

Stakeholder Engagement Plan (SEP)

Sindh Transformational Accelerated Rural Services (STAR) WASH - I)



Stakeholder Engagement Plan (SEP)
for
Sindh Transformational Accelerated Rural Services (STAR)
WASH Project

(STAR-WASH-1 P515194)

Government of Sindh

Final Version



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List of Abbreviation

APs	Affected Persons
BCC	Behavior Change Communication
CLO	Community Liaison Officer
CSO	Civil Society Organization
CSSP	Civil Society Support Program
CBOs	Community-Based Organizations
CoC	Code of Conduct
DBO	Design Build Operator
DMC	District Municipal Corporation
EHS	Environment, Health & Safety
ESMF	Environmental and Social Management Framework
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
E&S	Environmental and Social
FGDs	Focused Group Discussions
FGROs	Field Grievance Redress Officers
GBV	Gender-Based Violence
GEMS	Global Environmental Management Services
GoS	Government of Sindh
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GW	Groundwater
HANDS	Health and Nutrition Development Society
HESCO	Hyderabad Electric Supply Company
IEC	Information, Education and Communication
IPs	Interested Parties
IRC	International Rescue Committee
KPIs	Key Performance Indicators
LBOD	Left Bank Outfall Drain



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LHDP	Laar Humanitarian and Development Programme
LGD	Local Government Department
LMP	Labour Management Plan
LSO	Local Support Organizations
M&E	Monitoring and Evaluation
NGO	Non-Governmental Organization
NOC	No Objection Certificate
NRSP	National Rural Support Program
ODF	Open Defecation Free
OHS	Occupational Health and Safety
OHWT	Overhead Water Tanks
OIPs	Other-Interested Parties
O&M	Operation and Maintenance
PAPs	Project-Affected People
PFC	Provincial Finance Commission
PHED	Public Health Engineering Department
PIU	Project Implementation Unit
PKR	Pakistani Rupees
PMU	Project Management Unit
PPHI	People's Primary Healthcare Initiative
PWDs	Persons with Disabilities
P&DD	Planning & Development Department
RBOD	Right Bank Outfall Drain
RAP	Resettlement Action Plan
RD	Revenue Department
RDF	Rural Development Foundation
RO	Reverse Osmosis
RPF	Resettlement Policy Framework
RP	Resettlement Plan
SAFCO	Sindh Agricultural and Forestry Workers Coordinating Organization
SC	Supervision Consultant
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan



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SEPA	Sindh Environmental Protection Agency
SPHF	Sindh Peoples Housing for Flood Affectees
SRSO	Sindh Rural Support Organization
STAR	Sindh Transformational Accelerated Rural Services
SWD	Social Welfare Department
TDS	Total Dissolved Solids
TRDP	Thardeep Rural Development Program
UC	Union Council
USPCAS-W	U.S.-Pakistan Center for Advanced Studies in Water
VLD	Voluntary Land Donation
UGWT	Underground Water Tanks
WASH	Water, Sanitation, and Hygiene
WB	World Bank



Glossary

Term	Definitions
Affected Parties (APs)	Stakeholder category including local communities and individuals directly impacted by the project's activities
Behavior Change Interventions	Initiatives aimed at modifying behaviors to promote positive health and hygiene practices
Consultative workshops	Organized consultation sessions aimed at addressing key issues and devising strategies
Cost-effective	Achieving maximum benefit at minimum cost
Cultural Resources	All unique and nonrenewable intangible (spiritual) and material phenomena (natural or made by humans) that are associated with cultural activities including sites, structures, and artifacts.
Cultural Suitability	Ensuring that engagement methods and environments are appropriate and respectful of the cultural norms and practices of the local community.
Environment and Social Management Framework	A framework that identifies the steps for detailed assessment of the project's potential social and environmental effects, and for preparing the required management plans for avoiding, and where avoidance is not possible, reducing, mitigating, and managing potential adverse impacts.
Environment and Social Management Plans	A comprehensive document that directs effective and responsible implementation and management of environmental and social impacts mitigation and enhancement measures during the construction, operation, and closure phases of a proposed project.
Environment Screening Reports	A report developed to determine the appropriate extent and type of Environmental Assessment required for proposed projects.
Environmental Assessment	A process that gauges the potential environmental impact of a project before its commencement to identify possible environmental effects, suggest remedies to deal with adverse effects, and to predict if these remedies will be successful.
Environmentally sustainable	Practices that minimize negative impacts on the environment
Ethnic minorities	Groups within a population sharing a common cultural, linguistic, or ancestral identity distinct from the majority population.
Focus Group Discussions (FGDs)	Qualitative research method involving structured discussions to gather insights on specific topics from a diverse group of participants



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GBV	Gender-Based Violence, violence directed at an individual based on gender identity
Grievance Redress Mechanism	Procedures for addressing and resolving complaints or grievances.
Hygiene facilities	Infrastructure or amenities supporting personal and public hygiene, such as handwashing stations or sanitation facilities
Inadequate Drainage	Insufficient infrastructure or systems for the removal of excess water, leading to potential issues such as flooding and waterborne diseases
Information Dissemination	The distribution of information regarding project activities, schedules, and mitigation measures to prevent conflicts and ensure stakeholder awareness
Initial Environmental Examinations	An initial study to assess the environmental condition of a project, including potential impact, formulation of mitigation measures, and preparation of institutional requirements and environmental monitoring.
Interested Parties (IP)	Individuals, groups, or organizations that may have an interest in or be affected by a project, or that can influence project outcomes,
Involuntary Resettlement	Involuntary resettlement refers both to physical displacement (relocation or loss of shelter) and to economic displacement (loss of assets or access to assets that leads to loss of income sources or means of livelihood) because of project-related work.
Key Performance Indicators	Key Performance Indicators (KPIs) are quantifiable metrics used to evaluate the performance or success of an organization, project, or specific activities, providing a clear and measurable way to assess progress toward goals and objectives.
Metered Supply	A system where the amount of water supplied to consumers is measured and billed accordingly.
Mitigation Measures	Mitigation measures provide for a system to reduce, avoid, or offset the potential adverse environmental consequences of development activities.
Occupational Health and Safety	A multidisciplinary field focused on all aspects of health and safety in the workplace and has a strong focus on primary prevention of hazards
Other Interested Parties (OIPs)	Stakeholders with an interest in the project other than Project affectees
Person with Disabilities (PWDs)	Individuals who have long-term physical, mental, intellectual, or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others,
Potable water	Water that is safe for drinking.



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Project Steering Committee	A committee overseeing the overall direction and management of the project, often composed of key stakeholders and decision-makers
Project-affected people (PAPs)	Individuals or communities directly impacted by the project's activities
Public consultations	Formal processes of gathering input and feedback from the public on proposed projects or policies.
Public Information Disclosure	The process of making project-related information available to the public.
Purified Water	Water that has been treated to remove impurities and contaminants
Resettlement Action Plan	A document drafted by the sponsor or other parties responsible for resettlement, specifying the procedures and actions to be taken to properly resettle and compensate affected people and communities.
Rural Household	A household located in a rural area, typically engaged in agricultural or related activities
Safeguards	Policies designed to prevent and mitigate undue harm to people and their environment in the development process.
Safely Managed Sanitation	Provision of sanitation facilities and services that are safe and hygienic for human use and are managed in a sustainable manner.
Safely Managed Water	Refers to ensuring access to water that is safe for human use, typically achieved through treatment and purification processes
Sindh Environmental Protection Act	An act to provide for the protection, conservation, rehabilitation, and improvement of the environment, for the prevention and control of pollution, and promotion of sustainable development.
Sindh Environmental Protection Agency	A regulatory agency in Sindh responsible for Protection, Conservation, Rehabilitation and Improvement of the Environment, the prevention and control of pollution, and the promotion of sustainable development through enforcement of Environmental Laws.
Stakeholder Engagement Plan (SEP)	A strategy outlining how stakeholders will be involved and consulted throughout the project lifecycle.
Stakeholder Mapping	Process of identifying and analyzing stakeholders to understand their interests, influence, and potential impact on the project
Sustainable Development	Sustainable development is development that meets the needs of the present, without compromising the ability of future generations to meet their own needs.
Vulnerable Groups	Population groups that are at higher risk of being adversely affected by project impacts and/or having limited ability to participate in or benefit from development processes due to social, economic, physical, or contextual barriers.



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Wastewater Treatment Facility	A facility designed to treat wastewater to make it suitable for reuse or safe disposal.
Water Supply Schemes	Infrastructure projects designed to provide water to communities.
Water, Sanitation, and Hygiene (WASH)	Collective term referring to initiatives aimed at improving access to clean water, sanitation facilities, and hygiene practices.
Waterborne Diseases	Illnesses caused by pathogenic microorganisms that are transmitted via contaminated water, posing health risks to human populations.



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1 Introduction

Rural Sindh's WASH crisis has deep historical roots. For decades, successive government programs and donor-funded interventions prioritized asset creation over sustainable service delivery, without major or sustainable success. Today, nearly 58% of rural water supply schemes are non-functional, approximately 86% are managed by informal community committees without adequate technical or financial capacity, and significant public investment has repeatedly failed to translate into lasting access to safe services. Recognizing that incremental, project-by-project approaches cannot deliver transformation at scale, the Government of Sindh — in partnership with the World Bank and the Asian Development Bank (ADB) — has designed the STAR WASH program as a decisive shift toward a systems-based model of institutional reform, professionalized service delivery, and sustained behavioral change. The urgency of this intervention is underscored by severe baseline conditions — 78% of rural households live in areas with contaminated groundwater, household fecal contamination risk stands at 87% against a 48% national average, and Sindh's child stunting rate of 50.2% is the highest in Pakistan — further compounded by acute climate vulnerability following the 2022 floods and projections of intensifying flood frequency and declining groundwater levels.

The Sindh Transformational Accelerated Rural Water Supply, Sanitation and Hygiene Services Phase 1 Project (STAR WASH-1, P515194) is the first phase of a Multiphase Programmatic Approach (MPA) spanning FY27–FY35. Phase 1 targets 1.5 million beneficiaries across 10 priority districts of rural Sindh. The project builds around three components: (i) Transforming Rural WASH Sector Governance and Systems; (ii) Improving Access to Safe Drinking Water, Sanitation and Hygiene; and (iii) Project Management. The project is implemented by the Government of Sindh through the Sindh People's Housing for Flood Affectees (SPHF), with community-level delivery anchored in Sindh People's Village Organizations (SPVOs). It is within this context that meaningful and inclusive stakeholder engagement is a prerequisite for the project's transformational objectives.

1.1 Project Overview

The STAR WASH 1 Project aims to improve access to safe, reliable, and climate-resilient Water Supply, Sanitation, and Hygiene (WASH) services in rural communities of Sindh. The project focuses on addressing critical challenges such as limited availability of safe drinking water, inadequate sanitation infrastructure, and the prevalence of waterborne diseases. It supports the development and rehabilitation of water supply systems, sanitation facilities, and drainage infrastructure while strengthening institutional capacity and community engagement. Through inclusive and participatory approaches, the project ensures that the needs of all stakeholders, particularly women and vulnerable groups, are incorporated into planning and implementation, ultimately contributing to improved public health and quality of life in targeted areas. The project is being implemented by the Government of Sindh with financial and technical support from the World Bank and the Asian Development Bank (ADB). The project



is being prepared under the World Bank's Environment and Social Framework (ESF), with the objective of delivering equitable, cost-effective, and sustainable WASH services.

Upon completion, households within the project areas are expected to benefit from metered water supply systems that provide treated and potable water suitable for human consumption. In addition, each household will have access to improved sanitation facilities, including standardized toilets connected to septic tanks, along with appropriate drainage systems and wastewater treatment solutions.

The project will also implement integrated Social and Behavioral Change (SBC) interventions aimed at promoting improved hygiene practices, health and nutrition of mothers and babies focusing on the critical 1,000-day window from conception to a child's second birthday, and awareness about paying for improved WASH services. Regarding WASH, these interventions will focus on safe water storage and handling, and on minimizing contamination from common sources such as solid waste, animal waste, and human waste, thereby ensuring a complete and sustainable hygiene cycle.

1.2 Project Components

The project comprises the following key components:

- The new water supply and drainage schemes will be constructed where feasible in the selected 10 districts and WASH facilities are not available;
-
- Improve WASH in schools, health clinics and other institutions;
- Carry out communication activities and integrated SBC campaigns for the shift in behaviors and practices of the users;
- Capacity building of SPHF, PHED and Local Government for development planning, implementation and monitoring of water supply and sanitation facilities;
- Establish a financially viable institutional arrangement for the sustainable operations of facilities;
- Establish robust information management and regulatory monitoring mechanisms to support the monitoring of the facilities' operation and maintenance of water supply and sanitation facilities;

1.3 Project Location

About 87 percent of rural households are consuming water contaminated with E. coli, and this includes households that are receiving water that is safe at source but gets contaminated due to inadequate fecal waste management and poor hygiene practices. The challenge for a meaningful intervention is to provide integrated water and sanitation infrastructure and sustainable institutionally managed WASH services to as many beneficiaries as possible, with



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priority given to locations that are the most deprived in terms of key WASH and public health outcomes. The location selection methodology balances both objectives. First, the list of all rural districts is ranked in order of need, using a multi-indicator index comprising stunting rate, open defecation, improved sanitation access, improved water access, and water quality. Second, within each district, service clusters have been created that will enable the project to maximize the number of people receiving safely managed services – asset creation and O&M. This is based on proximity to reliable sources of groundwater recharge and population density. Once a cluster is created, all settlements within the cluster (regardless of population density) will be covered by the project using different service standards, but with water quality assured and sanitation investment integrated. Based on existing estimates of per capita investment costs, STAR WASH-1 will target 1.5 million people in service clusters that span 10 out of 23 rural districts of Sindh. This population represents the largest agglomeration of human settlements where sustainable, professionally delivered WASH services are feasible in the most deprived districts of Sindh.

All 23 rural districts in Sindh have been considered and ranked as potential project areas (see table 1 below), but in terms of investment for phase-1, the project will focus on the top 10. The project will follow the agreed ranking until it covers 1.5 million beneficiaries, or use up on the money, whichever comes first. If needed and more resources are available, it could expand to more districts over time.

Table 1: Districts for STAR-WASH-1

Annexure 1(a): Prioritized List of Beneficiary Population Districts in Sindh in 2025

District	Poverty Rate (Poorest) MICS 2018	Weight	Percentage of MPI-Poor People	Weight	Stunting MICS 2018	Weight	E. Coli Contamination at Source MICS 2018	Weight	E. Coli Contamination at Point of Use MICS 2018	Weight	Open Defecation MICS 2018	Weight	Diarrhea MICS 2018	Weight	Cumulative weightage	Projected Beneficiary Population 2025	Weighted population (%)	Weighted Average	Rank
Nasirpur	9%	5	58%		58%	5	42%	5	75%	5	19%	5	6%	5	30	526,837	121	76	1
Khairpur	16%	5	46%		49%	5	40%	5	78%	5	33%	5	19%	5	34	434,470	100	67	2
Badin	62%	5	82%		60%	5	78%	5	92%	5	67%	5	7%	5	52	360,963	83	68	3
Shaheed Benazir Abad	14%	5	51%		54%	5	21%	5	67%	5	31%	5	11%	5	28	422,677	97	63	4
Sanghar	38%	5	60%		50%	5	61%	5	87%	5	44%	5	19%	5	43	363,825	84	63	5
Dadu	19%	5	67%		72%	5	36%	5	90%	5	27%	5	10%	5	36	376,093	87	61	6
Larkana	7%	5	41%		45%	5	33%	5	71%	5	9%	5	3%	5	24	418,133	96	60	7
Shikarpur	19%	5	72%		54%	5	49%	5	97%	5	27%	5	14%	5	37	322,751	74	56	8
Matiari	25%	5	63%		54%	5	32%	5	68%	5	33%	5	12%	5	32	300,401	69	51	9
Tando Allahyar	22%	5	49%		67%	5	63%	5	85%	5	25%	5	10%	5	39	259,914	60	49	10
Umerkot	57%	5	75%		59%	5	78%	5	87%	5	63%	5	6%	5	50	196,147	45	48	11
Hyderabad	6%	5	29%		58%	5	79%	5	93%	5	11%	5	8%	5	37	235,733	54	45	12
Sukkur	13%	5	52%		50%	5	96%	5	100%	5	18%	5	10%	5	41	205,733	47	44	13
Jamshoro	22%	5	62%		72%	5	62%	5	87%	5	22%	5	17%	5	40	198,207	46	43	14
Kambar Shahdadkot	29%	5	71%		45%	5	99%	5	98%	5	19%	5	21%	5	44	178,470	41	43	15
Mirpurkhas	34%	5	60%		57%	5	55%	5	83%	5	44%	5	15%	5	41	152,801	35	38	16
Thatta	46%	5	86%		62%	5	97%	5	91%	5	58%	5	7%	5	52	111,033	26	39	17
Sajawal	74%	5	85%		73%	5	75%	5	91%	5	82%	5	9%	5	58	81,220	19	38	18
Kashmore	24%	5	84%		55%	5	0%	5	57%	5	37%	5	6%	5	26	190,671	44	35	19
Tando Muhammad Khan	54%	5	76%		60%	5	32%	5	85%	5	65%	5	9%	5	44	100,764	23	33	20
Jacobabad	44%	5	81%		62%	5	65%	5	85%	5	48%	5	18%	5	46	69,237	16	31	21
Ghotki	14%	5	65%		50%	5	56%	5	89%	5	23%	5	20%	5	36	97,784	23	29	22



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The list of selected districts for SEP consultation under the STAR WASH project is mentioned in **Table 2**:

Table 2: Selected Districts for STAR WASH SEP Consultations

North	Central	South
- Khairpur	- Jamshoro (Arid / Rain Fed)	- Badin (Coastal)
- Larkana	- Naushahro Feroz	- Sanghar
- Dadu (Right Bank)		

The selected districts under the STAR WASH 1 project, chosen based on the following criteria:

- Multidimensional Poverty Index indicating poverty levels and stunting prevalence
- Insufficient access to basic drinking water services
- Presence of water contamination (E. coli)

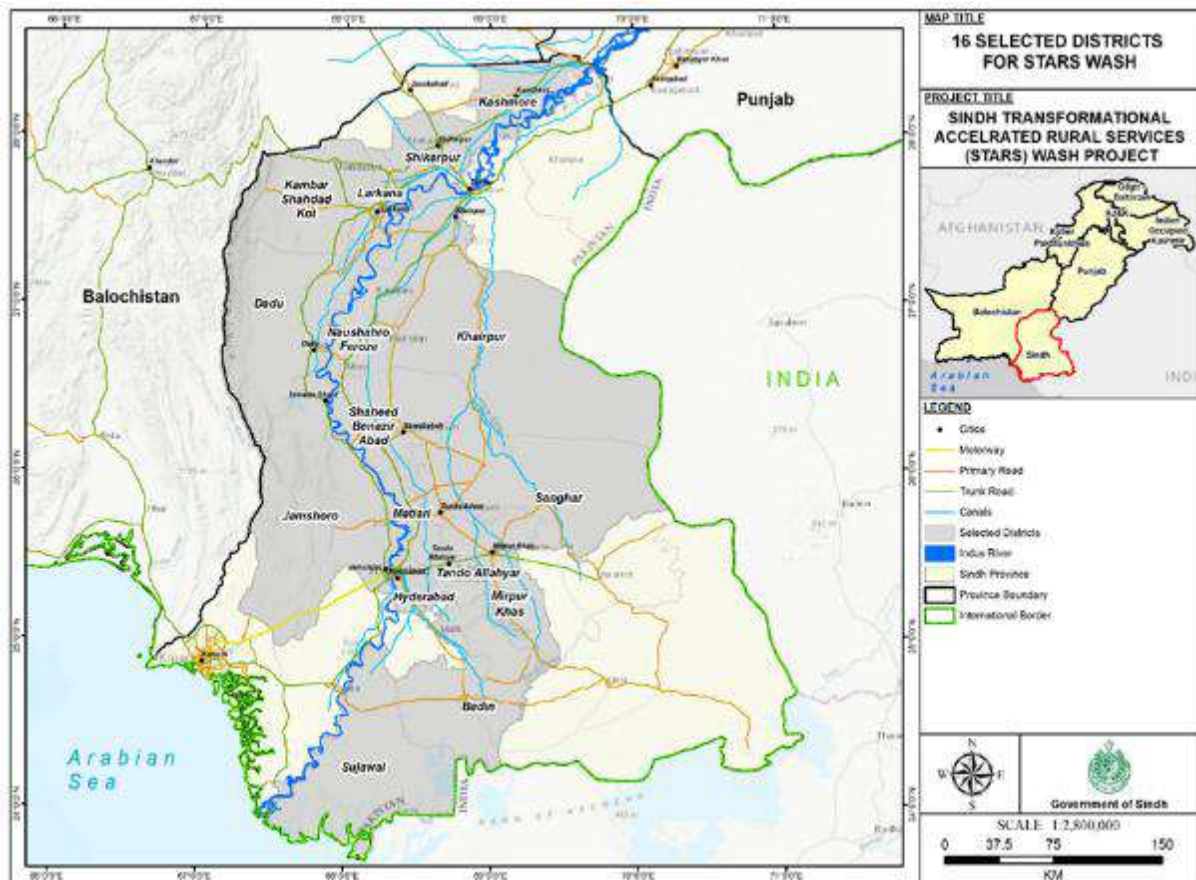


Figure 1: Selected Districts for STAR WASH Project



1.4 Selected Villages in Seven Sampled Districts

The list of selected villages in the seven sampled districts has been given in **Table 3**.

Table 3: List of Selected Villages in Seven Sampled Districts

District	Tehsil/ Taluka	Union	Deh	Village
Badin District	Matli	Haji Sawan	Lakhadi	Mazarpur Mallah-Lakhadi
	Badin	-	Karabari	Karabari
	Taluka Talhar	Pir Ali Bahadur Shah @ Chanri	Gono	Syed Zain Ul Abdin Shah-Gono
	Taluka Talhar	Wasi Adil	Dabghiro	Saeed Pur Ward No 1-Dabghiro
	Taluka Talhar	Haji Muhammad Ashraf Thebo @ Rip	Sandki	Mian Pota-Sandki
Dadu District	Khairpur Nathan Shah	Rahooja	Dangar	Abdul Hameed
	Mehar	Kolachi	Lalo Ghari	Arab Gogani
	Mehar	Sobho Magsi	Peroz Shah	Peroz Shah
	Mehar	Shah Panjo	Kacho Nari	Daud Dero
	Khairpur Nathan Shah	Fatehpur	Qomi Charo	Khairpur Nathan Shah
Jamshoro District	Sehwan	Jhangara	Tehni	Tehni
	Sehwan	-	Gahir	Gahir
	Sehwan	Wahur	Wahur	Jadani Panhwar
	Sehwan	Shaikh	Karyani	Pakka Radhan
	Sehwan	Shaikh	Bhan	Bhan Saeedabad
Khairpur District	Kot diji	Jhando Mashaikh	Mulko Wahan	Malko Wahan
	Mirwah	Hindyari	Hindyari	Maroro
	Mirwah	Talli @ Sabbar Rind	Nazim Shar	Sanghaar Shar
	Kot diji	Goondariro	Goondariro	Raban Rajper
	Kot diji	Bapho	Nebahoo Pata	Malheer Khan Pato
Larkana District	Dokri	Wadi Wahni	Wadi Wahni	Wadi Wahni
	Dokri	Gujhar	Dokri	Faqeer Muhammad Junejo
	Bakrani	Pathan	Bhangi Kalhoro	Ramzan Kalhoro
	Bakrani	Pathan	Shaikh Fojo	Bangul Khan Abro
	Larkana	Agani	Lahno Samtio	Lahino Samtio
	Naushahro Feroze	Naushahro Feroze MC	Dhori Bachal	Bukhshu Khan Rind



2 Description of Stakeholder Engagement Plan (SEP)

A Stakeholder Engagement Plan serves as a key tool for ensuring a continuous, inclusive, and transparent engagement process throughout the project lifecycle. The project is being prepared under the World Bank's Environment and Social Framework (ESF), and the SEP will guide meaningful consultation, timely disclosure of information, effective communication with stakeholders, and access to appropriate grievance redress mechanisms. The SEP is a living document and will be reviewed and updated, as required, during project implementation to reflect changes in project activities, stakeholder needs, engagement outcomes, and implementation arrangements.

The project is being prepared under the World Bank's Environment and Social Framework (ESF), and this Stakeholder Engagement Plan has been prepared in accordance with the requirements of ESS10 on Stakeholder Engagement and Information Disclosure.

The SEP emphasizes that open and transparent engagement between the Borrower and stakeholders is a key element of good international practice. Meaningful stakeholder engagement enhances environmental and social sustainability, strengthens project acceptance, and contributes to effective project design and implementation. It is an inclusive, ongoing process carried out throughout the project lifecycle, and when properly planned and implemented, it helps build constructive and responsive relationships that are essential for managing environmental and social risks.

The SEP outlines ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities. The involvement of different stakeholders, including the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities.

2.1 Objectives of SEP

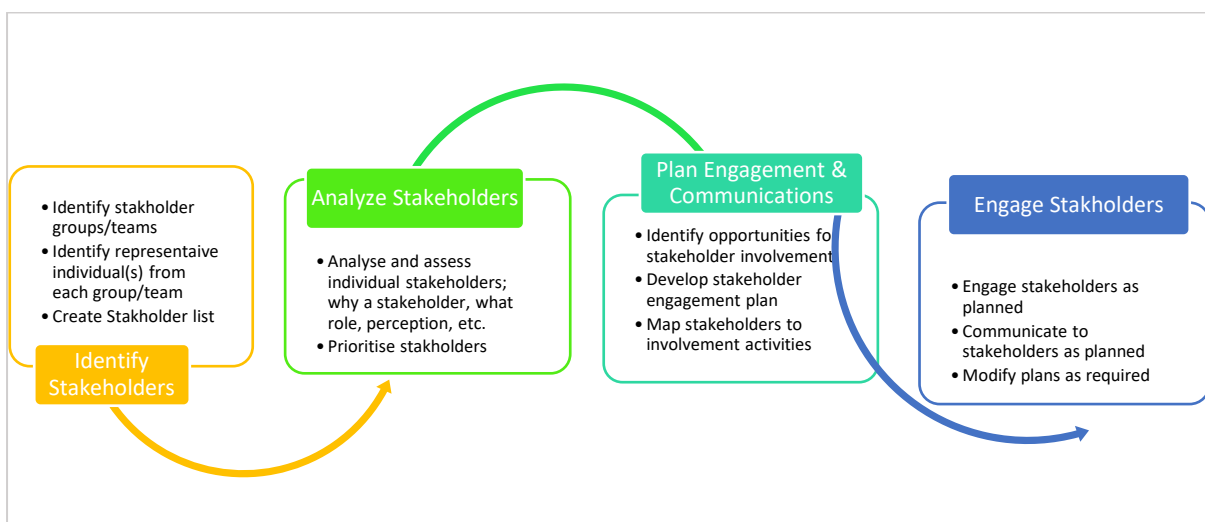
The primary objective of this SEP is to establish a structured approach for stakeholder engagement, including timely information disclosure and meaningful consultations during the project's inception, construction, and operational phases. The key objectives of the SEP can be summarized as follows:

- Outline the stakeholder engagement requirements in accordance with the Government of Sindh (GoS) regulations and the World Bank's Environmental and Social Standards (ESS).
- Provide guidance on stakeholder engagement approaches, including appropriate timing and methods of consultation throughout the project lifecycle.
- Identify key stakeholders who may be directly affected by, or have the potential to influence, the project.



- Describe measures to ensure inclusive participation by addressing barriers and capturing the perspectives of diverse and vulnerable groups.
- Define effective strategies and communication channels for disseminating project information in line with stakeholder needs.
- Support the Project Implementation Unit (PIU) STAR WASH 1/ SPHF, contractors, and supervision consultants in fostering constructive, respectful, and long-term relationships with stakeholders.
- Establish a structured and accessible grievance redress mechanism (GRM) for addressing stakeholder concerns.
- Clearly define roles and responsibilities for the implementation and management of the SEP.
- Ensure that the SEP remains a living document, subject to periodic review and update during project implementation to reflect project progress, stakeholder feedback, emerging risks, and changes in implementation arrangements.

Early, consistent, and transparent communication with stakeholders is critical for managing expectations, reducing risks, and preventing potential conflicts or project delays. Active involvement of local communities is essential to the successful implementation of the project, as it fosters effective collaboration between project teams and stakeholders and helps identify, minimize, and mitigate environmental and social risks associated with project activities.



2.2 Environmental and Social Risks and Impacts

The project interventions are expected to generate significant positive outcomes through improved WASH services and enhanced community resilience to waterborne diseases. However, considering the nature of the proposed activities, including the construction of water



supply systems, water tanks, and drainage infrastructure, the overall environmental and social risk is assessed as substantial.

Environmental risks during the construction phase are expected to be moderate and primarily site-specific, including pollution and nuisance in the form of dust, noise, debris, and solid waste generation, as well as soil disturbance associated with civil works. There is also a risk of localized impacts on community health due to poor waste management and potential exposure to waterborne diseases if not properly managed.

Social risks are more pronounced and include occupational health and safety (OHS) risks to project workers, as well as community health and safety concerns arising from construction activities. Additional risks include temporary disruptions such as restricted access, traffic disturbances, and impacts on local livelihoods.

At the operational stage, the project is expected to significantly improve service delivery; however, risks related to inequitable access to services, exclusion of vulnerable groups, and elite capture may arise if not adequately addressed. Land-related impacts are anticipated to be minimal, although minor land use issues and temporary economic displacement may occur in localized areas. Cross-cutting risks include limitations in institutional capacity, weak stakeholder engagement, and ineffective grievance redress mechanisms, which may affect overall project implementation if not properly managed.

