិ Abu Dhabi Fund for Development ចំនួន ២០ លានដុល្លារ និងថវិកាបដិភាគរបស់រាជរដ្ឋាភិបាលកម្ពុជាចំនួន ៣០ លានដុល្លារ។ យោងតាមក្របខណ្ឌតាមដានលទ្ធផលដែលបានឯកភាព គម្រោងមានគោលដៅផ្តល់លទ្ធភាពទទួលបានហេដ្ឋារចនាសម្ព័ន្ធ និងសេវាអនាម័យធន់នឹងការប្រែប្រួលអាកាសធាតុដល់ប្រជាជនចំនួន ១២១,៣៥២ នាក់ ក្នុងនោះមានស្ត្រីចំនួន ៦២,២៥៤ នាក់។

២. គោលបំណង និងវិសាលភាព។ ផែនការចូលរួមរបស់ភាគីពាក់ព័ន្ធ (SEP) នេះ កំណត់វិធីសាស្ត្រដែលគម្រោង C-UIDP ប្រើសម្រាប់កំណត់អត្តសញ្ញាណ ផ្តល់ព័ត៌មាន និងពិគ្រោះយោបល់ជាមួយប្រជាពលរដ្ឋ និងស្ថាប័នដែលរងផលប៉ះពាល់ ឬមានផលប្រយោជន៍ពាក់ព័ន្ធនឹងការវិនិយោគលើបណ្តាញលូ ប្រព័ន្ធប្រព្រឹត្តកម្មទឹកកខ្វក់ ប្រព័ន្ធរំដោះទឹកក្នុងទីក្រុង និងហេដ្ឋារចនាសម្ព័ន្ធការពារទឹកជំនន់ នៅកំពង់ឆ្នាំង កំពង់ចាម ដូនកែវ (ខេត្តតាកែវ) និងព្រៃវែង ព្រមទាំងកំណត់របៀបទទួល និងឆ្លើយតបចំពោះកង្វល់របស់ពួកគេ។ SEP ត្រូវបានរៀបចំដោយក្រសួងសាធារណការ និងដឹកជញ្ជូន (MPWT) ដើម្បីបំពេញតាមក្របខណ្ឌបរិស្ថាន និងសង្គមរបស់ AIIB (ESF, 2024) ជាពិសេសស្តង់ដារបរិស្ថាន និងសង្គមទី១ (ESS1) ហើយត្រូវអនុវត្តរួមជាមួយ ESMPF, RPF, ផែនការសកម្មភាពយេនឌ័រ (GAP), របាយការណ៍កំណត់វិសាលភាព E&S, ការពិនិត្យចម្រោះជនជាតិភាគតិច និងជនជាតិដើមភាគតិចក្រោម ESMPF និងឧបករណ៍បន្ថែមណាមួយដែលត្រូវការដោយផ្អែកលើលទ្ធផលពិនិត្យចម្រោះ និងការបញ្ជាក់របស់ AIIB។

៣. ដំណាក់កាលគម្រោង។ គម្រោងកំពុងស្ថិតក្នុងដំណាក់កាលសិក្សាសមិទ្ធិលទ្ធភាព។ ខ្សែបណ្តាញលូចុងក្រោយ ទីតាំង និងផ្នែកកាន់កាប់របស់រោងចក្រប្រព្រឹត្តកម្មទឹកកខ្វក់ និងស្ថានីយបូមទឹក ផ្លូវប្រព័ន្ធរំដោះទឹក និងសំណង់ការពារទឹកជំនន់ មិនទាន់បានកំណត់ចុងក្រោយនៅឡើយ។ ដូច្នេះ SEP នេះគឺជាឯកសាររស់ដែលកំណត់ស្តង់ដារចូលរួមរបស់ភាគីពាក់ព័ន្ធសម្រាប់អនុវត្តចាប់ពីពេលនេះ ហើយនឹងត្រូវធ្វើបច្ចុប្បន្នភាពក្នុងរយៈពេលហុកសិប (៦០) ថ្ងៃ បន្ទាប់ពីបញ្ចប់ការរចនាវិស្វកម្មលម្អិត (DED) នៅពេលដែលទីតាំងផ្នែកាន់កាប់ ភាគីរងផលប៉ះពាល់ និងការរៀបចំសំណង់ត្រូវបានបញ្ជាក់។ SEP ដែលបានធ្វើបច្ចុប្បន្នភាពត្រូវផ្សព្វផ្សាយឡើងវិញជាភាសាខ្មែរ និងភាសាអង់គ្លេស។

៤. ការចូលរួមដែលបានអនុវត្ត។ ចាប់ពីខែមិថុនា ឆ្នាំ២០២៣ ដល់ខែកញ្ញា ឆ្នាំ២០២៦ គម្រោងបានអនុវត្តសកម្មភាពពិគ្រោះយោបល់ចំនួន ៣២ លើកនៅក្នុងខេត្តទាំងបួន រួមមានកិច្ចប្រជុំពិគ្រោះយោបល់ថ្នាក់ខេត្តចំនួន ៤ កិច្ចប្រជុំពិគ្រោះយោបល់សហគមន៍ចំនួន ៩ កិច្ចសម្ភាសន៍អ្នកផ្តល់ព័ត៌មានសំខាន់ៗ (KII) ចំនួន ១៣ និងកិច្ចពិភាក្សាក្រុមគោលដៅ (FGD) ចំនួន ៦។ សកម្មភាពទាំងនេះកត់ត្រាការចូលរួមសរុបចំនួន ៨៧២

ដង ក្នុងនោះស្ត្រីចំនួន ៣៥៦ ដង ឬ ៣៩.៧%។ ការពិគ្រោះជាក្រុមមានការចូលរួមសរុប ៨៥៩ ដង ក្នុងនោះស្ត្រីចំនួន ៣៣៦ ដង ឬ ៣៩.១%។ ការចូលរួមរបស់ស្ត្រីមានកម្រិតខ្ពស់ក្នុង FGD (៨៩.៥%) និង KII (៧៦.៩%) ប៉ុន្តែមានកម្រិតទាបខ្លាំងក្នុងកិច្ចប្រជុំថ្នាក់ខេត្ត ដោយមានស្ត្រីតែ ១ នាក់ ក្នុងចំណោមអ្នកចូលរួម ៧៤ នាក់ ឬ ១.៤%។ គម្លាតនេះពាក់ព័ន្ធនឹងរបៀបអញ្ជើញ និងការកំណត់កៅអីទៅតាមតួនាទីផ្លូវការ ដែលភាគច្រើនកាន់កាប់ដោយបុរស។ ដូច្នេះ វិធានការឆ្លើយតបនឹងផ្តោតទាំងលើការរៀបចំបញ្ជីអញ្ជើញ និងការចូលរួមជាក់ស្តែង ហើយត្រូវតាមដានក្រោម SEP នេះ។

៥. ភាគីដែល SEP ត្រូវធ្វើការចូលរួម។ ភាគីពាក់ព័ន្ធត្រូវបានបែងចែកជា ភាគីរងផលប៉ះពាល់ដោយគម្រោង ភាគីដែលមានចំណាប់អារម្មណ៍ផ្សេងទៀត និងក្រុមងាយរងគ្រោះ និងក្រុមជួបការលំបាក។ ក្រុមដែលត្រូវពិនិត្យចម្រោះ ផ្ទៀងផ្ទាត់ និងធ្វើការចូលរួមតាមភាពពាក់ព័ន្ធនៅក្នុងតំបន់អនុគម្រោងនីមួយៗ រួមមានគ្រួសារ IDPoor 1 និង IDPoor 2; គ្រួសារដែលមានស្ត្រីជាមេគ្រួសារ; មនុស្សចាស់រស់នៅម្នាក់ឯង; ជនមានពិការភាព; សហគមន៍ជនជាតិភាគតិច ឬជនជាតិដើមភាគតិច ប្រសិនបើត្រូវបានកេរយើញតាមការពិនិត្យចម្រោះ; អ្នកជួល និងអ្នកកាន់កាប់ដែលគ្មានប័ណ្ណកម្មសិទ្ធិស្របច្បាប់; អ្នកលក់ដូរមិនផ្លូវការ និងអ្នកលក់ដូរចល័ត; និយោជិតរបស់អាជីវកម្មដែលរងផលប៉ះពាល់; កម្មករដែលមានតម្រូវការផ្នែកសុខភាព ឬការចូលរួមជាក់លាក់; និងគ្រួសារដែលជីវភាពពឹងផ្អែកលើប្រភពទឹកដែលអាចរងផលប៉ះពាល់ដោយគម្រោង។ វត្តមាន និងតម្រូវការជាក់លាក់របស់ក្រុមទាំងនេះ នឹងត្រូវផ្ទៀងផ្ទាត់ក្នុងការធ្វើបច្ចុប្បន្នភាពបញ្ជីភាគីពាក់ព័ន្ធនៅដំណាក់កាល DED ហើយវិធានការចូលរួមដែលសមស្របតាមក្រុមនីមួយៗនឹងត្រូវអនុវត្ត។

៦. ការផ្សព្វផ្សាយព័ត៌មាន។ នៅដំណាក់កាលសមិទ្ធិលទ្ធភាព ព័ត៌មានពិគ្រោះយោបល់ត្រូវបានផ្តល់តាមរយៈកិច្ចប្រជុំ កិច្ចសម្ភាសន៍ និងកិច្ចពិភាក្សាក្រុមដែលបានកត់ត្រាក្នុង SEP នេះ។ ក្រោយការអនុម័ត SEP ព្រាង/ចុងក្រោយ និងឧបករណ៍ E&S នៅដំណាក់កាលសមិទ្ធិលទ្ធភាពដែលមានរួច ត្រូវផ្សព្វផ្សាយដោយ MPWT ជាភាសាខ្មែរ និងអង់គ្លេស តាមគេហទំព័រគម្រោងរបស់ MPWT និងការិយាល័យមូលដ្ឋានពាក់ព័ន្ធ ហើយផ្សព្វផ្សាយដោយ AIIB ស្របតាមតម្រូវការរបស់ខ្លួន។ ច្បាប់ចោះពុម្ពជាភាសាខ្មែរ នឹងត្រូវដាក់ឱ្យប្រើប្រាស់នៅ DPWT សាលាក្រុង និងការិយាល័យឃុំ/សង្កាត់ពាក់ព័ន្ធ ដើម្បីធានាថាការទទួលបានព័ត៌មានមិនពឹងផ្អែកតែលើអ៊ីនធឺណិត។ ឯកសារដែលមិនទាន់បានរៀបចំ រួមមាន ESIA/ESMP តាមទីតាំង និងឧបករណ៍ RP/DRP នឹងត្រូវផ្សព្វផ្សាយនៅពេលមាន និងមុនពេលការពិគ្រោះ ឬការសម្រេចចិត្តពាក់ព័ន្ធ។ កិច្ចពិគ្រោះយោបល់សហគមន៍នាពេលអនាគត ជាទូទៅនឹងត្រូវប្រកាសជាមុនយ៉ាងតិចដប់បួន (១៤) ថ្ងៃ និងផ្តល់ព័ត៌មានពាក់ព័ន្ធជាមុន ខណៈពេលរៀលាផ្សព្វផ្សាយឧបករណ៍ E&S ត្រូវអនុវត្តតាមតម្រូវការរបស់ AIIB និងច្បាប់ជាតិ។

៧. ការពិគ្រោះយោបល់។ ការពិគ្រោះយោបល់ត្រូវជាការប្រាស្រ័យទាក់ទងពីរទិស គ្មានការបង្ខិតបង្ខំ និងធ្វើឡើងខណៈពេលដែលការសម្រេចចិត្តពាក់ព័ន្ធនៅតែអាចកែប្រែបាន។ ការពិគ្រោះយោបល់គ្របដណ្តប់លើការរចនាគម្រោង វិធានការកាត់បន្ថយ និងតាមដានផលប៉ះពាល់ ការចែករំលែកផលប្រយោជន៍ និងឱកាសរបស់គម្រោង និងបញ្ហាក្នុងការអនុវត្ត។ ស្តង់ដារអប្បបរមាសម្រាប់សកម្មភាពមុន អំឡុងពេល និងក្រោយការពិគ្រោះយោបល់ ត្រូវបានកំណត់ក្នុងកម្មវិធីចូលរួមរបស់ភាគីពាក់ព័ន្ធ ហើយកម្រិតនៃការចូលរួមត្រូវបានកំណត់ខុសគ្នាតាមក្រុង ដោយផ្អែកលើទំហំ និងលក្ខណៈនៃតំបន់រងផលប៉ះពាល់។

៨. ការដោះស្រាយបណ្តឹងតវ៉ា និងការទទួលបានយន្តការរបស់ AIIB។ នៅដំណាក់កាលសិក្សាសមិទ្ធិលទ្ធភាព កង្វល់ និងមតិយោបល់ត្រូវបានទទួលតាមរយៈក្រុមពិគ្រោះយោបល់ និងបណ្តាញរដ្ឋាភិបាលពាក់ព័ន្ធ ប៉ុន្តែយន្តការដោះស្រាយបណ្តឹងតវ៉ាកម្រិតគម្រោង (GRM) ដែលបានពិពណ៌នាក្នុង SEP នេះមិនទាន់ត្រូវបានបង្កើត និងដាក់ឱ្យដំណើរការពេញលេញនៅឡើយ។ មុនចាប់ផ្តើមសកម្មភាពចុះទីតាំងនៅដំណាក់កាល DED ដែលអាចប៉ះពាល់ដល់សហគមន៍ MPWT/PMU នឹងបញ្ជាក់មន្ត្រីបង្គោល ព័ត៌មានទំនាក់ទំនង បណ្តាញទទួលបណ្តឹង ប្រព័ន្ធកត់ត្រា និងការបញ្ជូនករណី ហើយផ្សព្វផ្សាយព័ត៌មានទាំងនេះដល់សហគមន៍រងផលប៉ះពាល់។ នៅពេលដាក់ឱ្យដំណើរការ GRM នឹងទទួលបណ្តឹងបរិស្ថាន សង្គម និងសំណង់ដោយឥតគិតថ្លៃ។ បណ្តឹងនឹងត្រូវចុះបញ្ជីនៅថ្ងៃទទួល បញ្ជាក់ការទទួលក្នុងរយៈពេលប្រាំ (៥) ថ្ងៃធ្វើការ និងដោះស្រាយតាមកាលកំណត់ជាថ្នាក់ដែលមានក្នុងជំពូកទី៦ ខណៈបញ្ហាសុខភាព និងសុវត្ថិភាពបន្ទាន់ នឹងទទួលបានការឆ្លើយតបប្រតិបត្តិការភ្លាមៗ។ អ្នកប្តឹងអាចស្នើសុំអនាមិក ហើយអ្នកប្តឹងនិងអ្នកជួយពួកគេត្រូវបានការពារពីការសងសឹក។ បណ្តាញជំនាញនឹងត្រូវដាក់ឱ្យដំណើរការមុនសកម្មភាពពាក់ព័ន្ធ៖ បណ្តឹងទាក់ទងនឹងការទទួលយកដី និងការដោះស្រាយផលប៉ះពាល់ នឹងអនុវត្តតាមនីតិវិធី MEF/GDR នៅពេលផលប៉ះពាល់ត្រូវបានបញ្ជាក់; អ្នកមៅការ និងទីប្រឹក្សាត្រួតពិនិត្យនីមួយៗ នឹងបង្កើតយន្តការបណ្តឹងសម្រាប់កម្មករ មុនការចល័តកម្មករ; និងបណ្តាញបញ្ជូនករណីសម្ងាត់ មានសុវត្ថិភាព និងផ្តោតលើជនរងគ្រោះ សម្រាប់បណ្តឹង SEA/SH នឹងត្រូវបង្កើតមុនការចល័តអ្នកមៅការ។ ប្រជាពលរដ្ឋរងផលប៉ះពាល់ក៏នឹងទទួលព័ត៌មានអំពីយន្តការសម្រាប់ប្រជាពលរដ្ឋដែលរងផលប៉ះពាល់ដោយគម្រោង (PPM) របស់ AIIB និងសិទ្ធិប្រើប្រាស់នីតិវិធីរដ្ឋបាល ឬតុលាការជាតិដែលអាចអនុវត្តបាន។

៩. ការរៀបចំស្តាប់ន។ MPWT តាមរយៈ PMU ទទួលខុសត្រូវលើការអនុវត្ត SEP។ ក្រុមការងារថ្នាក់ខេត្តចំនួនបួន នឹងត្រូវបង្កើតក្នុង DPWT នៃខេត្តកំពង់ឆ្នាំង ខេត្តកំពង់ចាម ក្រុងដូនកែវ និងខេត្តព្រៃវែង ហើយត្រូវធ្វើឱ្យមានលក្ខណៈផ្លូវការតាមរយៈលិខិតរបស់អភិបាលខេត្តនីមួយៗ។ ក្រុមការងារទាំងនេះនឹងគាំទ្រការពិគ្រោះយោបល់នៅមូលដ្ឋាន ការផ្សព្វផ្សាយព័ត៌មាន ការសម្របសម្រួលភាគីពាក់ព័ន្ធ និងការទទួលបណ្តឹង។ ការរៀបចំបុគ្គលិក E&S ដែលបានស្នើ និងសមត្ថភាពអប្បបរមាសម្រាប់អនុវត្ត SEP មានបង្ហាញក្នុងជំពូកទី៥ ហើយនៅតែត្រូវបញ្ជាក់តាមការរៀបចំអនុវត្តគម្រោងដែលបានអនុម័ត។

១០. ការតាមដាន និងការគ្រប់គ្រងបែបសម្របខ្លួន។ សូចនាករចំនួនដប់បួន ត្រូវបានតាមដានក្រោមក្រុមប្រធានបទ៖ ការពិគ្រោះ និងការចូលរួម; ការផ្សព្វផ្សាយ និងការអនុវត្តការប្តេជ្ញា; ការដោះស្រាយបណ្តឹងតវ៉ា; ការទំនាក់ទំនងអំពីការសាងសង់ និងការតភ្ជាប់ប្រព័ន្ធលូ; និងមតិត្រឡប់ និងការគ្រប់គ្រង SEP។ សូចនាករនីមួយៗមានទិន្នន័យគោល គោលដៅ ភាពញឹកញាប់នៃការរាយការណ៍ និងភាគីទទួលខុសត្រូវ។ សូចនាករទាំងនេះគ្របដណ្តប់លើការអនុវត្តកិច្ចពិគ្រោះ កម្រិត និងការបែងចែកអ្នកចូលរួម សកម្មភាពគោលដៅសម្រាប់ក្រុមងាយរងគ្រោះ ការផ្សព្វផ្សាយទាន់ពេល ការបិទការប្តេជ្ញា ការបញ្ជាក់ការទទួល និង ដោះស្រាយបណ្តឹងតាមស្តង់ដារសេវា បណ្តឹងកម្មករ ការជូនដំណឹងតាមទីតាំងការងាររបស់អ្នកមៅការ ការជូនដំណឹងមុនការងារតភ្ជាប់លូនៅលំនៅឋាន ហេតុផលដែលគ្រួសារបដិសេធការតភ្ជាប់ និងការពេញចិត្តរបស់ភាគីពាក់ព័ន្ធ។ នៅពេលលទ្ធផលទាបជាងគោលដៅ PMU នឹងកែសម្រួលវិធីសាស្ត្រ ភាពញឹកញាប់ ក្រុមគោលដៅ ឬការទទួលខុសត្រូវ ហើយកត់ត្រាការកែប្រែ។

១១. ថវិកា។ ថវិកាដែនការបឋមចំនួន ២២០,០០០ ដុល្លារអាមេរិក ត្រូវបានប៉ាន់ប្រមាណសម្រាប់ការអនុវត្ត SEP ក្នុងរយៈពេលគម្រោង។ ចំនួននេះមានលក្ខណៈចង្អុលបង្ហាញប៉ុណ្ណោះ និងមិនទាន់ត្រូវបានបញ្ជាក់ជាថវិកាដែល MPWT/PMU បានអនុម័តនៅឡើយ។ ថវិកានេះនឹងត្រូវពិនិត្យជាមួយ MPWT/PMU, AIIB និងភាគីផ្តល់ហិរញ្ញប្បទាន ហើយផ្ទៀងផ្ទាត់ជាមួយតម្លៃគម្រោងដែលបានអនុម័ត វិសាលភាពការងាររបស់ទីប្រឹក្សា និងកាតព្វកិច្ចរបស់អ្នកម៉ៅការ មុនការវាយតម្លៃគម្រោង និងការធ្វើលទ្ធកម្ម។

1. INTRODUCTION

1.1 Project Rationale

12. Cambodia's secondary and provincial cities are experiencing rapid urbanisation, population growth and increasing demand for reliable municipal infrastructure. In Kampong Chhnang, Kampong Cham, Doun Kaev (Takeo Province) and Prey Veng, key urban challenges include inadequate wastewater collection and treatment, insufficient drainage capacity, recurrent flooding, pollution of urban waterways, and associated public-health and climate-resilience concerns. The current C-UIDP feasibility-stage scope therefore focuses on integrated wastewater management, urban drainage and flood protection.

