



Ministry of Agriculture and Forestry of Lao PDR



Enabling poor rural people
to overcome poverty

Partnerships for Irrigation and Commercialization of Smallholder Agriculture (PICSA)

**Department of Irrigation
Ministry of Agriculture and Forestry
Vientiane Capital, Lao PDR**

Guideline for Environmental and Social Management Plan (ESMP)

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Abbreviations

ADB	Asian Development Bank
ADT	Agro-Enterprise Development Teams
DAFO	District Agricultural and Forestry Office
DPIT	District Project Implementation Team
ESMP	Environmental and Social Management Plan
FGIF	Farmer Group Investment Facility
GRM	Grievance redress mechanism
IFAD	International Fund for Agricultural Development
M&E	Monitoring and Evaluation
PAFO	Provincial Agricultural and Forestry Office
PGT	National Project Governance Team
PICSA	Partnerships for Irrigation and Commercialization of Smallholder Agriculture
PPIT	Provincial Project Implementation Team
SECAP	Social, Environmental, and Climate Assessment Procedures
SRIWMSP	Sustainable Rural Infrastructure Watershed Management Project
WUFGs	Water Use Farmer Groups

FOREWORD

This guideline describes the procedures for the Environmental and Social Management Plan (hereinafter referred to as the ESMP guideline) for any PICSA sub-projects, development activities, or interventions that will be identified and implemented by the local actors e.g. Water Use Farmer Groups (WUFGs), agro-entrepreneurs or the parent and teacher association (PTA), etc., in four target Northern Provinces under the PICSA Investments. As mentioned in the Aide Memoire of the Implementation Support Mission (ISM) in May 2021, this PICSA's ESMP guideline draws heavily on the existing document related to Social, Environmental, and Climate Assessment Procedures (SECAP) Review Note (Draft in December 2018) and agreement on Supervision Aide Memoire in Nov 2020. This ESMP guideline is developed by relying on the current knowledge and future needs of the PICSA staff and team from the national level on how to prevent and mitigate the environmental and social impacts and climate risks from the sub-project activities, invested by PICSA. In the future, through project implementation, this ESMP guideline can be improved further by incorporating inputs of local project implementing partners, where it is necessary.

This PICSA's ESMP guideline includes the information on major aspects to meet the PICSA Investments as outlined below:

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This ESMP guideline is designed to be used for the PICSA's National Project Governance Team (PGT), the Provincial Project Implementation Team (PPIT), the District Project Implementation Team (DPIT), Farmer Group Investment Teams (FGIT), and Agro-Enterprise Development Teams (ADT), participating provincial and district offices, designated entrusted support agents as well as to guide the water use farmer groups (WUFGs), agriculture production groups, and local project implementing partners in PICSA target areas.

After an initial implementation period of app. one year, this ESMP guideline, its procedures, and methods will be reviewed and revised to further improve ESMP implementation and outcomes for the sub-projects identified by the locals to ensure the social safeguards and environmental sustainability in PICSA target areas.

1 Objectives of PICSA's ESMP guideline

PICSA's immediate rationale is that higher profits from irrigation systems enable water user groups to finance operation, maintenance, and minor system modifications, and thereby sustain their irrigation systems. The wider rationale is to intensify commercial smallholder agriculture in the farming system centered on irrigated wetlands constitutes a strong driver for local socio-economic development, improved nutritional intake, and sustainable use of natural resources.

The goal to which PICSA will contribute is enhanced livelihood resilience and sustainability within the project intervention areas. The development objective—to be attained by the beneficiary households using the outputs provided by the project—is sustainable and inclusive local economic development. The development objective is supported by tangible project outcomes in the areas of intensified smallholder agriculture, market linkages, and nutrition; and is underpinned by a strong drive for inclusiveness. While the PICSA projects can bring positive outcomes to the beneficiary households, its sub-projects and interventions may create some social and environmental risks and impacts in target areas, which need to be identified and seek potential mitigations in advance.

This guideline on Environmental and Social Management Plan (hereinafter as ESMP guideline) is developed to support the project teams from national to local levels within the PICSA Project to prevent and/or mitigate social and environmental risks and impacts while the project activities remain of stimulating productive and profitable investments in commercializing smallholder agriculture to enhance farming household incomes, food security, and nutrition in the project's target area.

ESMP Objectives: This ESMP guideline has the specific objectives:

- Establish clear procedures and methods for identifying environmental and social risks and impacts in sub-projects under PICSA;
- Specify and assign appropriate roles and responsibilities, and outline the necessary reporting procedures, for managing and mitigating environmental and social risks and impacts as well as grievance redress mechanism for affected persons related to PICSA activities;
- Guide planned training, capacity-building programs, and technical assistance needed to successfully implement the sub-projects of PICSA.

2 Target areas and groups

Target areas: PICSA shares with the Sustainable Rural Infrastructure and Watershed Management Sector Project (SRIWMSP) of ADB an initial focus on 18 irrigation schemes in 12 districts in 4 provinces as listed in Annex 1, where it builds conditions for better system maintenance by enhancing the use of irrigation for the production of high-value crops. PICSA addresses clusters of lowland paddy areas ('irrigated wetlands') around and including these 18 schemes, as well as adjacent hill slopes, which have a potential for intensified rain-fed crop and livestock production, which are farmed by the same households cultivating lowland paddy, as well as by others, often poorer households in the same communities. PICSA will coordinate with communities through existing village structures and will support local economic development by enhancing the production of high-value crops from irrigation.

Target farmer groups and beneficiaries. Irrigation infrastructure rehabilitation results in short-term effects on paddy production, which disappear as irrigation systems deteriorate due to a lack of finance for maintenance and repair. This has reduced the livelihood of local communities that have relied on paddy production and other crops. PICSA aims to improve the livelihoods of ethnic groups and a large group of the population who are extremely poor, poor, and near-poor, living below the lower-income line with high vulnerability to shocks that can push them below the poverty line.

In addition, the Project will support the group of women, youth, ethnic groups, and undernourished people as special target categories. For this, PICSA will implement its agricultural development activities to improve the livelihood of smallholders through 18 existing irrigations as subproject schemes in four target provinces. In Annex 1, out of the targeted 19 districts with 353 villages, about 12 districts with 6,393 households in 120 villages will support and benefit from the project in terms of utilizing irrigation water to produce their high-value crops. PICSA will extend to similar villages in other districts; bringing the total number of districts and villages to be supported to 19 districts and 353 villages, respectively¹. This includes remoter villages, where the population is largely composed of ethnic groups. Therefore, the target beneficiaries are not only the farmers in and around the irrigated lands but also the farmers with their access to the irrigated-hillside lands and lowlands as well as the rain-fed land in the lowlands and hillside lands.