These identified environmental and social risks and impacts form the basis for stakeholder identification and analysis. Stakeholders who are directly or indirectly affected by these impacts, as well as those with an interest or influence over the project, are identified and categorized in the following section to ensure inclusive and effective engagement throughout the project lifecycle.

2.3 Stakeholder Engagement Principles – ESS 10 Requirements

The project is being prepared under the World Bank's Environment and Social Framework (ESF). Accordingly, stakeholder engagement under the STAR WASH-1 Project will be guided by World Bank ESS10 and will be carried out as a continuous, inclusive, transparent, and culturally appropriate process throughout the project lifecycle. These principles will guide all interactions with affected communities, vulnerable groups, implementing partners, and other relevant stakeholders.

2.3.1 Transparency

Transparency involves the timely disclosure of relevant project information in accessible and understandable formats. Project objectives, activities, potential environmental and social risks and impacts, mitigation measures, and progress updates reach stakeholders through appropriate channels, including local languages where needed. This approach supports informed participation and builds trust between project implementers and communities.



Transparency in the STAR WASH-1 project ensures a 100% disclosure target for key safeguard documents (SEP, ESCP, ESMF) prior to effectiveness, disseminated in English, Urdu, and Sindhi across 10 districts to reach 1.5 million beneficiaries. Quarterly/semi-annual updates on progress and monitoring use websites, notice boards, FM radio, and SMS, supported by PKR 75,000 annual allocation for posters, flyers, and social media per district.

2.3.2 Inclusiveness

Inclusiveness ensures engagement activities reach all stakeholder groups, including women, low-income households, persons with disabilities, smallholder farmers, and other vulnerable populations. Consultation methods accommodate differences in literacy, language, location, mobility, and social barriers. This approach incorporates diverse perspectives into project design, implementation, and monitoring.

Inclusiveness requires $\geq 30\%$ female and vulnerable group participation (female-headed households, PWDs, elderly, low-income, remote communities) in all FGDs and consultations, via 5 annual divisional launch meetings and 3 CLOs per district.

2.3.3 Responsiveness

Responsiveness means the project team considers, documents, and addresses stakeholder feedback and grievances promptly. Inputs from consultations and the Grievance Redress Mechanism inform project adjustments and decision-making. This principle maintains ongoing dialogue and demonstrates accountability to project-affected communities.

Responsiveness targets 90% GRM resolution within 21 days (PKR 1.1M budget), with 14-day satisfaction follow-ups, tracked via mid/end-project surveys for $\geq 70\%$ feedback integration into adaptive management.

2.3.4 Application in Project

These principles shape stakeholder identification, consultation planning, information disclosure, grievance handling, and reporting throughout the Stakeholder Engagement Plan. The approach fosters constructive relationships and supports effective WASH service delivery in the targeted districts of Sindh.



3 Stakeholder Identification & Analysis

3.1 Methodology

The STAR WASH 1 Project undertakes stakeholder identification and analysis through a structured, component-specific approach to ensure that all relevant stakeholders are appropriately recognized and engaged. This process aligns with World Bank's Environmental and Social Framework (ESF), good international practice and ESS10 requirements, emphasizing inclusivity, transparency, and proportionality. The methodology includes the following steps:

3.1.1 Component-wise Stakeholder Identification:

Stakeholders are identified for each project component, such as water supply, sanitation infrastructure, hygiene promotion, and capacity building, to capture all parties potentially affected or interested in the project.

3.2 Stakeholder Categorization:

Identified stakeholders are grouped into:

- **Affected Parties (AP):** In the STAR WASH-1 project, / Affected Parties (AP) include rural households across the 10 target districts of Sindh, local farmers and livestock owners, community-based organizations (CBOs), local laborers and contractors, and small business owners and vendors. These groups are direct beneficiaries of the project's water supply schemes, sanitation facilities, and drainage infrastructure, with core interests in reliable service delivery, minimizing construction disruptions in their villages, and prioritizing local employment opportunities during implementation.
- **Other Interested Parties (OIP):** Other Interested Parties (OIP) for STAR WASH-1 encompass key government entities such as PHED, LGD, SEPA, P&DD, and SPHF; NGOs/CSOs like HANDS, NRSP, SRSO, SAFCO, RDF, Islamic Relief, and IRC, academic and research institutions; and local/provincial media. They provide institutional oversight for compliance with World Bank ESS standards, contribute to technical design of WASH facilities, advocate for community needs, and support broad information dissemination through workshops and consultations.
- **Vulnerable Groups/ Disadvantaged Groups:** Vulnerable/Disadvantaged Groups in STAR WASH-1 consist of women and girls as primary water fetchers, persons with disabilities (PWDs), widows and female-headed households, orphans and child-headed households, ethnic/religious minorities, elderly individuals, and the extreme poor in project villages. Their priorities center on universal design features like ramps/handrails for OHWT/UGWT access, protection from SEA/SH during construction, equitable resource access via metered supplies, and reduced time



burdens for water collection to support hygiene and livelihoods in flood-prone rural Sindh.

3.2.1 Component-wise Stakeholder Mapping

Stakeholder identification for STAR WASH-1 has been strengthened through a component-wise mapping approach to ensure that all relevant parties are identified, categorized, and engaged in a manner proportionate to their role, influence, interest, and potential exposure to project impacts. The mapping recognizes that different stakeholder groups will have distinct concerns across institutional strengthening, water supply infrastructure, sanitation and drainage, behavior change communication, environmental and social risk management, operation and maintenance, and grievance redress (see **Table 4**).

For the purposes of this SEP, stakeholders have been grouped into four broad categories: institutional stakeholders, community stakeholders, private-sector stakeholders, and civil society/NGO stakeholders. Vulnerable and disadvantaged groups have been identified within the community stakeholder category and will receive targeted engagement measures to ensure meaningful participation.



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Table 4: Component-wise Stakeholder Mapping

Stakeholders are organized below by their relationship to the Program and, within each group, by stakeholder type. Stakeholder identification will be updated throughout Program implementation.

A. Affected Parties

Project Component / Activity	Institutional Stakeholders	Community Stakeholders	Private Sector Stakeholders	Civil Society / NGO Stakeholders
Component 1: Institutional Development, Sector Governance and Service Delivery Model	SPHF, PIU, PHED, LGD, District Administration, Taluka and UC-level local authorities, elected local government representatives, including Union Council Chairmen, Councilors and District Council members, proposed service delivery entities	Beneficiary households, village committees, water users, women representatives, vulnerable households, community elders and user groups directly involved in service delivery arrangements	Management contractors, service operators, technical consultants, IT/MIS firms, training service providers providing services to the project	Local NGOs, CBOs, LSOs, WASH sector organizations, social mobilization partners directly working on project activities
Policy, planning, monitoring and regulatory systems	SPHF, PIU, PHED, LGD, , District Council members, UC Chairmen and Councilors for local planning coordination and feedback	Beneficiary communities, users of public WASH facilities, vulnerable groups and community representatives directly consulted during planning and monitoring	Consultants, survey firms, laboratories, monitoring and evaluation firms providing services to the project	NGOs/CSOs working on WASH, health, disability inclusion, gender, social protection and rural development directly working on project activities
Component 2: Water Supply Infrastructure Development and Rehabilitation	SPHF, PIU, PHED, LGD, District Administration, UC Chairmen and local elected representatives for facilitation of community consultations, site coordination and local dispute resolution	Beneficiary households, households near construction sites, women and girls responsible for water collection, schools, health facilities, PWDs, poor and remote households, landowners or land donors where applicable, farmers and livestock owners using affected water sources	Design consultants, contractors, DBO/service contractors, drilling firms, suppliers of pipes, pumps, meters, solar systems, treatment units and construction materials providing services to the project	Local NGOs/CBOs, social mobilizers, water user committees, community-based monitoring groups directly working on project activities



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Project Component / Activity	Institutional Stakeholders	Community Stakeholders	Private Sector Stakeholders	Civil Society / NGO Stakeholders
Water treatment, water quality monitoring and service reliability	PHED, SPHF/PIU, district water quality units, local government authorities, UC-level elected representatives for community reporting on water quality, service interruptions and local complaints	Household users, school children, health facility users, women, elderly persons, PWDs, poor households, and communities directly affected by saline, contaminated or unreliable water supply	Laboratory service providers, equipment suppliers, water treatment technology providers, O&M contractors providing services to the project	NGOs involved in water quality awareness, public health, hygiene promotion and community monitoring directly working on project activities
Component 3: Sanitation, Drainage, Wastewater and Fecal Sludge Management	SPHF, PIU, PHED, LGD, Union Council Chairmen, Councilors and District Council members for sanitation prioritization, community coordination and conflict resolution	Households without improved sanitation, communities near drains, disposal ponds or treatment units, women and girls, children, schools, health facilities, sanitation workers and households directly affected by sanitation or drainage works	Contractors, sanitation service providers, desludging operators, suppliers of sanitation materials, civil works contractors, sludge transport operators providing services to the project	NGOs/CBOs working on sanitation, ODF, hygiene, child health, gender inclusion and community mobilization directly working on project activities
Behavior Change Communication and Hygiene Promotion	SPHF, PIU, district communication teams, local elected representatives to support community mobilization and dissemination of project messages	Women, girls, men, children, teachers, school management committees, health workers, low-literacy households, minority groups and vulnerable households directly targeted by BCC activities	Communication firms, media agencies, training firms, digital platform providers providing services to the project	NGOs, CBOs, LSOs, women groups, youth groups, community health organizations, hygiene promotion partners directly working on project activities
Land access, VLD, temporary impacts and social risk management	SPHF, PIU, local grievance committees, UC Chairmen, Councilors and District Council members for transparent facilitation, conflict resolution and verification of local consultations	Landowners, land users, tenants, informal users, affected businesses/vendors, vulnerable households, women, minorities, poor households and communities near proposed infrastructure sites	Design consultants, supervision consultants, contractors providing services to the project	NGOs/CSOs supporting rights awareness, social accountability, vulnerable group outreach and independent facilitation where required and directly working on project activities
Construction-phase E&S, OHS and Community Health and Safety	PIU E&S Specialists, Supervision Consultants, District Administration, local elected representatives for coordination on community safety concerns and construction-related disruptions	Nearby households, pedestrians, school children, women, elderly persons, PWDs, local workers, road users, shopkeepers/vendors and communities near excavation, trenching, lifting, wastewater or sludge handling areas	Contractors, subcontractors, labor suppliers, transporters, equipment operators, PPE suppliers providing services to the project	NGOs/CBOs supporting worker awareness, SEA/SH referral linkages, community safety messaging and grievance facilitation directly working on project activities



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Project Component / Activity	Institutional Stakeholders	Community Stakeholders	Private Sector Stakeholders	Civil Society / NGO Stakeholders
GRM, GMIS and citizen feedback	SPHF, PIU, GRCs at village/district/provincial levels, UC Chairmen, Councilors and District Council members as local facilitation and referral points without replacing formal GRM channels	Beneficiary households, affected persons, complainants, women, PWDs, minorities, vulnerable households and local representatives directly using or supporting grievance channels	GMIS service providers, call center/SMS platform providers, and contractors responsible for grievance resolution related to works providing services to the project	NGOs/CBOs, community facilitators, women groups, social mobilization partners, SEA/SH service providers, where relevant directly working on project activities
Operation, maintenance and long-term service sustainability	SPHF, PHED, LGD, service delivery entity, district authorities, local government bodies, Union Council Chairmen, Councilors and District Council members for local oversight, user feedback and coordination on service sustainability	Water users, sanitation users, village committees, women representatives, poor households, households facing affordability constraints, schools and health facilities directly relying on project services	DBO contractors, O&M contractors, pump operators, plumbers, electricians, water quality labs, spare parts suppliers providing services to the project	NGOs/CBOs supporting community monitoring, tariff awareness, hygiene reinforcement and grievance facilitation directly working on project activities

B. Other Interested Parties

Project Component / Activity	Institutional Stakeholders	Community Stakeholders	Private Sector Stakeholders	Civil Society / NGO Stakeholders
Component 1: Institutional Development, Sector Governance and Service Delivery Model	P&DD, Finance Department,	Communities within the wider service area, non-beneficiary households that may be considered in later phases, downstream users, informal water or sanitation service providers, and nearby settlements influenced by service reforms	Management contractors, service operators, technical consultants, IT/MIS firms, training service providers	Local NGOs, CBOs, LSOs, WASH sector organizations, social mobilization partners
Policy, planning, monitoring and regulatory systems	SEPA, Health Department, Education Department, Social Welfare Department, Revenue Department, district line departments,	Wider district population, downstream communities, public institutions indirectly influenced by improved WASH regulation and monitoring, and informal service providers affected by sector reforms	Consultants, survey firms, laboratories, monitoring and evaluation firms	NGOs/CSOs working on WASH, health, disability inclusion, gender, social protection and rural development



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Project Component / Activity	Institutional Stakeholders	Community Stakeholders	Private Sector Stakeholders	Civil Society / NGO Stakeholders
Component 2: Water Supply Infrastructure Development and Rehabilitation	Revenue Department, SEPA, Irrigation Department where canal/source issues are relevant,	Downstream water users, communities relying on shared surface water or groundwater sources, nearby settlements affected by traffic or temporary service disruptions, informal water vendors and other local service providers	Design consultants, contractors, DBO/service contractors, drilling firms, suppliers of pipes, pumps, meters, solar systems, treatment units and construction materials	Local NGOs/CBOs, social mobilizers, water user committees, community-based monitoring groups
Water treatment, water quality monitoring and service reliability	Health Department, SEPA, certified laboratories, district water quality units,	Neighboring communities relying on the same water source, downstream users, informal water suppliers, and households indirectly affected by changes in water quality reporting or service standards	Laboratory service providers, equipment suppliers, water treatment technology providers, O&M contractors	NGOs involved in water quality awareness, public health, hygiene promotion and community monitoring
Component 3: Sanitation, Drainage, Wastewater and Fecal Sludge Management	SEPA, District Administration, Health Department, municipal/ local sanitation units,	Downstream users, communities located along drainage outfalls, informal sanitation/desludging operators, nearby settlements affected by odor, effluent discharge, sludge transport or drainage flow changes	Contractors, sanitation service providers, desludging operators, suppliers of sanitation materials, civil works contractors, sludge transport operators	NGOs/CBOs working on sanitation, ODF, hygiene, child health, gender inclusion and community mobilization
Behavior Change Communication and Hygiene Promotion	Health Department, Education Department, Local Government, Social Welfare Department,	Wider community members, religious/community leaders, neighboring villages, informal influencers and households indirectly reached through community campaigns or school-based messaging	Communication firms, media agencies, training firms, digital platform providers	NGOs, CBOs, LSOs, women groups, youth groups, community health organizations, hygiene promotion partners
Land access, VLD, temporary impacts and social risk management	Revenue Department, District Administration, PHED, LGD,	Neighboring land users, households indirectly affected by access restrictions, local communities influenced by land-related disputes, and persons who may perceive exclusion from project benefits	Design consultants, supervision consultants, contractors	NGOs/CSOs supporting rights awareness, social accountability, vulnerable group outreach and independent facilitation where required



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Project Component / Activity	Institutional Stakeholders	Community Stakeholders	Private Sector Stakeholders	Civil Society / NGO Stakeholders
Construction-phase E&S, OHS and Community Health and Safety	PHED/LGD field staff, Labor Department where applicable,	Wider road users, adjoining settlements, informal vendors, public facility users and communities indirectly affected by dust, noise, traffic diversions, labor influx or temporary access restrictions	Contractors, subcontractors, labor suppliers, transporters, equipment operators, PPE suppliers	NGOs/CBOs supporting worker awareness, SEA/SH referral linkages, community safety messaging and grievance facilitation
GRM, GMIS and citizen feedback	PHED, LGD, district administration,	Wider communities, downstream users, informal service providers and other stakeholders indirectly affected by project decisions, service delivery issues or unresolved complaints	GMIS service providers, call center/SMS platform providers, and contractors responsible for grievance resolution related to works	NGOs/CBOs, community facilitators, women groups, social mobilization partners, SEA/SH service providers, where relevant
Operation, maintenance and long-term service sustainability	Regulatory and monitoring agencies	Neighboring communities, downstream users, informal service providers, and nearby settlements affected by long-term discharge, tariff expectations or service expansion decisions	DBO contractors, O&M contractors, pump operators, plumbers, electricians, water quality labs, spare parts suppliers	NGOs/CBOs supporting community monitoring, tariff awareness, hygiene reinforcement and grievance facilitation



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C. Disadvantaged / Vulnerable Groups

Project Component / Activity	Disadvantaged / Vulnerable Groups
Component 1: Institutional Development, Sector Governance and Service Delivery Model	Women representatives; poor and vulnerable households; PWDs; minority and socially excluded households; remote or underserved communities
Policy, planning, monitoring and regulatory systems	Women; children; PWDs; minority groups; poor, remote and low-literacy households; users of public WASH facilities with access barriers
Component 2: Water Supply Infrastructure Development and Rehabilitation	Women and girls responsible for water collection; PWDs; poor and remote households; children; elderly persons; landless tenants or informal users; households dependent on unsafe sources
Water treatment, water quality monitoring and service reliability	Children; women; elderly persons; PWDs; poor households; health-compromised persons; communities affected by saline, contaminated or unreliable supplies
Component 3: Sanitation, Drainage, Wastewater and Fecal Sludge Management	Women and girls; children; PWDs; poor households; sanitation workers; households without improved sanitation; people living near drains, ponds or treatment units
Behavior Change Communication and Hygiene Promotion	Women and girls; children; PWDs; minorities; low-literacy households; poor and remote households; persons with limited access to conventional communication channels
Land access, VLD, temporary impacts and social risk management	Women-headed households; PWDs; minorities; poor and landless households; tenants; informal users; elderly persons; affected vendors with limited tenure security
Construction-phase E&S, OHS and Community Health and Safety	Children; women; elderly persons; PWDs; local and migrant workers; informal workers; pedestrians and poor households near active works



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Project Component / Activity	Disadvantaged / Vulnerable Groups
GRM, GMIS and citizen feedback	Women; PWDs; minorities; low-literacy persons; poor and remote households; complainants facing mobility, digital, language or social barriers
Operation, maintenance and long-term service sustainability	Women-headed households; PWDs; elderly persons; poor households; households facing affordability constraints; remote users; schools and health facilities serving vulnerable people



3.3 Stakeholder Analysis

Stakeholders are assessed in terms of their level of interest, influence, and potential exposure to positive or negative impacts across different project components. An interest-influence approach is applied to prioritize stakeholders and define tailored engagement approaches for each project component.

3.3.1 Assessment of Barriers and Needs

Particular attention is given to the inclusion of vulnerable and disadvantaged groups, including women, persons with disabilities, youth, the elderly, ethnic and religious minorities, and communities residing in remote or hard-to-reach areas. Engagement approaches are designed to account for cultural norms and sensitivities to ensure meaningful and safe participation.

Stakeholder identification and analysis will be periodically reviewed and updated throughout the project lifecycle to reflect evolving project design, stakeholder roles, and emerging social risks.

The proposed Project recognizes that vulnerable and disadvantaged groups may face different barriers to accessing project information, participating in consultations, using the GRM, and benefiting from WASH services. These barriers are not limited to income poverty but may also arise from disability, gender norms, caste or minority status, remoteness, literacy constraints, age, social exclusion, and limited mobility as depicted in **Table 5**.

Table 5: Vulnerable Groups, Engagement Barriers, and Inclusive SEP Measures

Vulnerable Group	Potential Barriers	SEP Measures to Address Barriers
Persons with disabilities	Physical barriers to consultation venues: lack of ramps, seating, shade, toilets or transport; difficulty hearing or seeing consultation material; exclusion from household or village-level decision-making; dependence on caregivers to attend meetings.	Select physically accessible venues; provide seating, shade and safe access; use visual, verbal and simplified communication; allow caregivers or support persons to attend; conduct household-level consultations where mobility is restricted; ensure GRM channels are accessible through assisted complaint registration.
Religious minorities and socially marginalized groups	Social exclusion, reluctance to speak in mixed forums, fear of discrimination, under-representation in village committees, limited influence over infrastructure siting or service access, and possible hesitation to use common grievance channels.	Conduct separate or targeted consultations where needed; ensure minority representation in community meetings and village-level committees; use neutral venues; document minority-specific WASH concerns; monitor equitable access to services; ensure confidential and non-discriminatory GRM access.



Vulnerable Group	Potential Barriers	SEP Measures to Address Barriers
Women and girls	Restricted mobility, cultural norms limiting participation in public meetings, safety and privacy concerns, low representation in WASH decision-making, time burden from household work and water collection, and risk of SEA/SH.	Hold separate women-only consultations facilitated by female staff; schedule meetings at suitable times; ensure privacy and safe venues; include women in WASH committees and O&M discussions; provide SEA/SH-sensitive grievance channels and referral pathways.
Elderly persons	Limited mobility, hearing or visual impairments, dependence on others for information, and limited ability to attend distant meetings.	Conduct nearby village-level or household consultations; use verbal explanations in local language; allow family support during consultations; ensure meeting venues are close, shaded and accessible.
Poor, landless and daily wage households	Inability to attend meetings during working hours; fear of service charges or exclusion; limited influence in local decision-making; risk of being overlooked during beneficiary selection.	Schedule consultations at convenient times; clearly disclose affordability and service access arrangements; use transparent beneficiary selection criteria; conduct targeted outreach to poor and landless households.
Low-literacy households	Difficulty understanding written notices, forms, technical designs, tariff information, GRM procedures and safeguard documents.	Use Sindhi/Urdu verbal briefings, pictorial material, community announcements, mosque/loudspeaker messages where appropriate, and assisted GRM registration.
Remote and flood-prone communities	Long travel distances, seasonal access constraints, poor mobile connectivity, flood-related isolation, and weak access to formal institutions.	Use mobile outreach teams, village-level meetings, local facilitators, phone-based follow-up where available, and repeated consultations during accessible periods.

3.4 Linkage Between Consultation Findings and Project Design Decisions

The consultation findings obtained during project preparation have directly informed the design, prioritization, and implementation approach of STAR WASH-1. Inputs from affected communities, vulnerable groups, women, local representatives, and other stakeholders have been used to refine project interventions, strengthen inclusion measures, improve grievance arrangements, and guide the preparation of site-specific E&S instruments. **Table 6** summarizes how key stakeholder feedback has been reflected in project design and implementation planning.



Table 6: Integration of Consultation Findings into Project Design and Implementation

Key Consultation Finding	Source / Stakeholder Group	Influence on Project Design or Implementation Arrangement
Communities emphasized the need for safe, reliable, and nearby drinking water due to saline, contaminated, or distant water sources.	Male and female community consultations	Water supply schemes will prioritize areas with poor water quality, unreliable access, and high dependence on unsafe sources. Water treatment, metered supply, and source reliability will be considered during scheme design.
Women and girls reported time burden, privacy concerns, and limited participation in WASH decision-making.	Female FGDs and vulnerable group consultations	Separate women's consultations, women's representation in WASH committees, privacy-sensitive sanitation design, and gender-sensitive engagement methods have been incorporated into the SEP and implementation arrangements.
Persons with disabilities and elderly participants highlighted barriers to consultation venues and WASH facility access.	Vulnerable group consultations	Inclusive design measures such as ramps, handrails, safe pathways, accessible venues, assisted communication, and household-level outreach will be considered during design and engagement planning.
Communities raised concerns regarding open defecation, poor drainage, stagnant wastewater, and non-functional sanitation systems.	Male and female consultations	Sanitation, drainage, septic tank improvement, wastewater management, and fecal sludge management interventions have been prioritized as part of integrated WASH service delivery.
Stakeholders expressed concern about weak operation and maintenance of previous schemes.	Community consultations and OIP workshops	O&M arrangements, service delivery responsibilities, community involvement, and long-term sustainability measures have been included in the project implementation approach.
Local communities preferred accessible and trusted complaint channels at village level.	Male, female, and vulnerable group consultations	The GRM has been designed with multiple intake channels, village-level grievance focal points, GRCs, assisted complaint registration, and GMIS/manual registration options.
Women and communities raised concerns about worker behavior, harassment, child safety, and construction impacts near homes and public places.	Female consultations and community meetings	Contractor obligations will include Code of Conduct, SEA/SH prevention, worker training, site fencing, signage, community health and safety measures, and supervision through site-specific E&S instruments.



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Key Consultation Finding	Source / Stakeholder Group	Influence on Project Design or Implementation Arrangement
Poor and landless households raised affordability and exclusion concerns.	Vulnerable group consultations	Transparent beneficiary selection, affordability considerations, targeted outreach, and monitoring of equitable access have been included in the SEP and social risk management approach.
Communities requested local labor opportunities during construction.	Male consultations and local representatives	Contractors will be encouraged to provide local employment opportunities, where feasible, while ensuring fair labor practices, OHS compliance, and worker Code of Conduct.
Flood exposure and climate vulnerability were identified as major concerns in several villages.	Community consultations across selected districts	Climate-resilient design features, drainage strengthening, elevated infrastructure where required, and flood-sensitive siting will be considered during technical design and ESMP preparation.
Low literacy and weak digital access may limit participation and GRM use.	Vulnerable group and community consultations	Information disclosure will use Sindhi/Urdu verbal briefings, pictorial materials, community meetings, local announcements, assisted registration, and non-digital/manual GRM channels.
Communities requested timely information on project activities, schedules, eligibility, and service arrangements.	AP consultations and OIP workshops	The information disclosure strategy has been strengthened to include regular updates through community meetings, notice boards, local representatives, SMS/ radio where feasible, and project websites.



4 Stakeholder Engagement Program

4.1 Methodology for Village-Level FGDs

As agreed during the inception stage, village-level consultations for STAR WASH-1 were conducted through Focus Group Discussions (FGDs) and targeted community meetings with different stakeholder groups. The purpose was to move beyond general community consultation and capture the specific WASH-related needs, risks, access constraints and priorities of each group. The FGD approach was designed in line with ESS10 requirements for meaningful, inclusive, accessible and culturally appropriate stakeholder engagement. The Sample Consultation Checklists, Questionnaires and Field Plan are attached as **Annexure I**.

4.1.1 Village-Level Focus Group Discussion Approach

Separate FGDs were conducted, where feasible, with men, women, vulnerable households, persons with disabilities, minority groups, community representatives, local laborers, service users, and village-level WASH stakeholders. The discussion topics were tailored to each group's role and exposure to project risks. For example, women's FGDs focused on water collection burden, privacy, safety, sanitation access, hygiene practices, SEA/SH concerns and participation in WASH decision-making. FGDs with men and community representatives focused on existing infrastructure, water source reliability, drainage, land availability, O&M arrangements, community contribution, grievance channels and potential construction-related impacts. Discussions with vulnerable groups focused on affordability, physical accessibility, social exclusion, mobility constraints, access to information, and barriers to using the GRM.

4.1.2 Stakeholder Groups Covered through FGDs

The consultations covered representative villages across the selected sample districts, including high- and low-density settlements and communities located at varying distances from potential water sources. This approach helped identify location-specific issues such as saline or contaminated groundwater, drainage failures, open defecation, poor hygiene awareness, flood exposure, affordability constraints, weak O&M of previous schemes, and limited participation of women and vulnerable groups in WASH decisions.

4.2 Summary of Key Findings from FGDs

The FGDs confirmed strong community demand for reliable, safe and affordable WASH services. Women and girls identified long water collection times, unsafe or distant water sources, lack of privacy in sanitation facilities, and limited participation in WASH decision-making as major concerns. Men and community representatives emphasized the need for functional water supply systems, drainage rehabilitation, transparent village selection, local employment, and clear O&M arrangements.



Persons with disabilities and elderly participants highlighted the need for accessible consultation venues, household-level outreach where mobility is restricted, and WASH facilities designed with ramps, handrails, safe pathways and user-friendly access. Minority and socially marginalized groups emphasized the importance of non-discriminatory access to services, inclusive village-level representation, and safe grievance channels. Poor and landless households raised affordability concerns and the risk of exclusion from household connections or service benefits.

Across villages, participants also raised concerns regarding contaminated groundwater, saline water, non-functional PHED/LGD schemes, open defecation, stagnant wastewater, flood vulnerability, weak hygiene practices, and poor response from existing complaint mechanisms. These findings have been incorporated into the SEP engagement strategy, ESMF mitigation approach, GRM design, and proposed site-specific ESMP requirements.

4.3 Summary of Stakeholder Engagement done during Project Preparation

The summaries of the stakeholder engagements conducted with Interested Parties (IPs)/Communities and Other Interested Parties (OIPs) are presented in the following sections. Detailed consultation reports for Interested Parties (IPs)/Communities and Other Interested Parties (OIPs) are attached as **Annexures II and III**.

In total, 1,872 participants, including men, women, and individuals from vulnerable groups, were consulted. Of these, 920 were female participants, representing approximately 49% of the total. The district-wise details are given in **Table 7**.

Table 7: Details of the Community Consultations

District	Number of Villages	Number of Sessions	Total Participation (M+F=T)
Badin	05	Focused Group Discussion (FGD) Male =05 Nos ¹ Focused Group Discussion (FGD) Female=05 Nos Meeting with Village Head & Elders = 01 Mixed Community Consultation Meeting = 01 Focused Group Discussion (FGD) / Individual Interviews -Vulnerable Groups=08	129+108 = 237

¹ The average FGD participation is 25 per session.