13. In response, the Royal Government of Cambodia (RGC), through the Ministry of Public Works and Transport (MPWT), is preparing the Cambodia Urban Infrastructure Development Project (C-UIDP) with support from the Asian Infrastructure Investment Bank (AIIB). The Project supports national priorities for sustainable urban development, environmental improvement, public health and climate resilience.

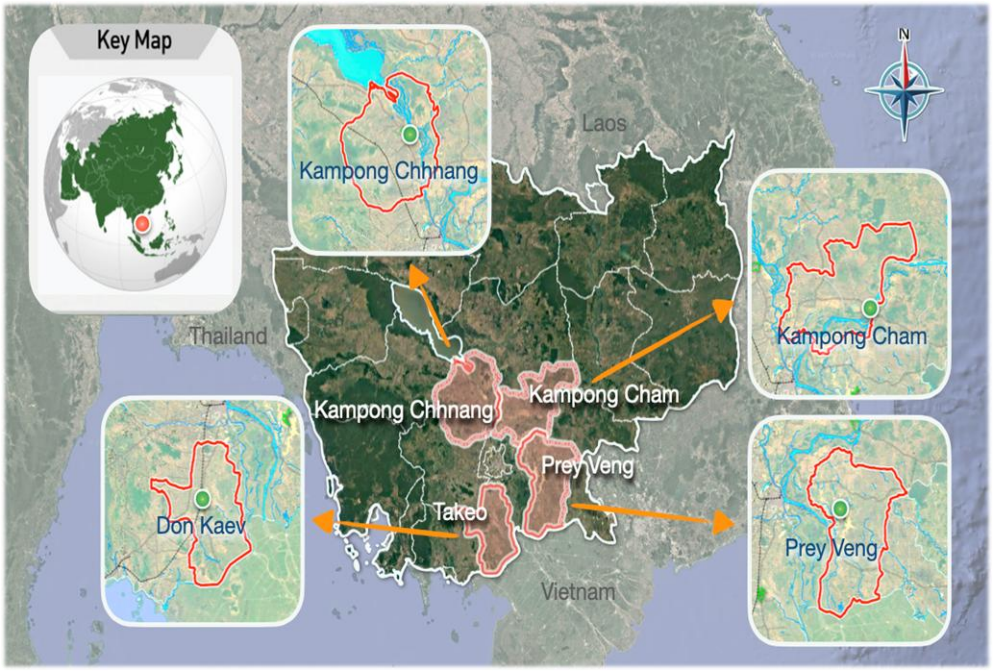
1.2 Project Development Objective and Project Components

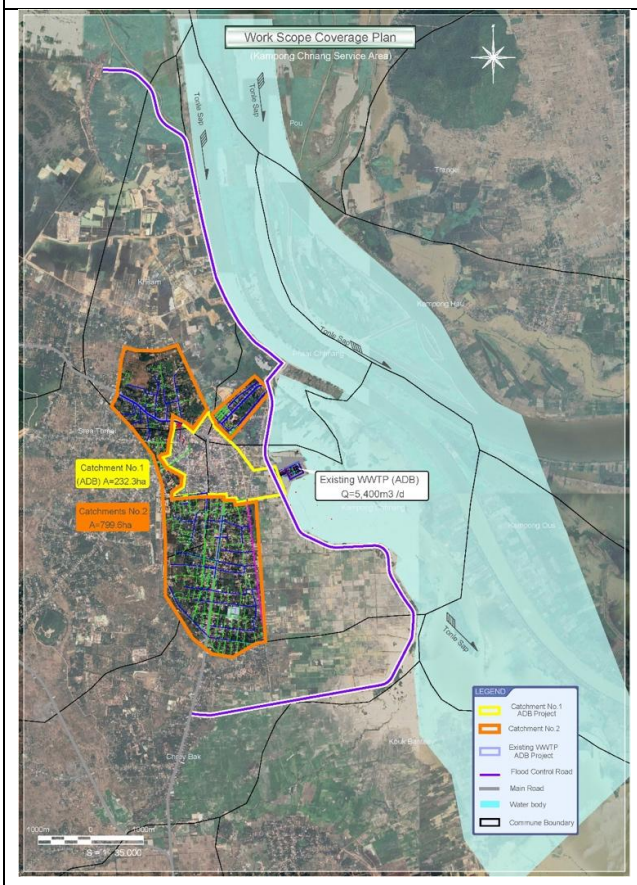
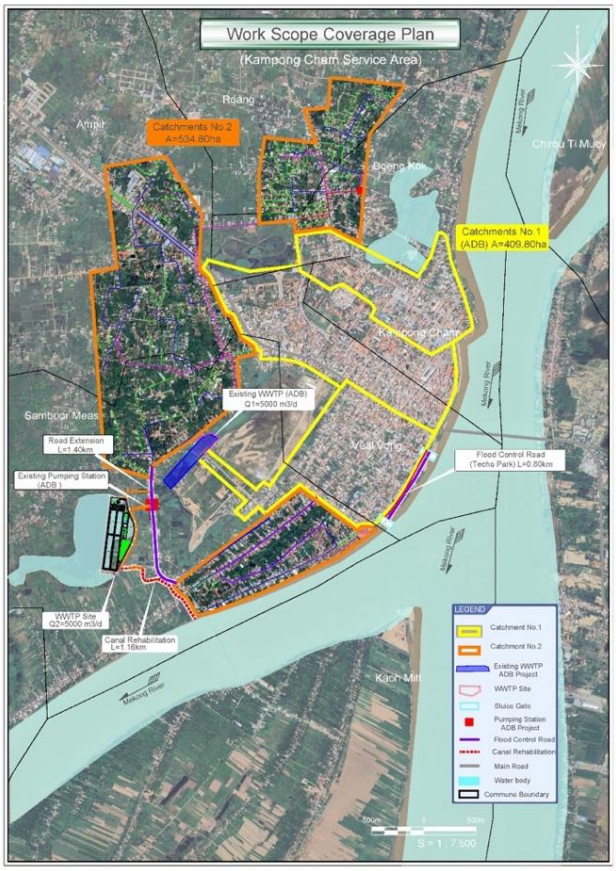
14. The Project Development Objective (PDO) is to improve access to climate-resilient sanitation services in selected secondary cities of Cambodia. The Project will support safe wastewater collection and treatment, priority stormwater drainage and flood protection, and the institutional capacity required for sustainable operation and maintenance. The agreed Results Monitoring Framework targets 121,352 beneficiaries, including 62,254 women.

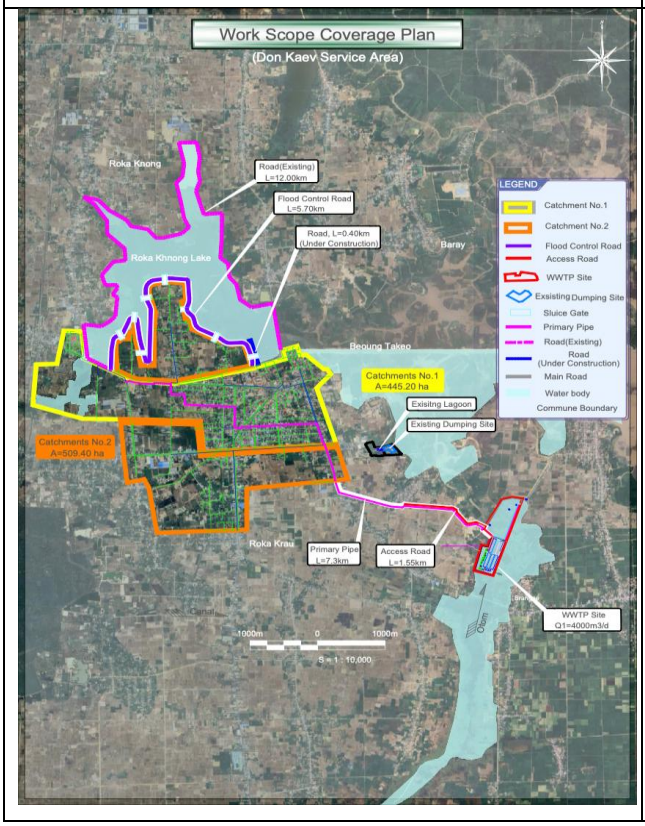
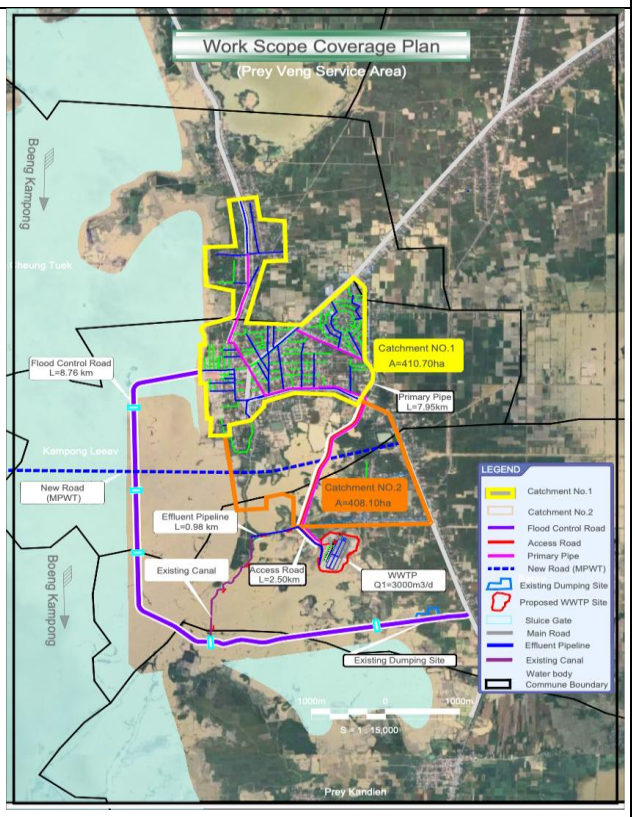
15. The C-UIDP scope is structured into three components:

- Component 1: Drainage and Wastewater Management in Kampong Chhnang, Doun Kaev and Prey Veng (USD 215 million). This component will support sewerage networks, household and business connections, wastewater treatment facilities, priority stormwater drainage and flood-control roads. Final locations, footprints, capacities and alignments will be confirmed through DED and reflected in the site-specific E&S instruments and stakeholder engagement activities.
- Component 2: Drainage and Wastewater Management in Kampong Cham (USD 50 million). This component will support sewerage networks, wastewater treatment infrastructure, priority stormwater drainage and flood-protection measures. It includes a second wastewater treatment plant for Catchment 2 with a proposed capacity of 5,000 m3/day, complementing the 5,000 m3/day Catchment 1 plant being constructed under separate ADB financing. This component is proposed for co-financing with the Abu Dhabi Fund for Development.
- Component 3: Capacity Building and Project Structure (USD 15 million). This component will support project implementation, construction supervision and institutional strengthening at national and sub-national levels, including O&M planning, asset management, financial management, E&S safeguards implementation, stakeholder engagement, grievance management, monitoring and evaluation, and operator training. SEP implementation will be financed through this component and relevant consultancy and works-contract provisions.

Figure 1: C-UIDP Project Map



Kampong Chhnang Province	Kampong Cham Province
	

Takeo Province	Prey Veng Province
	

1.3 Purpose of the SEP

16. The purpose of this Stakeholder Engagement Plan (SEP) is to guide stakeholder engagement for C-UIDP throughout project preparation and implementation. It sets out how project information will be disclosed, how affected and interested parties will be consulted, how vulnerable groups will be included, and how concerns and grievances will be received and followed up. The SEP has been prepared to support compliance with the applicable requirements of the AIIB Environmental and Social Framework (ESF, 2024), including Environmental and Social Standard 1 (ESS1).

1.4 Core Principles for Stakeholder Engagement

17. The C-UIDP will apply the following principles throughout feasibility, DED/ESIA, pre-construction, construction and operation. These principles translate AIIB ESS1 requirements into project-specific commitments appropriate to MPWT-led urban wastewater, drainage and flood-protection investments.

Table 1: Core principles for stakeholder engagement under the C-UIDP

Principle	Application to C-UIDP
Early and continuous engagement	Engagement starts before key design decisions are finalised and continues as risks, impacts, design information and implementation arrangements evolve.
Two-way and meaningful consultation	Consultation is not limited to information delivery. Stakeholder views are recorded, assessed, responded to and, where feasible, reflected in design, mitigation and implementation decisions.

Principle	Application to C-UIDP
Inclusive and differentiated participation	Methods, timing, venue, language and facilitation are adapted for women, IDPoor households, elderly persons, persons with disabilities, low-literacy groups, businesses and other stakeholders who may face participation barriers.
Prior and accessible disclosure	Relevant information is disclosed sufficiently in advance, in Khmer and in forms understandable to affected communities, with technical materials simplified where appropriate.
Proportionality	The intensity and frequency of engagement are proportionate to the significance of expected impacts, the level of stakeholder concern and the stage of project development.
No coercion, discrimination or retaliation	Participation and grievance submission must be voluntary and free from intimidation, retaliation, discrimination or manipulation.
Documentation and traceability	Consultation records identify the date, location, participants, issues raised, Project responses, follow-up actions, responsible persons and status of commitments.
Feedback loop and accountability	The Project will report back on how comments and grievances were considered and will explain where a recommendation cannot be incorporated.
Adaptive management	The SEP is a living document and will be updated when design, locations, affected parties, risks or institutional arrangements materially change.
Integration with safeguards	Engagement commitments will remain consistent with the ESMPF, E&S Scoping Report, RPF, GAP and subsequent ESIAs, ESMPs and Resettlement Plans.

1.5 Relationship with Other C-UIDP Environmental and Social Instruments

18. The SEP is part of an integrated feasibility-stage safeguards package. To avoid duplication, each instrument has a distinct function, while cross-references are maintained so that stakeholder commitments, impact management and institutional responsibilities remain consistent.

Table 2: Relationship of the SEP with other C-UIDP environmental and social instruments

Instrument	Primary function	SEP interface
ESMPF	Sets the overarching framework for E&S screening, assessment, mitigation, implementation, monitoring and institutional arrangements.	SEP provides the engagement, disclosure, feedback and grievance procedures used to support ESMPF implementation.
E&S Scoping Report	Identifies priority E&S issues, receptors, data gaps and topics for subsequent assessment.	SEP uses scoping findings to identify stakeholders and consultation topics and records stakeholder information relevant to future ESIA.
RPF	Establishes principles and procedures for land acquisition, involuntary resettlement, eligibility, entitlements, consultation and grievance redress.	SEP provides the broader stakeholder framework; resettlement-specific consultation and grievance procedures follow the RPF and subsequent RP where required.
GAP	Defines project actions and indicators for gender equality, inclusion and participation.	SEP operationalises gender-responsive engagement, targeted consultation and sex-disaggregated monitoring.
DED-stage ESIA/ESMP	Assesses final site-specific impacts and defines detailed mitigation and monitoring.	SEP will be updated to reflect final designs, affected parties, site-specific consultation needs and construction communication arrangements.

Instrument	Primary function	SEP interface
Resettlement Plan, if required	Documents census/IOL/DMS, valuation, entitlements, livelihood measures, consultation and implementation arrangements.	RP consultations are integrated into the broader SEP engagement calendar while retaining GDR/MEF responsibilities and procedures.
Environmental and Social Action Plan (ESAP)	Records time-bound E&S actions, responsibilities and completion milestones agreed between MPWT and AIIB.	The SEP provides the consultation, disclosure and feedback actions needed to implement and verify relevant ESAP commitments.

1.6 Project Categorisation, Disclosure Deadlines and SEP Updating

19. Environmental and social category and appraisal disclosure commitment. The Project is classified as Category B under AIIB's Environmental and Social Policy. The September 2026 appraisal mission agreed that the ESMPF, SEP, RPF, GAP, ESAP and the site-specific ESIA and related ESMP for the Doun Kaev WWTP will be prepared to a standard acceptable to AIIB and publicly disclosed by 30 October 2026, thereby supporting AIIB's 30-calendar-day disclosure requirement before Board consideration. MPWT will record the disclosure date, language, channel and location for each instrument in the register at Annex 5.

20. **Proportionality between cities.** Engagement intensity is not uniform across the four participating cities. It is set according to the scale of the corridor of impact, the number of Sangkats and work fronts affected, and whether land acquisition is anticipated. Kampong Chhnang, where an 18.5 km flood-protection dike crosses eight Sangkats and land-boundary overlaps have been identified, and Doun Kaev, where land, structure and livelihood impacts require verification, carry a higher minimum number of consultations at each stage than Kampong Cham and Prey Veng. The minimum counts are stated in Table 10 and in the city matrix at Annex 13.

21. **Updating the SEP.** This SEP is updated, re-approved and re-disclosed in Khmer and English within sixty (60) days of completion of DED, and additionally whenever there is a material change in design, confirmation of a facility footprint, identification of a new affected group, a change in institutional responsibility, a significant grievance trend, or commencement of a new project phase. Each update records the trigger, the date and the disclosure status, which are reported under Table 19.

1.7 Appraisal Mission Commitments Relevant to Stakeholder Engagement

22. The appraisal mission identified several matters that require targeted engagement during DED and preparation of the site-specific E&S instruments: biodiversity and critical-habitat findings; receiving-water quality, odour and effluent-discharge behaviour; suitability of treated effluent for agricultural use where irrigation networks may be affected; fishing livelihoods and access at the Doun Kaev and Prey Veng lakes; potential impacts of associated facilities; temporary access, traffic and utility disruption; household willingness to connect to the sewerage network; worker and community health and safety; labour influx; and SEA/SH and GBV risks. Engagement on these matters will be sequenced with the technical design, biodiversity surveys, ESIA/ESMP preparation and any resettlement assessment so that stakeholder evidence can influence decisions before they are finalised.

23. The PMU will maintain a dependency-based E&S delivery schedule linking design information, biodiversity and water-quality studies, stakeholder engagement, disclosure, instrument preparation and approval milestones. The Doun Kaev draft DED is targeted for 31 October 2026

and the draft DEDs for Prey Veng, Kampong Cham and Kampong Chhnang for 15 January 2027. City-level engagement schedules will be adjusted to these milestones and to any subsequent agreed revisions.

2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

24. Consultation began at feasibility stage, before alignments and footprints were fixed, so that local knowledge could still influence them. Between June 2023 and September 2026, MPWT and its consulting teams held consultations across the four participating provinces, Kampong Chhnang, Kampong Cham, Takeo and Prey Veng, with sub-national government agencies, municipal authorities, commune councils, village leaders and potentially affected households. The purpose at this stage was to explain the project background, the technical scope and the environmental and social benefits and risks; to hear local priorities and concerns; and to identify the groups and locations that later assessment would have to examine.

25. The methods were chosen to suit the audience: provincial technical workshops and municipal planning meetings for institutions, commune-level public sessions for affected communities, focus group discussions (FGDs) with women, and key informant interviews (KIIs) where a single official or organisation held the relevant knowledge. Table 3 summarises the 32 events and the participation recorded; Section 2.2 explains the basis on which the figures are counted and reconciles them with the Gender Action Plan.