3 Stakeholders and main interventions

PICSA project is designed as part of a regional program, supported by the Asian Development Bank (ADB), European Union (EU), the German Ministry for Economic Cooperation and Development (BMZ), and the Green Climate Fund (GCF). PICSA provides irrigation management and market linkage support to irrigation systems rehabilitated under the SRIWMSP (ADB/EU-funded); as well as to other irrigated areas and their environs. Both SRIWMSP and PICSA benefit from conservation measures in the upper catchments supported through the Lao PDR Emission Reductions Program through Improved Governance and Sustainable Forest Landscape Management (ERP, BMZ/GCF-funded, to be implemented by GIZ). SRIWMSP and PICSA converge on the development of irrigated high-value crops, especially in the dry season; and complement each other's coverage in supporting improved nutritional practices.

Some main types of sub-project that PICSA will support include the Farmer Group Investment Facility to improve the distribution canal network, on-farm water management, minor infrastructure for agricultural production, and market access. This includes minor irrigation infrastructure and equipment, such as secondary canal lining, storage reservoirs, multi-use water systems, pressurized irrigation systems, and (solar-powered) pumps. PICSA will improve access conditions for smallholder farmers by investing in village-to-village access tracks, construction of village-to-farm access (less than 4m wide) tracks to ensure or restore connectivity between the existing roads network and remote villages (and thus enhance connectivity to markets). *PICSA will not allocate funds to roads requiring involuntary resettlement.* PICSA will improve access conditions by upgrading existing alignments between villages or village-to-village access tracks, and supports earthen roads of 4-5 meters wide to allow passage of light trucks and cars.

PICSA will work with three main target stakeholders. First is the local farmers, including those with irrigated land, those with land that does not benefit from canal irrigation, and those growing crops on higher or sloping land, and communities with both lowland and upland farmers even the former are generally the better off with access to lowland paddy land as compared to the latter. In irrigated areas, rural farming communities can benefit from easy access, electricity, water supply, and other facilities that their poverty rate in the four pilot subprojects between 5 and 13% can be reduced further. Poverty rates of rural households living within and around the irrigated areas can reach 50% or more depending on remoteness, ethnicity, village history, and other social factors, while malnutrition is more critical in multiethnic or ethnic group villages.

¹ A list and map of eligible Villages (i.e. with potential to pursue agricultural intensification around irrigated areas) was prepared in January 2019 by the Department of Irrigation, with support from IFAD.

Second is the small and medium enterprises or family businesses upstream of the value chains. They can be input suppliers (fertilizers, chemicals), input producers (seedlings, fingerlings, chicks, etc.), and agricultural equipment and machinery suppliers in the district center or along the main roads. They retail a limited range of products, such as granular formula of composing fertilizers, pesticides, and basic farm implements like hoes, sprayers, spare parts for hand-tractors, etc. These rural entrepreneurs are based in the province or district, either existing or willing to establish a service provider business with relevant skills in agriculture and agri-business and/or junior professionals with prior project experience and willing to invest to develop a service business. The third is the buyers of agricultural products, which are small traders running a family business, using a light truck to aggregate produce from farmers and deliver to wholesalers or processors.

PICSA interventions will involve stakeholders from public and private sectors, but the main focus will be on rural communities and farmers' organizations such as WUFGs or parent-teacher groups in the target districts. PICSA will focus on (i) providing support to farmers' groups, (ii) facilitating extension service delivery to farmers, (iii) access to credit/capital fund for investment, and (iv) facilitating partnerships with the private sector in the agricultural value chains. *PICSA does not intend to construct or rehabilitate medium or large-scale irrigation systems* but to bring improvements to existing infrastructures to promote efficient use of water for diversified dry season crop production. *PICSA does not intend to pre-determine value chains or commodities*, but in where there is proven potential for one or several produces with a coherent geographic unit, the district authorities and representatives from the private sector. *PICSA will not invest in infrastructure that requires the acquisition of private lands and/or resettlement of project-affected people*. Irrigation schemes, rural access tracks, and other investments under the overall program will only be supported if evidence of **due diligence** is presented for IFAD's prior review.

Beyond the beneficial stakeholders, it is also equally important to consider all stakeholders who may be affected by sub-projects of PICSA, not just "target" beneficiaries as well those farmers or stakeholders who are not in the target areas. These stakeholders can be affected in many ways, e.g., part of the damaged or lost assets involving crops, trees, and fruits by water shortages or pollution, and the rural population consequently face increasing hardship, malnutrition, and illness. *PICSA tries to avoid any activities that caused a loss of land and property of anyone, and the receiving compensations should not occur in target areas*. However, if anything is beyond the control of the PICSA provincial and district teams, then the **Grievance Redress Mechanism** is applied to identify and respond to any concerns that may arise from affected stakeholders. The Grievance system is explained in the below section of this guideline.

Table 2: Eligibility criteria for PICSA funding in target irrigation schemes and villages

	Command areas		
	Small Less than 100ha	Medium 100ha – 500 ha maximum	Large More than 500 ha
Irrigation scheme size			
Support to WUFGs	☑ Eligible	☑ Eligible	☑ Eligible
Upgrading of headwork	☒ Not eligible	☒ Not eligible	☒ Not eligible
Upgrading of primary and secondary networks	☑ Eligible	☒ Not eligible	☒ Not eligible
Development of tertiary and bloc level networks	☑ Eligible	☑ Eligible	☒ Not eligible
On-farm water management	☑ Eligible	☑ Eligible	☒ Not eligible

Source: Extracted from Section 7.1 of PICSA's SECAP (2018)

As mentioned in Section 7.1 of SECAP (2018) for the stand-alone intervention, PICSA will target a small-scale irrigated scheme, typically between 8 and 50 ha and less than 100 ha in any case. *PICSA will not invest in renovation or rehabilitation or construction of irrigation headwork infrastructures.* While, in the case of co-financed interventions for schemes larger than 100ha with ADB, PICSA relies on partnerships with other development initiatives on the ADB-funded project, ADB social and environmental safeguards apply. PICSA irrigation-related interventions focus on bloc and farm-level water management structures within small-scale irrigation schemes. Table 2 summarizes the site selection criteria for lowland irrigation schemes.

The PICSA provincial and district teams have to explain to the locals how to assess the impacts and risks from the project activities that they will have selected. As mentioned in the SECAP review note (2018, p. 30), the team need to highlight the proposed participatory local planning approach that provides an adequate platform to identify and gradually address the impacts and risks by following three moves:

- **Impact avoidance** is promoted through the local planning approach. PICSA does encourage WUFGs, Agro-entrepreneurs, school members, etc., to avoid implementing projects with large or high environmental and social impacts and risks.
- **Reduction/minimization of impacts:** In the case, it appears that impact cannot be avoided then adjustments and measures are taken to reduce/minimize the impacts.
- **Mitigation of impacts:** when impact reduction is not possible or insufficient, the project will implement mitigation measures. The project will not fund activities or subprojects that require compensation for negative impacts.