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District	Number of Villages	Number of Sessions	Total Participation (M+F=T)
Naushero Feroz	05	Focused Group Discussion (FGD) Male =05 Nos Focused Group Discussion (FGD) Female=05 Nos Meeting with Village Head & Elders = 01 Mixed Community Consultation Meeting = 01 Focused Group Discussion (FGD) / Individual Interviews -Vulnerable Groups=06	88+93 = 181
Sanghar	05	Focused Group Discussion (FGD) Male =05 Nos Focused Group Discussion (FGD) Female=05 Nos Meeting with Village Head & Elders = 01 Mixed Community Consultation Meeting = 01 Focused Group Discussion (FGD) / Individual Interviews -Vulnerable Groups=11	154+127 = 281
Khairpur	05	Focused Group Discussion (FGD) Male =05 Nos Focused Group Discussion (FGD) Female=05 Nos Meeting with Village Head & Elders = 01 Mixed Community Consultation Meeting = 01 Focused Group Discussion (FGD) / Individual Interviews -Vulnerable Groups=05	104+96 = 200
Dadu	08 ²	Focused Group Discussion (FGD) Male =05 Nos Focused Group Discussion (FGD) Female=05 Nos Meeting with Village Head & Elders = 01 Mixed Community Consultation Meeting = 01 Focused Group Discussion (FGD) / Individual Interviews -Vulnerable Groups=08	185+215 = 411
Larkana	05	Focused Group Discussion (FGD) Male =05 Nos	127+142 = 269

² The consultation data from the villages in the previous round for District Dadu and Jamshoro has also been incorporated into the updated dataset.



District	Number of Villages	Number of Sessions	Total Participation (M+F=T)
		Focused Group Discussion (FGD) Female=05 Nos Meeting with Village Head & Elders = 01 Mixed Community Consultation Meeting = 01 Focused Group Discussion (FGD) / Individual Interviews -Vulnerable Groups=03	
Jamshoro	09	Focused Group Discussion (FGD) Male =05 Nos Focused Group Discussion (FGD) Female=05 Nos Meeting with Village Head & Elders = 01 Mixed Community Consultation Meeting = 01 Focused Group Discussion (FGD) / Individual Interviews -Vulnerable Groups=11	154+150 = 350
Grand Total			(941+920= 1872)
Female to Male Ratio			49%

4.3.1 Consultation with IP/ AP (Female)

The March 2026 consultations across 35 villages (refer to **Table 7**) in seven Sindh districts, Jamshoro, Sanghar, Badin, Larkana, Naushahro Feroze, Dadu, and Khairpur, reveal key insights into inclusive participation under ESS10 (effective stakeholder engagement) frameworks. Female attendance was robust, totaling approximately 750 participants with an average of 25 per session (ranging from 5 in Larkana's Ramzan Kalhoro to 55 in Faqeer Muhammad Junejo), and a median of around 23-24. Persons with Disabilities (PWDs) were present in 19 sessions (63%).

However, women's substantive involvement in WASH decision-making remains critically low: only 4 consultations (13%, all in Sanghar's Sinjhoru taluka) reported full "yes" engagement, another 4 (13%, primarily Jamshoro-Sehwan) showed "partial" roles, while 22 (73%) indicated "no," "not directly involved," or equivalent, prevalent in Larkana (all sessions), Badin, Dadu, and Khairpur. This disparity highlights a systemic gender gap beyond numeric representation, where cultural barriers or male-dominated forums likely limit women's voices in hygiene infrastructure, water access, and sanitation planning.



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Table 8 : Village (Female) IP Consultation (including PWDs)

District	Taluka	Village	Consultation Date	Female Participants	PWDs Present	Women in WASH Decisions
Jamshoro	Sehwan	Jadani Panhwar	14/03/2026	24	Yes	Partially
Jamshoro	Sehwan	Bhan Saeedabad	14/03/2026	48	Yes	Yes
Jamshoro	Sehwan	Pakka Radhan	14/03/2026	55	Yes	Yes
Jamshoro	Sehwan	Ghair	15/03/2026	15	Yes	Not directly
Jamshoro	Sehwan	Tehni	15/03/2026	16	Yes	Partially
Sanghar	Khipro	Ghulam Muhammad Lashari	24/03/2026	25	Yes	Not directly
Sanghar	Sinjhor	Ubhpur Goth	24/03/2026	27	Yes	Partially
Sanghar	Sinjhor	Muhammad Hayat Jalbani	24/03/2026	47	Yes	Yes
Sanghar	Sinjhor	Usman Lagari	24/03/2026	25	Yes	Yes
Sanghar	Sinjhor	39 Jamrao	25/03/2026	23	Yes	Partially
Badin	Talhar	Mian Pota-Sandki	28/03/2026	23	Yes	Not directly
Badin	Talhar	Ahmed Mallah	28/03/2026	18	No	Not directly
Badin	Talhar	Syed Zain ul Abdin Shah Goth	28/03/2026	23	Yes	Not directly
Badin	Talhar	Saeedpur Ward No. 01	28/03/2026	43	Yes	No
Badin	Matli	Mazarpur Mallah	28/03/2026	24	Yes	Not directly
Larkana	Dokhri	Faqeer Muhammad Junejo	11/03/2026	55	N/A	No
Larkana	Bakrani	Bangual Khan Abro	12/03/2026	21	N/A	No
Larkana	Larkana	Lahno Samtia	13/03/2026	11	Yes	No
Larkana	Bakrani	Ramzan Kalhoro	12/03/2026	5	N/A	No
Larkana	Dokri	Wadi Wahani	11/03/2026	50	Yes	No
Naushahro Feroze	Naushahro Feroze	Bukhshu Khan Rind	26/03/2026	14	Yes	No
Naushahro Feroze	Naushahro Feroze	Khoru Sharif	26/03/2026	25	Yes	No
Naushahro Feroze	Bhiria	Chanheen Manumal	26/03/2026	15	N/A	Not directly
Naushahro Feroze	Mehrabpur	Muhammad Umar Kalo	25/03/2026	18	N/A	Not directly
Naushahro Feroze	Mehrabpur	Nasir Khan Mari	25/03/2026	21	N/A	Not directly
Dadu	Khairpur Nathan	Abdul Hameed	28/03/2026	35	N/A	Not directly
Dadu	Mehar	Arab Gogani	27/03/2026	14	Yes	Not directly
Dadu	Mehar	Perozh Shah	27/03/2026	34	Yes	Not directly
Dadu	Mehar	Daud Dero	27/03/2026	35	N/A	Not directly
Dadu	Khairpur Nathan S	Khairpur Nathan Shah	28/03/2026	35	N/A	Not directly



District	Taluka	Village	Consultation Date	Female Participants	PWDs Present	Women in WASH Decisions
Khairpur	Kot Diji	Malko Wahan	16/03/2026	16	Yes	Not directly
Khairpur	Mirwah	Maroro	17/03/2026	15	N/A	Not directly
Khairpur	Mirwah	Sanghaar Shar	17/03/2026	24	Yes	Not directly
Khairpur	Kot Diji	Raban Rajper	16/03/2026	18	N/A	Not directly
Khairpur	Kot Diji	Malheet Khan Pato	16/03/2026	23	Yes	Not directly

This table covers 35³ consultations across Sindh districts from March 2026, focusing on inclusive representation. Female participation ranged from 5 to 55, with PWD presence noted in most (but N/A in 11 cases). Women were directly involved in WASH decisions in only 4 consultations, partially involved in 4, and not involved in the majority.

4.3.2 Consultation Points (Female) and Recommendations

Table 9 elaborates on the outcome of the consultation. The consultations reveal consistent barriers like poverty, water scarcity, poor sanitation, low awareness, and mobility issues hindering hygiene and inclusive practices for women and PWDs. Safety risks dominate, with nearly all villages reporting concerns over external worker behavior, child hazards at sites, and sexual harassment potential for women/girls. Flood vulnerabilities affect women, the elderly, PWDs, and poor households due to literacy gaps and inaccessible warnings.

Table 9: Findings of Female Consultation Session and Integration Recommendation

Consultation Points Category	Key Findings from Consultations	Proposed ESMP Way Forward
Worker Safety & Harassment (ESS2/ ESS4)	External workers raise trust/safety issues; preference for locals to avoid harassment, restricted mobility for women/girls.	Hire local workers; implement strict codes of conduct, training, supervision; accessible GRM via village committees.
Child Protection at Sites	Risks of injury/ hazards near construction due to a lack of fencing/supervision.	Install fencing, signage, and awareness campaigns; monitor sites to prevent access.
Hygiene Barriers (Women/PWDs)	Poverty, water scarcity, time burdens, and inaccessibility limit behaviour change.	Provide nearby safe water/sanitation; inclusive designs with assistive features; hygiene promotion.
Flood Resilience (ESS10)	Vulnerable groups (women/elderly/PWDs/poor) struggle with warnings, mobility, and access.	Climate-resilient facilities; accessible warnings (audio/visual/local language); drainage strengthening.
GRM Accessibility	Preference for village committee channels for women/PWDs/low-literacy.	Inclusive, multi-channel GRM (village committee, phone); target vulnerable groups.
Project Support Conditions	Strong support if timely, affordable, needs-based; post-handover maintenance needed.	Timely completion; long-term advocacy/maintenance plans; community involvement.

³ The revised E&S consultant scope includes additional consultations in seven districts: Jamshoro, Sanghar, Badin, Larkana, Naushahro Feroze, Dadu, and Khairpur. Five districts—Dadu, Jamshoro, Qambar Shahdadt, Sujawal, and Mirpurkhas—were retained from the previous list. Consultations were repeated in Dadu and Jamshoro, while data from earlier consultations conducted in Qambar Shahdadt, Sujawal, and Mirpurkhas has been incorporated and is presented in Annexures I of the main SEP.



4.3.3 Consultation with IP/ AP (Male)

The consultations covered 35 villages across Jamshoro, Sanghar, Badin, Larkana, Naushero Feroze, Khairpur, and Dadu districts, with dates ranging from 11/03/2026 to 28/03/2026 as shown in **Table 10**. The settlements varied widely in size, from small communities such as Syed Zain Ul Abdin Shah-Gono and Ramzan Kalhoro to larger settlements like 39 Jamrao, Sanghaar Shar, and Daud Dero, showing a mix of compact settlements and major village clusters. Community composition was diverse and commonly included caste/clan groups such as Syed, Mallah, Jutt, Kolhi, Meghwar, Rind, Chandio, Solangi, Rajper, Junejo, and others, indicating mixed social structures across the survey area.

Notable local representatives, elders, and committee heads were recorded in most villages, and male participation ranged from 8 to 64 participants, suggesting varying levels of community engagement across locations.

Table 10: Male Community Consultation across selected Districts

District	Taluka	Village	Consultation Date	Approx. Village Population/ HH	Main Castes/ Clan		Participants
Jamshoro	Sehwan	Tehni	15/03/2026	35 HH (Population 245)	Burfat, Waka, Syed, Noohani, Ghuryani, Mallah		17
Jamshoro	Sehwan	Gahir	15/03/2026	85 HH	Sahera, Thalho, Mallah		15
Jamshoro	Sehwan	Jadani Panhwar	14/03/2026	500-600 HH	Panhwar, Shah, Halepoto, Khushak, Kunbhar		52
Jamshoro	Sehwan	Pakka Radhan	14/03/2026	200 HH	Radhan, Halepoto, Laghari, Mari		52
Jamshoro	Sehwan	Bhan Saeedabad	14/03/2026	300 HH	Birahmani, Bhand, Jalbani, Kunbhar, Panhwar, Khashkheli		28
Sanghar	Khipro	Ghulam Muhammad Lashari-Dhadhro	24/03/2026		Lashari, Kolhi		44
Sanghar	Sinjhor	Usman Laghari	24/03/2026	75 HH	Laghari, Lund, Bhatti, Ibhapota		41



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District	Taluka	Village	Consultation Date	Approx. Village Population/ HH	Main Castes/ Clan		Participants
Sanghar	Sinjhor	39 Jamrao	25/03/2026	1000 HH (Major settlement)	Jutt, Mangrio, Kolhi, Mahar, Meghwar, Bheel		45
Sanghar	Sinjhor	Abhpur-Ubhpur	24/03/2026	450 HH	Meghwar, Bheel, Wasan, Solangi		19
Sanghar	Sinjhor	Muhammad Hayat Jalbani-Gujheran	24/03/2026	100 HH	Jalbani, Bugti, Bheel, Meghwar		25
Badin	Matli	Mazarpur Mallah-Lakhadi	28/03/2026	170 HH	Mallah, Syed		20
Badin	Talhar	Ahmed Mallah	28/03/2026	230 HH	Mallah, Kolhi, Sheedi, Junejo, Jakhro, Makhdoom, Gopang		60
Badin	Talhar	Syed Zain UI Abdin Shah-Gono	28/03/2026	20 HH	Syed, Jat, Rind		22
Badin	Talhar	Saeed Pur Ward No 1-Dabghiro	28/03/2026	600 HH	Thebo, Sehto, Kolhi		20
Badin	Talhar	Mian Pota-Sandki	28/03/2026	450 HH	Junejo, Khatti, Kolhi		22
Larkana District	Dokri	Wadi Wahni	11/03/2026	1527	Junejo, khaskheli, Rajper, Soomro, Kunbhar, kori		64
Larkana District	Dokri	Faqeer Muhammad Junejo	11/03/2026	2689	Junejo		14
Larkana District	Bakrani	Ramzan Kalhoro	12/03/2026	124	Kalhoro		28
Larkana District	Bakrani	Bangul Khan Abro	12/03/2026	124	Abro		32
Larkana District	Larkana	Lahino Samtio	13/03/2026	2188	Pirzada, Meerani, Chandio		25
Noshahro Feroze District	Naushahro Feroze	Bukhshu Khan Rind	26/03/2026	2732	Rind		22



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District	Taluka	Village	Consultation Date	Approx. Village Population/ HH	Main Castes/ Clan		Participants
Noshahro Feroze District	Naushahro Feroze	Khoro Sharif	26/03/2026	124	Syed, Kalhoro/Abbasi, Solangi		10
Noshahro Feroze District	Bhiria	Chanheen Manumal	26/03/2026	2806			19
Noshahro Feroze District	Taluka Meharabpur	Muhammad Umar Kalo	25/03/2026	124	Kalo, Solangi		11
Noshahro Feroze District	Taluka Meharabpur	Nasir Khan Mari	25/03/2026	1057	Mari, Marecha		26
Khairpur	Kot Diji	Malko Wahan	16/03/2026		Sahito, Shanbnani, Mangrio		33
Khairpur	Kot Diji	Malheer Khan Pato	16/03/2026	2417 HH	Paato, burdi, shaikh, chandio		32
Khairpur	Kot Diji	Raban Rajper	16/03/2026	124 HH	Rajper, Syed		12
Khairpur	Mirwah	Maroro	17/03/2026	250 HH	Mallah		11
Khairpur	Mirwah	Sanghaar Shar	17/03/2026	2905 HH	Shar		16
Dadu	Mehar	Arab Gogani	27/03/2026	130	Chandio		15
Dadu	Khairpur Nathan Shah	Khairpur Nathan Shah	28/03/2026	2553	Chandia, Solangi, Sheikh, Marecha		31
Dadu	Khairpur Nathan Shah	Abdul Hameed	28/03/2026	161	Arain		17
Dadu	Mehar	Perozh Shah	27/03/2026	2077	Channa, Khokhar, Dahar, Solangi, Soomro, Chandio, Meghwar, Sahito		20
Dadu	Mehar	Daud Dero	27/03/2026	3060	Siyal, Khokhar, Magsi, Qureshi, Sahar, Lakhair, Kunbhar, Tunio		21

4.3.4 Consultation Points (Male) & Recommendations



Villages across consulted districts report consistent WASH concerns tied to contaminated water, failing infrastructure, and flood vulnerability. Key issues include unresponsive government grievances, worker safety/privacy risks, and urgent needs for affordable, resilient facilities. Findings of the male consultation session and integration recommendation are enumerated in **Table 11**. While **Figures 3 to 9** show the location and glimpse of consultations.

Table 11: Findings of Male Consultation Session and Integration of Recommendation

Concern Category	Key Findings from Consultations	Proposed ESMP Way Forward
Water Access/ Quality	Groundwater contaminated (Manchar Lake/RBOD), salty, fetched 15+ min by women/girls (Rs 50/30L tankers), distant hand pumps disrupt life.	Install RO plants/pipelines from canals/towns (Bubak), solar-powered schemes; ensure nearby access for women/children.
Sanitation/Drainage	Widespread open defecation (50-100 HHs), non-engineered latrines discharge to low areas/canals; blocked drainage causes stagnant water/ flooding.	Build household latrines, septic upgrades, and new drainage; elevated designs on southern/western village sides for resilience.
Health Risks	Diarrhea, cholera, typhoid, hepatitis, skin/eye issues, child stunting common; rare handwashing, low hygiene awareness.	Hygiene education, safe water treatment, monitoring diseases, integrate WASH in health programs for vulnerable groups.
Safety/ Grievances	Worker misconduct fears (privacy near homes/schools); govt channels are unresponsive, prefer IP/ SPHF GRM; poverty limits payment.	Mandatory worker training/ CODE OF CONDUCT; strengthen accessible GRM via village notables/IP; labor contribution over fees.
Flood Coping	Male-led traditional methods (raised platforms) are uncoordinated, which affects women's household hygiene burden.	Climate-resilient designs (elevated, solar); community training/leadership for women-inclusive flood WASH response.
Infrastructure Needs	Non-functional PHED/LGD schemes (electrical/blockages); no grid power; priorities: water > drainage > sanitation.	Repair/upgrade with solar backups; site on community/govt land via Voluntary Land Donation (VLD) (notables listed); quick implementation.



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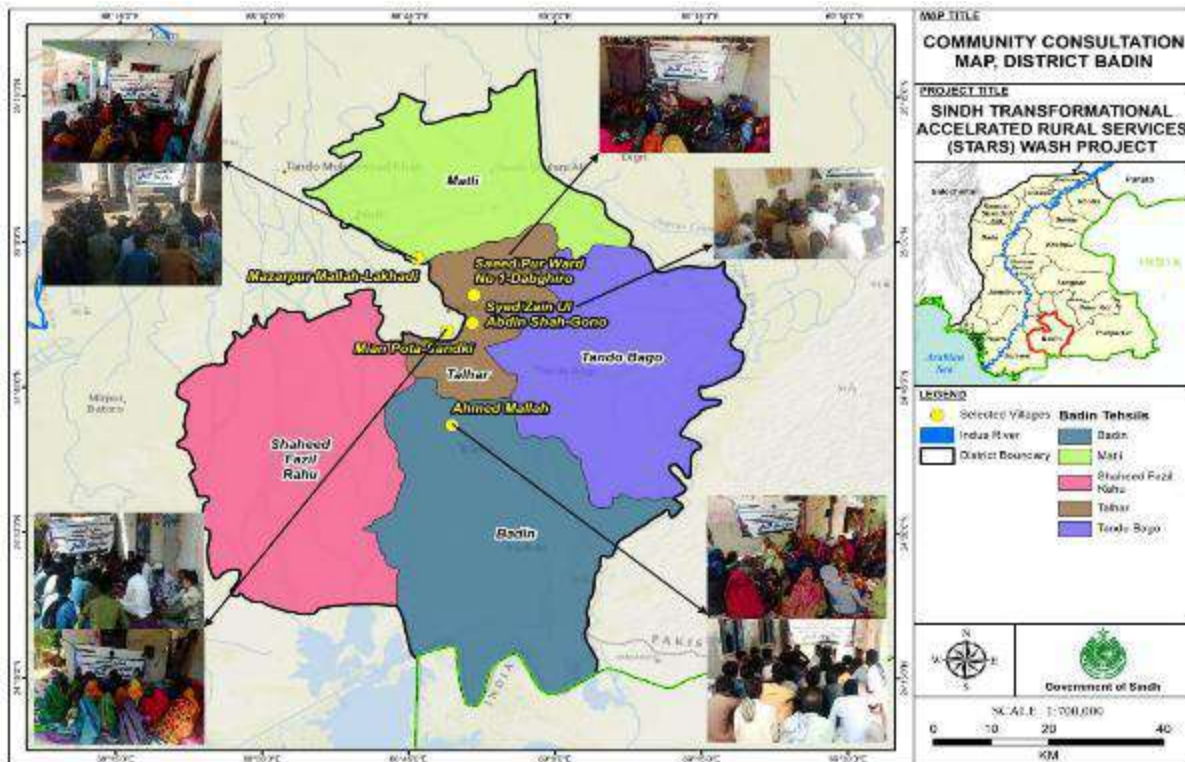


Figure 3: Community Consultation Map for District Badin

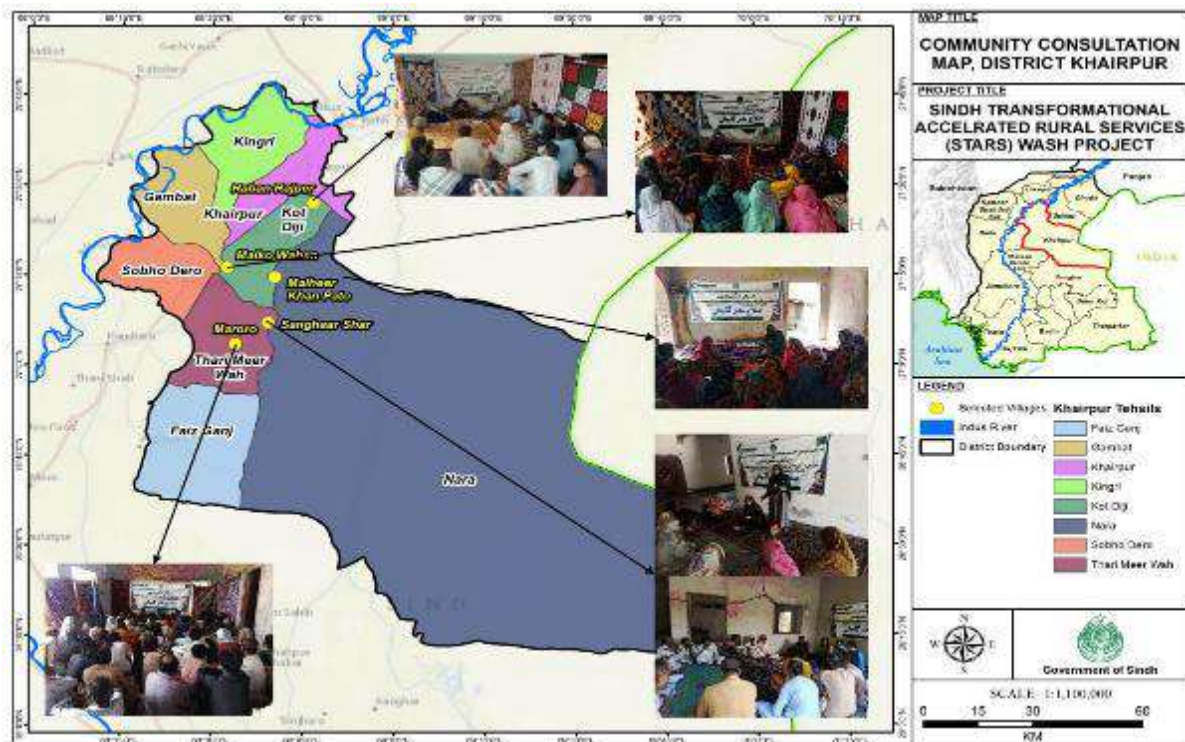


Figure 4: Community Consultation Map for District Khairpur



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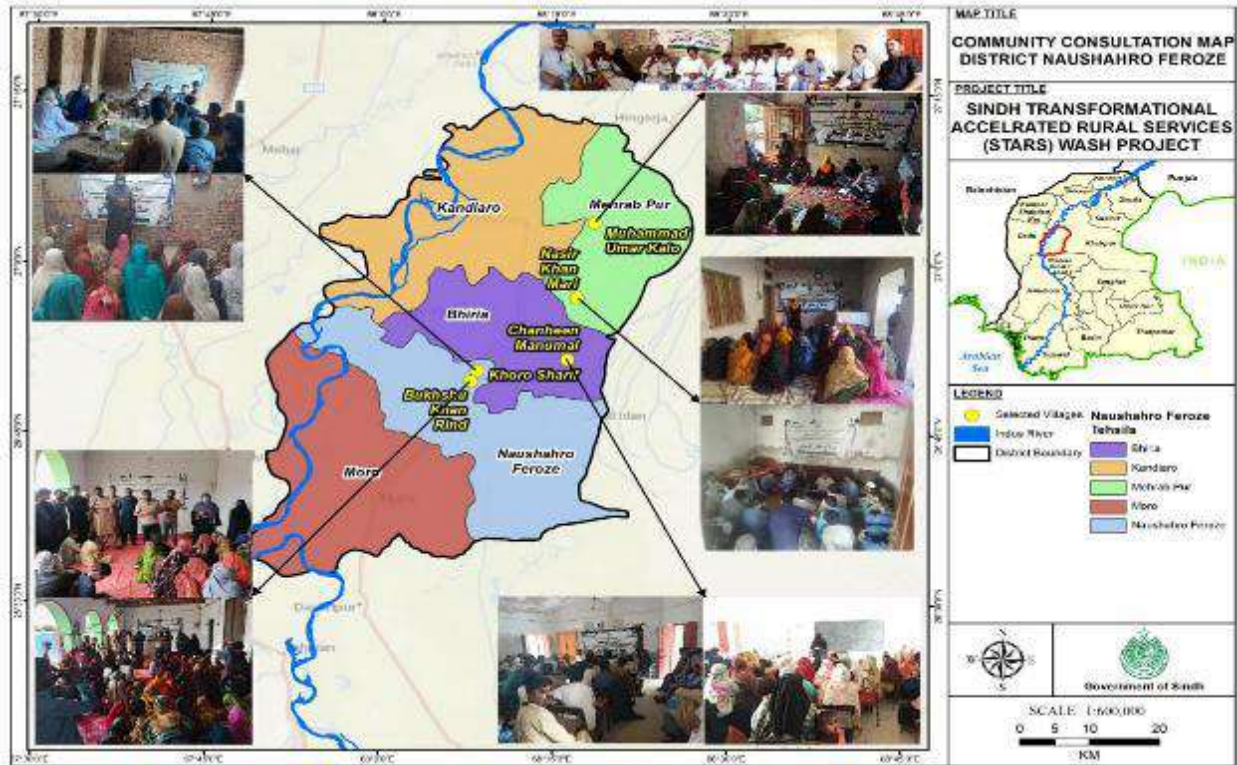


Figure 5: Community Consultation Map for District Naushahro Feroze

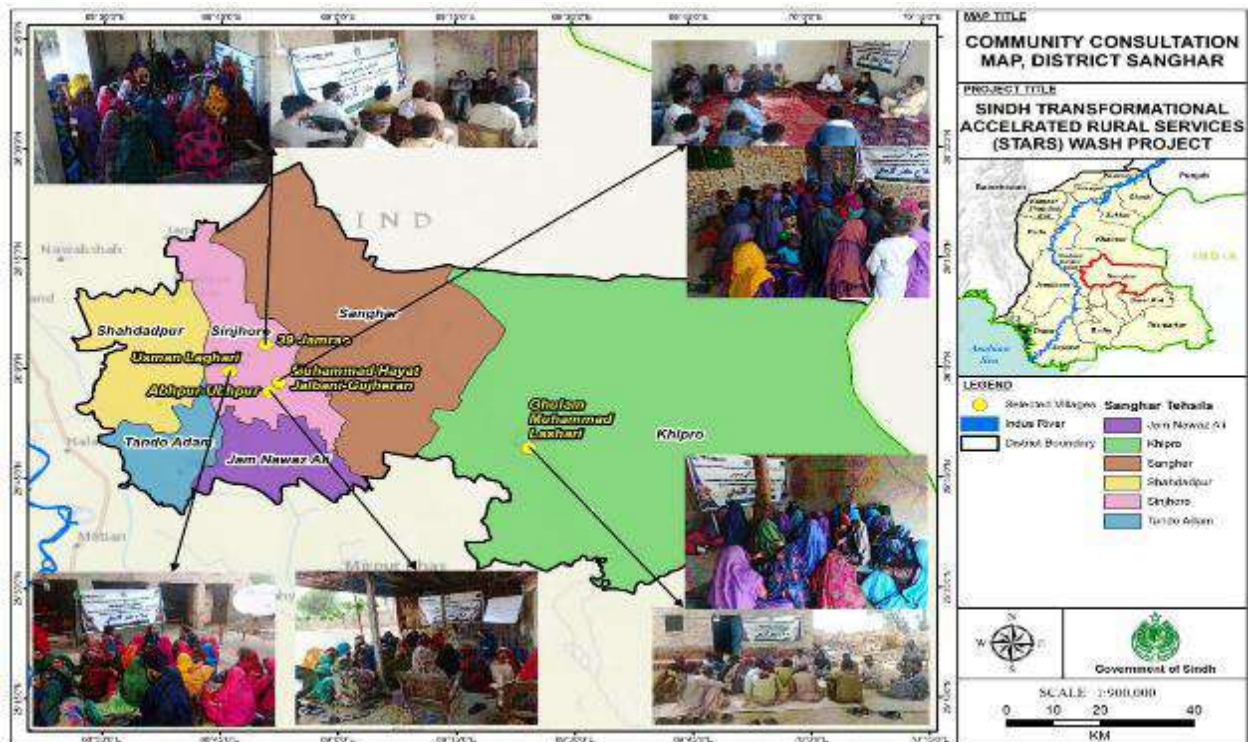


Figure 6: Community Consultation Map for District Sanghar



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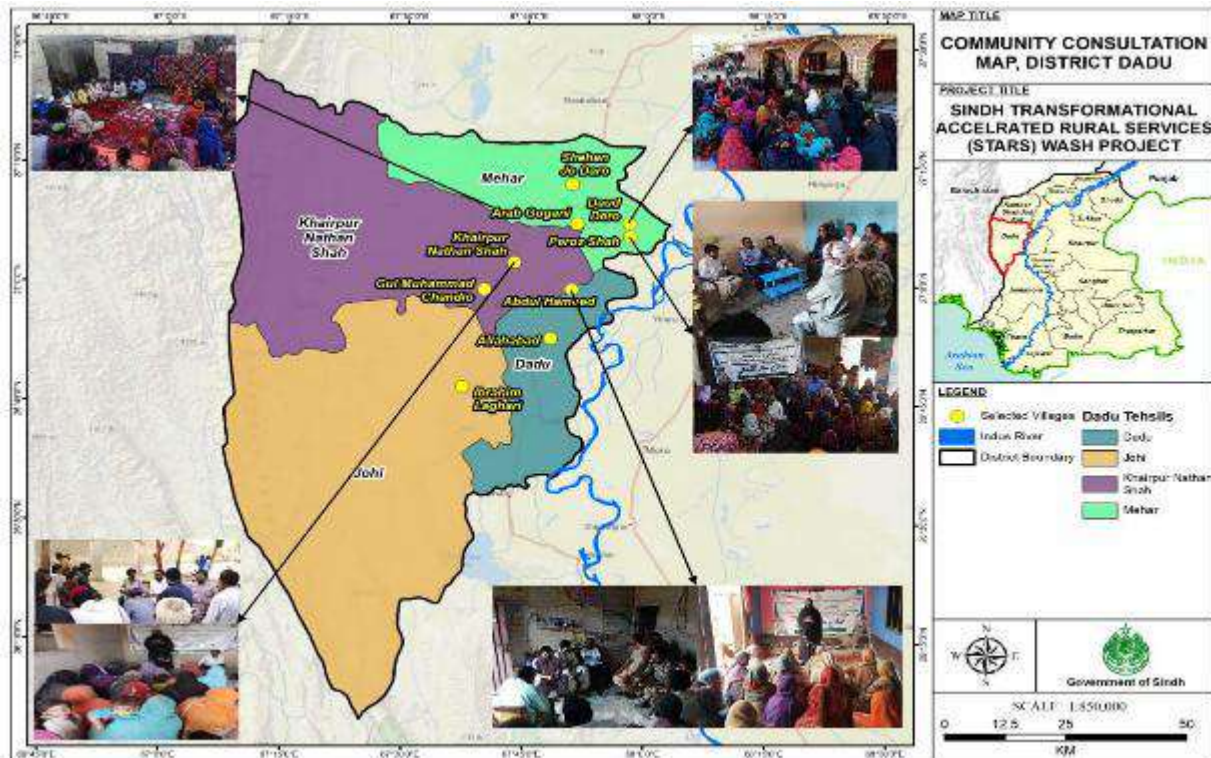