Table 3: Summary of Feasibility-Stage Stakeholder Consultation Participation

Consultation Method	**Number of Events**	Total Participations	Female Participations	**Female (%)**
Provincial Consultation Meetings	4	74	1	1.4%
Community Consultation Meetings	9	699	258	36.9%
Key Informant Interviews (KIIs)	13	13	10	76.9%
Focus Group Discussions (FGDs)	6	86	77	89.5%
Total Feasibility Stage Consultations	32	872	346	39.7%

26. consultations, stakeholders generally supported improved wastewater management, drainage and flood protection. Their concerns related both to existing conditions and to potential Project impacts. Existing concerns included recurrent flooding, stagnant or untreated wastewater, blocked drainage, odour, poor sanitation and possible contamination of local waterways. Project-related concerns included whether construction or operation of wastewater facilities could affect receiving-water quality; temporary dust, noise, traffic and restricted access during trenching; safety around open excavations; possible land, asset and livelihood impacts; affordability and access to services; inclusion of women and vulnerable households; and adequate operation and maintenance after completion. These concerns have informed the preliminary safeguard planning. Final alignments and facility sites will be assessed during DED and the ESIA; construction impacts will be addressed through the ESMP/CESMP and traffic and access measures; land and livelihood impacts will be addressed under the RPF and any required RP/DRP; gender and inclusion issues will be addressed through the GAP and differentiated engagement under this SEP; and operational water-quality, odour and maintenance concerns will be reflected in design, monitoring and disclosure requirements.

    - Kampong Chhnang Province: Consultations emphasised recurrent flooding, wastewater and drainage management, traffic and community safety, land-boundary coordination and the need to protect traffic/home access during works. Stakeholder feedback will continue to inform DED, ESIA/ESMP preparation and confirmation of flood-protection, drainage and wastewater solutions.

- Kampong Cham Province: Stakeholders highlighted drainage and flood-protection priorities, riverbank/public safety, wastewater service needs, protection of urban waterways and coordination with provincial and municipal authorities. Final technical solutions and footprints will be confirmed through DED and corresponding E&S assessment.
- Prey Veng Province: Stakeholders highlighted wastewater management, drainage and seasonal waterlogging, environmental sanitation, community health and safety, construction access and the need for clear information on final infrastructure locations. The appraisal mission also identified fishing-dependent people using the lake associated with the proposed WWTP area and potential impacts related to private land acquisition and associated access/flood-control roads. DED/ESIA engagement will therefore identify and consult fisherfolks and other water users, verify livelihood dependence and access arrangements, disclose water-quality risks and monitoring measures, and support the census required before civil works. Associated facilities will be screened and subject to due diligence in accordance with the ESMPF and AIIB requirements.
- Doun Kaev Municipality (Takeo Province): consultations identified wastewater and drainage service needs, potential land and structure impacts, livelihood impacts, construction access and community safety as issues requiring further verification. The appraisal mission observed fisherfolks using the lake at the proposed WWTP area. During DED and ESIA preparation, the Project will identify and consult fishing-dependent households, verify how construction and operation may affect access, catch and water quality, complete the required census before civil works, and disclose relevant water-quality monitoring results during construction and operation. Where land acquisition or involuntary resettlement is confirmed, the census, IOL, DMS, replacement-cost study and applicable Resettlement Plan will be undertaken under MEF/GDR arrangements and the RPF.

2.1 Objectives and Methods of Feasibility-Stage Engagement

27. Feasibility-stage engagement was designed to introduce the Project, disclose preliminary information, identify environmental and social concerns, obtain local knowledge, understand stakeholder priorities, identify vulnerable groups and sensitive receptors, and obtain recommendations for design and safeguard planning. The Project used complementary methods so that technical agencies and community stakeholders could contribute through formats appropriate to their roles and information needs.

Table 4: Stakeholder Engagement Methods Used during the Feasibility Study

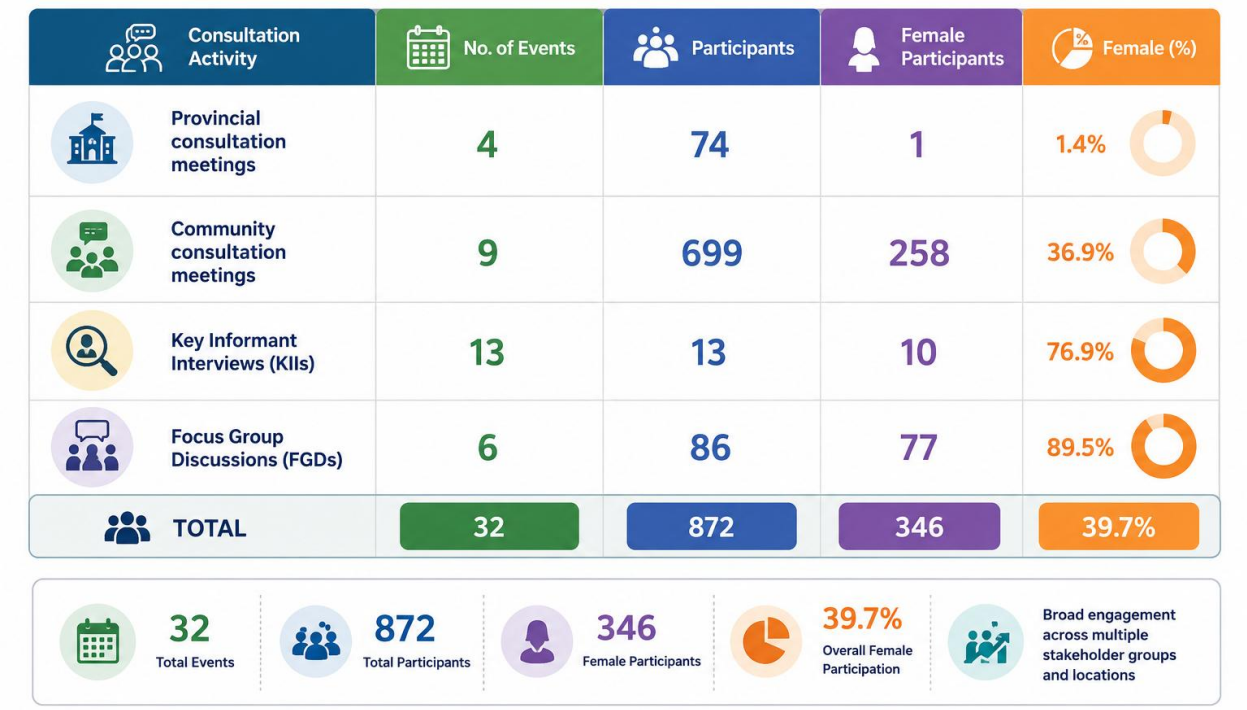
Method	Purpose	Typical participants	Expected record
Provincial consultation meeting	Project disclosure, technical coordination and validation of provincial priorities	Provincial administration, DPWT, technical departments and municipal authorities	Minutes, attendance list, presentation, issue/action log
Community consultation meeting	Explain preliminary scope and obtain community concerns and local knowledge	Residents, potentially affected households, businesses, village/commune representatives	Minutes, sex-disaggregated attendance, questions/responses, photos

Method	Purpose	Typical participants	Expected record
Key Informant Interview (KII)	Obtain focused technical, institutional or service-delivery information	Government agencies, utilities, local authorities, civil society and specialists	Interview note and key findings
Focus Group Discussion (FGD)	Create space for targeted groups to discuss barriers, risks and priorities	Women, elderly persons, persons with disabilities and vulnerable households	FGD record, participant profile, key recommendations

2.2 Feasibility-Stage Participation Summary

28. The feasibility-stage consultation programme comprised 32 activities involving 872 participations, including 346 women (39.7%). Because an individual may have participated in more than one consultation format, the figures represent participations in consultation activities rather than a unique-person census. Group consultations alone, provincial meetings, community meetings and focus group discussions, account for 859 participations and 336 women (39.1%); the 13 key informant interviews account for the remaining 13 participations and 10 women. The Project Gender Action Plan reports the group-consultation basis (859 / 39.1%) and this SEP reports the combined basis (872 / 39.7%). Both figures are correct on their stated basis, and the two documents are reconciled by this note.

Figure 2: Summary of Feasibility-Stage Consultation Activities and Participation



2.3 How Feasibility-Stage Feedback Will Be Carried Forward

29. Issues raised during feasibility will not be treated as closed simply because a consultation meeting has ended. The PMU will maintain an issue-and-action register and transfer unresolved or design-dependent matters into the DED/ESIA work programme. At each major design milestone, the Project will review previous commitments and report back to affected or interested stakeholders on the status of actions.

Table 5: Feasibility-Stage Feedback and Follow-Up Actions

Feedback category	Feasibility-stage treatment	Next-stage action
Final infrastructure location / alignment	Stakeholders asked where sewer, drainage, WWTP and flood-protection works would be located and whether they would affect household access, businesses, land, riverbank uses or sensitive community sites. Preliminary alternatives and known constraints were discussed and recorded; no final alignment change is claimed at the feasibility stage because the design remains under development.	Treat recorded access points, sensitive locations, land boundaries and livelihood areas as DED design constraints; present the preferred option to affected groups, document how feedback was considered, and complete site-specific consultation before design and COI finalisation.
Land / asset / livelihood impacts	People requested clear information on whether land, fences, access structures, trees, crops, roadside trading and other livelihoods could be affected and how eligibility and compensation would be determined. The RPF principles and the need for later measurement were explained at a preliminary level.	Avoid and minimize impacts through design; where impacts remain, undertake the census, IOL, DMS and RCS, disclose eligibility and entitlements, and prepare the applicable RP/DRP under MEF/GDR arrangements before displacement or civil works at the affected location.
Construction access and traffic	Communities and businesses raised concerns about trenching, road closures, customer and household access, traffic congestion, public safety and continuity of access to markets, schools and public facilities.	Prepare site-specific traffic and access plans; phase trenching; maintain safe temporary access; consult affected businesses and institutions; and disclose work locations and schedules before mobilisation and before each work front opens.
Community health and safety	Concerns included open excavations, traffic accidents, dust, noise, odour, wastewater exposure, child and pedestrian safety, and potential effects on local waterways and receiving-water users.	Assess these risks in the ESIA/ESMP; include barriers, signage, traffic controls, dust/noise controls, emergency arrangements and water-quality/odour monitoring in the CESMP and O&M measures; communicate controls at work-front and community level.
Affordability / access to services	Poor and vulnerable households asked about connection arrangements, possible fees or tariffs, disruption during household connection works, and whether benefits would be accessible to households with limited ability to pay or participate.	Consult on final connection and service arrangements when decisions are available; communicate approved tariffs, support or affordability measures; provide advance notice and safe arrangements for connection works; record reasons for refusal to connect and adapt outreach where barriers are identified.
Gender and inclusion	Women and vulnerable groups identified barriers related to meeting timing, representation, safety, care and trading responsibilities, accessible information, privacy during household connection works and access to grievance channels.	Implement GAP actions and targeted engagement, including accessible Khmer materials, convenient scheduling, women-only or small-group discussions where useful, female facilitators for sensitive issues, confidential feedback

Feedback category	Feasibility-stage treatment	Next-stage action
		channels and sex-disaggregated monitoring.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

30. Who counts as a stakeholder in this Project is not self-evident, because the works are dispersed. A sewer trench in a commercial street affects the shopkeeper whose frontage it blocks, the tenant above the shop, the vendor who trades on the pavement without a permit, and the household whose only access route it crosses, and only the first of these appears on a property register. Identifying stakeholders systematically, and recording the basis on which each is identified, is therefore what makes the engagement programme in Section 4 targetable and the grievance mechanism in Section 6 reachable by the people most likely to need it.

31. Consistent with AIIB ESS1 and the C-UIDP environmental and social safeguards framework, stakeholders are classified into three core categories:

3.1 Project-Affected Parties (PAPs)

32. Project-affected parties are individuals, households, workers, commercial entities, public institutions and communities that may experience direct or indirect, temporary or permanent environmental, social or economic impacts from C-UIDP activities. They include households and roadside businesses along sewer, drainage or flood-protection works; land users near proposed facilities and associated facilities; communities near pumping stations, wastewater treatment plants and construction sites; fisherfolks and other people whose livelihoods depend on the Doun Kaev and Prey Veng lakes or other receiving waters; users affected by temporary access or utility disruption; and any person identified through screening, census, IOL/DMS or subsequent E&S assessment as physically or economically affected. Final affected-party lists will be confirmed during DED and preparation of site-specific instruments.

33. **Tenure, title and permit status do not determine who is a project-affected party.** Project-affected parties include tenants and other occupants who do not hold formal legal title to the land or structures they occupy, renters of shophouses and residential units, occupants of state or unregistered land, and persons occupying road reserve, together with informal and mobile vendors trading without a permit and the employees of affected businesses whose income depends on continued trading at the affected location. Consistent with AIIB ESS2, entitlement to compensation for affected assets and to resettlement assistance does not depend on holding legal title to land. Where an affected property is rented or occupied by someone other than the owner, the occupier is consulted individually as well as the owner, and separately where necessary so that the occupier can speak freely. Eligibility categories and the cut-off date are established under the RPF and the applicable Resettlement Plan, and are disclosed in accordance with Table 13.

3.2 Other Interested Parties (OIPs)

34. Other interested parties are the organisations, government agencies, private entities and individuals that may not experience direct project impacts but have an interest in, responsibility for, or influence over project planning and implementation. They include MPWT; MEF and the GDR where land acquisition or resettlement is involved; the Ministry of Environment and the relevant provincial departments; provincial, municipal, district, Commune or Sangkat and village authorities; utility and service providers; contractors and supervision consultants; civil society and community-based organisations; businesses; media; development partners; and the general public.

3.3 Vulnerable and Disadvantaged Groups (VDGs)

35. Vulnerable and disadvantaged groups (VDGs) are the individuals and groups who may face barriers to taking part in standard consultations, to obtaining project information, or to sharing equitably in the municipal services the Project improves. Within the C-UIDP service areas they are: (i) households classified under the Government's Identification of Poor Households Programme as IDPoor 1 or IDPoor 2; (ii) female-headed households with dependents, which may lose income when pipe-laying disrupts trading; (iii) elderly people living alone; (iv) persons with disabilities requiring specific physical accessibility; (v) ethnic minority or Indigenous communities, where confirmed by the screening referred to in Annex 2; (vi) tenants and other occupants without formal legal title to the land or structures they occupy, including renters of shophouses and residential units; (vii) informal and mobile vendors trading without a permit, and employees of affected businesses whose income depends on continued trading at the affected location; and (viii) households whose livelihood depends on water bodies affected by the Project, including fishing-dependent households at the Doun Kaev and Prey Veng lakes and users of other receiving waters potentially affected by the Project. Vulnerable workers will also be identified and engaged through confidential and accessible channels. This includes workers with disabilities; pregnant workers; and workers with pre-existing asthma or other chronic respiratory conditions, skin diseases, diabetes, reduced immunity or other conditions that may increase their risk when working around sewage, sludge, chemicals or infectious agents. Their engagement will be coordinated with occupational health screening, risk assessment, reasonable accommodation, task assignment, training, personal protective equipment and access to the Worker Grievance Mechanism, without requiring public disclosure of personal medical information.

3.4 Analysis and Mapping of Stakeholders

36. Table 6 presents the Stakeholder Identification and Engagement Strategy Matrix, mapping the levels of interest, impact and influence of identified groups. The matrix reflects the roles of MPWT, MEF/GDR, provincial and municipal administrations, relevant technical departments, utilities, communities, businesses and persons potentially affected by wastewater, drainage and flood-protection works.

Table 6: Stakeholder Identification and Engagement Strategy Matrix

Stakeholder Group	Interest	Impact	Influence	Project-Specific Roles and Concerns	Engagement Strategy
Project-Affected Households (Sewerage alignments)	High	Medium	Medium	Temporary construction disturbance (noise, dust, traffic blockages), access to septic connections, and O&M fees.	Sewer-specific consultation, advance construction notices, door-to-door visits, active on-site GRM contacts.
Potentially physically/economically affected PAPs (locations to be confirmed during DED)	High	High	Medium	Loss of structures, agricultural land, or livelihoods; compensation rates and resettlement timeline.	IRC-WG and GDR-led public consultations, 100% census and DMS, Replacement Cost Study (RCS) disclosure, grievance redress.
Roadside Commercial Businesses and Vendors	High	High	Low	Loss of commercial access, temporary drop in sales, pedestrian blockages during sewer excavation.	Pre-construction individual business consultations, phased trenching, safe temporary pedestrian bridges.
Vulnerable and IDPoor Households	High	High	Low	Sanitation connection affordability, physical safety around open sewer	Adapted communication (Khmer visual brochures), targeted home visits,

				trenches, access to grievance channels.	separate focus groups, and consultation on connection arrangements, fees and any affordability measures approved for the Project.
MPWT / PMU (Executing Agency)	High	Low	High	Compliance with the AIIB ESF (2024), institutional coordination, timely procurement, project quality, and O&M planning.	Daily coordination, quarterly project monitoring reports, E&S supervision missions, regular workshops.
GDR / MEF (Resettlement Agency)	Medium	Low	High	Implementation of Land Acquisition SOP-LAR (2018), budget disbursements, resettlement compensation payments.	Formal inter-agency meetings, joint on-site DMS supervision, coordination on ARP/DRP disclosure.
MoE / Provincial Departments of Environment (Regulators)	Medium	Low	High	Review and licensing of applicable domestic EIA instruments; oversight of effluent-discharge and environmental compliance requirements for wastewater treatment and associated urban infrastructure.	Official document submission for review, technical consultations on EIA/ESMP permits, compliance monitoring.
Sub-national Governors and Commune Councils	High	High	High	Provincial and municipal development, local public relations, local grievance resolution, local public health.	Provincial Coordinating Committee (PCC) briefings, joint community consultation facilitation, GRM registration focal points.
NGOs / Civil Society (NGO Forum, ADHOC, CIPO)	Medium	Low	Medium	Safeguard transparency, social inclusion, human rights, Indigenous inclusion, and environmental protection.	Invitation to stakeholder workshops, public disclosure of safeguard documents on MPWT/AIIB websites, consultation minutes.
Construction, supervision and operational workers	High	High	Low-Medium	Occupational health and safety, exposure to sewage/sludge and infectious agents, wages and working hours, accommodation where applicable, worker conduct, discrimination, accessibility and confidential grievance channels; additional attention for workers with pre-existing health conditions.	Induction and refresher training; toolbox talks; OHS and health-risk communication; confidential Worker Grievance Mechanism; worker representatives; accessible information; and targeted consultation with vulnerable workers without disclosing personal medical information.

Fishing-dependent households and fisherfolks at the Doun Kaev and Prey Veng lakes	High	High	Low	Continued access to fishing areas; possible changes in water quality, fish catch or livelihood conditions during construction and operation; need for reliable monitoring information.	Targeted identification and consultation during ESIA baseline work; census before civil works; consultation on access and mitigation; disclosure of water-quality monitoring results; livelihood measures where impacts are confirmed; accessible GRM.

3.5 Stakeholder Identification Methodology and Dynamic Mapping

37. Stakeholder identification is an iterative process. The Project will update its stakeholder register whenever there is a material design change, confirmation of a facility footprint, identification of a new affected group, change in institutional responsibility, emergence of a grievance trend or commencement of a new project phase. Stakeholders will be assessed according to: (i) degree of impact; (ii) level of interest; (iii) influence over Project decisions or implementation; (iv) vulnerability or barriers to participation; and (v) preferred communication method.