While this gradual approach requires intense consultations among stakeholders and interactions based on trust, PICSA will foresee its interventions including support to the local planning process, matching grants for farmer's organizations, small-scale road improvement, small-scale irrigation improvement, small-scale water facilities for agricultural production, post-harvest equipment and facilities, market linkages, and nutrition support.

4 Social and environmental issues in PICSA areas

To construct the ESMP, the PICSA provincial and district teams, the WUFGs and local authorities must understand the general social and environmental, and climate change issues in their areas. The local farmers and authorities know this information better than others do. The below general information can be different from one to another province, which is important to keep in mind when the ESMP is constructed.

4.1 Social issues

Key components of the rural livelihoods in the PICSA areas are related to rice production with both lowland and upland paddy fields or under-shifting cultivation, cash crops and livestock, and off-farm activities. These rural households have faced a great complexity due to the extreme spatial and temporal variabilities, such as the mountainous nature of the landscape, constraints, and opportunities while their opportunities for income generation suddenly arise and fade away quickly.

The PICSA target districts are ethnically diverse with *different ethnolinguistic families*. The Lao government has prioritized the integration of ethnic groups in the Lao society, but their access to education and level of literacy remains significantly lower, in particular for women. Ethnic groups' communities and individuals need assistance to understand and participate in discussions and decisions. Beyond this, village reorganization started in the 1990s through the creation of village clusters (kumban) or new villages or merging neighboring villages

improved the access to electricity, water, and public services in rural areas, resulting in bigger villages with several different ethnic groups. Recently, these target districts have faced a problem of labor shortage in the agriculture sector due to the out-migration of young labors.

The average poverty rate in PICSAs target districts is 21.7%, which is below the national average of 23.4%. The target districts of Houaphan province have the highest poverty rate (31%), while 23% in Xieng Khouang, 20% in Xayabury, and 15% in Luang Prabang. PICSAs works with *vulnerable people and households with limited labor capacity, farmers with very little landholding and no access to productive land, illiterate adults, women-headed households, disabled people, marginalized ethnic group members, etc.* These people living in rural areas and people with less education are more likely to be poor; so many rural households decide to invest more in the education of children and youth.

4.2 Environmental issues

The PICSAs project area spans a wide variety of ecosystems but its conservation status is vulnerable because of the land clearing for shifting cultivation, logging, and hunting for food and income. Teak along with other tree species presents a high market value and has been cleared several decades ago for timber and other uses. The natural teak forests of Laos have mostly been destroyed. Bamboo is common and is an indicator of high human disturbance linked to shifting cultivation and regular fires. Continual erosion of the slopes turns these areas into scrubland of bamboo or other grass species. There is virtually no potential for forest regeneration. Overall, the original habitat has been heavily altered. Mammals have been extirpated from this eco-region and very little wildlife remains. The status of this eco-region conservation is viewed as vulnerable.

In PICSAs upland areas, land formation results from tectonic uplift followed by erosion and sedimentation. Under forest cover, soils are protected from run-off erosion and can accumulate organic matter. When the forest is cleared, the soil becomes very sensitive to the impact of rain and can erode within the first rainy season. The main threat to soil resources are related to 1) deforestation and transition to permanent grassland where forest regeneration is suppressed; 2) soil disturbances due to opening of new access tracks, electric power lines, dams, plantations, and other investments in remote areas; 3) intensive agriculture on sloping land that involves mechanical ploughing and chemical weed control; 4) use of chemical that induces soil pollution and conduct to decreased or eliminated soil fauna and flora; and 5) lack of on-farm investment to conserve and restore soil resources.

Agricultural paddy land in PICSAs areas is limited as located in mountains, plateaus, and plains. Paddy fields are fertilized mainly by sediments brought by run-off water in the rainy season, as well as animal manure. In some areas, banana plantations have been established in mountain paddy land, effectively converting rice production areas into permanent intensive commercial agriculture. The main threats to agricultural land use are related to 1) land conversion from agricultural land to the building area; 2) large land concessions; and, 3) large investment projects such as hydropower reservoirs, powerlines, mining, etc.

Water resources are deemed plentiful with the numerous waterways, rivers, streams, ponds that crisscross the rugged and hilly landscape, while irrigation and livestock account for most of the water use in the country, representing 93% of all water withdrawal. Ponds and wetlands have a valuable role to play in providing ecological services, as they are generally biodiversity-rich. The PICSAs project is also to support the creation of ponds and small water reservoirs. Groundwater resources are an untapped potential for agriculture with less than 2% of the water used in agriculture and can be accessed by promoting dug well and boreholes.

5 Preparatory steps to process ESMP

This section explains the five steps to process and manage the social and environmental impacts and risks for the PICSAs sub-projects. In this guideline, the terms of sub-projects are

referred to PICSA's interventions and/ or activities that are selected by the locals for PICSA investments. These terms are used interchangeably.

5.1 Stakeholder consultation

Stakeholder consultation is first of the most important processes to implement the ESMP. It provides a better understanding of the conditions in the PICSA project area and the concerns of stakeholders, which is essential to ensure the effectiveness of the mitigation measures developed under the ESMP. The PICSA provincial, district teams, and village facilitators are required to determine the key stakeholders in their areas, and then fill in and update the list of stakeholders, as presented in Table 1.

Table 1: PICSA's Stakeholders at [sub-project areas]

Types of stakeholder Groups	Sample of Project Stakeholders
Provincial administrations and institutions	PAFO, ...
District administrations and institutions	DAFO, ...
Village administrations and institutions	Village authorities, ...
Interest, beneficial groups	Famers in [village name] ...
Local businesses, entrepreneurs, chambers of commerce, and others	
Project Affected People	
Etc.	

It is important to the team to prepare and develop their stakeholder consultation plan first before meeting and consulting with them by considering some following basic objectives:

- Identify stakeholders who are directly or indirectly affected by or interested in the PICSA project;
- Identify and plan stakeholder engagement the sub-projects that will start at the preparation and planning stages of the project and continue during the implementation and operation phases;
- Determine the frequency of stakeholder engagement activities, information sharing and degree of participation, the content of consultation activities;
- Identify potential environmental and social impacts and risks (or risk matrix) from their selected activities and ensure their agreements on those impacts and risks,
- Establish a Grievance Mechanism that will provide an open communication channel for affected persons or stakeholders at every stage of the project.
- Addressing concerns and expectations communicated by stakeholders in the Stakeholder Engagement Plan, ESMP, and Project decision-making and planning stages.