Figure 7: Community Consultation Map for District Dadu

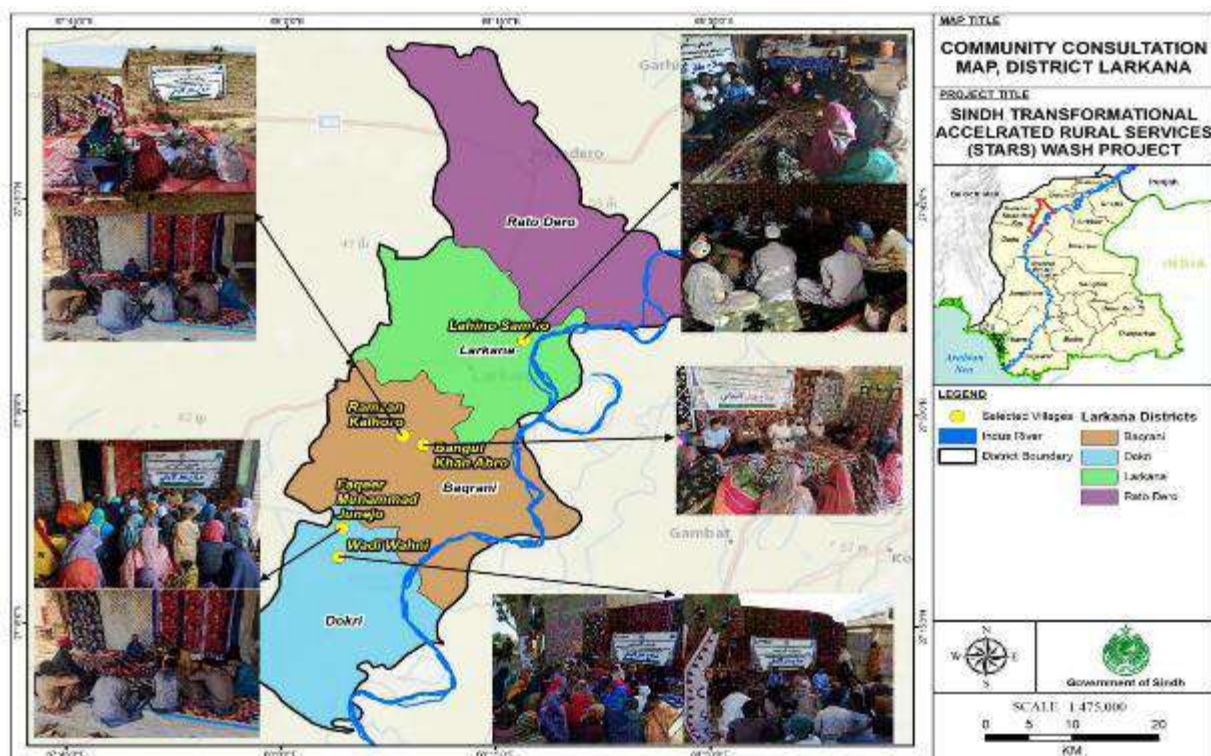


Figure 8: Community Consultation Map for District Larkana

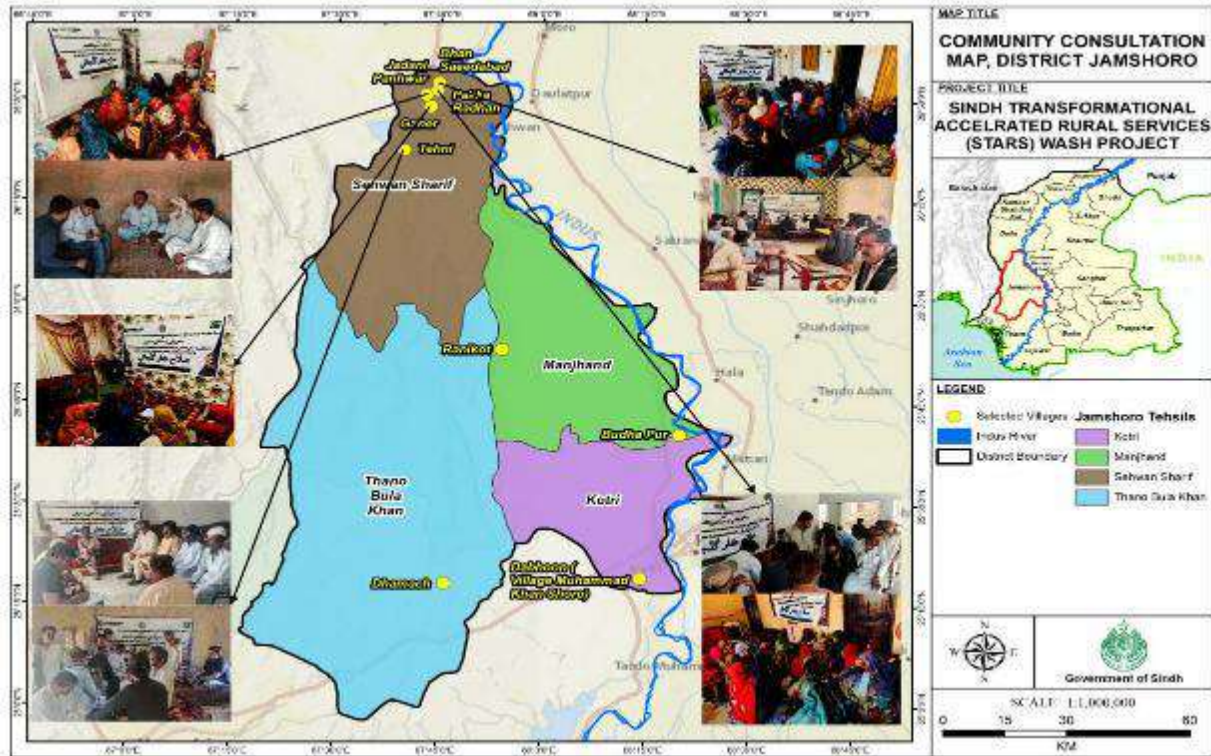


Figure 9: Community Consultation Map for District Jamshoro

4.3.5 Cumulative (Male/ Female) Concerns and Recommendations

The project area faces critical WASH challenges that undermine public health, equity, and sustainability. This section outlines key concerns and corresponding ESMF mitigation recommendations to guide ESMF development and implementation. These measures prioritize access, infrastructure resilience, sanitation improvements, social inclusion, and health linkages in alignment with WB ESS, as referred to **Table 12**.

a) Water Supply Access and Quality

Limited and inequitable access to safe drinking water remains a significant concern in the project area, particularly where groundwater quality is poor, infrastructure is inadequate, and communities depend on unreliable sources during canal closures. The ESMF therefore recommends assessing and expanding existing water supply schemes, with priority given to underserved households. It also recommends installing small-scale, community-managed filtration plants following a detailed water quality assessment, as well as developing multi-source supply systems with adequate storage capacity to ensure continuity during dry periods. In addition, sustainable groundwater abstraction points should be identified near canal banks, and dysfunctional infrastructure should be rehabilitated and cleaned to restore reliable service delivery.



b) Infrastructure Design and Sustainability

The feasibility, safety, and long-term sustainability of proposed overhead tanks and distribution systems are important considerations under the ESMF. To address these concerns, detailed design reviews and appropriate site selection should be undertaken to ensure structural integrity, accessibility, and practical operation and maintenance arrangements. Environmental screening, resilience measures, and community-based O&M frameworks should also be incorporated into the ESMPs to support safe, durable, and sustainable infrastructure implementation.

c) Drainage and Sanitation

Poor drainage, unmanaged wastewater, and open defecation continue to create serious environmental and public health risks. The ESMF recommends the development of village-level drainage systems supported by safe disposal ponds and clear maintenance protocols. Existing PHED-managed drains should be rehabilitated and cleaned regularly, while local staff should receive training to ensure proper operation and upkeep. Low-cost, gender-sensitive sanitation facilities and hygiene awareness programs should also be introduced. Furthermore, waste management measures and behavioral change activities should be integrated into ESMP outreach to promote improved sanitation practices and environmental hygiene.

d) Gender and Social Equity

Women and girls are disproportionately affected by inadequate WASH services, as they often bear the primary burden of water collection and face increased safety and privacy risks. Poor households are similarly disadvantaged due to affordability constraints and limited access to services. The ESMF recommends providing closer water points and household connections to reduce these burdens and improve access. It also emphasizes the inclusion of women in WASH decision-making processes and O&M roles to strengthen equity and participation. In addition, pro-poor subsidy mechanisms and affordability measures should be incorporated into the ESMP to ensure that vulnerable households can benefit from improved services.

e) Health and Livelihood Impacts

Inadequate WASH services contribute to disease prevalence, malnutrition, and disruption of livelihoods, particularly in vulnerable communities. To address these impacts, the ESMF recommends linking WASH interventions with broader health and livelihood outcomes. This should include child health initiatives, school sanitation improvements, and hygiene education campaigns aimed at promoting better public health outcomes. Regular health monitoring and community awareness programs should also be included in the ESMP social action plan to strengthen the connection between WASH improvements and overall community well-being.



Table 12: IP Demands/ Concerns/ Suggestions and ESMF Recommendations

IP Demands / Key Concerns	ESMF Recommendations (to be detailed in ESMP preparation phase)
Increase the capacity of existing water supply schemes to ensure equitable access to safe and potable water for all households.	Assess technical feasibility of expanding current schemes; prioritize underserved households; ensure equitable distribution and sustainable source development.
Concerns regarding the feasibility, location, and sustainability of proposed overhead water storage tanks.	Conduct detailed engineering design review and site selection during ESMP preparation; ensure structural safety, community accessibility, and long-term O&M viability.
Install community-level water filtration plants to address poor groundwater quality and contamination.	Propose small-scale, locally operated filtration systems; perform water quality assessments; include O&M and capacity-building components in ESMP.
Develop village-level drainage systems with properly designed disposal ponds for effective wastewater management.	Prepare village-level drainage improvement plan; include safe discharge locations, environmental safeguards, and maintenance responsibilities in ESMP.
Install water supply lines tapping better-quality groundwater near canal banks with inclusive distribution networks.	Identify and map potential sources; design environmentally safe abstraction points; ensure inclusive and gender-sensitive distribution layouts under ESMP guidance.
Rehabilitate, clean, and upgrade existing but dysfunctional water supply infrastructure.	Conduct condition surveys and prioritize rehabilitation needs; integrate restoration, cleaning, and monitoring measures in the ESMP implementation plan.
Drainage systems under PHED management are partially functional; need for regular cleaning and maintenance.	Establish routine maintenance and capacity-building programs for local SPHF/ PHED staff; define frequency and monitoring indicators in ESMP O&M plan.
Need for reliable water supply systems during canal closure periods when groundwater recharge is limited.	Develop multi-source water systems; incorporate storage and seasonal management strategies in ESMP to ensure year-round functionality.
Ensure environmental sustainability and establish clear community-level O&M arrangements.	Integrate environmental screening, impact mitigation, and resilience measures in ESMP; define community O&M roles with SPHF/ PHED oversight.
Heavy burden on women and girls for water fetching, affecting education and well-being.	Include gender-sensitive solutions such as closer water points and household connections; promote women's participation in WASH 1 decision-making during ESMP.
Poverty exacerbates access challenges and increases vulnerability.	Recommend pro-poor subsidies or community-supported schemes; integrate affordability criteria and social equity measures in ESMP planning.
Inadequate water and sanitation are disrupting livelihoods and social well-being.	Establish inclusive WASH 1 management committees; link ESMP interventions with livelihood and health improvement goals.
Poor sewerage and unmanaged wastewater are causing disease spread and unhygienic conditions.	Integrate drainage rehabilitation, hygiene awareness programs, and waste management training into ESMP community outreach plans.
Children are facing recurrent illnesses leading to malnutrition and stunting.	Implement health monitoring and hygiene-promotion campaigns; include child health and school sanitation initiatives under ESMP social impact actions.
Continued open defecation due to a lack of sanitation facilities compromises the privacy and safety of women and girls.	Introduce low-cost, gender-sensitive sanitation solutions; include awareness, training, and behavioral change communication in the ESMP implementation plan.



The consultations also provide district-wise details, concerns, attendance sheets, and photo logs, which are compiled in **Annexure II** of the main SEP. These suggestions underscore the community's commitment to improving water and sanitation infrastructure in their villages for the benefit of all residents.

4.3.6 Consultation with Other Interested Parties (OIPs)

Consultative workshops were organized in the headquarters cities of seven⁴ project districts across Sindh during March–April 2026 as part of the STAR WASH-1. These consultations were conducted to promote inclusive stakeholder engagement, capture institutional knowledge, and integrate local perspectives into project planning and implementation.

Each workshop brought together a diverse set of participants, including representatives from district-level government departments such as the SPHF, Public Health Engineering Department (PHED), Local Government Department (LGD), Planning and Development Department of Sindh, Social Protection Unit, Social Welfare Department, Revenue Department, and Sindh Environmental Protection Agency (SEPA). In addition, WASH specialists from government and non-governmental organizations, academic experts from local universities and technical institutes, community representatives, local political leaders, and project consultants also participated.

In total, 327 officials and professionals from various line departments, NGOs, and consulting firms were engaged through these workshops. The feedback and recommendations obtained through these consultations have been consolidated in the Report of Consultation with Other Interested Parties, presented as **Annexure III** of the Stakeholder Engagement Plan (SEP).

These workshops provided effective platforms for information sharing, collaborative dialogue, and joint decision-making, strengthening the STAR WASH-1 Project's approach to sustainable and inclusive WASH service delivery in rural Sindh. (Refer to **Table 13**).

Table 13: OIP Consultations - Workshops at the Seven District of STAR WASH 1

District	Date	No. of Participants	Key Stakeholder Groups Represented
Badin	Apr 1, 2026	34	PHED, SEPA, Social Welfare, Health, Education, Wildlife, NRSP, LHDP, HANDS, PPHI, NGOs/ CSOs
Naushero Feroze	Apr 1, 2026	26	Social Welfare, PPHI, SAFCO, SRSO, Local Govt, NGOs
Sanghar	Apr 2, 2026	32	PHED, Irrigation, SEPA, Social Welfare, Forest, Agriculture, Livestock, NRSP, NGOs
Khairpur	Apr 6, 2026	34	PHED, Health, PPHI, HANDS, Social Welfare

⁴ The revised E&S consultant scope includes additional consultations in seven districts: Jamshoro, Sanghar, Badin, Larkana, Naushahro Feroze, Dadu, and Khairpur. Five districts—Dadu, Jamshoro, Qambar Shahdadkot, Sujawal, and Mirpurkhas—were retained from the previous list. Consultations were repeated in Dadu and Jamshoro, while data from earlier consultations conducted in Qambar Shahdadkot, Sujawal, and Mirpurkhas has been incorporated and is presented in Annexures III of the main SEP



District	Date	No. of Participants	Key Stakeholder Groups Represented
Dadu (Apr 2026)	Apr 1, 2026	20	Health, Social Welfare, Local NGOs/CSOs, ZDO, TRDP, HANDS
Dadu (Feb 2024)	Feb 27, 2024	57	PHED, Health, Agriculture, Forest, IHNN, RDF, REEDS, HANDS, IRC
Larkana	Mar 13, 2026	21	TMC, Social Welfare, Revenue, Education, PPHI, HANDS, SRSO, SAFCO
Jamshoro (Mar 2026)	Mar 16, 2026	21	SEPA, Forest, RDF, CSSP, Social Welfare, Education, Health, NRSP, USPCAS-W
Jamshoro (Jan 2024)	Jan 19, 24	82	SEPA, Forest, RDF, Wildlife, HESCO, CSSP, Social Welfare, Education, Health, NRSP, USPCAS-W
Total	8 workshops	327 participants	28 departments + 15 NGOs/ CSOs

4.3.7 Discussion Points from OIP Consultation - Workshops

Consultations across multiple districts of Sindh show a consistent demand for safe drinking water, improved sanitation, stronger hygiene behavior change, and more reliable operation and maintenance systems for WASH schemes. Stakeholders repeatedly noted that many existing schemes became non-functional because of weak sustainability planning, inadequate maintenance, limited institutional ownership, and insufficient community participation.

A second major theme was water source safety and environmental protection. Participants raised concerns about saline and contaminated groundwater, mixing of sewage with water supply systems, untreated wastewater discharge, weak water quality monitoring, and the need to align technical design with local hydrogeological and geographic conditions such as coastal belts, desert areas, flood-prone zones, and arid regions.

Stakeholders also emphasized that the ESMF should adopt an inclusive and climate-resilient approach. Women, children, persons with disabilities, minorities, disaster-affected households, and other vulnerable groups were repeatedly identified as requiring explicit attention in planning, design, consultations, grievance redress, and community-level decision-making.

Institutional coordination also emerged as a key safeguard issue. Participants called for stronger coordination among PHED, local government, SEPA, health authorities, social welfare departments, NGOs, and community institutions, together with clearer roles for monitoring, water quality testing, regulatory compliance, handover, and long-term scheme management.

These findings, as elaborated in **Table 14**, support an ESMF that screens subprojects for source sustainability, groundwater quality, wastewater disposal, flood and salinity exposure, land and access issues, social inclusion risks, and institutional capacity constraints before approval. The ESMF should also require site-specific ESMPs that translate these consultation



findings into mitigation, monitoring, community engagement, and operational controls during design, construction, and operation.

Table 14: Findings of OIP Consultation Workshop and Integration Recommendation

Key issue/ theme	Summary for ESMF	Recommendations to include while preparing ESMP
Drinking water quality and source safety	Stakeholders reported saline, contaminated, or unreliable water sources in several districts, including concerns over arsenic, fluoride, sewage intrusion, and polluted surface water.	Include source selection criteria, baseline water quality testing, periodic laboratory testing, sanitary setback requirements, source protection measures, and corrective actions for non-compliant results.
Groundwater salinity and hydrogeological variability	Coastal, desert, and arid areas require site-specific design because groundwater suitability varies sharply by location.	Require hydrogeological assessment, aquifer suitability verification, alternative source analysis, and location-specific design controls before finalizing schemes.
Wastewater treatment and safe disposal	Untreated wastewater discharge and poor drainage were repeatedly identified as environmental and public health risks.	Include wastewater treatment measures, discharge controls, compliance monitoring, sludge handling provisions, and inspection of disposal points.
Mixing of water supply and sewerage lines	Several districts highlighted cross-contamination caused by poor alignment or mixing of drainage and water supply systems.	Include design separation distances, routing review, leak detection procedures, pressure testing, and construction supervision checks.
Non-functional schemes and weak O&M	Past schemes often failed because of weak maintenance, inadequate budgets, a lack of skilled staff, and unclear handover responsibilities.	Include an O&M plan, staffing and training requirements, spare parts provision, maintenance budgeting, handover protocol, and post-construction functionality monitoring.
Community ownership and participation	Communities and local organizations were seen as essential for sustainability and long-term upkeep of infrastructure.	Include a community consultation plan, user committee formation, community monitoring roles, awareness sessions before commissioning, and documented O&M responsibilities.
Inclusion of vulnerable and marginalized groups	Stakeholders emphasized the needs of women, children, persons with disabilities, minorities, and poor or remote households.	Include inclusive design measures, targeted consultations, disability access provisions, equitable beneficiary selection, gender-sensitive facilities, and disaggregated monitoring indicators.
Climate resilience and disaster risks	Flooding, drought, coastal salinity, and wider disaster exposure were highlighted as major risks to WASH infrastructure.	Include flood-resilient siting, climate screening, erosion and inundation protection, emergency preparedness measures, and resilience checks during design review.



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Key issue/ theme	Summary for ESMF	Recommendations to include while preparing ESMP
Coastal and corrosion-related constraints	In coastal districts, rusting materials, saline conditions, and unreliable groundwater were highlighted as important design concerns.	Include corrosion-resistant material specifications, salinity risk assessment, hybrid system evaluation, protective coatings, and maintenance provisions for exposed components.
Renewable energy and energy reliability	In off-grid and unreliable power areas, solar-based systems were suggested to improve sustainability.	Include energy needs assessment, solar feasibility review, battery and pump safety provisions, maintenance arrangements, and fallback measures during outages.
Institutional coordination and regulatory compliance	Participants called for stronger coordination with PHED, LGD, SEPA, district authorities, and other agencies, with attention to safeguard compliance.	Include an institutional coordination matrix, permit tracker, SEPA compliance actions, meeting schedule, escalation protocols, and compliance reporting responsibilities.
Land, access, and transparency concerns	Some consultations raised concerns about voluntary land donation, the influence of powerful persons, encroachment, and inequitable access.	Include land due diligence, VLD documentation where applicable, verification of free and informed consent, access protection provisions, and grievance tracking for land-related complaints.
Construction impacts on existing services	Participants noted that project works can damage roads and existing utilities if planning is weak.	Include utility mapping, excavation method statements, traffic and access management, reinstatement obligations, and coordination with utility-owning departments.
Tree cutting and ecological disturbance	Avoidance of tree cutting and compensatory plantation were specifically raised during consultations.	Include tree inventory before works, avoidance-first design review, approval requirements for any cutting, compensatory plantation, and survival monitoring.
Hygiene behavior changes and awareness	Low WASH awareness, poor hand hygiene, and the need for school- and women-focused outreach were recurring themes.	Include a BCC plan, KAP baseline where relevant, school outreach, women-centered awareness sessions, safe water handling messages, and outreach monitoring indicators.
Water quality monitoring transparency	Weak testing systems and lack of routine disclosure of water quality results were highlighted.	Include routine sampling plans, disclosure of test results, trigger thresholds for remedial action, coordination with certified laboratories, and recordkeeping requirements.
Selection of villages and equitable targeting	Participants asked for merit-based village selection and wider coverage of underserved settlements.	Include transparent screening criteria, need-based prioritization, documentation of selection rationale, consultation validation, and monitoring of coverage in remote areas.



Key issue/ theme	Summary for ESMF	Recommendations to include while preparing ESMP
Use of local NGOs and community institutions	Local NGOs, LSOs, VOs, and civil society groups were seen as important for outreach and mobilization.	Include criteria for engaging local organizations, scope of support, code of conduct requirements, coordination protocols, and performance monitoring for outreach tasks.

4.3.8 Feedback from NGOs and Civil Society Organizations (WASH Sector)

As part of the stakeholder engagement process, a series of consultative workshops were conducted across selected districts under the proposed STAR WASH 1 Project. Representatives from national and international NGOs, local civil society organizations (CSOs), and development partners actively participated and shared valuable insights based on their experience in implementing WASH interventions in rural Sindh.

- **District Badin**

Key participating organizations included HANDS, Laar Humanitarian and Development Programme, Rural Development Foundation, and Islamic Relief, along with local CBOs.

Participants highlighted that while access to water supply has improved in certain areas, drainage and wastewater management remain critically underdeveloped. It was emphasized that sewerage systems, if not integrated with household-level sanitation facilities and behavior change interventions, may not effectively achieve Open Defecation Free (ODF) status. NGOs stressed the importance of combining infrastructure development with community mobilization and hygiene awareness programs.

- **District Jamshoro & Dadu**

Organizations such as International Rescue Committee (IRC), HANDS (Sehwan/Jamshoro), and initiatives under Sindh Peoples Housing for Flood Affectees shared their field experiences.

Key challenges discussed included:

- Sustainability of water supply schemes due to weak operation and maintenance (O&M) mechanisms
- Limited community ownership of infrastructure
- Technical issues related to source reliability and water quality

Participants recommended strengthening community-based management models, ensuring capacity building of local operators, and aligning STAR WASH interventions with ongoing housing and rehabilitation initiatives for better impact.

- **District Khairpur & Naushahro Feroze**

Feedback was received from Dharti Development Foundation, Sindh Rural Support Organization, and SAFCO Support Foundation.



NGOs emphasized:

- The need for equitable access to WASH services, especially for marginalized and remote communities
- Challenges in behavior change, particularly regarding sanitation practices
- Importance of women's participation in water management committees

Lessons learned indicated that community engagement from planning to the implementation stages significantly improves sustainability. NGOs suggested incorporating social mobilization as a core project component, rather than a parallel activity.

- **District Sanghar**

Organizations, including HANDS, NRSP and CSSP, highlighted issues related to:

- Water scarcity and groundwater quality
- Inadequate drainage infrastructure leading to stagnant wastewater
- Gaps in institutional coordination

They recommended adopting integrated WASH planning, ensuring source sustainability assessments, and promoting low-cost, climate-resilient technologies suitable for local conditions.

- **District Larkana**

Stakeholders, including partners working under Sindh Peoples Housing for Flood Affectees initiatives, shared insights from post-flood rehabilitation efforts.

Key observations included:

- The need to synchronize WASH infrastructure with housing schemes
- Risks of infrastructure damage due to flooding and poor site selection
- Importance of climate-resilient designs

Participants suggested that STAR WASH 1 should adopt a holistic and resilient approach, integrating water supply, sanitation, and drainage with disaster risk reduction measures.

4.3.9 Key Cross-Cutting Themes from NGO Consultations

Across all districts, the following common themes emerged:

- Infrastructure alone is insufficient; behavior change and community engagement are critical
- Strong operation and maintenance systems are essential for sustainability
- Need for inclusive approaches, ensuring participation of women, minorities, and vulnerable groups
- Importance of technical design aligned with local context, including topography and climate risks



- Integration with ongoing development initiatives to avoid duplication and enhance impact.

4.4 Workshop Photo Log with OIPs



District Badin-The consultant team is presenting project details to workshop participants



District Badin-Noting the feedback of participants during the event



District Naushero Feroze-The consultant team presenting project details to workshop participants



District Naushero Feroze- The participants are sharing feedback.



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District Sanghar-The consultant team presenting project details to workshop participants



District Sanghar-Noting the feedback of participants



District Khairpur-The consultant team is presenting project details to workshop participants



District Khairpur- The participants are sharing feedback.



District Dadu (April 2026)-The consultant team presents project details to workshop participants



District Dadu (April 2026)-Noting the feedback of participants



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District Dadu (February 2024)-The consultant team presents project details to workshop participants



District Dadu (February 2024)- The participants are sharing feedback.



District Larkana-The consultant team is presenting project details to workshop participants



District Larkana-Noting the feedback of participants



District Jamshoro (March 2026) -The consultant team is presenting project details to workshop participants



District Jamshoro (March 2026) - The participants are sharing feedback.



District Jamshoro (January 2024)-The consultant team presents project details to workshop participants



District Jamshoro (January 2024)-Noting the feedback of participants

4.5 Summary of Project Stakeholder Needs & Methods, Tools, Techniques for Stakeholder Engagement

4.5.1 Proposed Engagement Methods & Tools

The stakeholder engagement plan employs a mix of communication and consultation methods tailored to different audiences and project phases. Techniques such as correspondence, meetings, workshops, and public consultations ensure continuous information flow, transparency, and inclusive participation. Regular updates through information platforms, mass media, and direct communication enhance stakeholder trust, while focused discussions and surveys help capture detailed insights and community feedback for informed project decision-making as depicted in **Table 14**.