3.6 Project-Specific Stakeholder Groups and Engagement Implications

Table 7: Project-Specific Stakeholder Groups and Engagement Implications

Stakeholder group	Potential interest / concern	Engagement implication
Households along sewer/drainage/flood-protection works	Temporary access restriction, safety, noise/dust, service benefits, land or asset impacts	Advance notice, local meetings, household visits where impacts are direct, accessible GRM
Roadside businesses and vendors	Customer access, temporary income disruption, loading/unloading and pedestrian access	Business-specific consultation before works, phased work notices, access planning and grievance follow-up
Land/property users near facilities	Final footprint, eligibility, valuation, timing and construction impacts	Early DED consultation; resettlement procedures under RPF/RP if impacts are confirmed
Women and female-headed households	Safety, timing of meetings, service access, care responsibilities and livelihood disruption	Separate/targeted FGDs where helpful, convenient scheduling, female facilitators for sensitive topics, GAP linkage
IDPoor / low-income households	Information access, affordability, displacement vulnerability and ability to attend meetings	Visual Khmer materials, targeted visits, support to participate, clear explanation of entitlements/GRM where applicable
Elderly persons / persons with disabilities	Physical access, communication needs and ability to reach grievance channels	Accessible venues, home visits where needed, assistance from trusted representative, adapted communication
Schools, health facilities, pagodas and public institutions near works	Safe access, traffic, noise, utility interruption and public-service continuity	Institution-specific notices and coordination before nearby works
Utilities and service providers	Utility location, relocation/protection and service continuity	Technical coordination, joint verification and planned outage notification

Stakeholder group	Potential interest / concern	Engagement implication
Provincial / municipal / local authorities	Permits, local priorities, public concerns, O&M and grievance support	Regular coordination and milestone consultations
MEF/GDR and resettlement bodies	Land acquisition and involuntary resettlement, where required	Formal coordination consistent with RPF and SOP-LAR
Contractors / supervision consultant	Community liaison, construction impacts, worker conduct, complaints and reporting	Contractual SEP/CESMP obligations, induction, supervision and monthly reporting
Civil society / media / general public	Transparency, inclusion, E&S performance and public accountability	Disclosure, stakeholder workshops, public information channels and periodic reporting
Communities at and around worker accommodation, borrow and spoil areas, and along haul routes	Noise, dust, traffic and road safety, water use, waste, worker–community interaction, temporary in-migration	Advance notification before a facility is established and before haulage begins; site-specific liaison; Code of Conduct communicated; complaint route displayed at the facility
Households, farmers and institutions adjacent to WWTP, pumping station and sludge handling sites	Odour, noise, vectors, effluent and sludge handling, buffer arrangements, effect on land use and land values	Site-specific consultation during ESIA and again before commissioning; disclosure of effluent and ambient monitoring results in plain Khmer; operational GRM contacts
Downstream and receiving-water users, including fishing-dependent households	Effluent quality, changes in flow and water level from drainage and flood-protection works, access to fishing grounds and landing points, seasonal livelihood effects	Identify during ESIA baseline; targeted consultation at landing points and in riverside settlements; disclose monitoring results in plain Khmer
Construction and supervision workers, including subcontracted and migrant workers	OHS and infection exposure, wages and working hours, worker accommodation, language barriers, discrimination, worker conduct and fear of retaliation when raising concerns	Induction and toolbox briefings in understandable languages; confidential WGM; worker representatives; non-retaliation information; accessible reporting channels; and separate worker engagement from community GRM processes
WWTP, pumping-station and drainage operational workers, including workers with heightened health risks	Exposure to sewage, sludge, chemicals, odour and biological hazards; shift work; emergency procedures; task suitability and reasonable accommodation for pre-existing health conditions	Pre-operational consultation and training; OHS risk communication; occupational health screening consistent with law and confidentiality; appropriate PPE and task assignment; emergency drills; and continued access to a confidential WGM

3.7 Barriers to Participation and Differentiated Measures

Table 8: Barriers to Participation and Differentiated Engagement Measures

Potential barrier	Who may be affected	Differentiated measure
Low literacy / complex technical information	Some community members, IDPoor households	Use plain Khmer, diagrams, maps, verbal explanation and short key-message handouts
Mobility or disability constraints	Elderly persons and persons with disabilities	Accessible venue, seating, transport/assistance where justified, household visit or representative option

Potential barrier	Who may be affected	Differentiated measure
Care and household responsibilities	Women and caregivers	Schedule at convenient times, provide adequate notice, allow smaller FGDs and nearby venues
Fear of speaking in large meetings	Vulnerable persons, tenants, workers, small businesses	Small-group or individual meetings; confidential feedback channels; anonymous grievance option
Work / business time constraints	Vendors, businesses, daily wage earners	Short targeted meetings outside peak business hours and advance appointment
Digital divide	Older, poor or low-connectivity households	Do not rely solely on websites/SMS; use village/commune notice boards and face-to-face disclosure
Language/cultural differences, if identified	Ethnic minority groups	Confirm preferred language and culturally appropriate facilitation; use interpreter/ community facilitator where necessary
No formal tenure, title or trading permit; fear that raising a concern will affect occupancy or trading	Tenants and occupants without title, informal and mobile vendors, employees of affected businesses	Consult the occupier individually as well as the owner, and separately where necessary; state plainly that eligibility for compensation for affected assets and access to the GRM do not depend on title or permit; accept complaints through a representative; allow anonymous submission
Not knowing that a complaint channel exists, or believing that it costs money or is unsafe to use	All affected groups, particularly vulnerable and disadvantaged groups and workers	Display GRM and PPM information in Khmer at every work front, Commune/Sangkat office and nearby public institution; explain the no-cost, confidentiality, anonymity and non-retaliation principles verbally at every consultation and at census and measurement activities
Invitation practice at institutional meetings: seats allocated to office-holders, who are predominantly men	Women, at provincial, municipal and technical meetings where design and service decisions are taken	Name the Provincial Department of Women's Affairs, and where relevant women's representatives and affected women traders, on the invitation list in their own right rather than relying on the institutions invited; record the invitation list alongside attendance; where a meeting falls below the applicable threshold, record the list, the institutions represented and the corrective step taken before the next meeting
Discomfort at unfamiliar workers entering the house plot and working at the household's own toilet or septic tank; loss of the use of the toilet while works proceed	Women at home alone, female-headed households, older residents and people with limited mobility	Give written and verbal notice with an agreed appointment window; identify workers; allow the household to ask that works be scheduled when another adult is present or that a female liaison attend; provide a temporary toilet where the household facility is out of use for more than one working day; record refusals and the reason, distinguishing privacy or disturbance from cost (Section 4.9)

4. STAKEHOLDER ENGAGEMENT PROGRAMME

4.1 Purpose and Timing of Stakeholder Engagement Programme

38. The engagement programme sets what happens, with whom, and when, at each stage of the Project. Its purpose is practical: to reach affected people before a decision closes rather than after it, to prevent the information gaps that generate rumour and complaint on dispersed urban works, and to bring local knowledge, of drainage behaviour, access routes, trading patterns and unsafe locations, into technical decisions while they can still be changed. The programme runs across four stages: feasibility (complete); detailed engineering design (DED); pre-construction and procurement; and construction and operation.

4.2 Proposed Strategy for Information Disclosure

39. Project information and relevant E&S documents will be disclosed progressively as they become available and are appropriate to the Project stage. The appraisal-stage disclosure package—ESMPF, SEP, RPF, GAP, ESAP and the site-specific ESIA/ESMP for the Doun Kaev WWTP—will be publicly disclosed by 30 October 2026, subject to completion and AIIB acceptance. Community-facing information will be provided in Khmer through channels reasonably accessible to the intended audience. Subsequent disclosure will include design information, other site-specific ESIAs/ESMPs, Resettlement Plans where required, monitoring results and updated SEP information.

Table 9: Proposed Information Disclosure Plan

Project Phase	Document/Information	Target Audience	Disclosure Channels	Timing	Responsible Agency
Feasibility Stage	ESMPF, SEP, RPF, GAP, ESAP, and the site-specific ESIA and related ESMP for the Doun Kaev WWTP	Affected and beneficiary communities, potentially affected persons, workers, local authorities, government agencies, civil society organisations, businesses, development partners and the general public.	MPWT Project webpage and AIIB website in the required languages; accessible Khmer summaries and printed copies at relevant DPWT, municipal and Commune/Sangkat offices.	Public disclosure by 30 October 2026, subject to completion and AIIB acceptance, to support AIIB's 30-calendar-day disclosure requirement before Board consideration.	MPWT / PMU
Detailed Engineering Design (DED)	Detailed design layout maps, ESIAs, site-specific ESMPs, and Land Acquisition Resettlement Plans (DRPs/ARPs). Project GRM and AIIB Project-affected People's Mechanism (PPM) information in Khmer, with focal point names	Project-affected communities, landowners, roadside business owners, municipal authorities.	Public consultation meetings; printed maps displayed on Commune notice boards; Khmer summaries distributed.	During DED stage, prior to any civil works contract bidding. GRM and PPM information disclosed before any DED field activity affecting private	PMU / E&S Consultants

Project Phase	Document/Information	Target Audience	Disclosure Channels	Timing	Responsible Agency
	and contact details. Cut-off date for eligibility where land acquisition applies.			land, assets or businesses. Cut-off date announced on or before the first day of the census in each area.	
Pre-Construction and Bidding	Sewer connection details, Project Information Brochure (PIB), confirmed GRM focal points and contact details, AIIB PPM information in Khmer, worker grievance mechanism information, and traffic management plans	General public in target catchments, particularly vulnerable households, roadside businesses.	Distribution of simplified Khmer booklets (PIB); municipal loudspeaker announcements; billboards at construction camp sites.	At least 30 days prior to contractor mobilisation	PMU / Contractors
Construction Phase	Civil works schedules, road bypass/diversion routes, water/power suspension alerts, and monthly E&S progress summaries	Local residents, vehicle operators, market vendors, public schools, and temples/pagodas.	On-site warning billboards; warning flags; community notice boards; local radio/television channels; SMS notifications.	Continuous throughout construction (weekly and monthly updates)	Contractors / WGs
Operation and Maintenance	Approved wastewater service/connection information, wastewater treatment and drainage/flood-protection operational information, effluent monitoring results where applicable, and operational GRM contacts.	Service users, nearby communities (such as WWTP agricultural neighbours), municipal sanitation staff.	MPWT website, public forums, municipal office notice boards.	Throughout facility operation phase	Municipal Authorities / Operators

4.3 Proposed Consultation Strategy

40. Consultation is meaningful only if it is two-way, free of coercion and intimidation, and held while the decision it concerns is still open. Table 10 sets out the consultation method, the target group and the timing for each project component and city, and the minimum counts per city and stage that follow from the proportionality rule in Section 1.6.

Table 10: Proposed Stakeholder Consultation Strategy

Project Phase	Consultation Topic	Target Stakeholders	Consultation Methods	Frequency	Responsible Agency
Detailed Engineering Design (DED)	Review of final sewer alignments, drainage/flood-protection works and WWTP footprints; identification of design alternatives to avoid or minimise physical and economic displacement.	PAPs directly on sewer lines, local authorities, MLMUPC technicians, municipal departments.	Focus Group Discussions (FGDs); municipal design workshops; door-to-door validation visits.	Multiple sessions during DED stage prior to design finalisation	PMU / Design Consultants
E&S Assessment (ESIA Stage)	Present and consult on biodiversity and critical-habitat findings; receiving-water quality, odour, effluent discharge and agricultural-use suitability; fishing livelihood and access risks; associated facilities; land/livelihood impacts; construction nuisance, traffic and utility disruption; OHS/community safety, labour influx and SEA/SH; and proposed mitigation and monitoring.	Communities near WWTP, drainage and flood-protection works; fisherfolks and other water users at Doun Kaev and Prey Veng lakes; nearby businesses, land users and vulnerable groups; local authorities, CSOs, environmental regulators and relevant technical agencies.	Public consultations; targeted fisherfolk/water-user meetings; women and vulnerable-group FGDs; KIIs with authorities and technical stakeholders; disclosure of Khmer non-technical summaries and monitoring commitments.	Before ESIA/ESMP finalisation and again if design or the area of influence materially changes; city-level timing linked to the DED/E&S dependency schedule.	PMU / E&S Consultants
Pre-Construction and Resettlement	IRC-WG and GDR-led Detailed Measurement Survey (DMS); asset inventory; negotiation and signing of compensation contracts.	The affected households in Doun Kaev and any other displaced PAPs across provinces.	GDR-led public consultation meetings; one-on-one household inventory assessments; Replacement Cost Study disclosure sessions.	Continuous throughout the LAR/DRP preparation stage	GDR / IRC-WG
Construction Phase	Construction planning, traffic management arrangements, temporary access provision for shops, local labour hiring preferences, and on-site GRM contacts.	Roadside commercial businesses, market vendors, local vehicle drivers, local communities, local labourers.	Pre-construction community coordination meetings; toolbox safety briefings for local workers; on-site contractor visits.	Monthly community coordination meetings and weekly toolbox briefings	Contractors / WGs / Supervision Consultant

Project Phase	Consultation Topic	Target Stakeholders	Consultation Methods	Frequency	Responsible Agency
Operation and Maintenance	Wastewater connection arrangements, fees and any approved affordability measures; sewer billing mechanisms; operational nuisances monitoring (leachate, odour), and service quality satisfaction.	Connected households, commercial establishments, communities benefiting from drainage/flood-protection improvements, and municipal/service operators.	Annual townhall consultation forums; service satisfaction surveys; public disclosure meetings.	At least annually during project operation phase	Municipal Authorities / Operator

4.4 Proposed Strategy to Incorporate the View of Disadvantaged Groups

41. Certain vulnerable and disadvantaged groups face structural, cultural, or physical barriers that hinder their participation in standard public consultation processes. To ensure full equity and inclusion in accordance with AIIB ESF requirements, the C-UIDP will implement targeted, differentiated measures to actively incorporate the views of these groups:

- Gender-responsive consultations: household water handling, sanitation and family health fall mainly to women, as the consultation record for the four cities confirms, and the Gender Assessment records that 50.4% of female household heads trade or run a business against 40.6% of male heads, so the works interrupt the activity from which female-headed households in these towns most often earn. Their views on sequencing, access and timing are therefore not a courtesy but a source of design information. MPWT will promote equal representation at public meetings, hold separate women-only focus group discussions facilitated by female environmental and social team members, and schedule consultations outside peak household and trading hours. Sex-disaggregated data are collected systematically to monitor female participation. Consultations will address, in particular: (i) security and lighting near public facilities and construction camps; (ii) temporary disruption to the small and informal retail businesses along the sewer alignments, which women disproportionately operate; and (iii) separate, secure sanitary and hygiene facilities for female construction workers.
- Targeted Outreach for IDPoor and Low-Literacy Households: Standard text-heavy public notices may not be accessible to all households. The Project will use simplified, visual Khmer-language materials, verbal explanations, targeted household visits and assistance through local authorities/community focal points. Where service connection arrangements, fees or affordability measures are introduced under the Project, these will be consulted on and disclosed transparently so that poor and vulnerable households are not excluded from Project benefits.
- Accessibility for elderly people and persons with disabilities: all public consultation venues are selected to be physically accessible to people with limited mobility. For elderly project-affected persons and project-affected persons with disabilities who

cannot travel, the PMU Social and Stakeholder Engagement Focal Point and the municipal WG officers conduct home visits to carry out the environmental and social screening and the detailed measurement survey, so that their accessibility and other concerns are reflected in design layouts.

4.5 Stakeholder Engagement Across the Project Lifecycle

Table 11: Stakeholder Engagement across the Project Lifecycle

Phase / milestone	Main engagement purpose	Key stakeholders	Methods / outputs	Responsible party
Feasibility / appraisal	Confirm appraisal commitments; disclose the agreed E&S package; identify risks, affected groups and unresolved consultation needs.	Government, local authorities, affected and beneficiary communities, vulnerable groups, businesses, workers, fisherfolks/water users and CSOs.	Consultations, KIIs, FGDs and public disclosure of the ESMPF, SEP, RPF, GAP, ESAP and Doun Kaev WWTP ESIA/ESMP by 30 October 2026, subject to AIIB acceptance.	MPWT/PMU and feasibility/E&S consultants
DED mobilisation	Confirm stakeholder register and consultation plan	Authorities, communities, utilities, potential PAPs	Updated stakeholder mapping and city-level engagement schedule	PMU / design & E&S consultants
Design option / footprint review	Validate alignments/locations and avoidance options	Potential PAPs, land users, businesses, authorities, utilities	Maps, site meetings, door-to-door verification, design workshops	Design/E&S team; GDR where resettlement is involved
ESIA / site-specific ESMP	Disclose impacts and proposed mitigation; obtain feedback	Affected communities, regulators, VDGs, local institutions	Public consultations, FGDs, targeted meetings, Khmer summaries	PMU / E&S consultants
RP preparation, if required	Explain census/DMS, eligibility, valuation, entitlements, schedule and GRM	Affected households/businesses and vulnerable PAPs	GDR-led consultation, individual meetings, disclosure	MEF/GDR with MPWT support
Pre-construction	Explain contractor contacts, schedule, access, traffic and GRM	Communities, businesses, schools, health facilities, authorities	PIB, notices, work-front meetings, signboards	MPWT/PMU and WGs, supervision consultant, contractor

Phase / milestone	Main engagement purpose	Key stakeholders	Methods / outputs	Responsible party
Construction	Manage evolving impacts and maintain feedback loop	Work-front communities, businesses, road users, workers	Regular notices, local meetings, grievance handling, joint inspections	Contractor / supervision consultant under PMU oversight
Commissioning / handover	Explain completed facilities, service arrangements and residual issues	Users, municipal authorities, nearby communities	Public information, O&M briefings, grievance follow-up	MPWT/municipality/operator
Operation	Maintain service feedback and monitor stakeholder satisfaction	Service users, nearby communities, local authorities	Public forums, service notices, operational GRM, perception surveys as appropriate	Municipality/operator with MPWT oversight as applicable

4.6 Minimum Standards for Meaningful Consultation

Table 12: Minimum Standards for Meaningful Consultation

Before consultation	During consultation	After consultation
Confirm purpose, target groups and decision to be informed; disclose relevant information in advance; select accessible venue/time; identify vulnerable participants and support needs; prepare Khmer materials; coordinate with local authorities without limiting independent participation.	Explain Project stage and what is/not yet decided; use plain language; encourage questions and dissenting views; provide separate opportunities for groups that may not speak freely; avoid promises outside Project authority; document issues, responses and commitments.	Prepare minutes and attendance records; classify actions by responsible party and deadline; communicate answers to unresolved questions; integrate relevant feedback into design/safeguards; update stakeholder register; disclose or report back on outcomes as appropriate.

4.7 Information Disclosure Quality Requirements

42. Disclosure will be timely, accurate, understandable and proportionate to stakeholder needs. Technical documents may be disclosed in full as required, while affected communities will also receive plain-language summaries that explain what the Project means for them in practice. Disclosure will not rely on a single channel.

Table 13: Minimum Information Disclosure Requirements for Affected Communities

Information	Minimum content for affected communities	Preferred channels
Project / design update	Purpose, location, activities, current stage, what remains subject to change	Community meetings, maps, commune/municipal notice boards, MPWT/AIIB websites

Information	Minimum content for affected communities	Preferred channels
E&S assessment / mitigation	Main risks and impacts; biodiversity/critical-habitat conclusions; water-quality, odour and effluent-discharge issues; agricultural-use suitability where relevant; fishing livelihood/access risks; associated-facility findings; mitigation, monitoring, responsible parties and how consultation feedback was addressed.	Khmer non-technical summaries, public and targeted consultations, relevant public offices, MPWT/AIIB websites and direct disclosure to fisherfolks or other specifically affected groups.
Land acquisition / resettlement, if applicable	Eligibility, entitlements, valuation approach, schedule, consultation and grievance process	GDR-led disclosure, individual consultation, public meetings and written materials
Construction information	Start date, work hours, traffic/access changes, utility interruption, contractor contact and GRM	Site signboards, flyers/notices, local authorities, direct business/household notice
GRM	Where/how to complain, available channels, confidentiality, no-cost principle, expected timeframes	PIB, posters, meetings, contractor/WG offices, phone/email
Monitoring / feedback	Key engagement results, grievance trends and how issues were addressed	Follow-up meetings, periodic E&S reporting and public disclosure as appropriate
Cut-off date for eligibility, where land acquisition applies	The date itself; what it means; what is and is not compensable after it; how it was determined; and where the notice is displayed	Announced publicly in Khmer at Commune/Sangkat and village level, in writing and verbally, on or before the first day of the census in each area; recorded in the disclosure register at Annex 5; led by GDR under the RPF
AIIB accountability mechanisms	That the AIIB Management-led Grievance Mechanism and the Project-affected People's Mechanism exist; when they may be used; that the Project-level GRM should normally be used first; that use is free of charge and carries no retaliation; and that they do not replace national administrative or judicial remedies	Khmer text in the Project Information Brochure, on GRM signage at every work front and Commune/Sangkat office, verbally at every consultation, in census and measurement materials, and on the MPWT project webpage
Project benefits and how they are distributed	Sequencing of service coverage between and within catchments; connection eligibility, procedure and any household cost; any approved affordability measure and how to apply for it; tariff arrangements before adoption; local employment and procurement opportunities	Community meetings during DED while the decisions are still open; Khmer summaries; municipal and Commune/Sangkat notice boards
Household connection works	Date and expected duration of works at the dwelling; what will be opened or disturbed; the agreed appointment window; whether the household toilet will be out of use and the temporary arrangement if so; the name of the contractor's community liaison officer; the grievance contact; and the household's right to ask that works be scheduled when another	Written notice delivered to the household with verbal explanation at the door, in Khmer; contractor liaison officer; grievance contact displayed on the notice

Information	Minimum content for affected communities	Preferred channels
	adult is present or that a female liaison attend.	