Details of the PICSA project's approach to stakeholder consultation, the methods applied, and the stakeholder engagement activities will be planned to carry out in the sub-projects or activities. So, this is important to the PICSA teams to ensure coordination with all project stakeholders as mentioned in the table above. This may include contractor firm staff and external consultants responsible for the implementation of the PICSA (if any). The PICSA teams will update regularly the implementation of sub-projects activities, its outputs and corrective actions related to the process will be reflected in the updated versions of the ESMP.

5.2 Screening selection process of PICSA sub-projects for investments

While its draft of simple checklists of each type of PICSA investment as samples is attached in Annex 2, the screening methods should be completed through a participatory process with stakeholders during consultation. The key two steps to be considered during this process, namely (i) the ***small investment size and scale*** of the sub-projects, activities, and facilities and their area of influence, including those of associated facilities; and (ii) ***both social and environmental impact and risk assessments that need to be avoided or mitigated***. In addition, the screening selection of the sub-projects and activities should be responding to the M&E Plan. In particular, they are screened to determine if they support the PICSA's outputs, outcomes, and impacts as described in the logframe. This is to ensure that the sub-projects and activities contribute to achieving the PICSA's goal and objectives.

As attached in Annex 2, this section explains the criteria for screening checklist to select the Sub-projects for PICSA investment. Note that it highlights the small investment size of PICSA, compared to the ADB, and then eligibility criteria for PICSA funding in target irrigation schemes. It follows the impact assessment of each sub-project and/or activity, particularly on how to assess the impacts and risks from the project activities that they will have selected. These are explained below.

5.2.1 PICSA sub-projects investment size and criteria

PICSA and SRIWMSP will support each other on irrigation management and market linkage to irrigation systems in their irrigated areas and environs. However, unlike SRIWMSP, PICSA investments are *small-scale and not expected to have serious and long-lasting negative environmental or social impacts*. For this reason, the PICSA requirements are less rigorous than those for SRIWSMP, which apply to much bigger sub-projects. Therefore, PICSA seeks to apply a *simple risk management approach* that is appropriate to the small scale of investments.

The sub-projects with a more complex risk management approach are not eligible to be funded under PICSA. For example, *PICSA will not support the sub-projects of roads of length more than 10km, irrigation investments with an irrigated area larger than 100ha, and any sub-project requiring involuntary resettlement or land acquisition*. By setting its maximum size and other criteria for sub-projects and to which the PICSA SECAP/ESMP approach will be applied, *PICSA is to apply due diligence and consultations*, which is guided by two key principles: (i) do-no-harm principle (ii) free prior informed consent, which aim to reach an agreement with those affected and mitigation and monitoring measures to ensure that those affected will not be negatively impacted.

5.2.2 Sub-projects' assessment for investment

The assessment of activity impacts is based on the assumption that the sub-projects and interventions will be based on choices and decisions made at a community or village level. In Component 1, PICSA provincial and district teams will guide the WUFGs and relevant village authorities to identify the local activities or interventions from PICSA through participatory development meetings to create their development planning. The participation of all WUFG members in this meeting is important because each WUFG member will share their perceptions on prioritizing activities, and then select their activities/interventions for PICSA investment. In Component 2, a similar process will be conducted with local agro-entrepreneurs as well as students, parents, and teacher associations as mentioned in Component 3.

Note that not all activities identified from the WUFG members or the agro-entrepreneurs will be selected to implement. Before selecting each activity, PICSA provincial and district teams have to work with the farmers and the entrepreneurs to identify their activities, and also explain the potential environmental and social impacts and risks from each identified activity to them, and how to avoid and mitigate these impacts and risks if the activity is selected. It is also important to quantify the current capability and knowledge of the local farmers and entrepreneurs as implementing units to ensure the success of their activity implementation.

Sometimes, the first and second prioritizing activities may not be selected if their impacts and risks are too high, or cannot be mitigated at all.

5.3 Identifying environmental, social impacts and risks for each sub-project

After selecting the sub-projects or activities, each must be identified their social and environmental impacts and risks as well as methods to mitigate them. After identifying the impacts and risks applied to each sub-project, *risk avoidance and mitigation measures, and the responsible units are needed*. These are essential information and element to construct the ESMP for each sub-project.

After screening and selecting the sub-projects for investment, the team will then identify the environmental-social impacts and risks of each sub-project. This must be done immediately after their selections or before implementing them. Each sub-project will be accessing their potential risks and impacts differently by following different types of investment identified and then outlining its main relevant mitigation measures for each. A general format to identify the social and environmental impacts and risks with their mitigation strategy from each sub-project is attached in Annex 3. The below three examples, which are extracted from Section 4.1 of PICSA's SECAP (p. 30-35), are given to elaborate on how to develop to identify risks to be considered concerning the investments in 1) agriculture products, 2) small-scale water facilities, and 3) roads and access tracks.

5.3.1 Agriculture production investments

The farmers may identify many sub-projects in agriculture productions to be invested by PICSA e.g., agricultural vegetable, cash-crop, etc., after wet season rice, and fruit productions. Even identifying different types of agriculture productions, the environmental-social impacts and risks in these agriculture productions are mostly similar related to pesticide use, disposal of solid wastes of plastic materials, etc. We illustrate irrigated vegetable farming as an example of the potential risks and impacts in agriculture productions.

Table 3: Irrigated vegetable production- Potential risks and impacts

Off-season vegetables	Impacts and risks	Mitigation
Social	(-) market risks (-) Specialization, reduced diversification of farming system, impact on food security (-) pollution and health risks related to chemical inputs (banned, expired products)	Risk / Control mitigation strategy • Improved / Good agricultural practices (GAP)
Environmental, climate	(-) potential concentrated pollution of soil and water (-) decreased agrobiodiversity of seeds (-) disposal of plastic sheets at end of life (-) plastic tunnel on wooden frame vulnerable to climate event (winds, heavy rain) (-) increased pressure from pest and disease	• Monitoring of market fairness and transparency • Verification of the validity of chemicals • Safe use and disposal of pesticides and plastic sheets, metal frame for tunnels

Source: Extracted from Section 4.1 of PICSA's SECAP (p. 31).

Table 3 shows the examples of potential risks and impacts in irrigated vegetable production. It does not require large production areas, but *intensive (manageable) labor input and provides a quick return*. The produces can be consumed and sold on the local market, which is well adapted for nutrition-related activities. Its potential technical packages include plastic tunnels, mulching (plastic or crop residues), and drip or sprinkler irrigation. It is adapted to

large valley floors and peri-urban areas. Intensification is visible with the use of hybrid varieties, chemical inputs, use of plastic shades, and irrigation.