4.5.2 IP/AP Engagement Strategy Matrix:

Interested Parties or Affected parties include local communities, community members and other parties that may be subject to direct beneficiaries or impacts recipients (during construction) from the Project. To ensure targeted and effective stakeholder engagement, project-affected parties have been identified and categorized based on the key components of the STAR WASH 1 Project. This approach enables the project to better understand the nature and extent of impacts on different groups and to design appropriate engagement strategies. Specifically, the following individuals and groups fall within this category:

Module 1: Water Supply Infrastructure Development and Rehabilitation

- Rural households benefiting from improved or new water supply systems
- Communities located near water supply schemes and distribution networks
- Farmers and livestock owner's dependent on local water sources
- Residents affected by installation works (e.g., pipelines, overhead tanks)



Module 2: Sanitation and Drainage Infrastructure

- Households receiving improved sanitation facilities (toilets, septic systems)
- Communities located near drainage networks and wastewater treatment facilities
- Residents potentially affected by construction-related disturbances (e.g., excavation, access restrictions)
- Communities exposed to existing poor sanitation conditions

Module 3: Construction and Rehabilitation Activities

- Local communities residing near construction sites
- Road users and pedestrians affected by construction traffic and temporary disruptions
- Local laborers and workers engaged in project activities

Small businesses and vendors affected by temporary access limitations



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Table 15: Stakeholder Engagement Summary Plan for STAR WASH-1

Project Stage / Milestone	Project Activity	Target Stakeholder Group	Key Engagement Topics	Engagement Method / Tool	Responsibility	Timeline / Frequency	Output / Record
Project preparation	Disclosure of ESMF, SEP, ESCP, LMP, RPF/RP procedures and GRM	Affected communities, beneficiary households, village committees, women, vulnerable groups, OIPs	Project scope, expected benefits, E&S risks, mitigation measures, stakeholder rights, GRM access, consultation process	Public disclosure meetings, village meetings, translated summaries in Sindhi/Urdu, notices, website disclosure, brochures, community announcements	PIU/ SPHF E&S Team, supported by Regional Office, PHED/ LGD, IPs, and Social Mobilization Partners	Before appraisal/effectiveness and updated when instruments are revised	Disclosure records, attendance sheets, photographs, feedback forms
	Village selection and service cluster confirmation	Beneficiary households, village committees, community elders, women representatives, poor households, minorities, PWDs	Village selection criteria, service area, inclusion of remote/low-density settlements, affordability, equitable access	Community meetings, FGDs, key informant interviews, household outreach for vulnerable groups	PIU Social Specialist, Regional Office, PHED/ LGD, IPs, SPVOs, and Social Mobilization Partners	During village selection and before finalization of subproject scope	Consultation minutes, stakeholder feedback matrix, list of concerns integrated into design
	Water supply source identification and scheme design	Water users, women and girls, farmers, livestock owners, landowners, poor households, PWDs, schools and health facilities	Water source reliability, groundwater quality, canal closure issues, household connections, metering, siting of OHR/UGWT, access for PWDs	Technical consultation meetings, transect walks, participatory mapping, separate women's FGDs	PIU E&S Team, Design Consultants, PHED/ LGD, Regional Office, IPs, DBO Contractor, and SPVOs	During feasibility and detailed design	Design consultation record, map of agreed locations, design inputs register
Project preparation and disclosure	Sanitation, drainage and wastewater planning	Households without sanitation, women and girls, sanitation workers, downstream users, communities near	Toilet options, septic tanks, drainage routes, wastewater discharge, flood-resilient sanitation, odor, sludge handling, community safety	Village meetings, separate FGDs with women, meetings with sanitation workers, site visits	PIU E&S Team, Design Consultants, PHED/ LGD, LGD/ local authorities,	During feasibility and detailed design	Sanitation/drainage consultation record, site selection minutes, risk issues for ESMP



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Project Stage / Milestone	Project Activity	Target Stakeholder Group	Key Engagement Topics	Engagement Method / Tool	Responsibility	Timeline / Frequency	Output / Record
		drains/disposal ponds/STPs			Regional Office, IPs, DBO Contractor, and SPVOs		
	Land access, VLD, temporary land use or resettlement screening	Landowners, land users, tenants, informal users, women household members, vulnerable households, Revenue Department, village committees	Land requirement, voluntary land donation principles, alternatives analysis, documentation, impacts on users, compensation/resettlement where required, grievance process	Individual consultations, household verification, village-level disclosure, written consent, third-party verification where required	PIU Social/ Resettlement Specialist, Revenue Department, PHED/ LGD, Regional Office, IPs, SPVOs, and Independent Verifier where required	Before land is accepted or works are initiated	Land screening forms, VLD documentation, consent records, RP/ARP where required
	E&S screening and preparation of ESMPs/SSEMPs	Affected households, nearby residents, local businesses/vendors, schools, health facilities, workers, vulnerable groups	Site-specific E&S risks, construction disturbance, access restrictions, OHS/ CHS, SEA/ SH risk, waste management, traffic, emergency response	Site consultations, FGDs, disclosure of ESMP summary, community walk-throughs	PIU E&S Team, Design Consultant, Supervision Consultant, IPs, Regional Office, and DBO Contractor where design/ build responsibilities apply	During screening and before contractor mobilization	Screening checklist, ESMP consultation record, mitigation commitments
Pre-construction	Contractor mobilization and construction planning	Nearby households, local workers, schools, health facilities, shopkeepers/vendors,	Work schedule, access restrictions, safety zones, excavation/trenching risks, traffic routes, local hiring,	Pre-construction community meetings, notice boards, mosque/community	DBO Contractor/ Contractor, Supervision Consultant, PIU E&S Team,	Before start of works in each village and repeated when	Meeting minutes, notices, attendance sheets, contractor



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Project Stage / Milestone	Project Activity	Target Stakeholder Group	Key Engagement Topics	Engagement Method / Tool	Responsibility	Timeline / Frequency	Output / Record
		road users, women, elderly, PWDs	worker conduct, complaint channels	announcements, contractor briefings	Regional Office, IPs, and SPVOs	work fronts change	communication log
Construction	Implementation of civil works for water supply, sanitation and drainage	Nearby communities, pedestrians, school children, women, elderly, PWDs, local businesses, farmers/livestock owners	Dust, noise, access disruption, trench safety, traffic safety, waste disposal, worker behavior, protection of community assets, incident reporting	Weekly site-level engagement, grievance desk, community focal persons, site signage, toolbox-linked community safety messages	DBO Contractor/ Contractor, Supervision Consultant, PIU Field/ E&S Team, Regional Office, IPs, and SPVOs for community-level oversight	Weekly during active construction and immediately after incidents/ complaints	Weekly consultation log, grievance register, corrective action records
	Labor management, OHS and SEA/SH risk management	Project workers, local laborers, subcontractors, nearby communities, women and girls, labor suppliers	Worker Code of Conduct, OHS requirements, child/forced labor prohibition, labor GRM, SEA/SH prevention, survivor-centered reporting, sanctions for non-compliance	Worker induction, toolbox talks, signed CoC, separate community awareness sessions, confidential reporting channels	DBO Contractor/ Contractor, Supervision Consultant, PIU E&S/ Gender Specialist, Regional Office, and IPs	At induction, monthly refreshers, and before high-risk activities	Training records, signed CoCs, labor GRM record, SEA/SH referral protocol
	Engagement with vulnerable and disadvantaged groups	Women-headed households, poor/landless households, PWDs, elderly, minorities, low-literacy households, remote/flood-prone settlements	Barriers to access, affordability, household connections, safe consultation access, accessible GRM, inclusive design, exclusion risks	Separate FGDs, household visits, assisted registration, verbal/pictorial material, female facilitators	PIU Social/ Gender Specialist, IPs, Social Mobilization Partners, SPVOs, local facilitators, and Regional Office	At design stage, before construction, mid-construction, and before handover	Vulnerable group consultation record, inclusion action points, follow-up register



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Project Stage / Milestone	Project Activity	Target Stakeholder Group	Key Engagement Topics	Engagement Method / Tool	Responsibility	Timeline / Frequency	Output / Record
Construction and implementation	GRM rollout and grievance management	All project-affected persons, women, PWDs, minorities, workers, community representatives, contractors	Complaint categories, intake channels, confidentiality, response timelines, appeal process, SEA/SH-sensitive reporting, feedback on resolution	GRM awareness sessions, posters, helpline/SMS/GMIS, village focal persons, complaint boxes where feasible	PIU GRM Officer, GRCs, SPVOs, DBO Contractor/ Contractor, IPs, Regional Office, and Social Mobilization Partners	Before works start and continuous throughout implementation	GRM register, GMIS reports, resolution status, satisfaction follow-up
Implementation	Behavior Change Communication and hygiene promotion	Women, girls, men, children, teachers, health workers, religious/community leaders, low-literacy households	Safe water handling, handwashing, sanitation use, menstrual hygiene, fecal sludge risks, child health, household hygiene, ODF behavior	Community sessions, school sessions, women-only sessions, pictorial Information, Education and Communication (IEC) material, local media, demonstrations	PIU BCC Specialist, IPs, SPVOs, Health/ Education Departments, NGOs/ CBOs, and Regional Office	Before service commencement and repeated quarterly or as per BCC plan	BCC attendance sheets, IEC distribution record, behavior change monitoring
	WASH facilities in schools, health facilities and public institutions	School management committees, teachers, students, health facility staff, parents, PWDs, women/girls	Facility siting, privacy, menstrual hygiene, accessibility, O&M, safe water use, child safety during construction	Institutional meetings, child-sensitive sessions, teacher/health worker orientations, site visits	PIU, Education/ Health Departments, PHED/LGD, DBO Contractor/ Contractor, Supervision Consultant, IPs, and Regional Office	During design, before works, and before handover	Institutional consultation minutes, O&M orientation records
Handover and operation	Commissioning and handover of completed schemes	Beneficiary households, village committees, water users, women representatives, PHED/ LGD, service delivery entity, O&M contractor	Service rules, metering, tariffs/affordability, O&M roles, complaint handling, water quality monitoring, safe sanitation use	Handover meetings, user orientation, public demonstration, printed/pictorial user guidance	PIU, PHED/LGD, Regional Office, SPHF/ service delivery entity, DBO/O&M	Before commissioning and during first three months of operation	Handover records, user orientation records, O&M responsibility matrix



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Project Stage / Milestone	Project Activity	Target Stakeholder Group	Key Engagement Topics	Engagement Method / Tool	Responsibility	Timeline / Frequency	Output / Record
					Contractor, IPs, and SPVOs		
Operation	Long-term service delivery and O&M monitoring	Water users, sanitation users, poor households, women, PWDs, village committees, schools and health facilities	Service reliability, water quality, tariff concerns, drainage maintenance, sludge removal, service complaints, customer satisfaction	Periodic community meetings, customer feedback surveys, GRM review, community scorecards	SPHF/ service delivery entity, SPVOs, DBO/ O&M Contractor, Regional Office, PHED/ LGD, IPs, and PIU Monitoring Team	Quarterly during first year of operation, then semi-annually	O&M feedback reports, satisfaction survey results, corrective actions
Monitoring and reporting	SEP implementation monitoring and reporting back	All stakeholder groups, World Bank, SPHF, PHED/LGD, district authorities, NGOs/CSOs	Progress on engagement commitments, grievances received/resolved, inclusion of vulnerable groups, design changes based on feedback, pending issues	Quarterly reports, disclosure meetings, website updates, community notice boards, district review meetings	PIU E&S Team, PIU M&E Team, Regional Office, Supervision Consultant, IPs, SPVOs, and DBO Contractor/ Contractor where site-level actions are involved	Quarterly and as part of semi-annual E&S reporting to WB	SEP monitoring report, stakeholder feedback matrix, updated SEP action plan
Adaptive management	SEP update and continuous improvement	Affected communities, vulnerable groups, OIPs, implementing agencies, contractors, service operators	Changes in project design, new risks, emerging complaints, stakeholder satisfaction, improvements to engagement methods	Review workshops, targeted consultations, GRM analysis, monitoring review meetings	PIU/ SPHF E&S Team, / LGD, IPs, SPVOs, O&M Contractor.	Annually and whenever major design or implementation changes occur	Updated SEP, revised engagement schedule.



Module 4: Behaviour Change Communication (BCC) and Community Engagement

- Community members participating in hygiene awareness programs
- Women and caregivers are responsible for household water use and sanitation practices
- School children and youth groups
- Community leaders and local influencers

Module 5: Institutional Strengthening and Capacity Building

- Government officials and staff of implementing agencies (e.g., SPHF, PIU, Local Government)
- Local authorities involved in service delivery and monitoring
- Community-based organizations and local committees
- Service providers responsible for operation and maintenance

The following matrix, as given in **Table 15**, outlines their roles, interests, and engagement mechanisms.

Table 16: Interested Parties/ Affected Parties Engagement Strategy Matrix

Project Component	Stakeholder Group	Potential Risks	Engagement Mechanisms
Module 1: Water Supply Infrastructure	Rural households/ communes near schemes (All Project Districts)	Improved water access; construction disruptions	FGDs, GRM; district-level consultations
	Farmers/ livestock owners/ local population	Water competition; employment benefits	Water committees: job priority for locals
	Residents/businesses (suppliers, entrepreneurs) affected by works	Access issues; business opportunities	Advance notices; livelihood plans
Module 2: Sanitation and Drainage	Households/ communities in poor sanitation areas (project districts)	Health improvements; odor/ excavation risks	Hygiene BCC; women-led groups
	Residents/ businesses near STP/ drainage	Flooding/ disease reduction; traffic disruptions	Public meetings; contractor coordination
Module 3: Construction and Rehabilitation	Communities/ population residing near sites	Noise/ dust/ safety; employment for locals	Site consultations; labor hiring quotas
	Road users/ pedestrians; small businesses/vendors/entrepreneurs	Access limits; income opportunities	Traffic plans; vendor relocation support
	Local laborers, construction companies/contractors, and material suppliers	OHS hazards; contract disputes	PPE training; fair bidding/GRM
Module 4: BCC and Community Engagement	Community-based groups/cooperatives; interest groups representing residents	Behaviour change; inclusion gaps	Village events; CBO grants
	Women/caregivers; school children/youth (district focus)	Empowerment; knowledge gains	Targeted FGDs/ school programs
	Community leaders/ influencers in project districts	Mobilization roles; misinformation	Leader workshops; feedback loops
Module 5: Institutional Strengthening	Government officials/ district officers (SPHF/ LGD, PHE&RD, municipal admin in project districts)	Capacity overload; policy alignment	ToT workshops; joint monitoring
	Local authorities/ service providers; SEPA employees	Compliance/enforcement; O&M sustainability	Digital tools; EPA NOC coordination



Project Component	Stakeholder Group	Potential Risks	Engagement Mechanisms
	CBOs/ local committees/cooperatives	Oversight roles; funding access	Formation guidelines; performance contracts

4.5.3 OIP Engagement Strategy Matrix

In addition to directly benefiting or affecting communities, other interested parties include government agencies, NGOs, donors, and media organizations with potential influence on project outcomes. These stakeholders require targeted engagement to ensure regulatory compliance, address advocacy concerns, and leverage technical expertise across all project components. The following matrix, as given in **Table 17** outlines their roles, interests, and engagement mechanisms.

Table 17: Stakeholder - OIP Engagement Strategy Matrix

Project Component	Stakeholder Group	Potential Impacts/ Risks	Engagement Mechanisms
All modules (Regulatory Oversight)	Government departments (e.g., Local Government Department, Planning & Development Department, PHED, Social Protection Unit, Social Welfare Department, Revenue Department)	Policy alignment delays, land acquisition disputes, and compliance enforcement	Workshops, joint monitoring committees, policy coordination meetings
All Components (Housing Support)	Sindh People Housing for Flood Affectees (SPHF)	Overlap with flood-affected communities; resettlement coordination	Inter-agency consultations; joint site assessments
All Components (Environmental Compliance)	Sindh Environmental Protection Agency (SEPA)	NOC delays; environmental violations fines	EPA NOC coordination; compliance reporting; pre-construction consultations
Components 1-2 (Health & Hygiene)	Health departments and local health facilities	Disease outbreak risks from construction; health benefits from WASH improvements	Public health workshops; disease surveillance coordination
Component 1 (Water Supply)	Agriculture and Livestock Departments	Water competition for irrigation/ livestock; agricultural productivity gains	Sectoral consultations; water allocation committees
All Components (Advocacy & CSO)	Non-Governmental Organizations (NGOs) and Civil Society Organizations (CSOs)	Advocacy on vulnerable groups; misinformation risks	FGDs; CBO grants; feedback loops
All Components (Funding & Standards)	Donor Agency (World Bank)	Safeguards compliance; funding conditionalities	Progress reporting; donor coordination meetings
All Components (Research & Monitoring)	Academic and research institutions	Baseline data gaps; impact studies	Research partnerships; joint baseline surveys
All Components (Public Awareness)	Media organizations	Public misinformation; reputational risks	Press briefings; media kits; disclosure events



4.5.4 Disadvantaged / Vulnerable Individuals⁵ or Groups (Male & Females)

During community consultations conducted across the selected districts, dedicated efforts were made to engage vulnerable and marginalized groups, including persons with disabilities (PWDs), orphans, widows, women-headed households, and minority communities. Separate and inclusive consultation settings were arranged to ensure that these groups could freely express their concerns, challenges, and priorities regarding WASH services.

A total of 721 disadvantaged and vulnerable individuals were consulted, including 61 PWDs, 83 elderly persons, 330 individuals from very poor households, 193 individuals from minority/scheduled caste communities, and 54 women-headed households. The district-wise distribution and categorization of these participants are presented in **Table 18**.

Table 18: Details of Disadvantaged / Vulnerable Individuals or Groups

District	PWD	Elderly	Very Poor	Minority/ Scheduled Castes	Women- headed Households
Badin	10	12	50	70	10
Naushero Feroz	08	15	43	05	04
Sanghar	13	14	55	83	06
Khairpur	05	08	30	0	07
Dadu	09	11	40	12	10
Larkana	04	06	23	03	04
Jamshoro	12	17	89	20	13
Total	61	83	330	193	54
PWD: Persons with Disabilities					

4.5.5 Key Issues Raised by Male Vulnerable Groups

Male participants from vulnerable categories, particularly persons with disabilities (PWDs) and orphans, highlighted significant barriers in accessing existing WASH facilities.

- Many reported that existing water supply points and sanitation facilities are not disability-friendly, making access physically challenging or, in some cases, impossible.

⁵ Note: At this stage, the project components/ modules have been conceptually developed and defined; however, their practical implementation remains in progress and is currently being operationalized in alignment with the approved project design and technical specifications, alongside the finalization and formal approval



- The combination of open defecation practices and physical disability was identified as a major concern, exposing individuals to safety risks, dignity issues, and health hazards.
- Inadequate infrastructure design, such as lack of ramps, handrails, or proximity, further limits independent access to services.

4.5.6 Key Issues Raised by Female Vulnerable Groups

Female participants, including widows, women-headed households, PWDs, and minority women, shared compounded challenges due to gender roles and socio-economic vulnerability:

- Water fetching responsibilities were reported as physically demanding, particularly for widows and women without male support, who must also manage childcare and household responsibilities.
- Many women indicated that earning a livelihood while fulfilling domestic duties creates significant hardship, especially in conditions of poverty.
- Lack of nearby and reliable water sources increases time burden and physical strain, limiting opportunities for income generation and caregiving.
- Women with disabilities face double marginalization, with restricted mobility and limited access to safe sanitation facilities.

4.5.7 Concerns Raised by Minority Communities

Participants from minority groups expressed concerns regarding limited participation in village-level decision-making processes related to WASH infrastructure.

- They reported instances of exclusion from consultations and planning, leading to inequitable access to services.
- Social dynamics in some areas were noted to influence fair distribution of WASH facilities, potentially marginalizing minority households.

4.5.8 Key Implications for STAR WASH Project

The feedback from vulnerable groups highlights the need for a highly inclusive and equity-focused approach in project design and implementation. Key considerations include:

- Incorporation of universal access and disability-inclusive design in all WASH infrastructure
- Targeted measures to reduce the burden on women, particularly in water collection
- Ensuring meaningful participation of vulnerable and minority groups in decision-making processes
- Addressing affordability and poverty-related barriers to access WASH services



- Integrating behavior change interventions to eliminate open defecation, with special attention to vulnerable populations

4.6 Proposed strategy to incorporate the views of vulnerable groups

As shown in **Table 19**, the project will adopt targeted measures to ensure inclusive WASH access for women, persons with disabilities, and minority communities.

Table 19: Proposed Strategy to Incorporate the Views of Vulnerable Groups

Vulnerable Group	Key Issues Identified	Proposed Strategy / Actions	Responsible Entity	Expected Outcome
Persons with Disabilities (PWDs)	Lack of disability-friendly infrastructure; safety and dignity concerns; exclusion from decision-making	Incorporate universal access design (ramps, handrails, wider toilet cubicles); include PWD representatives in consultation and monitoring committees	Design Engineers, Social Safeguard Team, Contractors	Improved accessibility and participation for PWDs in WASH services
Female-headed Households and Widows	Heavy water-fetching burden; limited mobility; poverty-related constraints	Install water points closer to households; provide water storage support systems; promote women's involvement in Community WASH Committees	PMU Social Team, Local Councils, NGOs	Reduced workload and enhanced participation of women in WASH governance
Women and Girls (General)	Lack of privacy and safety in sanitation; dual responsibility of income generation and domestic work	Develop gender-segregated facilities with adequate lighting; conduct hygiene promotion sessions tailored to women's needs	PMU Gender Focal Person, Contractors, NGOs	Safer, more accessible WASH facilities; improved hygiene behaviors
Minority Communities	Exclusion from WASH planning and decision-making; unequal distribution of services	Introduce participatory planning tools ensuring minority representation in all districts having minority population particularly Mirpur Khas (38.74%), Tando Allahyar (34.17%), Badin (23.61%), Sanghar (21.79%) and Matiari (16.66%); monitor equitable service allocation through social audits	PMU, District Implementation Units (DIUs), Local Authorities	Greater social inclusion and fair access to WASH services
Poor and Vulnerable Households	Affordability barriers; limited awareness of hygiene practices	Develop subsidy or installment-based service models; community-led hygiene campaigns	PMU Finance & Social Teams, NGOs	Increased affordability, adoption of hygienic practices



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Vulnerable Group	Key Issues Identified	Proposed Strategy / Actions	Responsible Entity	Expected Outcome
		emphasizing low-cost solutions		
Orphans and Child-Headed Households	Safety risks and dependence on others for WASH access	Coordinate with social welfare institutions to ensure child-friendly facilities and supportive community monitoring	PMU Child Protection Focal Point, NGOs	Enhanced protection and independent access for orphaned and vulnerable children



5 Resources and Responsibilities

5.1 Implementation Arrangements and Resources

The implementation of the SEP will require coordinated participation of project institutions, line departments, contractors, consultants, community-based organizations, and local government representatives. The PIU STAR WASH-1/SPHF will retain overall responsibility for SEP implementation, while the PIU E&S team will manage day-to-day stakeholder engagement, disclosure, grievance management, monitoring, and reporting (as referred in **Table 20**). Regional offices, staffed with environmental and social specialists, environmental officers, social officers and OHS officers, will support field level implementation of the SEP by coordinating stakeholders engagement, supervising environmental and social risk management, monitoring contractor compliance, facilitating grievance resolution, and ensuring effective communication with local stakeholders across their respective regions. Field-level implementation will be supported by PHED, LGD, district administration, supervision consultants, contractors, implementing partners, SPVOs, GRCs, and community representatives. This institutional arrangement will help ensure that stakeholder engagement remains inclusive, accessible, gender-sensitive, and responsive throughout project preparation, construction, and operation.

Table 20: Key Institutions Involved in SEP Implementation

Institution / Entity	Key Role in SEP Implementation
Project Implementation Unit (PIU), STAR WASH-1 / SPHF	Lead agency responsible for overall SEP implementation, coordination, monitoring, reporting, disclosure of information, stakeholder engagement planning, and ensuring compliance with World Bank ESS10 requirements.
Environmental and Social Team	Responsible for day-to-day implementation of the SEP, including consultation planning, documentation of stakeholder feedback, monitoring of engagement activities, vulnerable group inclusion, GRM coordination, and preparation of SEP monitoring reports.
Senior Social Development Officer / Resettlement Specialist	Leads social risk management, stakeholder engagement, consultation with affected persons, documentation of feedback, land-related engagement, inclusion of vulnerable groups, and coordination with community-level grievance structures.
Regional officer (Environmental & social specialists, Environmental officers, social officers and OHS Officers)	Support implementation of the SEP at the regional level by coordinating stakeholders consultations, supervising environmental and social compliance, monitoring contractor and implementing partner performance, facilitating disclosure and community engagement activities, ensuring inclusion of vulnerable groups, supporting operation of the grievance redress mechanism, monitoring occupational health and safety and community health and safety measures, conducting site



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Institution / Entity	Key Role in SEP Implementation
	visits, maintaining consultations and grievance records, and reporting implementation progress to the PIU/Head Office.
Gender Specialist	Ensures women, girls, female-headed households, widows, and other gender-vulnerable groups are meaningfully consulted. Supports gender-sensitive engagement, SEA/SH-sensitive communication, and safe grievance channels.
Senior Environment Specialist	Supports disclosure and consultation on environmental risks, construction impacts, water quality, sanitation, drainage, OHS, community health and safety, and environmental mitigation measures.
Senior Behavioral Change Specialist	Leads behavior change communication related to hygiene, safe water use, sanitation practices, ODF promotion, public health awareness, and community-level WASH behavior improvement.
Public Health Engineering Department (PHED)	Provides technical input on water supply, sanitation, drainage, water quality, scheme design, rehabilitation, and operation-related engagement with communities.
Local Government Department (LGD)	Supports local coordination, community mobilization, institutional arrangements, operation and maintenance linkages, and engagement with local government structures.
District Administration / Taluka and Union Council Authorities	Facilitate field-level consultations, support community mobilization, resolve local implementation issues, assist in grievance handling, and coordinate with district line departments.
Elected Local Government Representatives	Union Council Chairmen, Councilors, and District Council members support community outreach, conflict resolution, information dissemination, inclusion of vulnerable groups, and feedback reporting to the PIU.
Supervision Consultant	Supports PIU in monitoring contractor compliance with SEP, ESMP, community health and safety, labor, OHS, and stakeholder communication requirements during construction.
Contractors and DBO Contractors	Responsible for site-level communication with communities, advance notice of construction activities, maintaining access, addressing community complaints related to works, worker Code of Conduct, SEA/SH prevention, and reporting grievances to the PIU/SC.
Community Liaison Officers / Field Grievance Redress Officers	Serve as direct contact points between communities, contractors, and PIU. Support consultation records, grievance intake, follow-up, disclosure of information, and reporting back to stakeholders.
Grievance Redress Committees (GRCs)	Receive, review, resolve, and escalate grievances at village, district, and project levels. Ensure timely, transparent, and documented grievance resolution.
Sindh People's Village Organizations (SPVOs) /	Support community-level engagement, O&M awareness, tariff communication, local monitoring, inclusion of women and vulnerable groups, and reporting of community concerns.



Institution / Entity	Key Role in SEP Implementation
Village WASH Committees	
Implementing Partners / NGOs / CBOs / LSOs	Support social mobilization, vulnerable group outreach, women-only consultations, behavior change communication, awareness campaigns, community monitoring, and GRM facilitation.
Health Department and Education Department	Support engagement related to public health, hygiene promotion, WASH in schools and health facilities, menstrual hygiene, disease prevention, and institutional WASH services.
Social Welfare Department	Supports identification and inclusion of persons with disabilities, elderly persons, poor households, and other vulnerable groups in consultations and project benefits.
Sindh Environmental Protection Agency (SEPA)	Provides regulatory oversight where required, particularly for environmental disclosure, compliance, and consultation linked with environmental approvals.
World Bank	Provides implementation support, reviews SEP implementation progress, monitors compliance with ESS10, and reviews stakeholder engagement and grievance reporting as part of project supervision.

5.2 Strategy for Information Disclosure

During the preparation stage of the project, an initial outline of information to be disclosed was developed based on consultations with the implementing agency following the World Bank disclosure protocol (refer to **Table 21**). This information includes details to be disclosed to stakeholders such as affected communities, local government departments, NGOs, and experts. However, for the implementation stage, more detailed consultations will be conducted to determine the modes of communication and frequency of future engagements tailored to each type of stakeholder. This will ensure effective communication and engagement throughout the project lifecycle. An updated Stakeholder Engagement Plan (SEP) will be prepared within a month of the project's effectiveness date, incorporating feedback and suggestions gathered during the implementation stage consultations.

Table 21: Strategy for Information Disclosure

Project stage/ Components	Target stakeholders	List of information to be disclosed	Methods and timing
Preparation	PIU STAR WASH 1, LGD and PHED, affected parties, interested groups, public at large, vulnerable groups, Government entities	Appraisal stage SEP, Appraisal stage ESCP.	Websites of PIU STAR WASH 1/ World Bank External Website, SPHF, LGD and PHED before project effectiveness One-on-one meetings, Consultation meetings



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Project stage/ Components	Target stakeholders	List of information to be disclosed	Methods and timing
Implementation	PIU STAR WASH, LGD and PHED, and other relevant Government ministries and entities	PAD, E&S principles and obligations, Consultation process/ SEP, ESCP, project information	Website of PIU STAR WASH 1, SPHF, LGD and PHED One-on-one meetings Consultation meetings
	Local communities and Vulnerable groups (including minorities, women, people with disabilities)	Regular updates on project activities and specific interventions for vulnerable groups (through PIU STAR WASH 1), SEP and GRM procedures.	Outreach through local community organizations Public notices Press releases in the local media and on the project website Airing of key messages through programs on local FM radio, television and text messages Dissemination of information through social media
	Other ministries and relevant public agencies	Project overview, Progress reports, SEP and GRM procedures.	Consultation meetings Electronic publications Information leaflets and brochures
	NGOs, Academics, Organizations working in the districts	Scope of Project, social mobilization interventions, opportunities for collaboration, ESMP, updated SEP and GRM procedures.	Information Resource portal on the project website Bi-Annual Project Dissemination Workshops Press releases and announcements in the media, notifications of the disclosed materials to local and provincial NGOs
	General public	FAQs, Updated SEP and GRM procedures	Websites of PIU STAR WASH1 / SPHF, World Bank External Website, LGD and PHED. Print, electronic, broadcast, and social media Brochures, leaflets, posters, nontechnical summary documents and reports Mosque announcements in rural areas Local influential (councilors, community workers, etc.)