4.8 Consultation on the Sharing of Project Benefits

43. Consultation under this SEP covers not only how the Project's impacts are managed but how its benefits are distributed, consistent with AIIB ESP paragraph 70, which requires consultation to cover Project design, mitigation and monitoring measures, the sharing of development benefits and opportunities on a Project-specific basis, and implementation issues. Benefit-related decisions are consulted while they are still open, which for C-UIDP means during DED rather than at commissioning.

44. The following matters are consulted with affected and beneficiary communities, disaggregated by sex and by vulnerable group, and the outcomes are recorded in the tracker at Annex 12: (i) the sequencing of wastewater and drainage service coverage between and within catchments, and the reasons for the order chosen; (ii) eligibility for household connection, the connection procedure and any connection cost falling on the household; (iii) any affordability, subsidy or phased-payment measure approved for the Project, and how IDPoor and female-headed households apply for it; (iv) tariff or service-charge arrangements at operation, before they are adopted; (v) local employment and procurement opportunities during construction, including measures to make them accessible to women and to residents of affected communities; and (vi) arrangements for continued public access to and safety of areas improved by drainage and flood-protection works.

45. Where a benefit-related measure has not been decided or financed, this is stated plainly in consultation rather than implied, consistent with the minimum standard in Table 12 that the Project avoids promises outside its authority. Where a measure is subsequently approved, it is disclosed under Table 13 and communicated to the households that were consulted on it.

4.9 Engagement on Household Connection Works at the Dwelling

46. A sewerage connection is completed at the dwelling, not in the street. Workers enter the house plot, open ground beside or beneath the house, and work at or near the household's own toilet and septic tank, in some cases over more than one day. For most households this is the first time contractors will work in that space, and the people most often present are women, older residents and children; in a female-headed household there may be no other adult present at all. Three consequences follow for engagement. Households need to know in advance when the work will happen and what will be disturbed. They need a way to raise a concern about conduct at the dwelling that does not require them to travel or to complain in public. And where a household declines to connect, the Project needs to know whether the reason was cost, tariff, tenure, or discomfort with the works themselves, because only the last of these is fixed by changing how the works are done.

47. The Project therefore applies the following requirements to connection works, which are written into the works contracts and the contractor's community liaison obligations. Before works at any dwelling, the household is given written and verbal notice stating the date, the expected duration and what will be opened or disturbed, and an appointment window is agreed. Workers entering a house plot are identifiable, and do not enter the dwelling or work unaccompanied where the occupant is alone and asks otherwise. The household may request that works be scheduled when another adult is present, and may ask that a female liaison officer or supervisor attend. Where

the household toilet is out of use for more than one working day, a temporary alternative is provided. The Code of Conduct applies to conduct at the dwelling as it does on site, and the grievance mechanism contact is given at the point of notice rather than only at a public meeting.

48. Refusal to connect is recorded with its reason against the fixed list in the connection monitoring fields, which distinguishes privacy or disturbance associated with the works from cost, tariff, tenure or landlord consent, distance and adequacy of the existing facility. The distribution of reasons is reported by city and by sex of household head, and where privacy or disturbance appears as a material reason the PMU changes the notification and scheduling practice rather than repeating the campaign unchanged. These requirements give effect to action 4 of the Gender Action Plan, and performance against them is monitored under Table 19. In this context, GAP Action 4 is intended to ensure that women, female-headed households and other potentially vulnerable users receive advance information and a safe, privacy-sensitive connection process, and that sex-disaggregated reasons for non-connection are analyzed so that cost, timing, access, privacy or worker-conduct barriers can be addressed.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

49. The Ministry of Public Works and Transport (MPWT), through the Project Management Unit (PMU), will have overall responsibility for implementation of this SEP. Table 14 presents the proposed minimum environmental and social staffing needed to coordinate engagement, disclosure, grievance management, monitoring and reporting. These positions, staffing levels, appointment dates and financing arrangements remain subject to confirmation by MPWT/PMU and incorporation into the approved Project implementation arrangements, consultant terms of reference and works contracts, as applicable. Confirmed names and contact details will be publicly disclosed before the relevant activities begin.

Table 14: Proposed Environmental and Social Staffing Arrangement for PMU Confirmation for SEP Implementation

Position	Location / coverage	Full-Time Equivalent (FTE)	Minimum qualification	Appointed by
PMU Environmental and Social Focal Point (E&S and Project GRM Focal Point)	MPWT PMU, Phnom Penh; all four cities	1.0	Degree in environmental or social science or equivalent; at least 7 years on donor-financed infrastructure; working English and Khmer Case management, record-keeping and personal-data protection; also the recipient of retaliation allegations under Section 6.11	Before appraisal
PMU Social and Stakeholder Engagement Focal Point (consultant)	MPWT PMU; all four cities	1.0	At least 5 years in stakeholder engagement, resettlement or community development; Khmer facilitation experience	Before appraisal
PMU Environmental Specialist (consultant)	MPWT PMU	1.0	At least 5 years in ESIA preparation and ESMP/CESMP supervision	Before DED mobilisation
PMU Gender and Social Inclusion Specialist—designated SEA/SH focal point (consultant)	MPWT PMU	1.0	At least 5 years in gender and social inclusion; trained in survivor-centred SEA/SH response and referral	Before appraisal
WG Environmental, Social and Community Liaison Officer/Focal Point	DPWT / Municipality, Kampong Chhnang	1.0	Local knowledge and language; community liaison; GRM intake and maintenance of the Commune Grievance Logbook	Before DED field activities in that city
WG Environmental, Social and Community Liaison Officer/Focal Point	DPWT / Municipality, Kampong Cham	1.0	Local knowledge and language; community liaison; GRM intake and maintenance of the Commune Grievance Logbook	Before DED field activities in that city

WG Environmental, Social and Community Liaison Officer/Focal Point	DPWT / Municipality, Doun Kaev (Takeo)	1.0	Local knowledge and language; community liaison; GRM intake and maintenance of the Commune Grievance Logbook	Before DED field activities in that city
WG Environmental, Social and Community Liaison Officer/Focal Point	DPWT / Municipality, Prey Veng	1.0	Local knowledge and language; community liaison; GRM intake and maintenance of the Commune Grievance Logbook	Before DED field activities in that city
Supervision consultant Social Specialist and Environmental Specialist	Per works package	Per ToR	At least 5 years in construction-stage environmental and social supervision	Before works commence under each package
Contractor Community Liaison Officer (CLO)	One per works package, covering every active work front	1.0	Khmer language; community liaison; complaint intake and record-keeping	At contractor mobilisation

50. The full-time-equivalent figures in Table 14 are proposed planning assumptions and do not represent personnel already recruited or a commitment already confirmed by MPWT/PMU. MPWT/PMU will review and confirm the staffing arrangement before appraisal and DED mobilisation, as applicable. Once appointments are confirmed, the name, telephone number and email address of each responsible focal point will be recorded in Project communication materials and displayed through the appropriate disclosure and grievance channels before the activities for which that person is responsible begin.

51. Adequate resources for meetings, Khmer translation and accessible information materials, GRM operation, targeted engagement of vulnerable groups, monitoring and capacity building will be provided through Component C (Capacity Building and Project Management) and other relevant Project budget lines. Construction-stage community liaison, work-front notices and site-level grievance handling will also be incorporated into contractor and supervision consultant E&S obligations, as applicable.

5.2 Management Functions and Responsibilities

52. Implementing this SEP requires strong horizontal coordination among national ministries and vertical coordination with provincial and municipal administrations. The key institutional responsibilities are defined below:

- MPWT / PMU: Has overall responsibility for SEP implementation, including coordination of E&S personnel, stakeholder engagement and disclosure, budget provision, grievance oversight, monitoring and reporting, and coordination with relevant government agencies and AIIB.
- Provincial and municipal authorities: Support local coordination, stakeholder mobilisation, information disclosure, site access, consultation arrangements and referral of grievances through the applicable Project and government procedures.
- Provincial Working Groups (WGs): Four WGs will be established within the DPWTs in Kampong Chhnang, Kampong Cham, Doun Kaev and Prey Veng and formalised by letters of the respective Provincial Governors. Each WG will support local consultation

and disclosure, stakeholder mobilisation, coordination with communes/Sangkats, grievance intake and follow-up, and reporting to the PMU.

- General Department of Resettlement (GDR), Ministry of Economy and Finance (MEF): under the Standard Operating Procedures for Land Acquisition and Involuntary Resettlement (SOP-LAR, 2018) and the Project RPF, the GDR holds sole responsibility for planning, preparing, implementing and monitoring all land acquisition, asset valuation and resettlement activity. It leads the Inter-Ministerial Resettlement Committee Working Group (IRC-WG), conducts the detailed measurement survey (DMS), prepares and implements Detailed or Abbreviated Resettlement Plans (DRPs and ARPs), and manages the dedicated resettlement grievance mechanism.
- Construction Contractors: Contractors will implement the stakeholder-engagement and community-safety requirements included in their contracts and CESMPs. A designated community liaison or E&S focal person will maintain communication with affected communities, provide advance notice of relevant work activities, receive site-level complaints and coordinate prompt corrective action with the supervision consultant and PMU.
- Supervision Consultants: The independent Engineering Supervision firm will include designated national Social and Environmental specialists. They will independently monitor contractor compliance with safeguard specifications, inspect community safety measures, verify on-site grievance resolution, and provide monthly verification reports to the PMU.
- Asian Infrastructure Investment Bank (AIIB): Reviews relevant environmental and social documentation and implementation performance in accordance with the Project's financing and E&S requirements and may provide comments or guidance during project preparation and implementation.

5.3 Roles and Responsibilities for SEP Implementation

Table 15: Roles and Responsibilities for SEP Implementation

Entity	Core SEP responsibilities
MPWT / PMU	Overall accountability; approve engagement plans/materials; maintain stakeholder and grievance systems; ensure integration with safeguards; coordinate disclosure; monitor implementation; report to AIIB.
PMU E&S staff / consultants	Plan and facilitate consultation; maintain records; support VDG participation; review contractor engagement; track commitments; analyse grievance trends; prepare monitoring inputs.
Provincial / municipal WGs	Coordinate local engagement, local disclosure, venue/logistics, stakeholder updates and referral of grievances; support community-level follow-up.
MEF/GDR and resettlement bodies	Lead land acquisition and involuntary resettlement consultation, disclosure, grievance management and implementation where the RPF/RP applies.
Design / ESIA consultants	Consult on design alternatives and E&S assessment; integrate stakeholder information into design, impact assessment and mitigation; document responses.
Supervision consultant	Supervise contractor compliance with stakeholder, community liaison and grievance obligations; verify records and corrective actions; report to PMU.

Entity	Core SEP responsibilities
Contractor	Appoint community liaison function; provide work-front notices; maintain safe access; receive/record site complaints; communicate workforce conduct requirements; implement corrective actions and report monthly.
Commune/Sangkat and village authorities	Support inclusive local outreach and disclosure; identify vulnerable stakeholders; facilitate communication and early problem-solving without limiting access to formal GRM channels.
Facility operator / municipality during operation	Maintain service-related communication and operational grievance channels; disclose relevant operational information and respond to community concerns.

5.4 Capacity Building for Effective Engagement

Table 16: Capacity-Building Programme for Stakeholder Engagement

Training topic	**Primary participants**	**Timing / purpose**
AIIB ESS1 and SEP commitments	MPWT/PMU and WGs, design/E&S consultants, supervision consultant	At mobilisation and refresher sessions; clarify minimum engagement and documentation standards
Meaningful consultation and facilitation	E&S staff, local focal points, consultants	Before major consultation rounds; strengthen two-way engagement and management of difficult meetings
Gender, vulnerability and disability inclusion	E&S staff, local authorities, contractor community liaison/E&S focal persons	Before targeted engagement; improve identification of barriers and differentiated support
GRM intake, registration and resolution	MPWT/PMU and WGs, contractors, commune focal points	Before construction and periodically; ensure consistent records, confidentiality and escalation
SEA/SH survivor-centred referral principles	Designated E&S/GRM personnel and contractor focal points	Before construction; ensure safe referral, confidentiality and no independent investigation by unqualified staff
Stakeholder monitoring and reporting	MPWT/PMU and WGs, supervision consultant	Before reporting cycle; ensure reliable indicators, disaggregation and feedback tracking

6. GRIEVANCE REDRESS MECHANISM

53. An effective, accessible, and transparent Grievance Redress Mechanism (GRM) is a core requirement of the AIIB ESF. The C-UIDP will establish a Project-level GRM to enable project-affected persons, commercial businesses, and community members to raise concerns, seek clarifications, or submit complaints regarding environmental, social, safety, or construction-related activities. Once operational, the GRM will operate in parallel with Cambodia's administrative systems and does not restrict access to judicial remedies.

6.1 Objectives of the Project GRM

54. The Project GRM provides a no-cost channel for affected and interested parties to raise concerns related to Project activities. It is intended to support early resolution of issues, maintain appropriate confidentiality, record actions and outcomes, and refer specialised matters such as land acquisition, worker grievances or SEA/SH concerns to the relevant procedures.

6.2 National Legal and Institutional Basis

55. The GRM will operate consistently with applicable Cambodian laws and administrative dispute-resolution arrangements, including commune/Sangkat-level conciliation functions, relevant land and cadastral dispute procedures, labour grievance channels, judicial remedies, and the SOP-LAR (2018) procedures administered by MEF/GDR for land acquisition and involuntary resettlement. The Project GRM does not restrict a complainant's right to use other administrative or judicial remedies available under Cambodian law.

6.3 Channels and Forms

56. Stakeholders may submit grievances verbally or in writing through accessible channels such as village/commune authorities, designated Project E&S focal points, contractor community liaison personnel during construction, telephone, email, grievance boxes and direct communication during consultations. A complainant may choose to remain anonymous, and an anonymous complaint is accepted through every intake channel, registered in the Project Grievance Logbook and acted upon so far as the information provided allows. Verbal complaints are documented by the receiving focal point and read back to, or otherwise confirmed with, the complainant. Complainants may request assistance, may be accompanied, or may nominate a representative, including a community representative or civil society organisation, to act on their behalf.

6.4 Principles of the Project GRM

57. The Project GRM will follow AIIB ESS1 principles and applicable Cambodian legal and institutional arrangements, adapted to the C-UIDP implementation structure under MPWT:

- Accessibility: Multiple intake channels available; Khmer-language grievance forms and guidance leaflets; and specialised support for poor, elderly and non-literate PAPs and for PAPs with disabilities.
- No cost: lodging, registering, investigating and resolving a complaint are free of charge to the complainant. A complainant bears costs only if they choose to pursue the matter through the courts.
- Confidentiality, Anonymity and Non-Retaliation: A complainant may remain anonymous if they so request, and anonymity is granted on request without condition.

Project records and databases restrict personal details to the personnel who need them to resolve the case. Retaliation, intimidation, coercion or discrimination against a complainant is prohibited, and the same protection extends to any person who assists, represents or defends the right of a complainant to make a complaint, including community representatives and civil society organisations. Suspected retaliation is handled under Section 6.11.

- Timeliness: Every complaint is registered on the day of receipt and acknowledged to the complainant within five (5) working days through a channel accessible to that complainant. Complaints involving health, safety, access or personal risk receive an operational response within twenty-four (24) hours. Resolution timeframes for each pathway are set out in Section 6.5 and performance against them is monitored and reported under Table 19.
- Transparency and documentation: All registered grievances, investigation findings, proposed resolutions, and final agreements are systematically recorded in the Project Grievance Logbook (PGL) and monitored monthly.

6.5 Project Redress Procedures

58. To ensure technical specialisation and efficiency, the Project will operate four distinct and specialised redress procedures:

6.5.1 Redress Procedure for Complaints related to Land Acquisition and Resettlement

59. Grievances about land acquisition, asset valuation, compensation rates or resettlement assistance are handled through the dedicated administrative procedure led by the General Department of Resettlement (GDR) under the Government's SOP-LAR (2018). The steps are:
60. Step 1: Commune or Sangkat level. The affected person lodges a verbal or written complaint with the Sangkat chief, who works with the Inter-Ministerial Resettlement Committee Working Group (IRC-WG) to seek an informal solution within 15 days.
61. Step 2: District level. If the complaint is unresolved, it goes to the District office, which has 15 days to investigate and propose a solution.
62. Step 3: GDR level. If still unresolved, the affected person submits the grievance to the GDR in Phnom Penh for administrative review, to be resolved within 30 days.
63. Step 4: Provincial level. If still unresolved, the complaint goes to the Provincial Grievance Redress Committee (PGRC), chaired by the Provincial Governor, which has 30 days to issue a final decision.
64. Step 5: Provincial Court. If the affected person remains dissatisfied, they may file a case in the Provincial Court. Using the Project mechanism at any earlier step does not remove that right.

6.5.2 Environmental and Construction-related Grievances (General)

65. Complaints about construction nuisance, such as dust, noise, vibration, accidental damage to secondary structures such as fences, sewage overflow, or temporary road blockage, follow a fast-track procedure with three tiers and a judicial route:
66. Step 1: Site level. The complainant raises the grievance with the contractor's Community Liaison Officer (CLO) or site-level focal point. The contractor must investigate and resolve it within 5 working days.

67. Step 2: WG level. If the contractor does not resolve it, the complainant escalates to the municipal WG or the supervision consultant, which investigates, issues a corrective-action instruction to the contractor and resolves the grievance within 10 working days.

68. Step 3: PMU level. If still unresolved, the complaint is escalated to the PMU environmental and social specialists in MPWT, who coordinate with the municipal departments and formulate a resolution within 15 working days.

69. Step 4: Provincial Court. If the complainant remains dissatisfied, they may file a case in the Provincial Court.

6.5.3 Worker Grievance Mechanism

70. In accordance with Cambodian labour legislation and AIIB ESS1 (Labor Management Relationships), each contractor and supervision consultant establishes and maintains a Worker Grievance Mechanism (WGM) for its direct and contracted workers, including sub-contractor workers. The requirement, the minimum design of the WGM and the obligation to report on it are written into the bidding documents and the contract conditions for every works and supervision package, consistent with AIIB ESP. The WGM includes site-level grievance boxes, worker representatives, and an escalation route to the PMU and to the competent labour authorities, and provides for safe, anonymous and retaliation-free resolution of occupational health and safety, wage, working-hours, discrimination and employment-condition issues. Workers are informed of the WGM at induction, in Khmer and in the language of any migrant workforce, together with the protection against reprisal for using it. Risks arising in the Project's primary supply chain are addressed through the ESMPF rather than the site-level WGM. The PMU verifies WGM operation through the supervision consultant and reports worker grievances separately from community grievances under Table 19.