5.3.2 Small-scale water investments

Table 4 illustrates the example of potential risks and impacts in small water infrastructures. Investing in productive small water infrastructures is critical to increasing productivity and cropping intensity as well as livestock. Adaptation to climate change is also greatly enhanced by improved water availability in case of drought. *Low-cost small-scale water management equipment is beneficial to improve livelihood and reduce vulnerability.* Spiral pumps and other innovative water drawing systems (hydraulic ram or solar pumps) that function on renewable sources of energy are to be promoted, **and on the other hand electric and gasoline pumps are to be avoided.** Shortfalls in past interventions in irrigation infrastructures: (i) infrastructures have sometimes been inadequately designed and without appropriate technical supervision during construction, (ii) design process has been overly influenced by technical mindset and local knowledge and needs have been overlooked; and, (iii) the focus of the infrastructure activities has been heavily biased towards construction with insufficient attention to appropriate community-led operation and maintenance (O&M) arrangements.

Table 4: Small water infrastructures- potential risks and impacts

Water infrastructures	Impacts and risks	Mitigation
Social	(-) localized encroachment on private property (-) unfair repartition of roles and responsibilities within users groups for operation and maintenance and usage rights (-) maintenance and repairs beyond users capacity and financial means (-) social disruption due to unequal access to water resources (-) loss of crop during rehabilitation works	Risk / Control mitigation strategy <ul style="list-style-type: none"> • The project will only promote localized small-scale water infrastructures with contribution arrangements on a fair, transparent voluntary basis • Participation of communities at all stages. Local knowledge about water resources and risks are taken into account • Mobilize and strengthen Institutions and pro-poor governance of land and water
Environmental, climate	(-) degradation of soil, forest cover, riverbank during construction (-) effect on water resources upstream and downstream of the command area, depletion of the aquifer, and loss of access to water for non-irrigation users (e.g. livestock) (-) inadequate engineering and design of infrastructure, disruption/modification of surface water flow, drainage adjustments, inefficient uses of water	<ul style="list-style-type: none"> • Promote water-efficient irrigation systems (e.g. drip irrigation, sprinkler) as well as innovation (spiral pump, ram pump) • Promote water harvesting practices including the capture of runoff where feasible • Water use: optimization of size and capacity with water requirements of crops and farming systems. Promote. • Crossing points for livestock and existing paths • Provisions for climate change proofing Disaster prevention and recovery • Avoidance mitigation strategy • Water infrastructures that involve involuntary

		encroachment on private property will be prescribed
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Source: Extracted from Section 4.1 of PICSA's SECAP (p. 35).

5.3.3 Roads and access tracks

Table 5 presents the examples of potential risks and impacts in access infrastructures. PICSA potential interventions will include upgrading and improvement of transport infrastructure to enhance farmers' capacity to access market outlets and reduce additional costs and losses due to transportation bottlenecks. *The investment will focus on farm access tracks and village access tracks.* The project is to fund two types of access related interventions: (i) under output 2.3 to improve access track from village to the main road implemented by contractors recruited at district level (ii) under Step 6 of Component 1 to support FGIF by *assisting farm tracks to be implemented by the village and farmers groups* with the infrastructure investment grant. Potential negative impacts and risks of those infrastructures are outlined below.

Table 5: Access infrastructures: potential risks and impacts

Access infrastructures	Impacts and risks	Mitigation
Social	(-) unfair O&M arrangements (-) safety concerns for users (-) maintenance and repairs beyond users capacity and financial means (-) social disruption due to outsiders interference in communities and local resources management	Risk / Control mitigation strategy <ul style="list-style-type: none"> • The project will only promote localized small scale access infrastructures with contribution arrangements on a fair, transparent voluntary basis • Consultations and mobilization at all stages of the project informed consent approach • Cost-benefit analysis and options assessment • Safety measures and insurance during implementation (survey, construction, supervision) • O&M plans and environmental management plans were prepared and implemented • Mixed geotechnical and Bioengineering erosion protection and drainage measures • Climate proofing • Disaster prevention and recovery: Plan climate-related risk management, emergency response, and rehabilitation of damaged rural infrastructure (accountability) • Avoidance mitigation strategy • Access infrastructures that involve involuntary encroachment on private property will be prescribed
Environmental, climate	(-) degradation of soil during construction and throughout the lifetime (-) interruption of streams and drainage, Water Impoundment (-) vegetation and soil losses due to water-induced erosion (-) climate change and extreme climate events damages	

Source: Extracted from Section 4.1 of PICSA's SECAP (p. 34).

Both types of access tracks under PICSA will *be less than 10km in length and off-category*. They will be based on community-based planning decisions. PPIT and DPIT will ensure that *the highest standard of due diligence will be applied and that climate-proofing measures are included in the plans. It is not expected that rural access tracks induce the loss of private property*. When this is the case, alternatives will be identified, and/or Free Prior Informed consent principles and procedures will be applied. The rural road engineer will also provide on-the-job training to district-level staff and village authorities and will ensure that O&M arrangements are adequate, feasible, and agreed upon on a co-management basis between the district line agency and the community. Where applicable, *ESMP activity will be included in contract conditions (e.g. for road sub-projects)*. Contract conditions should also include general provisions to ensure fair employment and working conditions, workplace health and safety, and environmental management of construction sites.

After identifying the social and environmental-climate impacts and risks with their mitigation from each sub-project, the DPIT and local actors should construct their ESMP by following the format in Annex 4, by further identifying the responsible units to carry out the mitigation. In Annex 4, the format consists of five elements to be identified and reported by DPITs and local actors as bellow:

- 1) **Sub-project Description and Location** is referred to the key activities of the sub-projects' choices and decisions that are identified or made by the farmers, community members, agro-entrepreneurs, etc.;
- 2) **Negative impacts and risks** that draw from the key activities on social and environmental aspects;
- 3) **Mitigation measures** are the potential solutions to mitigate the negative social and environmental impacts from the key activities;
- 4) **Responsibility** is a unit(s) or person(s) to conduct the potential solutions to mitigate the negative social and environmental impacts from the key activities;
- 5) **Effectiveness/achievement** is referred to the team's assessment on what level of and how the mitigation are effective to solve the impacts/risks.

5.4 Structure and details of ESMP framework and implementation

All information collected from the above steps is useful to the PICSA team to construct the project ESMP framework. Note that the design of the ESMP framework is mostly related to the physical activities invested by PICSA with regular monitoring in the process. The PPIT and DPIT are the keys to implementing the ESMP in both management and mitigation tasks. Beyond this, other responsible units, which are dominated during the stakeholder consultation, are also eligible to implement this ESMP as well e.g. the cluster development facilitators and village authorities.

In addition, the PICSA provincial and district teams should be cautioned that, in case of *hardware or construction activities, the risk avoidance and mitigation measures are the responsibility of the construction contractor to be included in contract conditions*. In where the works of sub-projects are (formally) contracted, *the ESMP and standard conditions on employment conditions, health, and safety, environmental management should be included in contract conditions*. In the cases of hardware or construction activities, the PICSA provincial and district teams must consult with respective TAs in advance for any clarification needed.