5.3 Stakeholder Engagement Budget

A dedicated budget has been allocated (refer to **Table 22**) to support implementation of the Stakeholder Engagement Plan (SEP) for the STAR WASH-1 Project. The SEP implementation budget provides an indicative allocation for carrying out stakeholder engagement, information disclosure, community consultations, grievance redress, capacity building, SEA/SH referral



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coordination, citizen satisfaction surveys, and related monitoring and reporting activities under the STAR WASH-1 Project.

The budget has been prepared on a taluka-level basis for one year of implementation and is intended to guide planning, resource allocation, and costing of SEP activities during project implementation. The estimated budget covers project-level staffing, field mobility, consultation meetings, communication materials, GRM operation, training of PIU field teams, contractors, supervision consultants and community focal persons, as well as support for inclusion of women, persons with disabilities, minorities, poor households and other vulnerable groups.

The total indicative cost for SEP implementation is estimated at PKR 26.01 million, subject to refinement during implementation based on the final project coverage, number of participating talukas, institutional arrangements, and site-specific engagement requirements..



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Table 22: Stakeholder Engagement Plan Budget for STAR WASH-1 Project

Sr. No.	Parameter	Frequency / Basis	Unit Rate (PKR)	Quantity	Times	Years	Taluka	Total Cost (PKR)	Remarks
A	Estimated Staff Salaries and Related Expenses								
1	Communications / SEP Specialist	Monthly	250,000	1	12	1	1	3,000,000	Project-level specialist for SEP disclosure, reporting and communication oversight
2	Social Development / Community Engagement Specialist	Monthly	250,000	1	12	1	1	3,000,000	Project-level support for stakeholder engagement, vulnerable groups and social inclusion
3	Community Liaison Officers	Monthly / Taluka	100,000	3	12	1	1	3,600,000	Three CLOs per district for community liaison, consultation support and GRM facilitation
4	Taluka travel, accommodation and field mobility for SEP staff	Monthly / Taluka	120,000	1	12	1	1	1,440,000	Field visits, accommodation, local transport and refreshments for meetings
Sub-Total A								11,040,000	
B	Consultations / Participatory Planning and Decision-Making Meetings								
5	Project launch/disclosure meetings	Annual / Taluka	500,000	1	1	1	1	500,000	Divisional launch and disclosure meetings
6	Village-level stakeholder consultations and participatory planning meetings	Quarterly / Taluka	150,000	1	4	1	1	600,000	Linked with scheme planning, design, implementation and O&M
7	Focus Group Discussions with women and vulnerable groups	Quarterly / Taluka	125,000	1	4	1	1	500,000	Separate FGDs for women, PWDs, minorities, elderly, the poor and remote households
8	District-level coordination meetings with OIPs	Semi-annual / Taluka	200,000	1	2	1	1	400,000	PHED, LGD, district administration, NGOs, CSOs and service providers
Sub-Total B								2,000,000	
C	Communication Campaigns and Information Disclosure								
9	Posters, flyers, banners and local disclosure material	Monthly / Taluka	30,000	1	12	1	1	360,000	Sindhi/Urdu/visual material for disclosure, GRM and construction notices



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Sr. No.	Parameter	Frequency / Basis	Unit Rate (PKR)	Quantity	Times	Years	Taluka	Total Cost (PKR)	Remarks
10	Radio, SMS, mosque announcements and local communication campaign	Monthly / Taluka	50,000	1	12	1	1	600,000	Community-level communication, including low-literacy outreach
11	Social media and website disclosure support	Monthly	100,000	1	12	1	1	1,200,000	Project-level digital communication and disclosure updates
Sub-Total C								2,160,000	
D	Trainings and Capacity Building								
12	Training on stakeholder engagement, ESS10 and information disclosure	Semi-annual / Taluka	150,000	1	2	1	1	300,000	For PIU field teams, contractors, supervision consultants and CLOs
13	Training on E&S, OHS, CHS and contractor communication protocols	Semi-annual / Taluka	150,000	1	2	1	1	300,000	Includes community safety, site communication and incident reporting
14	SEA/SH prevention, Code of Conduct and survivor-centered GRM training	Semi-annual / Taluka	150,000	1	2	1	1	300,000	Mandatory training for PIU, contractors, workers, SCs and GRM focal persons
Sub-Total D								900,000	
E	Beneficiary / Citizen Satisfaction Surveys								
15	Mid-project citizen perception/satisfaction survey	Once / taluka	600,000	1	1	1	1	600,000	Independent or third-party survey at midterm
16	End-project citizen perception/satisfaction survey	Once / Taluka	600,000	1	1	1	1	600,000	Independent or third-party survey at project completion
Sub-Total E								1,200,000	
F	Grievance Redress Mechanism								
17	Training of GRCs and GRM focal persons	Semi-annual / Taluka	150,000	1	2	1	1	300,000	Village, district and provincial GRC orientation and refreshers
18	Suggestion boxes and maintenance/replacement	Annual / Taluka	10,000	10	1	1	1	100,000	Indicative: 10 boxes per taluka with locks and maintenance



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Sr. No.	Parameter	Frequency / Basis	Unit Rate (PKR)	Quantity	Times	Years	Taluka	Total Cost (PKR)	Remarks
19	GRM communication materials	Monthly / Taluka	20,000	1	12	1	1	240,000	Posters, helpline notices, complaint forms and awareness materials
20	Grievance investigations and site verification visits	Monthly / Taluka	50,000	1	12	1	1	600,000	Complaint verification, resolution follow-up and site visits
21	GMIS set-up, hosting, maintenance and reporting dashboard	Annual / project	250,000	1	1	1	1	250,000	SPHF/PIU-level system setup, maintenance, data reporting and analytics
22	GRM desk establishment and maintenance	Monthly / Taluka	50,000	1	12	1	1	600,000	Complaint registration desk, rented space/container where required
23	Other GRM logistical costs	Annual / project	300,000	1	1	1	1	300,000	Unforeseen GRM logistics and escalation support
Sub-Total F								2,390,000	
G	SEA/SH Referral Services and GBV Service Provider Coordination								
24	SEA/SH referral services and GBV service provider coordination	Annual / Taluka	250,000	1	1	1	1	250,000	Mapping, referral pathway updates, confidential reporting linkages and survivor-centered coordination
25	SEA/SH confidential case handling and emergency referral support	Annual / project	500,000	1	1	1	1	500,000	Emergency referral support, confidential coordination and specialized service linkages, as required
Sub-Total G								750,000	
H	Other SEP Implementation Costs								
26	Stationery, printing and meeting supplies	Monthly / Taluka	15,000	1	12	1	1	180,000	Registers, attendance sheets, minutes, forms and printing
27	SEP monitoring, reporting and documentation support	Quarterly / project	500,000	1	4	1	1	2,000,000	Quarterly SEP monitoring, photo documentation, database updates and reporting
Sub-Total H								2,180,000	
Total								22,620,000	
Contingency Charges (15%)								3,393,000	
Grand Total with Contingencies								26,013,000	



5.4 Capacity Building Plan for STAR WASH-1

The following Capacity Building Plan outlines the proposed training requirements for effective implementation of the STAR WASH-1 Stakeholder Engagement Plan. The plan is designed to strengthen the capacity of PIU/SPHF, Regional Office staff, PHED, LGD, supervision consultants, DBO Contractors, Implementing Partners, SPVOs, GRC members, CLOs, and community-level facilitators to carry out inclusive, transparent, and well-documented stakeholder engagement across all 10 project districts. It covers key areas such as ESS10 requirements, stakeholder mapping, community consultation, inclusion of vulnerable groups, information disclosure, GRM operation, SEA/SH-sensitive grievance handling, construction-phase risk communication, BCC, monitoring, reporting, and O&M-related community engagement. This structured training approach will help address institutional capacity gaps and ensure that SEP commitments are implemented consistently throughout project preparation, construction, and operation phases. (refer to **Table 23**).

Table 23: Capacity Building Plan for Engagement Teams

Training Topic	Target Audience	Time Frame	Duration of Training	Focal Person / Lead Responsibility	Frequency
Orientation on STAR WASH-1 Project, SEP, ESS10, and stakeholder engagement principles	PIU staff, Social Development Officer, Community Engagement staff, Communication staff, supervising consultants, contractor management staff	At project mobilization and before the start of field engagement activities	1 day	Project Director, PIU/SPHF, supported by Senior Social Specialist, Environmental Specialist, Regional Office, and Implementing Partners	Once at inception, with a refresher every year
Stakeholder identification, mapping, and consultation planning	PIU E&S team, social mobilizers, CLOs, supervising consultants, contractor focal staff	During the planning stage and before consultations in each district	1 day	Senior Social Specialist / Social Development Officer, PIU, with support from the Regional Office, Implementing Partners, and district focal persons	Before each district rollout, refresher semi-annually
Community consultation, FGD facilitation, and documentation of engagement records	Community Engagement staff, CLOs, social mobilizers, contractor community interface staff, supervising consultants	Before village-level consultations and prior to construction activities	1 day	Social Development Officer / Community Engagement Lead, with support from Implementing Partners, SPVOs, the Regional Office, and supervision consultants	Quarterly and before major consultation cycles
Inclusion of vulnerable groups, gender-responsive engagement, and culturally appropriate outreach	PIU E&S team, CLOs, social mobilizers, contractor staff, local facilitation teams	During the planning and implementation stages, especially before community outreach in rural districts	1 day	Senior Social Specialist / Gender or Social Inclusion Focal Person, PIU, with support from Implementing Partners, SPVOs, local NGOs/ CBOs, and female community facilitators	Quarterly



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Training Topic	Target Audience	Time Frame	Duration of Training	Focal Person / Lead Responsibility	Frequency
Communication and information disclosure, including local language outreach and awareness tools	Communication Officer, PIU staff, CLOs, social mobilizers, contractors, NGO/community partners	Prior to launch meetings, disclosure campaigns, and implementation updates	0.5 to 1 day	Communication Focal Person, PIU/ SPHF, supported by the Regional Office, Implementing Partners, SPVOs, local government representatives, and community facilitators	Quarterly
GRM procedures, grievance uptake, registration, referral, and closure	FGROs, GRM focal persons, CLOs, PIU E&S team, contractors, district grievance staff, GRC members	Before GRM becomes operational and during implementation	1 day	GRM Focal Person / Social Development Officer, PIU, supported by Regional Office, GRCs, SPVOs, DBO Contractors, Implementing Partners, and district grievance focal persons	Twice per year, in line with the SEP budget provision for the GM committee training
Sensitive grievance handling, survivor-centered response, GBV/SEA/SH awareness, and code of conduct	PIU staff, contractor staff, supervising consultants, CLOs, community-facing personnel, GRC members	Before contractor mobilization and before field deployment	1 day	Senior Social Specialist / Gender or SEA/ SH Focal Person, PIU, supported by trained GBV service providers, Implementing Partners, supervision consultants, and contractor management	Twice per year and a mandatory induction for new staff
Community health, safety, and construction-phase risk communication	Contractor site staff, CLOs, supervising consultants, PIU E&S team, labor supervisors	Before the start of civil works and during active construction	0.5 to 1 day	Environmental Specialist, PIU, with support from contractor EHS representative, DBO Contractor, supervision consultant, Regional Office, and Implementing Partners	Before each work package and refresher quarterly
BCC and hygiene promotion methods for rural communities, schools, and vulnerable households	Community mobilizers, social mobilizers, CLOs, NGO partners, district outreach teams	Prior to the BCC campaign rollout and during implementation	1 day	Communication Officer, PIU, with Social Development Officer, Implementing Partners, SPVOs, Health/Education Department focal persons, and public health resource persons	Quarterly
Monitoring, reporting, KPI tracking, attendance disaggregation, and feedback integration	PIU E&S team, M&E staff, Communication Officer, GRM focal staff, supervising consultants	At start of implementation and before monthly/quarterly reporting cycles	1 day	PIU E&S Team / M&E Focal Person, supported by Regional Office, Implementing Partners, supervision consultants, SPVOs, and MIS/GMIS focal persons	Quarterly
Institutional coordination, district-level engagement,	PIU, SPHF, PHED, LGD representatives, supervising	During project startup and before	0.5 day	Project Director, PIU/ SPHF, with support from Regional Office, PHED, LGD, district	Semi-annually



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Training Topic	Target Audience	Time Frame	Duration of Training	Focal Person / Lead Responsibility	Frequency
and reporting protocols	consultants, district focal persons	inter-agency field coordination		administration, Implementing Partners, and district focal persons	
O&M awareness, community committee support, and sustainability-focused engagement	Local authorities, service providers, CBOs, village committees, community representatives	During operation preparation and pre-handover stage	1 day	PIU/ SPHF, PHED/ LGD focal persons, Regional Office, DBO Contractors, Implementing Partners, SPVOs, and Social Development Officer	At pre-handover and as needed during the operation phase

Given the geographical spread of STAR WASH-1 across 10 districts, effective implementation of the SEP will require adequate institutional capacity at both central and field levels. The PIU/SPHF E&S team will assess staffing, technical skills, field outreach capacity, mobility arrangements, language requirements, gender-sensitive engagement capacity, GRM management, documentation, and reporting systems before and during implementation. Where gaps are identified, additional support will be provided through district-level focal persons, Community Liaison Officers, supervision consultants, contractors, local facilitators, NGOs/ CBOs, and GRC members. Capacity building will include training on ESS10, stakeholder engagement planning, inclusive consultation methods, engagement with vulnerable groups, SEA/SH-sensitive communication, GRM/GMIS operation, documentation, and reporting back to communities. This will help ensure that SEP commitments are delivered effectively across all project districts.



6 Grievance Mechanism

Addressing grievances raised by individuals affected by World Bank-funded projects is a critical component of effective risk management and mitigation. A well-functioning Grievance Redress Mechanism (GRM) serves as an important tool for the early identification, assessment, and timely resolution of concerns, thereby strengthening accountability to project beneficiaries.

6.1 Assessment of Existing GRM under SPHF Housing Project

As part of the preparation of the Environmental and Social Management Framework (ESMF) for the STAR WASH Project, an assessment of the existing Grievance Redress Mechanism (GRM) implemented under the Sindh Peoples Housing for Flood Affectees (SPHF) Project was undertaken during community consultations across selected districts in rural Sindh.

Community members were specifically asked about their awareness, accessibility, usage, and satisfaction with the SPHF GRM. The feedback indicates an overall positive perception and effectiveness of the mechanism.

6.1.1 Key findings of SPHF GRM

- The majority of respondents expressed satisfaction with how the SPHF GRM functioned, noting that their complaints and concerns were adequately addressed.
- The complaint submission process was described as simple and user-friendly, with several channels available (in-person, phone, and local focal persons).
- Participants highlighted that grievances were typically resolved within a reasonable timeframe, reinforcing community trust.
- Respondents appreciated regular updates on the progress and outcomes of their complaints, ensuring transparency.
- Women, persons with disabilities, and low-income households generally accessed the mechanism without major barriers.
- Many participants recommended the formation of village-level GRM committees to facilitate easier access, direct communication, and quicker preliminary resolution of grievances at the community level.

6.1.2 Areas for improvement

- Some remote areas showed limited awareness of the GRM's purpose and procedures.
- Participants suggested more active dissemination of GRM information through local leaders, community meetings, and social platforms.
- Several respondents recommended improved tracking tools or acknowledgment receipts to better follow up on lodged complaints.



6.1.3 Implications for STAR WASH GRM Design:

- Building on the strong foundation and community trust developed through the SPHF GRM, the STAR WASH Project should:
- Utilize the established institutional arrangements and experience from SPHF;
- Establish village-level GRM committees for localized and accessible complaint handling;
- Provide multiple inclusive grievance uptake channels;
- Maintain efficient and transparent resolution procedures;
- Conduct targeted awareness campaigns in underserved areas;
- Introduce robust tracking and feedback mechanisms for accountability.

The assessment concludes that the SPHF GRM was well-received and considered effective by communities. While a few gaps remain in outreach and tracking, the system's transparency and accessibility fostered trust. For STAR WASH, replicating SPHF's strengths, alongside community-driven enhancements such as village-level committees, will significantly improve the efficiency, equity, and responsiveness of its planned GRM

6.2 Description of STAR WASH 1, Grievance Mechanism (GM)

The Grievance Mechanism (GM) ensures (refer to **Table 24**) that project-related complaints are promptly received, recorded, and resolved through a structured, transparent process. Grievances can be submitted through multiple accessible channels, including verbal, written, online, and hotline options. Field Grievance Redress Officers (FGROs) serve as the first contact point, with oversight provided by District and Project-level GRCs. All cases are documented in the GM Management Information System (GMIS) for tracking and reporting. Complaints are investigated and resolved within defined timeframes, with special protocols for sensitive cases such as GBV. Regular monitoring, feedback, and training maintain accountability and continuous improvement throughout implementation.

Table 24: Illustrative Table on the GM Steps

Step	Description of process (e.g.)	Timeframe	Responsibility
GM implementation structure	Project Level GRC – overall oversight and policy guidance Head Office GRC (Implementing Partner level) – handling escalated grievances District Grievance Redress Department (DGRD) – district-level coordination Field Grievance Redress Officer (FGRO) – first point of contact	Throughout project implementation	SC & CLO (oversight), PIU SPHF/ District Grievance Redress Department (DGRD), Field Grievance Redress Officer (FGRO), Project GRC
Grievance uptake	Grievances can be submitted verbally (in person or via phone) or in written form at UC/Village, PIU, or PMU levels. Complaints	Continuous	FGROs, PIU, PMU



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Step	Description of process (e.g.)	Timeframe	Responsibility
	at UC/Village level are recorded in registers, while PIU and PMU maintain digital grievance registers. Toll-free telephone hotline: [xxxx] operated by Social Development Expert - SPHF Short Message Service (SMS) to xxxxx. E-mail to xxx@gmail.com Letter to [Social Development Expert SPHF] In-person at a physical facility [CLOs] Grievance or suggestion boxes located [near project construction site] Online form on the following website: [xxxxx]		
Registration & documentation	All grievances will be recorded in a centralized Grievance Management Information System (GMIS). Each complaint will be assigned a unique Grievance Token Number (GTN) for tracking and follow-up.	Within 1–2 working days of receipt	FGROs / PIU GRM staff
Sorting, processing	All complaints are recorded at the level received and categorized (e.g., environmental, social, land, GBV-related, service delivery). UC/Village complaints are shared at monthly basis with PIU, while PIU/PMU complaints are entered immediately into a digital database.	Within 5–7 working days	PIU GRM staff / DGRD
Verification, investigation, action	GRC members investigate grievances, identify root causes, and propose solutions. Meetings are held at least biweekly to review cases. Decisions are documented, signed, and communicated to the complainant. GBV/SEA/SH cases are escalated directly to PMU.	Decision within 21 calendar days	PIU staff/ GRC at respective tier; PMU for GBV cases
Monitoring and evaluation	GMIS tracking and periodic reporting (monthly/quarterly)	Weekly updates; Monthly/Quarterly reporting	FGROs, PIU GRCs; SC Social Development Officer
Provision of feedback	Follow-up is conducted within 14 days after resolution to assess the complainant satisfaction. Feedback is recorded in the grievance register/database.	Within 14 days after resolution	Relevant GRC
Training	Training is provided to PMU, PIU, and GRC members on grievance handling, documentation, reporting, and sensitive case management, including GBV.	Periodically during implementation	PMU (Social, E&S Team)



Step	Description of process (e.g.)	Timeframe	Responsibility
If relevant, payment of reparations following complaint resolution	Where applicable, compensation or corrective actions are implemented within 21 days of complainant's agreement. Delays are communicated with monthly updates.	Within 21 days of agreement (or as communicated)	PIU/ SC
Appeals process	If dissatisfied, complainants may escalate grievances from UC/Village to PIU, then to PMU. If still unresolved, cases may be taken to the Project Steering Committee or courts of law.]	As per the escalation process	Complainant; Higher-level GRC; PMU

The project adopts a survivor-centered approach for handling Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) complaints. Such cases are managed through confidential channels, referred to trained GBV specialists at the PMU, and linked to appropriate support services. All SEA/SH cases are handled with strict confidentiality, informed consent, and in accordance with World Bank Good Practice guidelines.

6.2.1 GRM Flow Chart/ Poster in English & Sindhi

This poster explains (refer to **Figures 11 & 12**) the Grievance Redress Mechanism (GRM) process, which ensures that complaints are received, reviewed, resolved, and followed up in a transparent and timely manner. It helps communities understand how grievances are handled and promotes fairness, accountability, and trust in the project.

It raises awareness about the grievance process, informs stakeholders about their rights and the steps for complaint resolution, and supports effective communication between the project and affected communities.

6.2.2 Grievance Redress Committees (GRCs)

A Grievance Redress Committee (GRC) has been formally constituted at the central level to supervise grievance handling and ensure consistency in decision-making. The Committee comprises relevant technical and administrative representatives, including specialists in social, environmental, and gender aspects.

The key responsibilities of the GRC include:

- Providing strategic oversight and guidance on grievance management
- Reviewing and resolving complex or escalated complaints
- Ensuring compliance with established procedures and timelines
- Strengthening coordination across different levels of implementation



Grievance Redress Committees will be established at multiple levels:

- Project Level GRC/ Central/ PIU Level – overall oversight and policy guidance
- Head Office GRC (Implementing Partner level) – handling escalated grievances.
- District Grievance Redress Department (DGRD) – district-level coordination
- Field Grievance Redress Officer (FGRO) – First point of contact for receiving and resolving complaints

6.2.3 Integration of GRM with Local Systems and Service Delivery Model

The STAR WASH-1 GRM will be linked with existing local systems and the project service delivery structure to improve access, trust, and timely resolution of complaints in rural areas. Community elders, village committees, Union Council representatives, Councilors, District Council members, SPVOs, DBO Contractors, Implementing Partners, and the Regional Office may support grievance awareness, referral, field verification, follow-up, and resolution of non-sensitive local issues. A separate labor GRM will be established for project workers under the LMP

However, these actors will not replace the formal GRM. All complaints received through local or service delivery channels will be formally registered in the GMIS/manual grievance record, assigned a tracking number, categorized, referred to the responsible entity, and monitored until closure. The Regional Office will review grievance trends and service delivery gaps, DBO Contractors will address construction and O&M-related complaints, SPVOs will support community-level complaint follow-up, and Implementing Partners will assist with field monitoring, verification, E&S compliance, and MIS data validation.

The PIU/ SPHF will retain overall responsibility for GRM oversight, escalation, reporting, and corrective action tracking. Sensitive complaints, including SEA/SH-related cases, will not be handled through informal or local dispute resolution systems and will follow confidential, survivor-centered referral procedures.

6.3 GRM Management Information System (GMIS) – STAR-WASH-1

The STAR-WASH-1 Project will use a Grievance Redress Management Information System (GMIS) as a web-based grievance redress automation system to register, track, and resolve complaints from affected communities. The GMIS will operate in parallel with manual grievance registers to ensure continuity in case of digital or communication breakdowns. Key components of the system include a user-friendly interface, complaint registration and tracking, workflow and escalation automation, analytics and reporting, and integration with existing project information systems. Security and data-protection features will safeguard complainant information and ensure compliance with privacy requirements.

To accommodate illiterate and low-literacy flood-affected populations, the GMIS complaint registration interface will emphasize simplicity and ease of use. This includes a voice-based or voice-assisted interface and a streamlined registration process that collects only essential



information (name, contact details, and nature of grievance), supported by basic natural-language-processing logic for categorization.

6.3.1 GMIS Data Structure

The GMIS data structure will consist of a standardized grievance database with 53 core fields, including a unique Grievance Token Number (GTN), date and time of filing, stakeholder category, grievance type (per **Table 20**), contact details, grievance description, pathway, priority, investigation and review notes, and status. This structure will enable consistent data entry, analysis, and performance monitoring, and will support transparency, accountability, and informed decision-making under the GRM.

6.3.2 Grievance Types under STAR-WASH-1 GRM

The STAR-WASH-1 Grievance Redress Mechanism (GRM) categorizes potential grievances into ten broad areas to ensure systematic registration, tracking, and resolution of complaints. Details regarding the grievance type have been given in **Table 25**. These include issues related to targeting and beneficiary inclusion; project implementation and service quality; environmental and social impacts; community health and safety risks; labor and working conditions; gender, SEA/SH, and social inclusion concerns; financial and contractual matters; stakeholder engagement and information disclosure; governance, transparency, and external interference; as well as any other project-related grievances not otherwise classified. Each category is further defined through specific grievance types to enable clear identification of issues, facilitate timely response, and strengthen accountability and transparency in project implementation in line with applicable Environmental and Social Standards (ESSs)

6.3.2.1 Complaints related to SEA/SH

The STAR-WASH-1 adopts a zero-tolerance approach towards Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) and is committed to ensuring that all project activities are implemented in a safe, respectful, and inclusive environment. A survivor-centred Grievance Redress Mechanism (GRM) shall be established to receive and manage SEA/SH-related complaints through confidential, accessible, and secure reporting channels. All SEA/SH complaints will be handled with the utmost confidentiality, dignity, and respect for the survivor's wishes, ensuring informed consent at every stage of the process. Such complaints will not be investigated through the standard GRM procedures; instead, they will be immediately referred to designated, trained focal persons and, where appropriate and with the survivor's consent, to qualified Gender-Based Violence (GBV) service providers for medical, psychosocial, legal, and protection support. The identity of survivors and complainants shall be strictly protected, and information will be shared only on a need-to-know basis. Retaliation against complainants, witnesses, or survivors is strictly prohibited. All project workers, contractors, implementing partners, and consultants shall be required to comply with the project's Code of Conduct, receive mandatory training on SEA/SH prevention and response, and adhere to the requirements of the World Bank Environmental and Social Framework



(ESS4 and ESS10), the project's Environmental and Social Commitment Plan (ESCP), and relevant national laws and policies.

Table 25: Proposed/ Tentative Grievance Types under STAR-WASH-1 GRM

Grievance Category	Code	Grievance Type (Description)
1. Targeting, Eligibility & Inclusion	G-0100	Grievances related to eligibility, selection, and inclusion in project-supported WASH services.
	G-0101	Exclusion from beneficiary selection due to bias (gender, disability, poverty, social group).
	G-0102	Lack of transparency or unclear eligibility criteria.
	G-0103	Households or communities not considered during planning or assessment.
	G-0104	Disputes affecting access to WASH services (e.g., shared facilities, land-use constraints).
2. Project Implementation & Service Quality	G-0200	Issues related to construction, installation, and functionality of WASH systems.
	G-0201	Delays in construction or installation of WASH facilities.
	G-0202	Poor design or inappropriate technology (e.g., non-functional drainage, water points).
	G-0203	Use of substandard materials or poor workmanship.
	G-0204	Disruption to water supply or access during construction.
	G-0205	Non-functionality or early breakdown of WASH infrastructure.
3. Environmental & Social Impacts	G-0300	Complaints related to environmental and social impacts of project activities.
	G-0301	Water contamination or deterioration of water quality.
	G-0302	Poor wastewater or sludge disposal practices.
	G-0303	Dust, noise, or construction-related nuisance.
	G-0304	Damage to community or private assets during works.
4. Community Health & Safety (ESS4)	G-0400	Risks to community health and safety arising from project activities.
	G-0401	Unsafe construction sites (open pits, exposed pipelines, etc.).
	G-0402	Risk of accidents or injuries to community members.
	G-0403	Inadequate safety measures around water points or sanitation facilities.
5. Labor & Working Conditions (ESS2)	G-0500	Grievances related to labor and working conditions.
	G-0501	Non-payment or delayed payment of wages.
	G-0502	Unsafe working conditions or lack of protective equipment.
	G-0503	Child labor or forced labor concerns.
	G-0504	Worker misconduct affecting communities.
	G-0600	Gender-related issues, including SEA/SH and exclusion risks.



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6. Gender, SEA/SH & Social Inclusion (ESS1, ESS10)	G-0601	Gender-based discrimination in access to WASH services.
	G-0602	Lack of gender-sensitive design (privacy, safety, accessibility).
	G-0603	Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH) complaints.
	G-0604	Barriers to access for persons with disabilities, elderly, or marginalized groups.
7. Financial & Contractual Issues	G-0700	Issues related to payments, compensation, and contracts.
	G-0701	Delayed payments to contractors, suppliers, or workers.
	G-0702	Disputes over costs or payments for materials/services.
	G-0703	Compensation (if applicable) considered inadequate or delayed.
8. Stakeholder Engagement & Communication (ESS10)	G-0800	Complaints related to information disclosure and community engagement.
	G-0801	Lack of consultation or community participation in planning.
	G-0802	Inadequate dissemination of project information.
	G-0803	Poor responsiveness of project staff to community concerns.
9. Governance, Transparency & External Interference	G-0900	Issues related to governance, transparency, and external influence.
	G-0901	Lack of transparency in decision-making or resource allocation.
	G-0902	Political or local elite interference in project implementation.
10. Other Grievances	G-1000	Any grievance not covered above but within project scope.



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Figure 10: GRM Flow Chart/ Poster in English and Sindhi

Each GRC will include representatives from project management, technical staff, and community stakeholders, with adequate representation of women.

The GRM will function as a multi-tier system with designated staff at the PIU, district, and UC/ Village levels. At each level, the Project Director will designate a Grievance Redress Committee (GRC), the proposed composition of which is given in **Table 26**.