6.5.4 Grievances related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH)

71. Allegations of GBV, SEA or SH associated with Project contractors, consultants or workers will require specialised and highly sensitive handling. Before contractor mobilisation, MPWT/PMU will designate and train an appropriate female E&S/SEA-SH focal point and will establish a separate confidential intake and survivor-centred referral pathway. Identifying information will not be entered in the general grievance log. The mechanism will prioritize safety, confidentiality, informed choice and referral to qualified services and will not undertake an independent investigation of the allegation. A mapping of available health, psychosocial, legal-aid, police-liaison and shelter services in the four participating cities will be completed and verified before contractor mobilisation; only providers whose capability and willingness to receive referrals have been confirmed will be included in controlled referral information. Bidding and contract documents will require every worker, supervisor, consultant and driver to sign and receive training on a Code of Conduct that prohibits SEA/SH before site access, with compliance records maintained by the contractor and verified by the supervision consultant. These are future implementation requirements and have not yet been completed at the feasibility stage.

6.6 Registration of Project Grievance

72. Once appointed, the PMU E&S staff and the WG Environmental, Social and Community Liaison Officers identified in Table 14 will be responsible for establishing and maintaining the Project Grievance Logbook (PGL). All registered grievances, regardless of intake channel or severity, must

be entered into the PGL database. The database tracks the complainant's demographic profile (sex-disaggregated), description of issue, category, responsible entity, date of intake, corrective actions taken, date of closure, and complainant's satisfaction signature. In the event of a serious, high-risk, or life-threatening E&S or OHS complaint, the PMU will report significant E&S incidents to AIIB in accordance with the applicable Project reporting requirements.

6.7 Operational GRM Service Standards

Table 17: Operational Service Standards for the Project GRM

Requirement	C-UIDP service standard
Accessibility	Multiple verbal and written intake channels in every city; assistance for non-literate and elderly complainants and complainants with disabilities; submission through a representative or a community organisation accepted; anonymous submissions accepted through every channel.
Acknowledgement	Every complaint is registered on the day of receipt and acknowledged to the complainant within five (5) working days through a channel accessible to that complainant. Complaints involving health, safety, access or personal risk receive an operational response within twenty-four (24) hours.
No cost / non-retaliation	Project-level complaint submission, registration, investigation and resolution are free of charge. Retaliation, intimidation or discrimination against a complainant, or against any person who assists or represents a complainant, is prohibited and is handled under Section 6.11.
Confidentiality	Personal information is restricted to those who need it for resolution and is never disclosed to a party that is the subject of the complaint. Anonymity is granted on request. Sensitive SEA/SH information is handled only through the separate confidential referral procedure.
Documentation	Each case receives a unique reference and records intake date, category, actions, responsible person, status, outcome, closure date and complainant feedback where available.
Escalation / appeal	If a case is unresolved or the outcome is unsatisfactory, the complainant is informed in writing of the next administrative step, retains access to the administrative and judicial remedies available under Cambodian law, and is informed of the AIIB Management-led Grievance Mechanism and the Project-affected People's Mechanism under Section 6.10.
Learning	The PMU reviews grievance trends each quarter to identify recurrent construction, design, access or communication issues and initiates corrective actions, which are recorded in the tracker at Annex 12.
Resolution timeframes	General environmental and construction complaints are resolved within 5 working days at site level, 10 working days at WG or supervision level and 15 working days at PMU level (Section 6.5.2). Land acquisition and resettlement complaints follow the SOP-LAR timeframes in Section 6.5.1. Performance against each timeframe is monitored and reported under Table 19.
Operational from	The mechanism is established, staffed, disclosed and operational before DED field activities begin, and in any event before any survey, screening, census, inventory of losses or measurement activity affecting private land, assets or businesses, and is maintained for the duration of the Project (AIIB ESP paragraph 73.2(f)).
Public reporting	A quarterly summary of grievance statistics, cases received by category, resolved, open, average age of open cases, and the proportion acknowledged and resolved within the service standards — is published on the MPWT project webpage and posted at Commune/Sangkat offices in the four cities, in aggregate form and without personal details, with SEA/SH cases shown only as a total count (AIIB ESP paragraph 73.2(e)).

6.8 Grievance Categories and Referral Pathways

Table 18: Grievance Categories and Referral Pathways

Category	Typical examples	Primary pathway
General E&S / construction	Dust, noise, access, traffic, drainage, property damage, work hours, communication	Contractor/WG intake with PMU oversight; escalate if unresolved
Land acquisition / resettlement	Eligibility, asset measurement, valuation, compensation, assistance, displacement	RPF/RP and SOP-LAR procedure led by MEF/GDR
Worker grievance	Wages, working hours, OHS, discrimination, employment conditions	Worker grievance mechanism through employer/contractor with escalation to PMU and relevant labour channels
SEA/SH/GBV	Allegation involving project worker or project-related activity	Confidential survivor-centred referral; minimal data; no disclosure of identifying information in general log
Urgent life/safety issue	Open excavation hazard, serious traffic risk, imminent physical danger	Immediate operational response and escalation to PMU/supervision consultant

6.9 Grievance Data Protection and Sensitive Cases

73. The grievance system will collect only the information necessary to understand and resolve a complaint. Access to identifiable information will be restricted. Public reporting will use aggregated statistics and will not disclose personal details. SEA/SH/GBV cases will not be investigated through the ordinary Project grievance process; the mechanism will focus on safe receipt, confidentiality and referral to appropriate services consistent with survivor-centred principles.

6.10 Access to AIIB Accountability Mechanisms

74. Three levels of recourse are available to people who believe they have been adversely affected by the Project's environmental or social impacts. The first is the Project-level Grievance Redress Mechanism described in this chapter, which is intended to resolve concerns close to where they arise and as quickly as possible. The second is the AIIB Management-led Grievance Mechanism (MGM), through which concerns may be raised with AIIB Management. The third is the AIIB Project-affected People's Mechanism (PPM).

75. **The Project-affected People's Mechanism.** The PPM is AIIB's independent accountability mechanism. People who believe they have been, or are likely to be, adversely affected by a failure of AIIB to implement its Environmental and Social Policy may submit a complaint to the PPM in accordance with the Policy on the PPM, where their Project-related concerns cannot be addressed satisfactorily through the Project-level GRM or through AIIB's management processes. Submission to the PPM is free of charge. It does not replace, and does not restrict access to, the administrative and judicial remedies available under Cambodian law, and it does not affect any entitlement under the Project. The Policy on the PPM and its Rules of Procedure provide for special handling of submissions in order to minimise risks to confidentiality and risks of retaliation.

76. **How affected people are informed.** Consistent with AIIB ESP paragraphs 73 and 74, ESS1 Section 20.2 and paragraph 18 of the Directive on the Environmental and Social Framework, MPWT informs Project-affected people of the availability of the Project-level GRM, the MGM and the PPM in an accessible and understandable manner in Khmer. This information is provided: in the

Project Information Brochure; on GRM signage at every active work front and at Commune/Sangkat and municipal offices in the four cities; verbally at every community consultation and at the opening of every focus group discussion; in the materials used for census, inventory of losses and detailed measurement survey activities; and on the MPWT project webpage. The material states in plain Khmer what each mechanism is for, that the Project-level GRM should normally be used first, that use of any of them is free of charge, that anonymity may be requested, and that no retaliation will follow from using them. The PPM contact details published on the AIIB website are reproduced in each disclosure material at the time it is prepared and are refreshed at each reprint.

77. **Co-financing.** Where the Project is co-financed with another multilateral development bank, bilateral development organisation or development finance institution and AIIB has agreed to rely on that co-financier's independent accountability mechanism in place of the PPM, the disclosed material identifies that mechanism instead, on the same terms.

6.11 Protection Against Retaliation

78. AIIB ESP paragraph 76 recognises the risks of intimidation, coercion, manipulation and retaliation where stakeholders express views about the environmental and social risks and impacts of a project, and requires the Client to develop measures to protect against them where such risks are present. The AIIB Statement on Retaliation (31 May 2022) expects the Client to assess the risk of retaliation, to implement actions that reduce its likelihood, and to have a plan for responding should retaliation occur. Retaliation may take the form of threats, harassment, violence or punitive action, and it may be directed at workers and contractor personnel as much as at community members, community representatives or civil society organisations.

79. **Risk assessment.** The PMU assesses the risk of retaliation for each participating city at DED, and reviews the assessment annually and whenever a grievance trend, a land acquisition process or a public controversy suggests that the risk has changed. The assessment considers community complainants, tenants and occupants without title, workers, and civil society organisations, and it is recorded in the quarterly E&S monitoring report.

80. **Protective measures.** The following measures apply throughout implementation: anonymity is granted on request; complaints may be submitted through a representative, a community organisation or a third party; the identity of a complainant is not disclosed to a contractor, an employer or a local authority where the complaint concerns that party, and case information is restricted to the personnel who need it to resolve the case; complainants are not discussed or identified in public meetings or in published reporting; and the same protection is extended to any person who assists, represents or defends the right of a complainant to make a complaint. Contractor Codes of Conduct prohibit retaliation against any worker or community member who raises a concern, and the prohibition is communicated at induction and at toolbox briefings.

81. **Response.** Any allegation of retaliation is received by the PMU E&S Focal Point, who is outside the contractor and supervision chain, with an alternative route to the designated female Gender and Social Inclusion Specialist where the allegation concerns gender-related matters. The allegation is recorded, the immediate safety of the person is addressed first, and MPWT notifies AIIB promptly. MPWT then agrees time-bound measures with AIIB to address the risk, and reports on their implementation in the quarterly E&S monitoring report. No allegation of retaliation is referred back to the party that is the subject of it.

7. MONITORING AND REPORTING

7.1 Monitoring

82. The purpose of internal monitoring is to establish whether the engagement, disclosure and grievance commitments in this SEP are actually being delivered, and to correct them where they are not. The PMU environmental and social specialists monitor SEP activities, compile monthly inputs from the municipal WGs, and prepare the quarterly consolidated environmental and social monitoring report for AIIB. Resettlement activities, including implementation of any Detailed or Abbreviated Resettlement Plan, are monitored by the GDR as set out in the Project RPF.

83. Internal monitoring will evaluate the following core performance areas: (i) compliance with information disclosure requirements; (ii) total number of public consultations conducted, disaggregated by city and gender; (iii) the level of participation of vulnerable and IDPoor households; (iv) the total number of grievances registered, investigated, resolved, and pending within agreed timeframes; (v) contractor compliance with site-level Contractor Community Liaison obligations; and (vi) overall stakeholder satisfaction with project communication.

7.2 Monitoring of Project Stakeholders

84. C-UIDP will encourage proportionate community participation in monitoring, particularly for construction access, traffic and pedestrian safety, nuisance, drainage performance, reinstatement and grievance follow-up. MPWT/PMU and the relevant WGs may undertake joint site inspections with local authorities and affected-community representatives where useful. Such participation will complement, and will not replace, formal contractor, supervision consultant and PMU monitoring responsibilities.

7.3 Reporting Back to Stakeholders

85. Reporting back is critical to maintaining community trust and demonstrating that consultation is a two-way process. C-UIDP will use differentiated feedback channels appropriate to affected communities, businesses, vulnerable groups, government agencies and other interested parties:

- For National-level Stakeholders: Official letters and E&S monitoring reports will be submitted quarterly to line ministries and the MoE, and final safeguard studies will be posted on the MPWT project webpage and the AIIB website in Khmer and English. In addition, within thirty (30) days of submission of each quarterly E&S monitoring report to AIIB, the PMU publishes on the MPWT project webpage, and posts at Commune/Sangkat offices in the four cities, a plain-Khmer summary of that report. The summary includes the grievance statistics set out in Table 17, cases received by category, cases resolved, cases open, average age of open cases, and the proportion acknowledged and resolved within the service standards, reported in aggregate and without personal details, with SEA/SH cases shown only as a total count.
- For Sub-national and Local Stakeholders: Municipal WGs and E&S specialists will organise follow-up public commune-level consultation sessions and FGDs at each major project milestone (such as design completion, pre-construction, and annual operations). During these sessions, the team will present a summary of E&S monitoring results, list key issues raised during previous consultations, explain how those concerns have been incorporated into engineering design or mitigation measures, and report on registered grievance statistics and resolution details.

7.4 Monitoring Framework and Performance Indicators

Table 19: SEP Monitoring Framework and Performance Indicators

Indicator	Disaggregation / measure	Baseline	Target	Frequency	Responsibility
A. Consultation and participation					
Consultation activities completed	City, phase, method, topic	32 consultation activities completed at feasibility stage (June 2023 – September 2026), recorded at Annex 1A.	100% of the activities scheduled in Annex 8 delivered in the quarter; minimum counts per city and per stage as set in Table 10 and Annex 13.	Quarterly	MPWT/PMU and WG E&S staff
Participants reached	Sex, stakeholder category, VDG where appropriate and non-sensitive	872 participations; 346 women (39.7%). Provincial consultation meetings: 1 woman of 74 participants (1.4%).	At least 40% women across all consultations; at least 15% women at provincial and other decision-level meetings by mid-term, rising to at least 25% at completion, against the 1.4% baseline; at least one recorded participant from each applicable vulnerable group category at every community consultation. The decision-level thresholds are those of the Gender Action Plan.	Quarterly	MPWT/PMU and WG E&S staff
Planned VDG-targeted activities completed	Target group and method	6 focus group discussions at feasibility stage; no disaggregation recorded beyond sex.	At least 4 activities targeted at vulnerable and disadvantaged groups per city per project stage; 100% of those planned delivered.	Quarterly	MPWT/PMU and WG E&S staff
B. Disclosure and commitments					
Disclosure actions completed on time	Document/information, language, channel, location	No prior measurement; the disclosure register at Annex 5 provides the baseline from SEP approval.	100% of disclosure actions completed by the date, in the language and through the channel stated in Table 9.	By milestone / quarterly summary	PMU
Issues / commitments recorded and closed	Category, responsible party, overdue actions	Nil at SEP approval; all subsequent items are recorded in the tracker at Annex 12.	At least 90% of commitments closed by their target date; no commitment overdue by more than 90 days.	Monthly / quarterly	PMU E&S
C. Grievance redress					

Grievances received and resolved	Category, sex where available, city, resolution status, average age of open cases (days)	Nil; the mechanism becomes operational before DED field activities.	100% of complaints registered on the day of receipt; at least 95% resolved within the tier service standard set in Section 6.5.	Monthly / quarterly	GRM Focal Point
Grievances acknowledged within the service standard	Number and percentage acknowledged within 5 working days, by city and intake channel	Nil; measurement begins when the GRM becomes operational.	100%	Monthly	GRM Focal Point
Urgent grievances responded to	Number and response time	Not previously measured.	100% of complaints involving health, safety, access or personal risk responded to operationally within 24 hours.	Monthly	PMU / supervision consultant
Worker grievances received and resolved	Number, category and resolution status by contractor package; reported separately from community grievances	Nil; worker grievance mechanisms are established at contractor mobilisation.	At least 95% resolved within the contractor WGM standard; 100% of works and supervision packages verified as having a functioning WGM.	Monthly during construction	Supervision consultant / PMU E&S
GRM and PPM information displayed and explained	Work fronts, Commune/Sangkat offices and public institutions displaying current Khmer GRM and PPM information	Nil at SEP approval.	100% of active work fronts and of Commune/Sangkat offices in the four cities.	Quarterly	WG E&S staff / Contractor
D. Construction and connection communication					
Contractor work-front notices / meetings	Site, date, affected group	Not applicable before construction.	100% of work fronts notified at least 7 days before works begin; one community meeting per active work front per month.	Monthly during construction	Contractor / supervision consultant
Households notified before connection works, and reasons for refusal to connect	City, sex of household head; reason for refusal against the fixed list	Not recorded; the connection campaign has not begun	100% of households given written and verbal notice with an agreed appointment window before connection works; temporary toilet provided wherever the household facility is out of use for more than one working day; a reason recorded for 100% of refusals, distinguishing privacy or disturbance from cost; 100% of	Monthly during the connection campaign	Contractor / supervision consultant / PMU E&S

			complaints about conduct at the dwelling resolved to closure		
E. Feedback and SEP management					
Stakeholder satisfaction / recurring concerns	Qualitative trend or survey results where used	To be established by the first stakeholder satisfaction survey, conducted during DED.	At least 70% of respondents satisfied with Project communication, with no participating city below 60%.	Periodic / annual as appropriate	PMU
SEP updates completed	Trigger, date and disclosure status	Final draft SEP prepared for AIIB review in September 2026; approval pending.	Updated within 60 days of DED completion and within 60 days of any material change; 100% of updates re-disclosed in Khmer and English.	As required	PMU

86. Each indicator is reported quarterly using the form at Annex 6.

7.5 Reporting and Adaptive Management

87. Monitoring is intended to improve performance, not only demonstrate compliance. Quarterly E&S reporting will summarise engagement undertaken, major issues raised, disclosure completed, participation of women and vulnerable groups, grievance statistics, overdue commitments and corrective actions. When monitoring shows low participation, repeated complaints, misinformation, unresolved access problems or weak contractor communication, the PMU will adjust the engagement method, frequency, target audience or responsible arrangements and document the change.

7.6 Records to Be Maintained

Table 20: Stakeholder Engagement Records to Be Maintained

Record	Minimum content
Stakeholder register	Stakeholder group, location, interest/impact, vulnerability considerations, preferred channel, last/next engagement
Consultation record	Date/place, purpose, disclosure materials, participant profile, issues raised, responses, commitments, photos where appropriate
Issue and commitment tracker	Issue, source, responsible party, target date, status, evidence of closure, feedback provided
Disclosure register	Document/information, language, date, channel, public location/link, target audience
Grievance log	Unique case ID, category, intake channel, dates, action, status and outcome, with sensitive data protected
Training record	Topic, participants, date, trainer, key materials and follow-up needs
Contractor community liaison report	Notices, meetings, complaints, access/safety issues, actions and unresolved matters

8. RESOURCES AND INDICATIVE BUDGET FOR SEP IMPLEMENTATION

88. MPWT, through the PMU and relevant implementation arrangements, will ensure that adequate human, logistical and financial resources are available to implement stakeholder engagement, information disclosure, grievance redress, monitoring, reporting and capacity-building activities throughout the Project cycle.

89. The SEP budget will be integrated into the relevant Project management, environmental and social consultancy, supervision and civil-works budgets. Resettlement-related consultation and grievance costs, where applicable, will be financed and administered in accordance with the RPF, SOP-LAR and applicable MEF/GDR arrangements. Table 21 presents a preliminary planning estimate of USD 220,000, excluding land acquisition and resettlement engagement costs. The amount and allocation have not yet been confirmed by MPWT/PMU and will be reviewed and adjusted against the approved Project cost estimate and financing arrangements before appraisal and procurement.

    - Project Management and Safeguards Budget (Component C and relevant Project budget lines): This covers consultation logistics, Khmer translation and disclosure, accessible information materials, GRM administration, targeted participation support for vulnerable groups, safeguard capacity building and stakeholder monitoring. Costs related to land acquisition and resettlement are financed and administered in accordance with the RPF, SOP-LAR and applicable RGC arrangements, including GDR responsibilities.
    - Contractor's CESMP Budget (direct construction overhead): this covers on-site environmental, social and community liaison tasks, including (i) the full-time appointment of the contractor's Community Liaison Officer (CLO); (ii) manufacture and installation of on-site warning billboards, warning flags and roadway barriers; (iii) production and distribution of weekly construction-schedule flyers to roadside businesses and households; (iv) provision of safe temporary steel or wooden pedestrian bridges over sewer trenches; and (v) management and resolution of site-level environmental and construction-related complaints.

90. The PMU Project Director and Project Manager will systematically monitor budget expenditures, and any required E&S corrective actions identified during implementation will be financed through contingency budget lines to ensure strict safeguard compliance.

8.1 Budget Principles

91. The indicative SEP budget framework is intended to be adequate, predictable and linked to the entities responsible for delivering each activity. Refinement during DED will take account of the final engagement schedule, the number of cities, sites and work fronts, translation and disclosure requirements, targeted support for vulnerable groups, GRM operation, monitoring and reporting, and construction communication obligations.