Following the Aide Memoire of the ISM in May 2021 and building on the SECAP Review note, it is important to analyze the environmental and social impacts and risks from each sub-project or activity from the locals. For any choices and decisions of activities that are identified or made by local farmers, community members, or agro-entrepreneurs, the PPIT and TAs will

develop a table of project ESMP that include eight items, namely 1) key activities, 2) negative impacts and risks, 3) measures to mitigate, 4) responsible institution(s), 5) indicators, 6) means of verification, 7) frequency of verification and 8) cost estimate, if any. This information will comply with the ESMP from each sub-project or activity conducted by the local actors and DPIT.

- 1) **Key activities** are the choices and decisions that are identified or made by farmers, agro-entrepreneurs or community members at the village level;
- 2) **Negative impacts and risks** that draw from the key activities on social and environmental aspects;
- 3) **Measures to mitigate** are the potential solutions to mitigate the negative social and environmental impacts from the key activities;
- 4) **A responsible institution** is a unit(s) or person(s) to conduct the potential solutions to mitigate the negative social and environmental impacts from the key activities;
- 5) **Indicators** refer to either quantity or quality of the negative social and environmental impacts from the key activities that are being addressed;
- 6) **Means of verification** are the sources of information that describes how the negative and risks are being addressed;
- 7) **Frequency of verification** refers to how often the responsible institution(s) takes the action; and,
- 8) **A cost estimate** is a budget that will be used to address the negative social and environmental and risks, if any.

Sample of the ESMP's structure and details are in Annex 5. In parallel to the log-frame and M&E system, the TAs needs to train this ESMP guideline to the PPIT and DPIT on how to use formats. Beyond this, the flexible seven steps as below can be followed in training with some adjustments, if necessary.

- Step 1-TAs of PGT trains the ESMP along with the log-frame and M&E system to PPIT and DPIT;
- Step 2-PPIT and DPIT train EPMP along with the log-frame and M&E system to WUFGs, local community, agro-entrepreneurs, and local authorities;
- Step 3-PPIT and DPIT support to local actors to identify their development activity for PICSA investment;
- Step 4-PPIT and DPIT help the local actors to assess the impacts and risks from their identified activity, and develop the ESMP;
- Step 5-PPIT and DPIT support local actors to conduct, implement and report ESMP
- Step 6-The local actors report on the ESMP to DPIT, and after that, the PPIT and TAs consolidate findings/results of ESMP to the PGT, respectively.
- Step 7-PGT reports the ESMP to IFAD staff.

5.5 Monitoring and Reporting

The overall objective of environmental and social monitoring is to qualitatively and quantitatively measure the effectiveness of mitigation measures, and develop appropriate responses to compliances with PICSA and IFAD standards, and emerging environmental and social issues. Along with a report of Grievance Redress Mechanism, the PPIT and DPIT with the support of relevant Technical Advisors (TAs) are responsible to monitor the implementation

of ESMP for sub-projects, reporting, and consolidate project progress reports to stakeholders. After training from TAs and for implementing the ESMP, the PPIT and DPIT need to develop the key monitoring indicators related to environmental sustainability and climate resilience. *These key ESMP indicators should be simple for monitoring and reporting in project annual reports.* Beyond this, the ESMP monitoring indicators should be focused on the main identified risks and impacts e.g. number of groups supported to sustainably manage climate risks natural resources, number of persons provided with climate information, disaggregated by gender, ethnic groups, and youth dimensions to verify the inclusion of project interventions. The cluster development facilitators will be involved in the monitoring function to collect data at the community level to inform the selected indicators.

The PPIT and DPIT will carry out the environmental and social monitoring as well as its report as its format is attached in Annex 6. If any in Component 2, this monitoring and reporting will do jointly with local businesses, entrepreneurs, or contractors, to evaluate the performance of the ESMP. The ESMP framework for monitoring activities and thresholds is provided in the below section to be further developed as more information becomes available after implementing the sub-projects. Monitoring will be carried out to ensure that all project activities and mitigation measures comply with the PICSA M&E plan, the local legislation, and the IFAD standards. After conducting the ESMP, the team should be able to report 1) whether or not all mitigation measures are in place, 2) the effectiveness of the mitigation measures, 3) mechanisms (e.g. grievance redress mechanism for any affected persons) for taking timely action when unexpected environmental and social incidents are encountered, and 4) any training requirements at all levels of the organizational structure.

6 Grievance Redress Mechanism

6.1 GRM definition, design, and steps

Grievance redress mechanism (GRM) is an arrangement for receiving, evaluating, and facilitating the resolutions of affected people's concerns, complaints, or issues raised by beneficiaries or other stakeholders impacted by the PICSA project. These need to be adequately recorded transparently and systematically at the local/village level reported to district/ provincial and central level and then addressed adequately. The GRM is important for sub-projects where adverse impacts or risks are ongoing or anticipated. Affected people need a trusted way to voice and resolve project-related concerns, and the PICSA needs an effective way to address affected people's concerns.

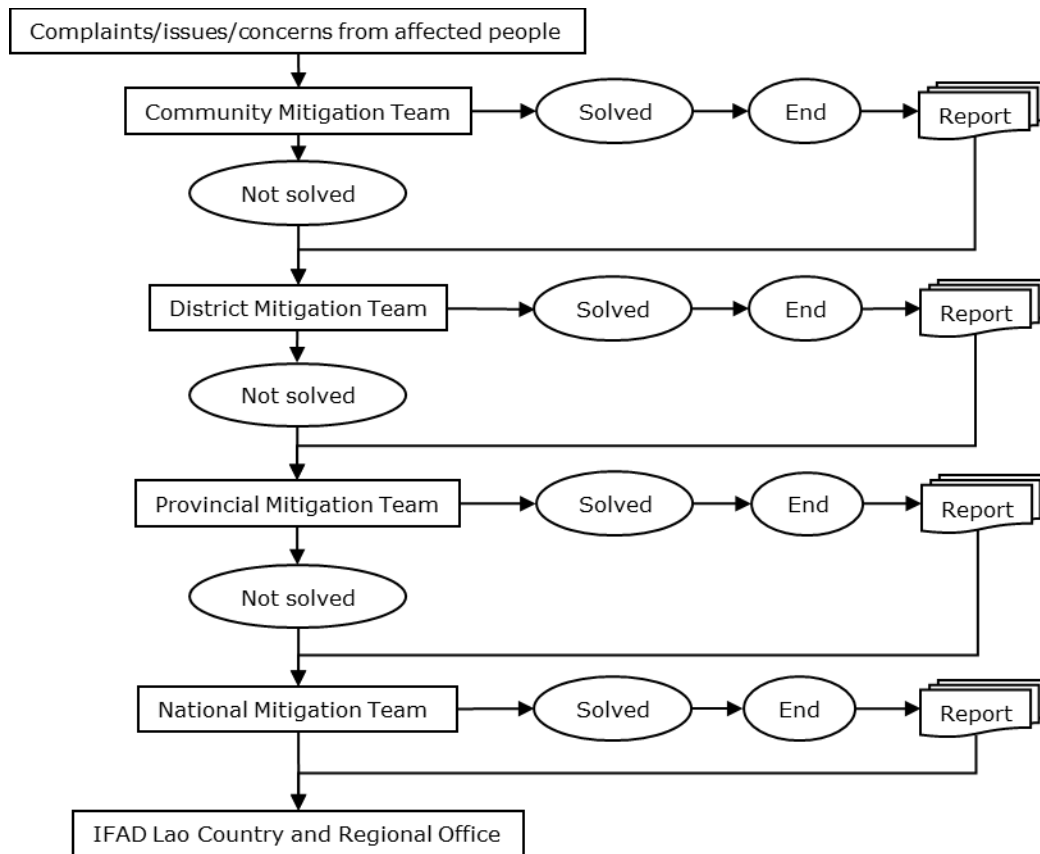
In general, the basic principles and steps of the GRM are as follows:

- Accurate recording and protection of all information obtained if grievances, accidents etc., from affected persons during the implementation of the ESMP,
- Appointing a local authority responsible for public relations, handling of internal and external complaints, recording oral complaints and filling in relevant forms,
- Sharing the information about grievances, accidents and mitigation methods from the project monitoring with stakeholders and all interest groups, while keeping individual information of affected persons as confidentials.
- Sharing information on the functioning of the Grievance Mechanism with affected communities as part of stakeholder engagement activities.

For PICSA, to implement the ESMP effectively is required the GRM to record and share all environmental and social issues in PICSA's sub-project. For this, PICSA's GRM is designed by following the key steps, which are described in the Lao Law of Grievance Redress, issued by National Assembly No. 301/NA dated 09-Dec-2016. In its Section 1 of Part 3, Articles 17-21 explain four levels to redress the grievance, resolution of affected people's concerns, complaints, or issues raised by beneficiaries or other stakeholders impacted by the project,

which starts from villages/community to district, provincial and national authorities, respectively. These articles also describe the roles and duties of each level. To the end, the PICSA's GRM is designed as shown in Diagram 1.

Diagram 1: PICSA's Grievance redress mechanism (GRM)



6.2 GRM steps taken and forms

PICSA has established its GRM to deal with complaints, issues, and concerns in a timely and effective manner and to provide a direct communication system with all affected persons or stakeholders as shown in Diagram 1. This is to ensure the rights of affected persons or communities to receive information about the Project and to convey their complaints and thoughts. Note that, this current version of PICSA's GRM is dealt with all physical, tangible implementing activities rather than intangible software ones and financial aspects. For the activities/transactions related to financial aspects, there will be direct contact or phone number provided that enable the affected persons, stakeholders, and beneficiaries to directly communicate with the PGT staff in the PICSA at the DoI office, which will be included in contracts or negotiation process.

In Diagram 1, PICSA's GRM consists of four levels with different mitigation teams, starting from the village/community, to district, provincial, national mitigation teams accordingly, to mediate the complaints, issues, and concerns from the affected people. The members of the village/community mitigation team are selected from the well-known and respective people in their community e.g., village authorities, village mediation committee, cluster community facilitators, WUFGs committee, etc, and those of district and provincial mitigation teams are selected from the respective and participating project coordinations and offices at their levels.

The key tasks of each team are to follow the Law on Grievance Redress as well as the principles of the PICSA's GRM to resolve all the matters or complaints, and report the grievance details, discussions, and outcomes. Note that the softcopy of Law on Grievance Redress in 2016 is available from PICSA RD-ESS expert and can share to anyone based on each request.

Each grievance will be registered and recorded in a form as attached in Annex 7.1 as a logbook. At a starting point, the local affected people will communicate or submit their complaints directly to the Village/Community Mitigation Team, and it should take a maximum of **five** days to solve, mitigate the grievance at this level. If the complaints are not solved or the affected persons are not satisfied, then the Village/Community Mitigation Team will deliver the complaints to the District Mitigation Team to address or solve, and it should take a max of **ten** days at the district level. Note that the Village/Community Mitigation Team will report the complaints both solved and/or unsolved to the District Mitigation Team.

Similarly, if the District Mitigation Team cannot solve the complaints, they will deliver the complaints to the Provincial Mitigation Team as well as report both solved and unsolved complaints to the Provincial Mitigation Team. It should take a max of **ten** days at the province level. This process is also repeated with the National Mitigation Team if the complaints are not solved at the below levels. The PICSA's GRM will address and make their report by starting from the village/community, district, provincial, to national mitigation teams accordingly. In where it starts at each level, the Mitigation Team should record acutely the grievance by using the form as shown in Annex 7.2

6.3 GRM monitoring and reports

Each grievance should be monitored, reported and sent from each Mitigation Team by using the form as shown in Annex 7.3 to send to the National PGT to the IFAD Lao Country and/or Regional Office on sub-project implementation. The DPIT and PPIT have their primary responsibilities of recording and following up on grievances (including environmental issues), and then reporting to PGT who will report further to the IFAD team.

Annex 1: List of 18 Irrigation Schemes in PICSA project areas

District	Subproject	Village (#)	HHs (#)	Catchment Area, ha.	Cost. (US\$'000)	WS ha	DS ha	Incr CA (ha)	Incr. DS Crop (ha)
Houaphan Province									
Viengxay	Nam Pua -RSP	6	275	19,650	640	69.89	36.2		55
Sopbao	Nam Hom (1,2)	6	312	89,800	450	168	86	51	135
Xamneua	Nam Harm (n=2)	3	138	11,600	650	130	45	8	95
Viengxay	Nam Soy (1,2,3)	8	1031	56,200	1,200	184	127		50
Subtotal		23	1,756	177,250	2,940	552	294	59	335
Xiangkhouang Province									
Peak	Nam Tong – RSP	2	116	4,700	800	147	28		150
Kham	Nam Pew (1,2,3)	3	161	14,300	700	214	72		150
	Nam Mud	3	253	13,000	600	271	145		120
	Nam Guer	3	359	9,500	650	285	110		150
Peak	Nam Kha	3	90	4,570	350	95	33		50
Subtotal		14	979	46,070	3,100	1,012	388	0	620
Louangphabang									
Nan	RSP pt1 Nam Seng-MC1/2	9	421	15,400	2,680	350	350		
	RSP Pt 2: Nam Seng-SC1	6	180					265	265
	Nam Nan (2,3,5)	16	545	27,600	700	265	72	265	192
	Nam Nan (1,4)	19	393		800	365	250		50
Xiengngeun	Nam Khan (1,2,3,4)	9	144	23,860	800	131	73		20
Subtotal		59	1,683	66,860	4,980	1,111	745	530	527
Xaignabouli Province									
Phieng	RSP Phieng 1&2	15	852	11,600	850	721	440		150
	Nam Poui	2	155	20,900	800	150	100		50
Paklay	Nam Pon	1	188	9,930	200	75	25		50
Xaignabouli	Houy Khean Reservoir	3	284		400	200	50		100
Paklay	Nam Yang 3	3	496	26,700	450	400	200		180
Subtotal		24	1,975	69,130	2,700	1,546	815		530
Project total		120	6,393	359,310	13,720	4,221	2,242	599	2,012

Source: Extracted from Annex 1 of Summery of Priority subproject shortlist from Project Administrative Manual (PAM)

Annex 2: Sub-project Screening Checklists (by local actors)

Note that this is a tentative format and needs to be further developed along with inputs from PPIT and DPIT.