Table 26: Composition of GRCs at Each Tier

Tier	No. of Members	Chairperson	Members
PIU GRC (Provincial)	3	Project Coordinator (Operations)	Senior Procurement and Contracts Specialist, Social Development Specialist (also Secretary to PIU GRC)
PIU GRC (District)	2	District Project Coordinator	M&E officer (either male or female, to be decided by Chairperson)
UC/ Village GRC (Union Council/ Village)	2	To be nominated by the Chairperson UC /Village	To be nominated by UC/ Village members



7 Monitoring and Reporting

7.1 Summary of how SEP will be monitored and reported

Stakeholder Engagement Plan (SEP) implementation will be monitored by the Project Implementation Unit (PIU), as outlined in **Table 27**, with support from the Environmental and Social (E&S) team and regular reporting to the World Bank and SPHF. Monitoring will ensure that stakeholder engagement activities are carried out as planned, remain inclusive and accessible, and effectively respond to feedback from affected persons (APs) and other stakeholders.

The SEP is a living document and will be reviewed and updated, as required, throughout project implementation to reflect emerging risks, stakeholder feedback, changes in project design, and lessons learned during implementation.

Monitoring will be conducted through internal and external mechanisms, focusing on both process and outcome-based indicators. Internal monitoring will be continuous and field-based, while external monitoring will be periodic and independent.

Table 27: Key SEP Monitoring Indicators

Monitoring Area	Additional Outcome-Based / Qualitative Indicators	Means of Verification	Frequency	Responsibility
Stakeholder Satisfaction	Percentage of stakeholders satisfied with the quality, timing, language, and accessibility of consultations and information disclosure	Citizen satisfaction surveys, feedback forms, FGDs, consultation evaluation forms	Bi-annual / Annual	PIU E&S Team / Social Specialist / M&E Officer
Inclusiveness of Engagement	Percentage of consultations with meaningful participation of women, PWDs, minorities, poor households, elderly persons, and other vulnerable groups	Attendance sheets disaggregated by gender and vulnerable group, consultation reports, field monitoring reports	Quarterly	PIU Social Specialist / Gender Specialist / CLOs
Quality of Participation	Evidence that stakeholders were able to ask questions, express concerns, and influence discussion outcomes	Consultation minutes, issue logs, facilitator reports, photos, community feedback records	Quarterly	PIU E&S Team / Supervision Consultant
Responsiveness to Feedback	Percentage of stakeholder feedback reviewed and reflected in project design, implementation	Feedback tracking matrix, design review records, ESMP	Quarterly	PIU / Design Consultants / E&S Specialists



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Monitoring Area	Additional Outcome-Based / Qualitative Indicators	Means of Verification	Frequency	Responsibility
	arrangements, mitigation measures, or GRM actions	updates, management response logs		
Reporting Back to Communities	Number and percentage of communities informed about how their feedback was considered or incorporated	Community meeting records, disclosure logs, notice board records, radio/SMS messages, reporting-back forms	Quarterly / After major consultation cycles	PIU Communication Focal Person / CLOs
Trust in GRM	Percentage of complainants satisfied with the grievance handling process, including confidentiality, response time, fairness, and outcome	GRM satisfaction follow-up calls, complaint closure forms, GMIS reports, manual grievance registers	Monthly / Quarterly	GRM Focal Person / GRCs / PIU E&S Team
Accessibility of Engagement Channels	Percentage of stakeholders confirming that consultation venues, materials, and GRM channels were accessible and understandable	Field surveys, spot checks, vulnerable group consultations, accessibility checklist	Semi-annual	PIU Social Specialist / Gender Specialist / CLOs
Inclusion of Vulnerable Feedback	Number of project decisions or mitigation measures adjusted based on feedback from women, PWDs, minorities, poor and landless households	Feedback integration matrix, updated SEP, ESMPs, design notes, meeting minutes	Quarterly	PIU E&S Team / Design Consultants
Effectiveness of Information Disclosure	Percentage of stakeholders aware of project activities, risks, benefits, GRM channels, and implementation schedule	Pre/post awareness surveys, community interviews, digital SEP/GMIS analytics	Bi-annual	Communication Officer / PIU E&S Team
Continuous Improvement	Number of corrective actions taken to improve SEP implementation based on monitoring findings	Corrective action tracker, monitoring reports, World Bank mission aide-memoires, PIU progress reports	Quarterly	Project Director / PIU E&S Team / M&E Officer



7.2 Monitoring and Reporting Framework for the SEP

Monitoring and reporting of the Stakeholder Engagement Plan (SEP) for the STAR WASH I Project will be carried out on a regular basis to track the effectiveness of engagement activities (refer to **Table 28**), the functioning of the grievance mechanism, and responsiveness to stakeholder feedback. The project will use a set of agreed indicators, data collection tools, and verification sources to assess progress, identify gaps, and inform adaptive management measures for continuous improvement of stakeholder engagement practices.

Table 28: Monitoring and Reporting Framework for the SEP

Monitoring Theme	Key Assessment Focus	Analytical Questions	Performance Indicators	Sources / Tools for Verification
Grievance Redress Effectiveness	Accessibility, responsiveness, and functionality of the grievance mechanism (GM)	- Are project-affected communities aware of and using the GM?	- Number and types of grievances received (disaggregated by gender, age, and location)	- GRM registers and complaint logs
		- How efficiently are grievances received, processed, and resolved?	- Percentage of grievances resolved within the stipulated timeframe	- Case tracking databases
		- Do vulnerable individuals and groups have equitable access to the GM?	- Number of cases pending beyond 30 days	- Monthly/quarterly GRM reports from implementing partners
			- User satisfaction rate with resolution outcomes	- Community feedback forms and suggestion box records
			- SEA/SH-related cases reported and referred following approved protocols (if applicable)	
Stakeholder Engagement Influence	Integration of stakeholder inputs into project design and implementation	- How effectively have stakeholder recommendations influenced decision-making?	- Number of stakeholder consultations conducted (disaggregated by stakeholder type)	- Consultation records and minutes
		- Were consultations timely, inclusive, and iterative?	- Percentage of stakeholder suggestions reflected in project design or implementation	- Attendance registers
		- Was project information disclosed in comprehensible and accessible formats?	- Number of documented project adjustments arising from feedback	- Revised design and implementation documents
			- Level of participation among different stakeholder categories	- Stakeholder feedback tracking matrix



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Monitoring Theme	Key Assessment Focus	Analytical Questions	Performance Indicators	Sources / Tools for Verification
Inclusiveness and Outreach	Engagement outreach to vulnerable and marginalized groups	- Were engagement activities inclusive and representative of all stakeholder categories?	- Number of targeted consultations held with vulnerable groups	- FGD and consultation reports
		- Which groups encountered barriers to participation?	- Identified participation barriers and corresponding mitigation measures	- Social assessment reports
		- Were targeted engagement measures applied for vulnerable populations (e.g., women, PWDs, poor households)?	- Representation rate of vulnerable and marginalized groups in consultations	- Community perception and satisfaction surveys - Inputs from NGOs/CSOs supporting vulnerable populations
Implementation Performance	Effectiveness of SEP implementation against planned activities	- Were SEP activities implemented as planned?	- Percentage of planned SEP activities completed	- SEP implementation versus progress reports
		- What factors constrained or delayed implementation?	- Number and nature of schedule deviations	- Site visit and supervision reports
		- Were corrective or adaptive measures introduced?	- Number of corrective or adaptive actions implemented to strengthen engagement performance	- Field monitoring and evaluation data
Communication and Information Disclosure	Quality, accessibility, and appropriateness of communication tools and materials	- Were communication channels relevant and accessible to different stakeholders?	- Number and type of communication materials distributed (leaflets, posters, media, etc.)	- Communication and outreach strategy documents
		- How effectively was project-related information disseminated?	- Use of diverse outreach tools (SMS, mosque announcements, community radio, social media)	- Media coverage records and archives
			- Community awareness levels regarding project scope and activities	- Community awareness or perception surveys
Feedback and Adaptive Management	Responsiveness of the project to stakeholder inputs and lessons learned	- How systematically is stakeholder feedback collected, monitored, and acted upon?	- Number of improvement actions implemented in response to stakeholder feedback	- Feedback databases and logs
		- Are adaptive measures implemented based on recurring feedback themes?	- Average time taken to respond to stakeholder inputs	- Periodic monitoring and evaluation reports



Monitoring Theme	Key Assessment Focus	Analytical Questions	Performance Indicators	Sources / Tools for Verification
		- How quickly are responsive actions taken?	- Evidence of adjustments in stakeholder engagement approaches based on lessons learned	- Stakeholder satisfaction and evaluation forms

Monitoring results of the project Grievance Redress Mechanism (GRM) will be compiled and analyzed on a regular basis, with anonymized information on the number, type, and resolution status of grievances shared with communities through agreed disclosure channels (e.g. community meetings, notice boards, local leaders, and project information materials). This feedback loop is intended to enhance transparency, build trust in the GRM, and demonstrate how stakeholder concerns are being addressed under the STAR WASH I Project.

7.3 Reporting Back to Stakeholder Groups

Feedback and reporting back to stakeholders will be an integral part of the SEP to ensure transparency, accountability, and continuous engagement.

7.3.1 Mechanisms for reporting back to stakeholders

The project will use the following mechanisms to report back to stakeholder groups that have been consulted:

- **Community meetings and public gatherings:** Regular dissemination of project updates, grievance resolution status, and implementation progress at the community level.
- **Focus Group Discussions (FGDs) and key informant sessions:** Targeted feedback sharing with affected persons, including vulnerable groups and women.
- **Information disclosure materials:** Distribution of brochures, fact sheets, and notices in local language at community focal points.
- **Grievance Redress Mechanism (GRM) feedback:** Individual communication of grievance status and resolution outcomes to complainants.
- **Local government and community representatives:** Sharing of summarized progress updates through elected representatives and local institutions.
- **Project notice boards and, where feasible, digital platforms:** Display of key project updates, timelines, and contact information for stakeholder engagement.

7.3.2 Timeline and frequency of reporting back

Reporting back to stakeholders will be conducted on a quarterly basis, aligned with the project's internal monitoring and reporting cycle. However, grievance-specific feedback will be



provided on a continuous and case-by-case basis, immediately after the resolution or update of each complaint.

In addition, key updates may also be shared during major project milestones or when significant decisions affecting stakeholders are taken.

7.4 Feedback Loop Mechanism

To ensure transparency and continued stakeholder participation, the Project will establish a structured feedback loop mechanism as elaborated in **Table 29**. All feedback received through consultations, FGDs, community meetings, GRM channels, and field-level engagement will be documented by the PIU E&S team, CLOs, contractors, and supervision consultants. The feedback will be reviewed and categorized based on relevance to project design, site selection, construction planning, access arrangements, service delivery, inclusion of vulnerable groups, O&M, and environmental and social risk management.

Where stakeholder feedback results in changes to project design, mitigation measures, implementation arrangements, or communication approaches, these changes will be recorded in the SEP monitoring reports and reflected in relevant project instruments, including site-specific ESMPs, GRM records, consultation minutes, and information disclosure materials. Where feedback cannot be incorporated, the reasons will be clearly documented and communicated to the concerned stakeholders.

Reporting back to stakeholders will be carried out through follow-up village meetings, targeted consultations with affected and vulnerable groups, disclosure at community notice boards, Union Council offices, project websites, SMS/phone-based updates, and GRM response channels. The PIU will ensure that feedback responses are provided in local languages and in formats accessible to women, persons with disabilities, low-literacy households, and remote communities.



Table 29: Stakeholder Feedback Loop and Reporting Back Mechanism

Feedback Loop Activity	Stakeholders	Method	Responsibility & Task	Frequency / Timing
Record stakeholder feedback received during consultations, FGDs, GRM, field visits, and service delivery interactions	APs, IPs, vulnerable groups, OIPs, local representatives	Consultation minutes, feedback forms, GRM/GMIS entries, SPVO meeting records, field monitoring reports	PIU E&S team will lead the documentation and review of stakeholder feedback. Regional Office/ SPHF will coordinate reporting, MIS entry, and follow-up with DBO Contractors, SPVOs, and IPs. SPVOs will record community-level feedback, complaints, and service delivery concerns during regular meetings. IPs will support field-level documentation, validation, and inclusion of feedback from women, vulnerable groups, and remote communities. DBO Contractors will record and respond to feedback related to construction, technical faults, service interruptions, and infrastructure performance.	Continuous during preparation and implementation
Review and classify feedback for incorporation into project design, mitigation measures, site-specific ESMPs, SEP updates, O&M arrangements, and service delivery improvements	PIU, SPHF, PHED, LGD, contractors, supervision consultants, SPVOs, IPs	Internal review meetings, E&S monitoring reports, design review records, MIS reports	PIU E&S team, with support from technical teams, will review and classify feedback. Regional Office/ SPHF will monitor gaps related to tariff collection, water quality, behavioral compliance, and service delivery KPIs. IPs will validate field-level issues and recommend corrective actions. SPVOs will identify recurring community concerns and escalate unresolved issues. DBO Contractors will assess and address feedback related to design, construction quality, O&M, and technical service delivery.	Monthly during implementation, or as required
Communicate how feedback has been incorporated or explain why it could not be incorporated	Community members, vulnerable groups, complainants, local representatives, OIPs	Follow-up village meetings, SPVO meetings, community notices, SMS/ phone updates, website disclosure,	PIU E&S team will ensure overall disclosure and reporting back to stakeholders. Regional Office/ SPHF will coordinate feedback communication through field teams and MIS/ GMIS. SPVOs will report back to communities through regular meetings and local notice boards. IPs will assist in communicating responses in local language and accessible formats, especially to women, PWDs,	After key consultations, design decisions, grievance closure, and quarterly SEP reporting



Feedback Loop Activity	Stakeholders	Method	Responsibility & Task	Frequency / Timing
		GRM responses	minorities, and low-literacy households. DBO Contractors will communicate corrective actions on construction, service interruptions, repairs, and water/sanitation system performance.	
Include feedback loop outcomes in SEP monitoring and reporting	World Bank, SPHF, PIU, project stakeholders	SEP progress reports, quarterly monitoring reports, MIS/ GMIS reports, citizen satisfaction surveys	PIU E&S team will consolidate feedback loop outcomes in SEP monitoring reports. Regional Office/SPHF will provide MIS-based performance and service delivery data. IPs will validate field-level feedback and corrective action status. SPVOs will provide community-level records and meeting outcomes. DBO Contractors will provide updates on technical complaints, repairs, service restoration, and compliance actions.	Quarterly and during SEP updates

7.5 Key Performance Indicators (KPIs)

Key Performance Indicators (KPIs) for the STAR WASH-1 Project's Stakeholder Engagement Plan (SEP) provide quantifiable metrics to evaluate engagement effectiveness, aligned with World Bank ESS10 and project objectives for safely managed water and sanitation in 10 rural Sindh districts targeting 1.5 million people. The STAR WASH-1 SEP outlines KPIs in **Table 30** focusing on inclusivity, responsiveness, and GRM effectiveness per World Bank ESS10. These metrics support project goals like safe water access for 1.5 million people via water schemes, sanitation, and BCC. Below is a table enlisting key KPIs, monitoring tools/methods, frequency, and responsibilities, synthesized from SEP sections 6.1-6.3 and standard WASH practices.

Table 30: STAR WASH-1 SEP Monitoring KPIs

KPI	Description	Monitoring Tool	Frequency	Responsibility
Number of Consultations	Total FGDs, workshops, and meetings held, disaggregated by gender, vulnerable groups (women, PWDs, IDPs)	Attendance registers, consultation reports, Digital SEP/ GMIS dashboard	Monthly	PIU/ SPHF E&S Team will lead monitoring and reporting. Regional Office will coordinate field-level engagement and trainings. IPs and CLOs will support village-level mobilization, documentation and submission of consultation records.



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KPI	Description	Monitoring Tool	Frequency	Responsibility
Stakeholder Participation Rate	% of targeted groups (e.g., 30% women in district consultations) attending engagements	Participant lists, feedback forms, survey data	Quarterly	Social Safeguards Specialist, PIU, will review participation targets. IPs, SPVOs and CLOs will ensure inclusion of women, vulnerable groups and community representatives during consultations. Regional Office will consolidate district-level participation reports.
Grievance Registration & Resolution	Number of grievances logged/resolved (target: 90% within 21 days), categorized (e.g., construction disruptions, GBV)	GRM register, GMIS digital logs, complaint boxes	Weekly/Monthly	GRM Focal Person and CLOs will register and track complaints at site level. SPVOs will support community-level complaint resolution through regular meetings. DBO Contractors will address technical and service-related complaints. CGRC will oversee escalation and closure. PIU/SPHF E&S Team will monitor resolution performance.
Awareness Levels	% stakeholders aware of project benefits, GRM, risks (e.g., water quality, OHS)	Pre/post surveys, citizen satisfaction polls	Bi-annual	Communication Officer and PIU/SPHF E&S Team will lead awareness monitoring. IPs and Regional Office will conduct field awareness sessions. SPVOs will support community-level dissemination on WASH services, sanitation, hygiene and GRM access.
Feedback Integration Rate	% of feedback/concerns addressed in project adjustments (e.g., hygiene BCC enhancements)	Action logs, progress reports vs. consultation notes	Quarterly	PIU/SPHF E&S Specialists will review feedback and ensure integration into project planning and implementation. Supervision Consultants and IPs will verify field-level actions. Regional Office will track corrective measures through MIS/GMIS. DBO Contractors will implement technical or service-related adjustments where required.
Satisfaction Score	Average rating from beneficiary surveys on services, engagement (scale 1-5)	Citizen satisfaction surveys, FGD feedback	Mid/End-project	PIU Monitoring Team will coordinate beneficiary satisfaction surveys. External evaluators or TPV consultants will independently verify findings. SPVOs and IPs will facilitate community participation and support follow-up actions.
Information Disclosure Compliance	% timely disclosures (e.g., notices in Sindhi/Urdu for water scheme updates)	Disclosure logs, website/notice board audits	Monthly	PIU/SPHF will ensure timely disclosure through official channels. Regional Office, IPs, SPVOs and CLOs will support village-level disclosure through notice boards, meetings, mosque announcements, SMS/radio where



KPI	Description	Monitoring Tool	Frequency	Responsibility
				applicable and community focal points. SEPA coordination will be maintained where regulatory disclosure is required.

7.6 Mechanism for Adaptive Management

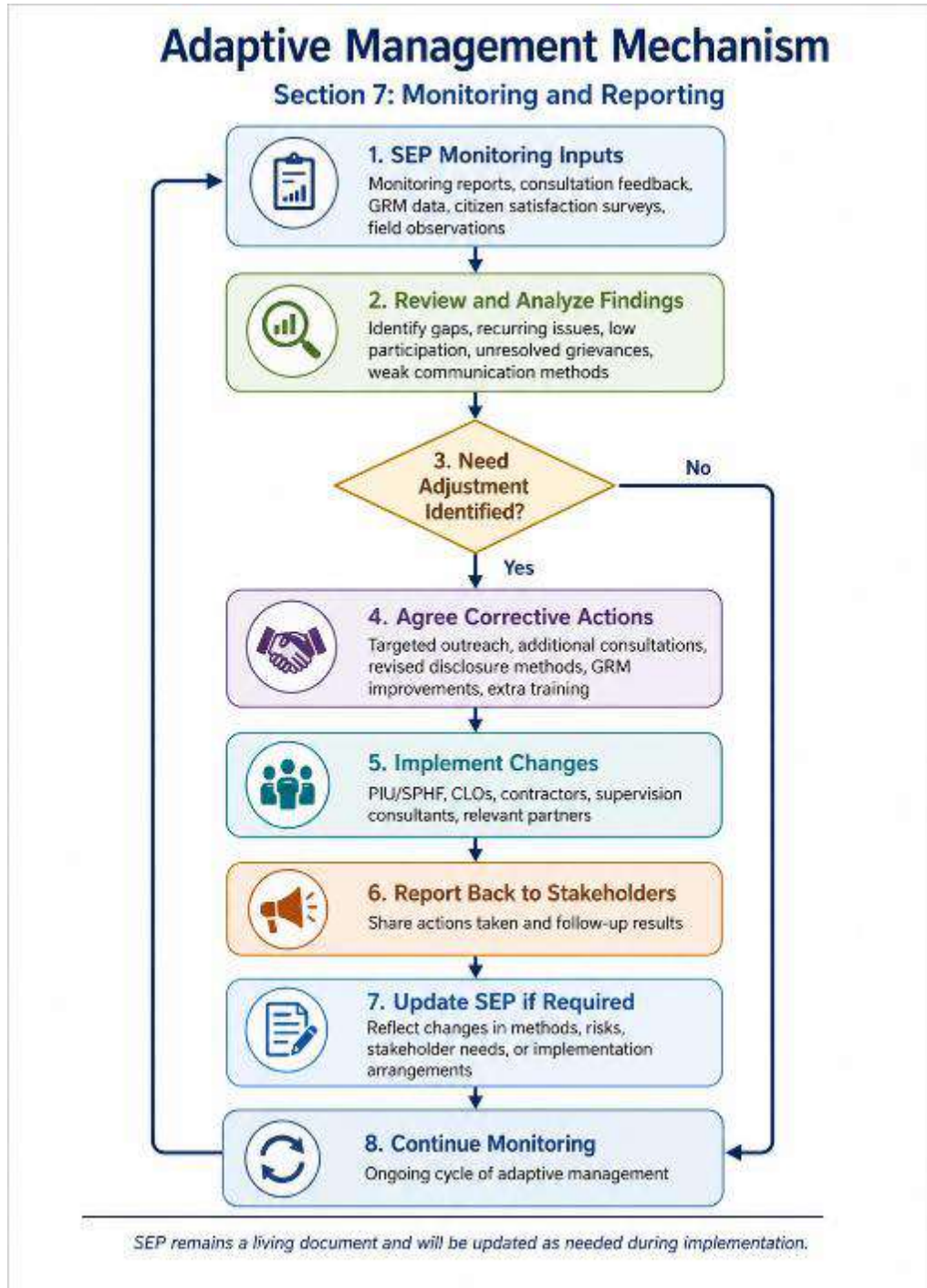
The results of SEP monitoring will be used as an active management tool to improve stakeholder engagement during project implementation. The PIU/ SPHF E&S Team will periodically review monitoring reports, GRM data, consultation feedback, citizen satisfaction survey findings, and field observations to identify gaps, emerging concerns, recurring complaints, or groups that may not be adequately reached through existing engagement methods.

Where monitoring identifies weaknesses, such as low participation of women or vulnerable groups, repeated grievances from a specific area, limited awareness of the GRM, delayed feedback to communities, or ineffective communication channels, the SEP implementation approach will be adjusted accordingly. Corrective actions may include additional consultations, targeted outreach to vulnerable groups, revised disclosure methods, increased use of local language or pictorial materials, strengthened involvement of CLOs and local representatives, additional training for engagement teams, or updates to the GRM and information disclosure strategy.

The adaptive management mechanism illustrates (below flow chart) how stakeholder engagement under the SEP will be continuously reviewed and improved during project implementation.

- It begins with the collection of monitoring inputs, including consultation feedback, GRM data, citizen satisfaction surveys, and field observations.
- These findings are then analyzed to identify gaps, recurring concerns, low participation of certain stakeholder groups, unresolved grievances, or weaknesses in communication and disclosure methods. Where such issues are identified, the PIU/ SPHF, with support from relevant partners, will agree on corrective actions and implement necessary changes to strengthen engagement effectiveness.
- The results of these actions will be communicated back to stakeholders, and the SEP will be updated where required to reflect revised methods, stakeholder needs, or implementation arrangements.
- If no adjustment is required, monitoring will continue as part of an ongoing cycle.

This process ensures that the SEP remains a living document and that stakeholder engagement stays responsive, inclusive, and effective throughout the project lifecycle



7.7 Citizen Satisfaction Surveys

Citizen satisfaction surveys, also called beneficiary feedback or perception surveys, measure community views on STAR WASH-1 benefits, service delivery, and SEP responsiveness in flood-vulnerable rural Sindh. Budgeted at PKR 500,000 per district for mid- and end-project



implementation, these surveys assess awareness of PDO indicators like safe water access and sanitation coverage, disaggregated by women, PWDs, and ethnic minorities from consultations. Results from FGDs and forms drive corrective actions, such as enhancing hygiene BCC or GRM accessibility, ensuring inclusivity per ESS10 amid challenges like E. coli contamination and open defecation.

7.8 Digital SEP Application

7.8.1 Community-First Accessibility:

To address low literacy levels in flood-affected areas, the Grievance Management Information System (GMIS) will feature a voice-assisted interface and an easy-to-use registration process requiring only essential information (e.g., name and nature of concern).

- **Localized Feedback Loops:**

The system goes beyond serving as a digital repository; it acts as a dynamic two-way communication bridge. Following each grievance resolution, field teams will conduct direct follow-ups within 14 days to confirm that the complainant is genuinely satisfied, ensuring that issues are resolved in spirit, not just closed in form.

- **Inclusive Monitoring:**

The GMIS dashboard will provide detailed tracking not only of total participants but also of gender, disability, and minority representation. This inclusion-focused design ensures that women, persons with disabilities (PWDs), and minority groups are meaningfully engaged across all seven high-intensity districts.

7.8.2 Practicable Integration (Field and Budget)

- **Real-Time Problem Solving:**

Field staff operating in remote areas can access the system via mobile application or SMS, enabling immediate flagging of urgent issues, such as a malfunctioning water pump or safety hazard near a construction site, to the Project Implementation Unit (PIU) for swift action.

- **Budgetary Commitment**

A dedicated operational budget underpins the digital system's sustainability. PKR 250,000 is earmarked annually for system maintenance, while an additional PKR 50,000 per month per district supports the upkeep of physical GRM desks. This ensures that the digital platform is consistently reinforced by an accessible on-ground grievance service.

- **KPI Responsiveness:**

The GMIS aims to achieve a 90% grievance resolution rate within 21 days. Real-time performance dashboards will allow project management to identify and address emerging



bottlenecks, particularly in districts such as Badin and Larkana, before they escalate into community dissatisfaction.

7.8.3 Linking Technology to Life Outcomes

The Digital SEP Application creates a direct link between community feedback and tangible project outcomes: Operations & Maintenance (O&M) and Drainage: Tracks performance of infrastructure and monitors the progress of climate-resilient drainage works. Automatically flags sensitive cases related to Gender-Based Violence (GBV) or Sexual Exploitation and Abuse (SEA), ensuring confidential referral and specialized response mechanism



Annexure -I

Sample Consultation Checklists, Questionnaires and Field Plan



A. Community Consultation Checklist

- Village / Settlement Name:
- Union Council / Taluka / District:
- Date of Consultation:
- Consultation Method (FGD / Community Meeting / Household Interaction):
- Language Used:
- Number of Participants (Male / Female / Youth):
- Presence of Vulnerable Groups (poor households, PWDs⁶, minorities, women-headed HHs):
- Approximate village population (number of households, male–female ratio):
- Main sources of livelihood (agriculture, livestock, labor, business, etc.):
- Community social composition (castes/clans, occupations, groups):

1. Existing WASH Conditions (Baseline – Community Perspective)

1. Main sources of drinking water currently used (hand pumps, piped water, ponds, tankers, _____ canals, _____ others):
☐ Improved ☐ Unimproved ☐ Seasonal
2. Is there any existing water supply scheme in the village?
☐ No ☐ Yes → Source: _____ Status: ☐ Functional ☐ Partially functional ☐ Non-functional
Provider: ☐ Community ☐ PHED ☐ NGO ☐ Other
3. Reliability of water supply:
☐ Regular ☐ Irregular ☐ Seasonal ☐ Frequently dry
4. Groundwater quality (community perception):
☐ Drinkable ☐ Brackish/saline ☐ Contaminated ☐ Unknown
5. Groundwater depth (if known): _____
6. Possible source of future water supply and its nature:
☐ Groundwater ☐ Canal (seasonal/continuous) ☐ Distributary ☐ Other
7. Average distance/time to fetch water:
☐ <15 min ☐ 15–30 min ☐ >30 min
8. Problems faced regarding water quantity, quality, or distance:
(Open-ended)
9. Existing sanitation practices:
☐ Household latrines ☐ Shared latrines ☐ Open defecation
10. Is there any sewerage or drainage system in the village?
☐ No ☐ Yes → Functioning: ☐ Proper ☐ Poor ☐ Blocked
Wastewater disposal location: _____
Provider: ☐ Community ☐ PHED ☐ NGO ☐ Other

⁶ PWDs stands for Persons with Disabilities



11. Drainage situation in the village:

- ☐ Proper drainage ☐ Stagnant wastewater ☐ Flooding during rains

12. Solid waste management practices:

- ☐ Dumping nearby ☐ Burning ☐ Community collection ☐ No system

3. Health, Hygiene, and Social Impacts (ESS4)

1. Common water-borne or water-related diseases reported:

- ☐ Diarrhea ☐ Cholera ☐ Typhoid ☐ Hepatitis ☐ Skin/Eye diseases ☐ Child stunting

2. Do poor water and sanitation conditions affect children's health and growth?

- ☐ Yes ☐ No (Explain)

3. Most affected groups:

- ☐ Children ☐ Pregnant women ☐ Elderly ☐ Poor households ☐ PWDs

4. Common hygiene practices in the village:

- ☐ Handwashing ☐ Soap use ☐ Safe storage ☐ Limited practices

5. Awareness level about clean water and sanitation:

- ☐ High ☐ Moderate ☐ Low

6. Challenges in changing hygiene and sanitation behaviors:
(Open-ended)

4. Expected Benefits and Concerns from the Project

1. In your view, how could improved water, sanitation, and hygiene (WASH) services benefit your household and the community? Community views about possible environmental and social impacts of the proposed project:
(Open-ended)

2.

3. Please describe any social or economic improvements that may result from improved water and sanitation services in your community?

4. Key concerns related to project activities:

- ☐ Land disturbance ☐ Temporary access issues ☐ Water supply disruption ☐ Construction nuisance

5. Environmental & Social Impacts During Operation

1. Would you be willing to pay for improved water and sanitation services in your community, and if yes, what type of payment arrangement would you consider affordable and acceptable (e.g., monthly fee or pay-per-use)?