8.2 Indicative Cost Categories

Table 21: Indicative Budget Framework for SEP Implementation

Budget Category	Coverage / Typical Activities	Indicative Cost (USD)	Proposed Financing / Responsibility	Timing / Basis
Stakeholder consultations	Provincial/municipal and community meetings, FGDs, KIIs and meeting logistics across the four participating provinces.	32,000	MPWT/PMU through Project E&S budget lines.	Throughout preparation and implementation, as required.
Information disclosure and communication	Khmer translation, non-technical summaries, notices, printing, maps and accessible disclosure materials.	12,000	MPWT/PMU and relevant consultants within their respective scopes.	Before key design, safeguard and construction milestones.
Engagement of vulnerable and disadvantaged groups	Targeted outreach, household-level engagement, accessible venues/materials and reasonable participation assistance.	12,000	MPWT/PMU through safeguards and inclusion-related budget lines.	Based on updated stakeholder mapping and SEP requirements.
Project GRM	Grievance forms, registers/database, communication channels, focal-point materials, signage, grievance boxes and follow-up.	15,000	MPWT/PMU; contractors support construction-related grievance intake.	Operational before field activities and throughout implementation.
Capacity building	Practical training on AIIB requirements, consultation, inclusion, GRM, SEA/SH referral and stakeholder reporting.	12,000	Project management and capacity-building budget.	At mobilisation, with targeted refresher training.
DED/ESIA stakeholder engagement	Site-specific consultations, design-option engagement, disclosure of assessment findings and SEP updates.	25,000	Included in the DED/ESIA consultant's contract under MPWT/PMU oversight.	During DED and preparation of site-specific E&S instruments.
Construction-stage community liaison	Work-front notices, traffic/access information, utility-interruption notices, local meetings and complaint follow-up.	70,000	Included in civil works contracts and Contractor's CESMP obligations.	Throughout construction in the four participating provinces.
Monitoring and reporting	Consultation tracking, grievance analysis, stakeholder feedback, field verification and periodic reporting.	25,000	MPWT/PMU and supervision consultant within their respective scopes.	Quarterly and at key implementation milestones.
Contingency	Unforeseen or additional engagement and disclosure requirements.	17,000	MPWT/PMU, subject to approval and availability.	Used only where justified.
Resettlement-related engagement, if applicable	Consultation, disclosure and grievance management associated with land acquisition and involuntary resettlement.	Not included in SEP budget	Financed separately under the RPF and subsequent site-specific RP/DRP through RGC/MEF-GDR arrangements.	Where DED confirms involuntary resettlement impacts.

Total Indicative SEP Budget		**220,000**	**Subject to MPWT/PMU, AIIB and financing confirmation.**	**To be confirmed during DED and before procurement.**

Annex 1: SUMMARY OF CONSULTATION RESULTS DURING PROJECT PREPARATION

The table below gives the city-specific consultation summary, mapping the relevant project areas, the key environmental and social issues raised and the corresponding design or safeguard follow-up. It is drawn from the C-UIDP feasibility-stage consultation records and is aligned with the Project ESMPF, RPF, GAP and E&S Scoping Report.

Project City / Province	Consultation Focus Catchments	Key E&S Issues Raised	Design Decision / Safeguard Mitigation Measure
Kampong Chhnang (Kampong Chhnang Province)	All 8 Sangkats at the strategic intersection of the Tonle Sap River and National Road 5 (encompassing 4,472 hectares)	Severe wet-season river-flooding risks; local preference for Option 2 road raising; private land overlap issues.	Selected Option 1 (18.5 km flood-protection dike) due to budget and land constraints; agreed to utilise the existing operational WWTP rather than construct a new plant; and engaged MLMUPC technicians to resolve land boundary overlaps prior to DED.
Kampong Cham (Kampong Cham Province)	Sewerage service Catchments 1 and 2 (covering Boeng Kak, Kampong Cham, Sambour Meas, Veal Vong, Ampil, and Ro'ang)	Drainage capacity, riverbank/public safety, wastewater management and construction-related access/safety concerns.	Priorities and final technical solutions will be validated through DED. Engagement will continue on wastewater, drainage/flood-protection works, access, safety, environmental protection and any land requirements.
Prey Veng (Prey Veng Province)	Urban service area including Baray, Cheung Teuk, Kampong Leav, and Ta Kor communes	Seasonal waterlogging, wastewater management, drainage, environmental sanitation, access and community health/safety.	Final WWTP, drainage and associated infrastructure locations and mitigation measures will be confirmed through DED/ESIA, with continued consultation and disclosure.
Doun Kaev (Takeo Province)	Urbanised parts of Rokah Knong and Rokah Krau communes	Potential land/structure and livelihood impacts, wastewater/drainage service needs, construction access and community safety.	Potential impacts will be verified through DED-stage screening and, where applicable, census/IOL/DMS and RCS under GDR/MEF procedures. Any associated facilities will be assessed in accordance with the ESMPF and AIIB requirements.

Annex 1A: FEASIBILITY-STAGE CONSULTATION LOG

92. This annex records the four provincial and nine community consultation meetings event by event and presents the 13 key informant interviews and six focus group discussions in aggregate, based on the source records available for this review. It allows the 32 activities summarised in Table 3 and Annex 1 to be traced to the available consultation files. Attendance sheets, photographs and presentation materials are controlled by the PMU; personal data is not reproduced in the disclosed SEP.

Event ID	Date	City / Commune–Sangkat	Method	Participants (total / female)	Information disclosed, and language	Key issues raised	Project response and follow-up commitment
P01	29 Apr 2026	Kampong Chhnang Province	Provincial consultation	15 / 0	Preliminary scope, alternatives, E&S risks; Khmer	Flood control, drainage, land-boundary coordination	Inputs recorded for DED; boundary verification and follow-up

							consultation required.
P02	30 Apr 2026	Kampong Cham Province	Provincial consultation	21 / 0	Preliminary scope, alternatives, E&S risks; Khmer	Drainage, riverbank/public safety, wastewater service	Priorities carried forward to DED/ESIA and site-specific consultation.
P03	06 May 2026	Prey Veng Province	Provincial consultation	19 / 1	Preliminary scope, alternatives, E&S risks; Khmer	Drainage, wastewater, sanitation and community safety	Locations and mitigation to be confirmed through DED/ESIA.
P04	07 May 2026	Takeo Province	Provincial consultation	19 / 0	Preliminary scope, alternatives, E&S risks; Khmer	Wastewater, drainage, access and possible land impacts	Impacts to be verified during DED; RPF procedures apply where impacts are confirmed.
C01	23 Jun 2026	Prey Khlong Commune, Prey Veng	Community consultation	70 / 24	Project scope, FS stage, preliminary design and safeguards; Khmer	Implementation timing, drainage/flood protection and potential impacts	Clarified FS status; comments recorded for DED and safeguard instruments.
C02	24 Jun 2026	Kampong Leav Sangkat, Prey Veng City	Community consultation	77 / 24	Project scope, preliminary networks and safeguards; Khmer	Drainage alignment, pipe type, service coverage and flooding	Technical details deferred to DED; drainage and coverage requests recorded.
C03	24 Jun 2026	Ampil Commune, Kampong Cham	Community consultation	79 / 43	Project scope, wastewater/drainage and safeguards; Khmer	Wastewater, flooding, environmental quality and public health	Issues recorded for DED/ESIA and future disclosure.
C04	25 Jun 2026	Boeung Kok Sangkat, Kampong Cham	Community consultation	86 / 48	Project scope, wastewater/drainage and safeguards; Khmer	Drainage, access, safety and construction disturbance	Access and safety measures to be developed through

							ESIA/ESMP and CESMP.
C05	25 Jun 2026	Kampong Chhnang City Hall (flood protection)	Community consultation	66 / 17	Flood-protection options and preliminary E&S issues; Khmer	Option preference, land boundaries, access and safety	Selected option and reasons to be reported back; boundary verification required.
C06	26 Jun 2026	Kampong Chhnang City Hall (wastewater)	Community consultation	120 / 40	Wastewater/drainage scope and safeguards; Khmer	Wastewater service, drainage, construction access and O&M	Issues carried into DED/ESIA, access planning and O&M consultation.
C07	01 Jul 2026	Roka Knong Sangkat, Doun Kaev	Community consultation	68 / 19	Project scope, FS stage, preliminary design and safeguards; Khmer	Wastewater/drainage, land and livelihood impacts, access	DED screening and RPF/RP procedures to be applied if impacts are confirmed.
C08	01 Jul 2026	Roka Krau Sangkat, Doun Kaev	Community consultation	61 / 19	Project scope, FS stage, preliminary design and safeguards; Khmer	Wastewater/drainage, location, access and community safety	Comments recorded for DED/ESIA and site-specific mitigation.
C09	02 Jul 2026	Roneam Commune, Traing District, Takeo	Community consultation	72 / 27	Project scope, FS stage, preliminary design and safeguards; Khmer	Service coverage, drainage, access and local priorities	Coverage and design requests recorded for technical review and follow-up.
KII-01–13	Jun 2023 –Sep 2026	Four participating provinces	13 key informant interviews	13 / 10	Project scope and topic-specific institutional information; Khmer	Technical, institutional and service-delivery issues	Findings incorporated into stakeholder mapping, design and safeguard planning.
FGD-01–06	Jun 2023 –Sep 2026	Four participating provinces	6 focus group discussions	86 / 77	Project scope, risks, inclusion and grievance access; Khmer	Women's participation, access, safety, affordability and	Differentiated engagement, GAP actions and

						vulnerable-group barriers	monitoring commitments incorporated.
TOTAL	Jun 2023 –Sep 2026	Four participating provinces	32 activities	872 / 346	See records above and controlled source files	Cross-cutting issues summarised in Section 2 and Annex 1	Controlling totals agree with SEP Table 3 and the RPF.

93. Data-quality note. The controlling figures used in Table 3 and the Project RPF are 699 community-meeting participations, including 258 women, and 872 total participations, including 346 women. The headers of the nine supplied community meeting minutes list the same 699 total participations but 261 women. MPWT/PMU should reconcile this three-participation variance against the signed attendance sheets before public disclosure and then update the event-level female counts without changing the controlling totals unless the master record is formally corrected. Event-level dates and locations for the KIIs and FGDs should likewise be inserted from the controlled consultation register when it is available. Thereafter, the log will be maintained contemporaneously for engagement during DED, ESIA preparation, pre-construction, construction and operation, using the record template at Annex 3.

Annex 2: FACILITATOR'S GUIDE FOR MEANINGFUL AND INCLUSIVE CONSULTATION

This guide adapts the inclusive consultation principles of AIIB ESS1 to the C-UIDP context. It is intended for consultations with women, IDPoor households, elderly persons, persons with disabilities, low-literacy participants, ethnic minority groups if identified, roadside businesses and other stakeholders who may face barriers to participation. Facilitators will use accessible Khmer language, suitable venues and timing, separate or targeted discussions where needed, visual materials, confidentiality for sensitive issues and a documented feedback loop explaining how views were considered. Screening for ethnic minority and Indigenous Peoples presence in the four participating cities will be completed under the Project ESMPF and reflected in the stakeholder register and relevant E&S instruments. This SEP does not assume that AIIB ESS3 applies or that an Indigenous Peoples planning instrument has already been prepared. If screening identifies groups meeting the AIIB ESS3 criteria, the Project will apply the relevant AIIB requirements, including Free, Prior and Informed Consultation, and will update the SEP and any other required instrument in consultation with AIIB.

- Step 1: Stakeholder Preparation and Pre-Mapping: Prior to the scheduled consultation meeting, the facilitator must coordinate with the Sangkat chiefs and village leaders to pre-identify the local stakeholder profile, including female-headed households, IDPoor families, elderly residents and residents with disabilities.
- Step 2: Prior and Informed Information Disclosure: The meeting agenda and key project details must be disseminated to the targeted commune at least fourteen (14) days in advance of the scheduled meeting. This provides local residents with sufficient time to review, discuss, and formulate their concerns and recommendations.
- Step 3: Inclusive Meeting Logistics and Setup: Select meeting venues that are physically accessible to persons with limited mobility. Schedule consultations at hours that do not conflict with women's household duties or commercial trading. If ethnic minority or Indigenous groups are present within specific catchments, ensure that pre-arranged interpreters are present to translate into local dialects.
- Step 4: facilitating free and meaningful dialogue. Conduct the meeting in an open, non-intimidating setting, and begin by building rapport. Use visual aids — illustrations, maps and

diagrams of sewer lines — and clear, simple Khmer. Keep the discussion genuinely free, so that participants can voice criticism or negative feedback without fear of retaliation. Take detailed minutes, and capture photographs and signed attendance sheets.

- Step 5: Documenting and Incorporating Feedback: Peruse and synthesise the consultation minutes immediately after the session. Document how local concerns have been addressed (e.g., design adjustments, safety barriers) and report back to the commune on how their feedback has been taken into account prior to commencing any civil works.

Annex 3: STAKEHOLDER ENGAGEMENT RECORD TEMPLATE

The following template should be used or adapted for formal consultations, targeted meetings, FGDs and key stakeholder discussions so that engagement is documented consistently across the four participating cities.

Field	Information to record
Activity ID / date / city	Unique reference, date, start/end time, city and venue
Purpose / project stage	Decision or issue the engagement is intended to inform
Stakeholder groups invited	Affected parties, OIPs and VDGs targeted
Participation	Total and female participants; relevant stakeholder-category disaggregation
Information disclosed	Documents, maps, presentations or handouts and language used
Key issues / questions	Accurate summary of concerns, including dissenting views
Project response	Response given during meeting or follow-up required
Commitment / action	Action, responsible person/entity and target date
Follow-up / feedback	How and when stakeholders will be informed of outcome
Attachments	Attendance sheet, photos, presentation, map, handout, grievance referral if any

Annex 4: CONSULTATION PLANNING AND QUALITY CHECKLIST

This checklist helps the PMU and consultants apply the same minimum quality standard across different cities and project phases without making consultation unnecessarily rigid.

Stage	Quality check
Planning	Purpose linked to a real project decision or disclosure need; affected and vulnerable groups identified; adequate notice; accessible venue/time; suitable facilitators; materials prepared in Khmer.
Disclosure	Information is accurate and appropriate to the current project stage; uncertainty is clearly explained; maps/technical information are simplified as needed.
Participation	Women and vulnerable groups have a realistic opportunity to participate; large meetings are supplemented by smaller/individual formats where barriers exist.
Facilitation	Questions and critical views are welcomed; no coercion or promises beyond authority; sensitive matters are redirected to appropriate confidential channels.
Documentation	Attendance, issues, responses and commitments recorded; personal/sensitive data protected.
Follow-up	Actions assigned and tracked; unresolved questions answered; stakeholders informed how comments influenced design or mitigation; SEP/stakeholder register updated if needed.

Annex 5: INFORMATION DISCLOSURE AND FEEDBACK TRACKING REGISTER

The Project should maintain a simple register that links disclosure to consultation and demonstrates the feedback loop expected under meaningful stakeholder engagement.

94. The register is completed retrospectively before appraisal for every disclosure already made at feasibility stage — what was disclosed, on what date, in which language, through which channel and at which location, and what feedback resulted — and is thereafter maintained contemporaneously for each disclosure listed in Table 9 and Annex 8. The register is the evidence base for the disclosure indicator in Table 19.

Ref.	Information / document	Target stakeholders	Language / format	Disclosure date and channel	Feedback received	Project response	Status

Annex 6: QUARTERLY STAKEHOLDER ENGAGEMENT REPORTING FORM

This form is the quarterly reporting instrument for the indicators defined in Table 19. It is completed by the PMU E&S team from WG, contractor and supervision consultant inputs, and is the basis of the quarterly environmental and social monitoring report to AIIB and of the plain-Khmer public summary required by Section 7.3. The indicator definitions, disaggregation, frequency and responsibility are not repeated here: Table 19 is the single authority for them.

Indicator (Table 19)	Target (Table 19)	Actual this quarter	Cumulative to date	Variance and corrective action
Consultation activities completed	100% of the activities scheduled in Annex 8 delivered in the quarter; minimum counts per city and per stage as set in Table 10 and Annex 13.			
Participants reached	At least 40% women across all consultations; at least 15% women at provincial and other decision-level meetings by mid-term, rising to at least 25% at completion; at least one recorded participant from each applicable vulnerable group category at every community consultation.			
Planned VDG-targeted activities completed	At least 4 activities targeted at vulnerable and disadvantaged groups per city per project stage; 100% of those planned delivered.			
Disclosure actions completed on time	100% of disclosure actions completed by the date, in the language and through the channel stated in Table 9.			
Issues / commitments recorded and closed	At least 90% of commitments closed by their target date; no commitment overdue by more than 90 days.			
Grievances received and resolved	100% of complaints registered on the day of receipt; at least 95% resolved within the tier service standard set in Section 6.5.			
Urgent grievances responded to	100% of complaints involving health, safety, access or personal risk responded to operationally within 24 hours.			
Contractor work-front notices / meetings	100% of work fronts notified at least 7 days before works begin; one community meeting per active work front per month.			
Stakeholder satisfaction / recurring concerns	At least 70% of respondents satisfied with Project communication, with no participating city below 60%.			
SEP updates completed	Updated within 60 days of DED completion and within 60 days of any material change; 100% of updates re-disclosed in Khmer and English.			
Grievances acknowledged within the service standard	100%			
Worker grievances received and resolved	At least 95% resolved within the contractor WGM standard; 100% of works and supervision packages verified as having a functioning WGM.			
GRM and PPM information displayed and explained	100% of active work fronts and of Commune/Sangkat offices in the four cities.			

The annex templates are implementation tools and may be refined by the PMU during DED and implementation, provided that the core principles of accessibility, inclusion, documentation, confidentiality, feedback and accountability are maintained.

Annex 7: DETAILED C-UIDP STAKEHOLDER IDENTIFICATION MATRIX

This expanded matrix supports periodic updating of the stakeholder register during DED and implementation. It should be reviewed whenever project design, affected areas, institutional roles or stakeholder concerns change.