Below are simple screening checklists for the identified sub-project or activity by the locals. If its answer is "No", it should be disqualified to be supported by PICSA's investment.

2.1 Simple screening checklist for agriculture production investments

Screening criteria/Question	Yes	No	Any comment
1) Will this activity will increase agricultural productivity?			
2) Will this activity benefit ethnic group farmers?			
3) Can the impact and risk from this investment be avoided?			
4) Will this investment will follow good agricultural practices?			
5) Will this investment forester rural community livelihoods?			
6) Will this investment improve women's participation?			
7) If any, can its environmental impacts and risks be mitigated?			
8) If any, can its social impacts and risks be mitigated?			
9) Etc.			

2.2 Simple screening checklist for small-scale water investments

Screening criteria/Question	Yes	No	Any comment
1) Is this activity related to the existing irrigation?			
2) Can the impact and risk from this investment be avoided or mitigated?			
3) Is the irrigated area is less than 100ha?			
4) Will this activity improve the water supply?			
5) Is the site and scale of this investment is small?			
6) If any, can its social impacts and risks be mitigated?			
7) If any, can its environmental impacts and risks be mitigated?			
8) Etc.			

2.3 Simple screening checklist for small roads and access track investment

Screening criteria/Question	Yes	No	Any comment
1) Is the width of these access tracks less than 4m?			
2) Is the length of this road is less than 10 km?			
3) Will its construction involve voluntary resettlement?			
4) Will this infrastructure promote agricultural business?			
5) Are local materials available to carry out this activity?			
6) If any, can its social impacts and risks be mitigated?			
7) If any, can its environmental impacts and risks be mitigated?			
8) Etc.			

Annex 3: Identifying potential impacts and risks of each sub-project/ activities

Note that this is a tentative format and needs to be further developed along with inputs from PPIT and DPIT.

Sub activity:

	List of negative impacts and risks*	Can impacts and impact/risks be mitigated?	If yes, list mitigation strategy
Social	Risk/impact 1.1		
	Risk/impact 1.2		
	Risk/impact 1.3		
Environmental climate	Risk/impact 2.1		
	Risk/impact 2.2		
	Risk/impact 2.3		

Annex 4: Sub-project Environmental and Social Management Plan Format (by DPITs and local actors)

Note that this is a tentative format and needs to be further developed along with inputs from PPIT and DPIT.

Sub activity description and Location:

Identified negative impacts and risks*	Mitigation measures taken (how and when)	Responsibility	Effectiveness/ achievement
Risk/impact 1.1			
Risk/impact 1.2			
Risk/impact 1.3			
Risk/impact 2.1			
Risk/impact 2.2			
Risk/impact 2.3			
Etc.			

*Some examples of negative impacts and risks are:

1. Involuntary resettlement/land acquisition
2. Fair working conditions for contractor's workforce
3. Workplace health and safety for contractor's workforce
4. Safe working practices during construction
5. Environmental management of construction and disposal of construction wastes
6. Negative impacts on minority communities
7. Decreased agrobiodiversity of seeds
8. Reduced availability of water
9. impacts on other water users
10. impacts on environmental water needs
11. risk of flooding
12. waterlogging fields

Annex 5: Project Environmental and Social Management Plan Format* (to be done by PPIT)

Note that this is a tentative format and needs to be further developed along with inputs from PPIT and DPIT.

Sub-project:Village:.....District:Province:

Items	2.Negative impacts and risks	3.Mitigation Measure	4.Responsible institution(s)	5.Indicators	6.Means of verification	7.Frequency	8. Cost
1/ Subproject / Activity Name:							
Social							
Environ mental and climate							

*This is a tentative format and needs to be further developed along with inputs from PPIT and DPIT.

Annex 6: Simple report format of ESMP

Note that this is a tentative format and needs to be further developed along with inputs from PPIT and DPIT.

Sub-project:

Village:.....District:Province:

	Description
1. Key indicator	
2. Detail impact and risk	
3. Mitigation measures (how and when)	
4. Effectiveness of the mitigation measures	
5. Encountering any unexpected environmental and social incidents	
6. Had grievance Redress Mechanism taken or not?	
7. Any training requirements	
Number of groups and households supported	# group: Total:
Disaggregated by gender	#Males:, #Female:, # Youth:, # Old:,
No. ethnic groups, if any	

Annex 7: Grievance Redress Mechanism for physical activities

Note that this is a tentative format and needs to be further developed along with inputs from PPIT and DPIT.

Sub-project:

Village:.....District:Province:

7.1 Grievance Registration

Date	Case No.	Name of the complainant(s)	Details of incident or grievance	Recorded by	Reviewed by	Date to respond

7.2 Details and report of incident or grievance (see more details on Articles 10-12 of Law on Grievance Redress)

Sub-project:

Village:.....District:Province:

Items to be recorded	Information needed
1/ Information of complainant	<i>(Name and surname, age, occupation, current address, phone, email, etc.)</i>
2/ Details of incident or grievance	<i>1-Starting points, background, conflicts, topic disputing, etc. 2-Explain evidence, reasons, causes, etc that are used to prove 3-Issues, problems, etc to be addressed or mitigated, etc. Etc.</i>
3/ Response, mitigation is taken and responsible unit(s) to address	<i>1- Responses, action taken by who 2- Mitigation methods by who Etc.</i>
4/ Results/outcomes	<i>Explain the results/outcomes from the mitigation team</i>
5/ Certification	<i>Location, dates are taken, the signature of affected persons, signature of the mitigation team(s), official sealed stamp or fingerprint, etc</i>
6/ Additional information:	

7.3 Grievance redressal response

Sub-project:

Village: District: Province:

Date of response	Case No.	Details of grievance	Mitigation / resolution Methods	Inspected or Mitigated by	Solved or Not solved	Next step taken