Stakeholder category	Examples in C-UIDP	Potential interest / impact	Influence	Priority	Preferred engagement
Directly affected households	Households along sewer, drainage and flood-protection works; households near facilities	Access, safety, nuisance, service benefits, possible land/asset impacts	Medium	High	Local meetings, household visits for direct impacts, advance notices, GRM
Roadside businesses / vendors	Shops, market stalls and service businesses near work fronts	Customer access, temporary income disruption, loading/unloading, pedestrian access	Low-Medium	High	Business-specific meetings, work notices, phased access planning, grievance follow-up
Potential land / asset users	Owners, occupants, tenants and users of land needed for facilities or works	Eligibility, measurement, valuation, compensation, timing, livelihood effects	Medium	High	DED verification; GDR-led consultation where RPF/RP applies
Service beneficiaries	Residents and institutions expected to benefit from wastewater, drainage or flood-protection improvements	Service coverage, connection arrangements, reliability, O&M, affordability	Low-Medium	Medium-High	Public meetings, information campaigns, municipal channels
Women / female-headed households	Women in affected/beneficiary communities, women-led businesses	Safety, access to information, meeting timing, service design, livelihood disruption	Low	High where affected	FGDs, female facilitators where helpful, convenient timing, GAP-linked monitoring
IDPoor / low-income households	IDPoor 1/2 and other locally identified poor households	Affordability, displacement vulnerability, transport/time cost of participation, information barriers	Low	High	Targeted visits, visual Khmer materials, participation support where justified
Elderly persons	Older residents, especially those living alone	Mobility, safe access, understandable information, ability to use GRM	Low	High where affected	Accessible local venues, household visits, representative assistance
Persons with disabilities	People with mobility, visual, hearing or other disabilities	Physical accessibility, communication barriers, service access, safety	Low	High where affected	Accessible venues/materials, tailored communication and assistance
Tenants and occupants without formal title	Renters of shophouses and residential units; occupants of state, unregistered or road-reserve land; persons occupying structures they do not own	Continued occupancy and trading; eligibility and assistance independent of title; notice periods; income disruption during works	Low	High where affected	Individual consultation with the occupier as well as the owner, separately where necessary; explanation of RPF eligibility and the cut-off date; GRM access through a representative; anonymous submission available
Informal and mobile vendors, and employees of affected businesses	Market and street vendors trading without a permit; staff of shops and services whose income depends on trading at the affected location	Loss of trading position and customer access; timing and duration of works; whether assistance is available without a permit	Low	High where affected	Pre-works individual consultation at the trading location; phased works and access planning; clear statement of entitlement and grievance routes
Water-dependent households	Fishing-dependent households and other users of the Doun Kaev and Prey Veng lakes and other receiving waters potentially affected by the Project	Effluent and receiving-water quality; continued access to fishing areas and landing points; changes in catch, flow or water level; seasonal livelihood effects	Low	High where affected	Identification and census during ESIA/DED; targeted consultation with fisherfolks and water users; consultation on access and livelihood measures; plain-Khmer disclosure of water-quality monitoring results; accessible GRM
Neighbours of construction-support facilities	Communities near worker accommodation, borrow areas, spoil and sludge disposal sites, and along haul routes	Noise, dust, traffic safety, waste and water use, worker conduct, temporary in-migration	Low-Medium	High during construction	Advance notification before establishment and before haulage; site-specific liaison; Code of Conduct communication; displayed complaint route

Stakeholder category	Examples in C-UIDP	Potential interest / impact	Influence	Priority	Preferred engagement
Schools / health facilities / pagodas	Public institutions and community facilities near works	Safe access, noise, traffic, utility interruption, continuity of services	Medium	High at nearby work fronts	Institution-specific coordination, advance notices, site meetings
Utility providers	Water, electricity, telecom and other service providers	Utility mapping, relocation/protection, outage management, reinstatement	High	High	Technical coordination, joint field verification, outage communication
Commune/Sangkat / village authorities	Local administrations and community leaders	Community concerns, vulnerable-group identification, local grievance support	High	High	Regular coordination, local disclosure, community meeting facilitation
Municipal / provincial authorities	Municipalities, provincial administration, DPWT and technical departments	Urban planning, permits, public communication, O&M and local coordination	High	High	Technical meetings, design workshops, progress reviews
MoE / environmental authorities	National/provincial environmental authorities	EIA/ESIA compliance, environmental permitting and monitoring	High	High	Formal submissions, technical consultation, compliance reporting
MEF/GDR / resettlement bodies	GDR, IRC-related structures and relevant local resettlement bodies	Land acquisition, compensation, resettlement and grievance resolution	High	High where applicable	Formal coordination, affected-person consultation, RP disclosure
Contractors	Civil works contractors and subcontractors	Construction access, worker conduct, community relations, complaints	Medium-High	High during construction	Contract requirements, induction, community liaison, monthly reporting
Supervision consultant	Construction supervision and E&S specialists	Contractor compliance, corrective action, stakeholder issue escalation	High	High during construction	Site supervision, joint inspections, monitoring reports
CSOs / CBOs / NGOs	Organisations interested in environment, inclusion, gender or social protection	Transparency, inclusion, environmental performance and community welfare	Medium	Medium	Workshops, public disclosure, targeted consultation where relevant
Media / general public	Local media and residents not directly affected	Project progress, transparency, public accountability	Low-Medium	Low-Medium	Press/public notices, websites, social media, public information materials
AIIB / development partner	Financier and supervision teams	ESF compliance, project performance and effectiveness of stakeholder engagement	High	High	Formal reporting, missions, document review and follow-up actions

Annex 8: DETAILED STAKEHOLDER ENGAGEMENT AND DISCLOSURE SCHEDULE

The schedule below converts the SEP into a practical lifecycle plan. Timing is indicative at feasibility stage and will be updated when DED and procurement schedules are confirmed.

Project milestone	Engagement / disclosure topic	Target stakeholders	Method / channel	Timing	Main record
Feasibility safeguard disclosure	Project scope, preliminary risks/benefits, ESMPF, RPF, GAP, SEP	Authorities, communities, CSOs, potentially affected groups	Public consultation, Khmer summaries, websites/public offices	Before appraisal / as required	Disclosure register, minutes, attendance
DED start-up	Updated scope, survey schedule, field access and stakeholder mapping	Local authorities, communities, utilities, land users	Coordination meeting, local notice, field introductions	At DED mobilisation	Updated stakeholder register
Topographic / technical surveys	Survey purpose, access needs and safety	Land users, households, businesses, local authorities	Advance verbal/written notice, site coordination	Before survey entry	Survey access record

Project milestone	Engagement / disclosure topic	Target stakeholders	Method / channel	Timing	Main record
Design option review	Alternative alignments / locations and avoidance of impacts	Potential PAPs, businesses, local authorities, utilities	Maps, focus meetings, field walk-throughs	Before design selection	Issue/action register
ESIA scoping / baseline update	Priority E&S topics, receptors and data gaps	Authorities, communities, vulnerable groups, institutions	Consultation, KII, FGD, field meeting	During ESIA preparation	Consultation record
Draft ESIA / ESMP	Predicted impacts, mitigation, monitoring and responsibilities	Affected communities, regulators, CSOs, local authorities	Public meetings, Khmer non-technical summary	Before final ESIA/ESMP	Disclosure/consultation record
Resettlement screening	Potential land, structure, asset and livelihood impacts	Potential PAPs and local authorities	Field verification and targeted consultation	During DED	Screening / consultation record
Census / IOL / DMS if required	Affected persons/assets, cut-off arrangements, measurement process	Affected households/businesses	Individual and group consultations led under GDR arrangements	Before RP finalisation	DMS/census and consultation records
RP / entitlement disclosure if required	Eligibility, entitlements, valuation, assistance, schedule and GRM	Affected persons and vulnerable PAPs	GDR-led disclosure and consultation	Before implementation	RP disclosure and consultation records
Procurement / contractor mobilisation	Community liaison, contractor GRM, work-front communication requirements	Contractors, supervision consultant, MPWT/PMU and WGs	Contract documents, induction, mobilisation meeting	Before works	Training/induction record
Pre-construction work-front notice	Start date, duration, access, traffic, safety, utility impacts and contacts	Nearby households, businesses, schools, facilities, road users	Flyers/notices, signs, meetings, direct notification	Normally in advance of each work front	Notice log and photos
Active construction	Changes to schedule, nuisance, access, safety and complaints	Affected communities/businesses and local institutions	Regular notices, toolbox/community meetings, hotline/GRM	Throughout works	CLO report, grievance log
Major temporary disruption	Road closure, utility interruption, restricted access or exceptional noise	Directly affected users and institutions	Targeted advance notice, direct contact and coordination	Before disruption	Specific notification record
Completion / reinstatement	Site restoration, unresolved complaints, handover timing	Nearby communities, businesses, local authorities	Joint inspection, follow-up meeting	Before work-front closure	Closure checklist
Commissioning / operation	Service use, safety, O&M, operational contacts and GRM	Service users, nearby communities, municipal staff	Public information, operator notices, user meetings	At commissioning and as needed	Operational engagement record
Periodic monitoring / reporting back	Issues raised, grievance trends, corrective actions and engagement results	Stakeholders appropriate to issue	Follow-up meeting, public summary, website/reporting	Quarterly/annual or milestone-based	Monitoring report / feedback record

Annex 9: VULNERABILITY, INCLUSION AND ACCESSIBILITY PROTOCOL

This protocol provides practical steps for implementing the differentiated engagement approach required by the SEP. It is not a separate eligibility instrument and does not replace the RPF, GAP or any future RP.

A. Identification

Use existing IDPoor data, local authority knowledge, household survey information and consultation to identify groups that may face participation barriers. Avoid labelling individuals publicly as vulnerable. Confirm needs sensitively and update the register when circumstances change.

B. Accessible Communication

Use plain Khmer, short key messages, maps and visual materials. Do not rely only on websites or written notices. Where needed, provide verbal explanation, allow a trusted representative, or arrange a household-level discussion.

C. Accessible Participation

Choose nearby and physically accessible venues, avoid unsafe travel times, provide adequate advance notice, and consider care/work responsibilities. Use small groups or separate sessions when large public meetings may silence particular participants.

D. Gender-Responsive Facilitation

Ensure women can speak without interruption or pressure. Where appropriate, use female facilitators and separate FGDs for issues involving safety, sanitation, household service use or livelihood impacts. Link findings to GAP implementation and monitoring.

E. Disability Inclusion

Ask what accommodation is needed rather than assuming. Consider physical access, seating, hearing/visual communication, assistance from a support person and alternative channels for feedback or grievances.

F. Confidentiality and Dignity

Do not disclose personal circumstances unnecessarily. Sensitive information, especially SEA/SH, should not be discussed in open meetings or entered in general public records.

G. Monitoring Inclusion

Track participation by sex and relevant stakeholder category, but avoid collecting unnecessary sensitive personal data. To keep inclusion measurable without creating a register of individuals, the following fixed and non-sensitive proxy set is recorded by count only at every consultation: female participants; participants aged 60 or over; participants who identify an accessibility need when asked what assistance they require; IDPoor card holders; participants from female-headed households; and tenants or occupants without formal title. Counts alone are recorded, no participant is named against a characteristic, and no one is required to disclose a characteristic in order to take part. These counts are the basis of the participation and vulnerable-group indicators in Table 19. Where participation of a target group is weak against target, revise the outreach method, timing or facilitation and document the corrective action in the tracker at Annex 12.

Annex 10: GRIEVANCE INTAKE, TRIAGE AND FOLLOW-UP GUIDE

This guide supplements the Project Grievance Logbook template and helps ensure that complaints received through different channels are handled consistently and referred to the correct procedure.

Step	Action	Key control
1. Receive	Accept verbal or written complaint through available Project/local channels.	Never refuse a complaint because it is informal, anonymous or submitted by a representative. Register it and act on it so far as the information provided allows.
2. Record	Assign unique case number and record minimum information needed.	Protect personal data; do not enter identifying SEA/SH information in the general log.
3. Acknowledge	Confirm receipt and explain next step / expected timeframe.	Use a channel accessible to the complainant.
4. Triage	Classify as general E&S/construction, resettlement, worker, SEA/SH or urgent safety matter.	Refer to the specialised pathway; urgent safety concerns receive immediate operational attention.
5. Investigate / verify	Gather facts, consult responsible parties and inspect site if needed.	Maintain impartiality and document evidence; do not independently investigate SEA/SH allegations.
6. Propose resolution	Agree corrective action, explanation, compensation/reinstatement route where applicable, and timeframe.	Ensure action is within Project/legal authority; refer land/resettlement matters to GDR procedures.
7. Communicate outcome	Inform complainant of decision, action and appeal/escalation options.	Use plain language and document communication.
8. Close / monitor	Record closure only after action is implemented or status is formally transferred/escalated.	Capture complainant satisfaction where practical; monitor recurrent issues for systemic correction.

For SEA/SH/GBV allegations, the Project mechanism should focus on safe receipt, confidentiality and referral to appropriate services. The survivor remains the principal decision-maker regarding available support options, and identifiable information must be restricted to authorised personnel.

Annex 11: CONSTRUCTION COMMUNITY LIAISON CHECKLIST

The checklist is intended for contractor Community Liaison Officers (or equivalent personnel) and supervision consultants. It should be tailored to the actual construction package and work-front conditions.

Topic	Minimum action before / during works	Evidence
Work-front notification	Inform nearby households/businesses of start date, duration, work hours and contacts.	Notice log, flyers/signboards, photos
Access management	Identify critical pedestrian, business, residential, school, health and emergency access and provide safe temporary arrangements.	Access plan, site inspection record
Traffic and road safety	Coordinate diversions, barriers, flag persons and warnings, especially near schools/markets.	Traffic control inspection
Utility interruption	Coordinate with provider and notify users in advance when interruption is unavoidable.	Utility notice / coordination record
Dust / noise / nuisance	Explain controls and expected duration; respond quickly to complaints.	CESMP monitoring / complaint record
Worker conduct	Communicate code of conduct, prohibited behaviour, community interaction expectations and SEA/SH requirements.	Induction / toolbox record

Topic	Minimum action before / during works	Evidence
Local grievance channels	Display contractor/WG contacts and explain how to submit complaints without cost or retaliation.	Signage / PIB / meeting record
Vulnerable households	Identify nearby households needing additional notice or assistance to maintain safe access.	Targeted outreach record
Unexpected impacts	Stop/escalate where required and inform supervision/PMU of significant unforeseen impacts.	Incident / corrective action record
Closure and reinstatement	Verify access, surfaces, drainage and public areas are restored and unresolved grievances are tracked.	Joint closure inspection
Connection works at the dwelling	Give each household written and verbal notice before connection works, stating the date, expected duration and what will be opened; agree an appointment window; ensure workers on the house plot are identifiable; do not enter the dwelling or work unaccompanied where the occupant is alone and asks otherwise; offer scheduling when another adult is present, or attendance by a female liaison officer or supervisor; provide a temporary toilet where the household facility is out of use for more than one working day.	Notice log with appointment windows; household confirmation; temporary facility record
Refusal to connect	Record every refusal against the fixed reason list, distinguishing privacy or disturbance associated with the works from cost, tariff, tenure or landlord consent, distance and adequacy of the existing facility; report the distribution by city and by sex of household head.	Connection monitoring record; quarterly summary to the PMU

Annex 12: ISSUE, COMMITMENT AND FEEDBACK TRACKER

The tracker creates a clear audit trail between consultation, Project decision-making and reporting back to stakeholders. It should be maintained by the MPWT/PMU and WG E&S staff and updated after major consultation rounds.

ID	Date / source	Issue or recommendation	Project response	Action / responsible party	Target date	Status	Feedback provided
KCH-01	Feasibility consultation, Kampong Chhnang	Local preference for Option 2 (raising the road) in place of Option 1 (18.5 km flood-protection dike).	Not adopted. Option 1 was selected on budget and land-availability grounds; Option 2 required a larger land take and exceeded the available budget.	Report the decision and the reasons for it back to the eight Sangkats in plain Khmer, explaining the flood-protection performance and the land-take implications of each option.	Before DED design finalisation	Open — Not Adopted with Reason	Report-back scheduled; to be recorded here on completion
KCH-02	Feasibility consultation, Kampong Chhnang	Private land boundary overlaps along the proposed alignment.	Accepted. MLMUPC technicians engaged to resolve boundary overlaps before DED.	Complete boundary verification and consult each affected land user individually, including occupiers who are not the owner.	Before DED design finalisation	Open	To be recorded on completion
DK-01	Feasibility consultation, Doun Kaev (Takeo)	Potential land, structure and livelihood impacts.	Accepted. Impacts to be verified through DED screening and, where confirmed, census/IOL/DMS and a Replacement Cost Study under GDR/MEF procedures.	GDR with PMU support; entitlements and the cut-off date disclosed in accordance with Table 13.	During DED	Open	To be recorded on completion

ID	Date / source	Issue or recommendation	Project response	Action / responsible party	Target date	Status	Feedback provided
ALL-01	Feasibility consultations, all four cities	Construction access, traffic and safety for businesses, schools, health facilities and pagodas.	Accepted in principle. Access arrangements to be defined in the traffic and access plan for each work front.	Contractor and supervision consultant, under the checklist at Annex 11.	Before each relevant work front	Open	To be communicated at pre-construction work-front meetings
ALL-02	Feasibility consultations, all four cities	Affordability of household sewer connection for poor and IDPoor households.	Deferred to a later project stage. The sanitation and affordability baseline is not yet complete and no subsidy is committed; this is stated plainly in consultation rather than implied.	Complete the affordability baseline, then consult on connection arrangements and on any measure approved for the Project (Section 4.8).	Before DED is finalised	Deferred to Later Project Stage	To be reported back once the baseline is complete

Status categories may include Open, In Progress, Closed, Deferred to Later Project Stage, Referred to GRM, or Not Adopted with Reason. Items should not be marked closed only because a meeting ended; closure should reflect completion of the agreed action or documented communication of the final Project decision.

Annex 13: CITY-LEVEL STAKEHOLDER ENGAGEMENT PRIORITIES

This matrix provides a common engagement framework for the four participating cities while allowing city-specific priorities to be refined during DED. It deliberately avoids pre-judging final infrastructure footprints or impacts that remain to be confirmed.

City	Stakeholder focus	Priority consultation topics	DED / implementation follow-up	Minimum consultations per project stage
Kampong Chhnang	Municipal/provincial authorities, communities in wastewater/drainage/flood-prone areas, roadside businesses, utilities and vulnerable households	Flooding and drainage performance; wastewater service needs; traffic/community safety; access during works; land-boundary or asset concerns where relevant	Validate final drainage/flood-protection/wastewater solutions, update affected-party mapping, disclose work-front arrangements and confirm any land requirements through the applicable safeguards process	Four community consultations per project stage (DED, ESIA, pre-construction), plus one additional consultation in each Sangkat affected by the flood-protection alignment, and individual consultation with every land user identified in the boundary-overlap verification.
Kampong Cham	Provincial/municipal authorities, riverbank and urban communities, businesses, institutions near works, utilities and vulnerable groups	Drainage and flood protection; riverbank/public safety; wastewater management; protection of waterways; traffic/access and construction nuisance	Use DED/ESIA consultations to validate final technical solutions, sensitive receptors, access arrangements, mitigation and monitoring responsibilities	Two community consultations per project stage, plus one additional consultation for each further catchment confirmed at DED.
Doun Kaev (Takeo)	Municipal/provincial authorities, households/businesses near proposed works, land/property users, utilities and vulnerable households	Wastewater/drainage service needs; potential land/structure or livelihood impacts; access; construction safety; timing and grievance procedures	Confirm footprints and impacts through DED screening and, where required, census/IOL/DMS, RCS and RP preparation under GDR/MEF arrangements	Three community consultations per project stage, plus individual consultation with every household and business identified in resettlement screening.

City	Stakeholder focus	Priority consultation topics	DED / implementation follow-up	Minimum consultations per project stage
Prey Veng	Provincial/municipal authorities, communities affected by seasonal waterlogging, wastewater/drainage service users, businesses, institutions and vulnerable groups	Wastewater management; drainage and waterlogging; environmental sanitation; access and community health/safety; location-specific construction concerns	Validate facility/works locations and site-specific mitigation through DED/ESIA; continue disclosure and consultation before final design and construction	Two community consultations per project stage, plus one additional consultation for each further catchment confirmed at DED.

95. **Land requirement screening by city.** Engagement effort is set against expected impact for each city rather than treating land acquisition as a uniform contingency across the Project. For each participating city the Project records the expected land requirement, the indicative number of affected structures, businesses and households, and whether a Resettlement Plan is anticipated. These figures are drawn from the RPF and the E&S Scoping Report and are confirmed before appraisal, and are updated as DED screening refines them. Where a Resettlement Plan is anticipated, the engagement sequence at Annex 8 is followed in full, is resourced under Table 21, and the conditional language used elsewhere in this SEP is replaced by committed action for that city at the next update.

For all four cities, consultation planning should be based on the latest design and E&S screening information rather than a fixed stakeholder list. Where design changes create new areas of influence, the stakeholder register and engagement schedule should be updated before decisions are finalised.

Annex 14: DISCLOSURE MATERIAL PREPARATION CHECKLIST

The quality of disclosure materials is central to meaningful consultation. The checklist below should be used before releasing public-facing documents, maps, brochures, notices or presentations.

Quality criterion	Check before disclosure
Accuracy	Information reflects the latest approved project scope and design stage; outdated or removed activities are not presented as current Project components.
Stage clarity	Material distinguishes what is confirmed from what remains preliminary or subject to DED/ESIA.
Consistency	Project components, locations, safeguards terminology and institutional roles are consistent with the ESMPF, RPF, GAP and E&S Scoping Report.
Language	Community-facing information is available in clear Khmer; technical terminology is explained in plain language.
Visual accessibility	Maps have readable labels/legends; diagrams and tables can be understood without specialist knowledge; print size is readable.
Impact relevance	Information explains the practical implications for the target audience, including likely risks, mitigation, timing and who is responsible.
Grievance information	Current complaint channels, focal points and no-cost/confidentiality principles are included where relevant.
Vulnerable groups	The format/channel does not exclude people with low literacy, limited mobility or limited internet access; alternative formats/channels are planned where needed.
Contact and follow-up	Stakeholders know where to obtain more information, ask questions and receive responses after consultation.
Approval and record	Responsible PMU/E&S personnel have reviewed the material, and the final disclosed version/date/channel are recorded in the disclosure register.

Where a disclosure material is updated after stakeholder feedback or design change, the Project should retain the superseded version for audit purposes and clearly identify the date/version of the replacement material.