6. Land, Access, and Social Inclusion (ESS5 & ESS10 – Screening)

1. How are decisions about water and sanitation made in your community, and are women and marginalized groups involved? Please explain.



1. Preference for local labor during construction:
☐ Yes ☐ No
2. Concerns about worker behavior or community safety:
☐ Yes ☐ No
3. Risks related to child labor or children near construction sites:
☐ Yes ☐ No

7. Grievance Redress Mechanism (GRM) Awareness (ESS10)

1. Are community members aware of grievance mechanisms?
☐ Yes ☐ No
2. Preferred channels for complaints:
☐ Village committee ☐ Phone ☐ Written ☐ Local administration
3. Key types of grievances expected:
☐ Service issues ☐ Construction impacts ☐ Staff behavior ☐ Inclusion/exclusion

8. Behavior Change & Community Engagement

1. Willingness to participate in hygiene and behavior change sessions:
☐ Yes ☐ No
2. Preferred methods for receiving information and engagement:
☐ Community meetings ☐ Mosque announcements ☐ Women groups ☐ Schools ☐ Mobile messages
3. Cultural or social barriers to behavior change:
☐ Yes ☐ No (Explain)
4. Past reasons why water or sanitation schemes failed or stopped functioning:
(Open-ended)

9. Climate, Flooding, and Resilience Considerations

1. Major floods or disasters affecting the village in recent years (e.g., 2022 floods):
(Open-ended)
2. History of flooding or waterlogging:
☐ Frequent ☐ Occasional ☐ None
3. Impact of floods/heavy rains on water supply and sanitation systems:
☐ Severe ☐ Moderate ☐ Low
4. Biggest challenges during floods for accessing safe drinking water and toilets:
(Open-ended)
5. How does the community organize itself during floods regarding WASH?
Leadership and traditional practices: _____
6. How are flood warnings usually received?
☐ SMS ☐ Radio ☐ Mosque loudspeaker ☐ Social media
Are messages timely and understandable? ☐ Yes ☐ No



7. Difficulties faced by women, elderly, PWDs, or low-literacy persons in understanding warnings:
(Open-ended)
8. Suggested design or location considerations to make WASH infrastructure more climate-resilient:
(Open-ended)
9. How can the community help contractors keep sites safe and protect infrastructure during floods?
(Open-ended)
10. Groups most vulnerable during floods regarding WASH and reasons:
☐ Women ☐ Elderly ☐ PWDs ☐ Very poor (Explain)

10. Community Recommendations and Closing

1. Community views about surrounding baseline of the village (flora, fauna, sensitive areas, cultural sites):
(Open-ended)
2. Key recommendations from the community:
(Open-ended)
3. Conditions for community support to the project:
(Open-ended)
4. Overall community support for the project:
☐ Strongly support ☐ Support ☐ Neutral ☐ Oppose



A. Community Consultation Questionnaire

1. What is the household's primary source of drinking water (e.g., piped supply, handpump, borehole, surface water, tanker, vendor)?
2. What is the total time spent collecting water per trip, including travel and queuing time (round trip, in minutes)?
3. Which household members are primarily responsible for water collection (disaggregated by gender and age)?
4. On average, how many water collection trips are undertaken per day to meet household needs?
5. Is drinking water treated prior to consumption? If yes, please specify the treatment method (e.g., boiling, filtration, chlorination).
6. Are there seasonal variations in water availability, service interruptions, or concerns related to water quality (e.g., taste, odor, turbidity, perceived or confirmed contamination)?
7. Have previous water supply schemes in this community become non-functional or operated below designed capacity? If yes, what were the key factors (e.g., technical failure, inadequate O&M, lack of cost recovery, governance constraints)?
8. What measures are required to ensure long-term operational, institutional, and financial sustainability of water supply services?
9. How do households allocate different water sources for drinking, cooking, hygiene, and other domestic uses?
10. What type of sanitation facility does the household currently use (e.g., improved latrine, septic tank, open defecation)?
11. How is wastewater (greywater and blackwater) managed or discharged?
12. How are child feces and household solid waste managed or disposed of?
13. To what extent do you perceive access to safely managed drinking water services as essential for improved health, nutrition, and child development outcomes?
14. To what extent do you perceive improved sanitation services as essential for public health, environmental protection, dignity, privacy, and safety?
15. Please identify the critical times for handwashing with soap (e.g., after defecation, before food preparation, before feeding children).
16. Is soap and water consistently available at the designated handwashing facility? If not, what are the main constraints?
17. In the past 30 days, have children under five in the household experienced diarrhea or other waterborne diseases?
18. What is the approximate distance or travel time to the nearest health facility providing treatment for water-related illnesses?
19. Do women-headed households, elderly persons, persons with disabilities, minority groups, or economically vulnerable households face barriers in accessing water and sanitation services? Please describe.
20. Do women and girls feel safe when accessing water points and sanitation facilities, including during evening or early morning hours?



21. Are adequate, private, and culturally appropriate facilities available for menstrual hygiene management?
22. To what extent are women meaningfully represented and engaged in decision-making processes related to siting, management, and oversight of water supply services?
23. Would the household be willing to contribute financially toward improved and sustainable WASH services?
24. Are there concerns regarding cost affordability, transparency, financial management, or accountability of service providers?
25. Are you aware of the Grievance Redress Mechanism (GRM)? Please describe your understanding.
26. Have community members been informed about the GRM and how to submit a complaint? If yes, please explain how this information was shared.
27. If you were to submit a complaint, what method or channel would be most accessible and convenient for you? Please describe your preference.
 - a) Suggestion/complaint boxes at local centers
 - b) Community meetings or liaison officers
 - c) Toll-free hotlines or call centers
 - d) SMS, WhatsApp, or online forms
 - e) Mobile app for complaint submission
28. Have you or any other community member ever used the GRM? If yes, please describe your experience, including its accessibility, transparency, and responsiveness.
29. Is the GRM accessible and safe for women, persons with disabilities, and other vulnerable or marginalized groups in the community? Please explain any challenges they may face.
30. What measures would enhance transparency, accountability, and community trust in service delivery?
31. What communication channels are most effective for disseminating project-related information (e.g., community meetings, local leaders, mobile messaging, radio)?
32. Have prior consultations related to water and sanitation services been conducted in this community? If yes, please describe their scope and outcomes.
33. What measures would ensure meaningful, inclusive, and continuous stakeholder engagement—particularly for women and vulnerable groups—throughout project implementation and monitoring?
34. What are the key concerns, priorities, and expectations of the community regarding the STAR WASH Project?



B. Stakeholder Consultation Questionnaire

1. Please describe your organization's legal mandate, statutory authority, and operational responsibilities in relation to water supply and sanitation services within the project area.
2. What types of water supply and sanitation systems are currently under your supervision or management?
3. Based on institutional experience, what have been the primary causes of non-functionality, underperformance, or premature deterioration of previous water supply and sanitation systems?
4. How are operation and maintenance (O&M) functions structured, managed, and financed within your organization?
5. What institutional, technical, financial, or human resource constraints currently affect the sustainability and performance of WASH services?
6. What governance or service delivery arrangements would strengthen long-term operational and financial sustainability?
7. Are there existing coordination mechanisms with other public sector entities, development partners, NGOs, or private operators? How effective are these mechanisms?
8. Are there opportunities for alignment or synergy with other ongoing or planned WASH-related initiatives in the project area?
9. What is your assessment of community willingness and capacity to pay for improved water and sanitation services?
10. What mechanisms would ensure transparent tariff setting, equitable cost recovery, and sound financial management?
11. How can financial sustainability be achieved while safeguarding affordability for economically vulnerable households?
12. What institutional measures could strengthen gender inclusion, participation of women, and equitable access for persons with disabilities and marginalized groups?
13. Are grievance redress mechanisms currently functional, accessible, and adequately publicized? What improvements are required?
14. What governance, political economy, environmental, social, financial, or technical risks may affect project implementation?
15. What policy, regulatory, or institutional reforms would enhance sector performance and service delivery outcomes?
16. What lessons learned from previous or ongoing WASH initiatives should inform the design and implementation of the STAR WASH Project?
17. What specific technical assistance, capacity development, systems strengthening, or financial support would your organization require to effectively contribute to project implementation?
18. What monitoring, reporting, and data management systems should be strengthened to improve accountability and performance tracking?



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STAR WASH Project – Stakeholder Identification & Analysis

S. No.	Stakeholder Types	Category	Class	Type	Role / Relevance to WASH	Responsibilities
01	Beneficiaries – communities in project districts	AFP	Direct	External	Direct users of WASH services	Participate in consultations, provide feedback, adopt WASH practices, report grievances
02	Female Head of Household (HoHH) beneficiaries	AFP	Direct	External	Vulnerable group, gender-focused WASH decisions	Ensure gender equity in WASH access, participate in women-specific FGDs
03	Male HoHH beneficiaries	AFP	Direct	External	Household-level WASH decisions	Provide input on community water and sanitation priorities
04	Vulnerable groups – PWD, elderly, very poor, minorities	DVG	Direct	External	Disproportionately impacted, require special engagement	Participate in targeted consultations, ensure accessibility and equity
05	Government line departments – provincial & district	AFP	Direct	External	Regulatory oversight, implementation support	Approvals, coordination, monitoring WASH infrastructure and services
06	Sindh Environmental Protection Agency	AFP	Direct	External	Regulatory authority, for environment	Approvals for E&S, screening, coordination and technical guidance
07	Local Government/ Union Council/ Mayor	AFP	Direct	External	Focused on the rehabilitation and development plans	Approvals, support and coordination, technical guidance
08	Planning & Development Department (P&DD)	AFP	Direct	External	Strategic planning & resource allocation	Integrate STAR WASH into development plans, monitor project alignment



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S. No.	Stakeholder Types	Category	Class	Type	Role / Relevance to WASH	Responsibilities
09	Revenue Department	AFP	Direct	External	Land-related approvals for WASH infrastructure	Facilitate land access and occupancy agreements
10	Provincial & District Disaster Management Authorities	AFP	Direct	External	Emergency WASH coordination	Support rapid response, monitor flood/contamination risks
11	Irrigation, PHED, Works & Services	AFP	Direct	External	Design & construct water supply and sanitation systems	Infrastructure planning, quality control, operations and maintenance
12	Multi- and bilateral donors	OIP	Direct	External	Funding and oversight	Ensure WASH interventions meet standards, monitor outcomes
13	International Financial Institutions (World Bank, ADB)	OIP	Direct	External	Funding, safeguards, technical support	Monitor compliance with ESS10, approve funding disbursements
14	External NGOs & CBOs	OIP	Direct	External	Community mobilization, WASH awareness	Conduct hygiene promotion, facilitate FGDs, support capacity building
15	International NGOs	OIP	Direct	External	Technical WASH expertise	Support project design, training, and monitoring
16	SPHF core staff/management/specialists	AFP	Direct	Internal	Project execution	Design, implement, monitor, and report on WASH activities
17	Project consultants / key experts	AFP	Direct	Internal	Technical and social guidance	Advise on WASH infrastructure, hygiene behavior change, SEP implementation



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S. No.	Stakeholder Types	Category	Class	Type	Role / Relevance to WASH	Responsibilities
18	Implementing partners – INGOs/NGOs	AFP	Direct	Internal	Local execution of WASH interventions	Mobilize communities, implement infrastructure, monitor usage
19	Human rights organizations	OIP	Indirect	External	Advocacy for vulnerable groups	Monitor inclusion, provide feedback on equity issues
20	Women's rights activists	OIP	Indirect	External	Gender-sensitive WASH	Advocate for women's participation, ensure safe access to water/sanitation
21	Mass media / communication channels	OIP	Indirect	External	Public awareness	Disseminate information on WASH initiatives, hygiene messages
22	Grievance Committee – district & provincial	AFP	Direct	Internal	Handle complaints & feedback	Receive, investigate, resolve grievances related to WASH services
23	Grievance Officials (Implementing Partner)	AFP	Direct	Internal	Project-level grievance management	Track, report, and resolve community complaints promptly



C. Stakeholders Engagement Field Plan

1. Proposed Consultation Allocation Plan (For Village population above 1500)

Session Type	Participants	Purpose / Questionnaire Focus
Meeting with Village Head & Elders	Village <i>Motabar/Sarpanch</i> , 2-3 elders, UC member.	Logistics, context, history of schemes. - Project Brief, Build rapport. Use institutional sections (Community Experience & Sustainability, Grievance Redress Mechanism (GRM)).
Mixed Community Consultation Meeting (two meetings in different areas/caste zones of the village)	Includes Village Head, elders, men, and women if culturally appropriate.	Primary community consultation. Project brief, Cover Sections Village Profile & Baseline Information, Existing Water Supply Situation, Sanitation, Sewerage & Solid Waste, Hygiene Practices & Awareness, Health & WASH-Related Diseases, Community Experience & Sustainability.
Consultation Meeting	Men from different households/ <i>mohallas</i> /backgrounds.	Core community view. Project overview, Cover Sections, Village Profile & Baseline Information, Existing Water Supply Situation, Sanitation, Sewerage & Solid Waste, Hygiene Practices & Awareness, Health & WASH-Related Diseases, Community Experience & Sustainability. Key challenges that men face in their daily routine and work.
Consultation Meeting	Women from different households/ <i>mohallas</i> /age groups.	Women-specific issues. Project overview, Cover all sections, discover on Gender and challenges that women



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Session Type	Participants	Purpose / Questionnaire Focus
		face, Vulnerability & Equity, Existing Water Supply Situation, Engagement & Project. What is the primary source of water used for cooking/drinking? (Hand pump, Canal, Piped, Tanker) . On average, how many minutes does one round trip to the water source take (including waiting time)?. How many trips per day do you personally make to fetch water?. On a scale of 1–5, how much influence do women have in deciding the location of new community water taps? Does your household use a: (a) Private improved latrine, (b) Shared latrine, (c) Pit/Soak-pit, or (d) Open defecation?. Where does the wastewater from your latrine/kitchen currently flow? (Open drain, stagnant pool, septic tank, or street) . Do you have access to a private, safe, and clean space with water and soap for MHM?. How do you dispose of child feces and household organic waste? (Buried, thrown in open space, or collected) Critical Times: Can you name at least three critical times for handwashing with soap? (Target: Before feeding child, after latrine, before cooking) .



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Session Type	Participants	Purpose / Questionnaire Focus
		Is soap currently available at your designated handwashing station?. What is the primary reason for not using soap? (Cost, distance to market, or lack of habit) .Diarrheal Incidence: How many children under five in this household have suffered from diarrhea in the last 30 days?. When a child is sick with a water-borne illness, how many kilometers must you travel to reach the nearest health facility?. Do you believe there is a direct link between the quality of your drinking water and your child's growth/stunting?. Elite Capture Risk: In previous projects, did you feel that households closer to village elders received better water pressure or priority?. If you belong to a religious or ethnic minority group, do you face any social barriers when using public water points?. Do you feel safe fetching water or using latrines after dark?. If you are excluded from project benefits, do you know how to report this via the Digital SEP App or phone
Focus Group Discussion	20-25 Households: • Person with Disability (PWD) • Elderly person	Vulnerable group perspectives. Targeted questions from Existing Water Supply Situation, Gender, Vulnerability & Equity



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Session Type	Participants	Purpose / Questionnaire Focus
	• Very poor household • Minorities/Scheduled Caste	

2. For SMALL/MEDIUM VILLAGES (Population < 1500)

Session Type	Participants	Purpose / Questionnaire Focus
Meeting with Village Head & Elders	Village Motabar/Sarpanch, 2-3 elders, UC member.	Logistics, context, history of schemes. Project brief, Build rapport. Use institutional sections (Community Experience & Sustainability, Grievance Redress Mechanism (GRM)).
Mixed Community FGD	Includes Village Head, elders, men, and a few vocal women if culturally appropriate.	Primary community consultation. Project brief, Cover Sections Village Profile & Baseline Information, Existing Water Supply Situation, Sanitation, Sewerage & Solid Waste, Hygiene Practices & Awareness, Health & WASH Related Diseases, Community Experience & Sustainability.
Community Meeting (Female)	Women from different households/ <i>mohallas</i> /backgrounds.	Crucial for gender perspective. Project Overview, Cover all sections, focus on Gender, Vulnerability & Equity, Existing Water Supply Situation, Engagement & Project Feedback
Community Meeting (Male)	Men from different households/ <i>mohallas</i> /age groups.	Core community view. Cover Sections Village Profile & Baseline Information, Existing Water Supply Situation, Sanitation, Sewerage & Solid Waste, Hygiene Practices & Awareness, Health & WASH-Related Diseases, Community Experience & Sustainability.



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Focus Group Discussion	10-15 Households: • Person with Disability (PWD) • Elderly person • Very poor household • Minorities/Scheduled Caste	Ensure vulnerable voices are captured. Focused questions.
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3. Stakeholder Engagement Consultation Allocation Plan – STAR WASH

Session Type	Participants	Purpose / Questionnaire Focus
Consultation / initial departmental meetings	District Administration (Deputy Commissioner, District Officers), PHED Engineers, Local Government Department (LGD), Revenue Department, Social Protection & Welfare (SPU/SWD), Sindh Environmental Protection Agency (SEPA), Planning & Development Department (P&DD), Health Departments	Project Introduction & Briefing: Present STAR WASH objectives and components, understand each department's mandate and role in WASH, discuss oversight, approvals, inter-department coordination, regulatory compliance, integration into district/provincial plans, technical supervision of water & sanitation infrastructure, inclusion of vulnerable groups, environmental and health monitoring
Consultation / initial departmental meetings	Donor Organizations (World Bank, SPHF, UNICEF, USAID, ADB), Academic & Research Institutions, NGOs & CBOs, Technical / Private Sector Partners	Project Introduction & Collaboration: Share STAR WASH objectives, discuss potential technical guidance, capacity building opportunities, evidence-based recommendations, awareness campaigns, infrastructure solutions, community mobilization, sustainability, and monitoring roles
Community & Local Stakeholders	Village Head / Elders (Sarpanch / Motabar), Community Members (Men & Women), Persons with Disabilities, Elderly, Minorities, Very Poor Households, School Management	Project Introduction & Engagement: Provide STAR WASH overview, understand community priorities and local needs, discuss facilitation of consultations, mobilization of participation, validating



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	Committees, LHWs & Health Volunteers, Media & Communication Channels, GRM Committees & Officials, Faith-Based / Community Leaders, Youth Groups, Private Water Suppliers / Tanker Operators	project design, promoting inclusivity and equity, hygiene awareness and behavior change, grievance redressal, maintaining water services, and extending WASH impact to schools and households
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4. Community and Stakeholder Field Plan (Consolidated - All Seven Districts)

District	Date	Location(s)	Method
Larkana	09 March 2026	Wadi Wahni & Faqeer Muhammad Junejo	Consultation & FGD
	10 March 2026	Ramzan Kalhoro & Bangul Khan Abro	Consultation & FGD
	11 March 2026	Lahino Samtio	Consultation & FGD
Khairpur	12 March 2026	Malko Wahan & Maroro	Consultation & FGD
	13 March 2026	Sanghaar Shar & Raban Rajper	Consultation & FGD
	14 March 2026	Malheer Khan Pato	Consultation & FGD
Noshahro Feroze	15 March 2026	Bukhshu Khan Rind & Khoro Sharif	Consultation & FGD
	16 March 2026	Chanheen Manumal & Muhammad Umar Kalo	Consultation & FGD
	17 March 2026	Nasir Khan Mari	Consultation & FGD
Dadu	24 March 2026	Abdul Hameed & Arab Gogani	Consultation & FGD
	25 March 2026	Perozh Shah & Daud Dero	Consultation & FGD
	26 March 2026	Khairpur Nathan Shah	Consultation & FGD
Jamshoro	24 March 2026	Tehni & Gahirs	Consultation & FGD
	25 March 2026	Jadani Panhwar & Pakka Radhan	Consultation & FGD
	26 March 2026	Bhan Saeedabad	Consultation & FGD
Sanghar	27 March 2026	Dhadhro (Ghulam Muhammad Lashari) & Bitoor	Consultation & FGD
	28 March 2026	39 Jamrao (Shah Mardanabad) & Ubhpur (Abbas Abad)	Consultation & FGD



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	29 March 2026	Gujheran (Muhammad Hayat Jalbani)	Consultation & FGD
Badin	27 March 2026	Lakhadi (Mazarpur Mallah – Haji Sawan) & Karabari	Consultation & FGD
	28 March 2026	Gono (Syed Zain Ul Abidin Shah – Pir Ali Bahadur Shah @ Chanri) & Dabghiro (Saeed Pur Ward No. 1 – Wasi Adil)	Consultation & FGD
	29 March 2026	Sandki (Mian Pota – Haji Muhammad Ashraf Thebo @ Rip)	Consultation & FGD

5. Institutional Workshop District Level

District	Date	Location(s)	Method
Larkana	11 March 2026	District-Level Institutional Workshop	Institutional Workshop
Khairpur	16 March 2026	District-Level Institutional Workshop	Institutional Workshop
Nosheroferoz	17 March 2026	District-Level Institutional Workshop	Institutional Workshop
Dadu	26 March 2026	District-Level Institutional Workshop	Institutional Workshop
Jamshoro	30 March 2026	District-Level Institutional Workshop	Institutional Workshop
Sanghar	31 March 2026	District-Level Institutional Workshop	Institutional Workshop
Badin	01 April 2026	District-Level Institutional Workshop	Institutional Workshop



Annexure -II

Interested Parties (IP)/Community Consultation Report



Annexure -III

Other Interested Parties (OIPs) Consultation Report



Annexure -IV

Photo Log of Female & Male Community Consultation

District Jamshoro

Village: Bin Saeddabad



The GEMS Gender Specialist is conducting Focus Group Discussion (FGD)



PWD female highlights her difficulties and limitations caused by the unavailability of WASH facilities



Interviewing PWD girl



The aged lady talking about daily life challenges due to poor WASH condition in the village.



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Widow participant reporting WASH challenges and financial constraints



PWD woman with a disability expressed that the lack of inclusive WASH facilities severely limits her independence and access to basic hygiene needs.

Village : Pakka Radhan



Women Community member highlighting challenges related to water access, sanitation, and daily hardships



An elderly woman highlighting challenges caused by poor WASH conditions



Stakeholder Engagement Plan (SEP)
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WASH Project (STAR-WASH-1 P508034)



A vulnerable woman highlighting difficulties in accessing safe water and sanitation services



A female participant highlighting limited access to water and sanitation facilities



A widow participant highlighting concerns regarding the safety of young girls due to lack of sanitation facilities



A pregnant woman highlighting challenges due to lack of sanitation and long distances for water access



The GEMS Gender Specialist conducting Focus Group Discussion (FGD) at Jadani Panhwai



A woman with a disability highlighting limitations due to lack of WASH facilities at Jadani Panhwai



Stakeholder Engagement Plan (SEP)
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A woman with a disability sharing barriers to accessing water and sanitation at at Jadani Panhwai



An elderly woman reporting difficulties in accessing water and sanitation at Jadani Panhwai



Women participants receiving invitation for Focus Group Discussion (FGD) at Jadani Panhwai



A female participant highlighting concerns regarding WASH conditions at Jadani Panhwai





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The GEMS Gender Specialist conducting Focus Group Discussion (FGD) at Gaher



Female participant receiving invitation letter for FGD at Gaher



The GEMS E&S team conducting Focus Group Discussion (FGD)



The villagers are highlighting the existing WASH issues in the village



The GEMS E&S team conducting Focus Group Discussion (FGD) at Jadani Panhwar



A father is showing his son's disabilities and telling difficulties faced by his son at Jadani Panhwar



The GEMS E&S team conducting Focus Group Discussion (FGD) at Tehni



The GEMS E&S team conducting Focus Group Discussion (FGD)

The villagers talking about the WASH issues in the village.



District Sanghar

Village Name: Ghulam Muhammad Lashari



Elderly women receiving invitation for Focus Group Discussion (FGD)



Women participants highlighting limitations in maintaining hygiene due to financial constraints



A widow participant highlighting common diseases in the village due to poor WASH conditions



A pregnant woman highlighting difficulties in fetching water while managing household responsibilities



The GEMS E&S team conducting Focus Group Discussion (FGD)



The village notable, who shown willingness for VLD



Local Community highlighted concerns regarding safety of young girls due to lack of sanitation facilities



Village Name: Ghulam Lashari



Focus Group Discussion (FGD) conducted in the village



Unsafe water observed being used for washing utensils



Vulnerable groups highlighting challenges due to lack of sanitation facilities



A mother highlighting child health issues linked to poor water quality



Women participants highlighting unsafe and hazardous water access conditions



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The GEMS E&S team conducting Focus Group Discussion (FGD) & receive willingness for VLD



The communities talking about existing WASH situation in the village



The villagers showing communal handpump



Village Name: 39 Jamrao



Women participants highlighting long distances, unsafe water sources, and lack of sanitation facilities



Women participants collectively expressing key challenges and concerns



Elderly women receiving invitation for Focus Group Discussion (FGD)



A female participant highlighting limited access to water and sanitation facilities



The GEMS E&S team consulting communities at Jamrao 39



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A widow participant highlighting challenges in managing household responsibilities



Vulnerable groups expressing key challenges and concerns

Village Name: Muhammad Hayat Jalbani



Focus Group Discussion (FGD) conducted in the village



Elderly women receiving invitation for Focus Group Discussion



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Women participants highlighting challenges experienced during floods affecting WASH access



A woman with a disability highlighting difficulty in walking long distances for water collection



A woman with a child highlighting challenges due to poor hygiene conditions



An elderly woman sharing experiences related to water and sanitation issues



The GEMS E&S team conducting Focus Group Discussion (FGD)



PWD male showing his disability and talking about difficulties faced



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The meeting with village notable, who shown willingness for VLD



The village

District Badin

Village Name: Mazarpur Mallah



Women participants highlighting WASH conditions in the village



Women participants highlighting post-flood challenges in accessing water leading to physical strain



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An elderly widow highlighting difficulties in traveling long distances for water access



A pregnant woman highlighting challenges due to lack of sanitation facilities and long travel distances



The GEMS E&S team conducting Focus Group Discussion (FGD)



PWD were also consulted during community consultations



The PWD asking for PWD considerations in project designs



The communal handpumps, existing source of water supply



Village Name: Ahmed Mallah



Unsafe water observed being used for washing clothes and disposal of waste



Women participants highlighting challenges in water access and absence of drainage systems



Women participants highlighting the need for group movement for water collection due to safety concerns



Vulnerable groups highlighting difficulties in accessing WASH services



The GEMS E&S team conducting Focus Group Discussion (FGD)



The team consulting with PWD male



Interviewing PWD male



A father is showing his children's disabilities during consultations

Village Name: Mian Pota Sandki



The GEMS E&S team conducting Focus Group Discussion (FGD)



The community is talking about the existing WASH situations in the village



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The communal handpump in the village



The team is consulting with villagers



A woman with a disability highlighting challenges in water collection



Focus Group Discussion (FGD) conducted in the village



A widow participant highlighting challenges in maintaining hygiene due to limited resources



A female participant highlighting loss of privacy and dignity due to lack of sanitation facilities after floods



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A widow participant highlighting challenges in maintaining hygiene due to limited resources



A female participant highlighting loss of privacy and dignity due to lack of sanitation facilities after floods

Village Name: Syed Zain ul Abidin Shah



The GEMS team conducting Focus Group Discussion (FGD)



The villagers discussing the Proposed Project and existing WASH situation in the village



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Meeting with Male PWD



The temporary sheltered toilets



GEMS team conducting Focus Group Discussion (FGD)



Women participants highlighting limitations in maintaining hygiene due to financial constraints



Women participants highlighting recurring challenges during floods



Women participants collectively expressing key challenges and concerns



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Women participants highlighting safety concerns for young girls due to lack of sanitation facilities



Women participants highlighting disease prevalence due to open drainage



Village Name: Saeedpur Ward No 01



The GEMS E&S team conducting Focus Group Discussion (FGD)



PWD male highlighting difficulties faced by him



The communal handpump



The villagers talking about WASH situation in the village



Women participants highlighting health issues among children due to poor water quality



A woman with a disabled child highlighting caregiving challenges and mobility constraints

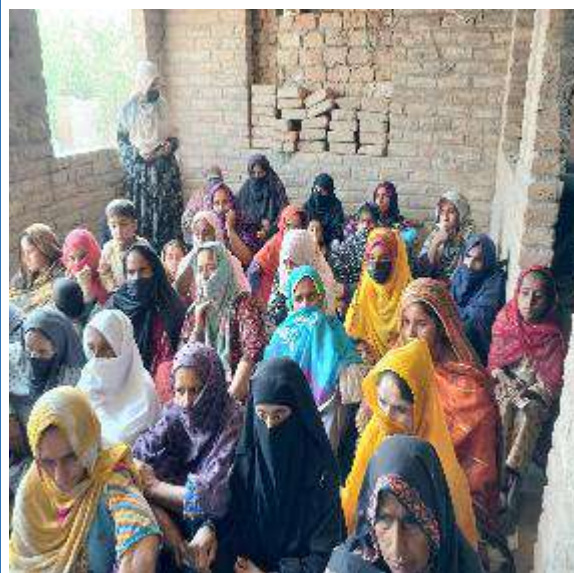


District Larkana

Village : Faqeer Muhammad Junejo



Women participants jointly highlighted key challenges and concerns.



Women participants emphasized difficulties in maintaining hygiene due to financial limitations.



Male FGD is being conducted at village



Village: Wadi Wahni



Community participants engaged in a focus group discussion, highlighting key health, hygiene, and WASH-related challenges and concerns.



Women highlighting key gaps in water, sanitation, and hygiene services



PWD discussing challenges in maintaining proper hygiene and sanitation



Women involved in a collaborative exercise focused on improving WASH conditions



Village name: Ramzan kalhoro



Women voicing concerns over insufficient water supply and sanitation services.



Community–GEMS E&S dialogue on WASH issues



Village Bangul Khan Abro



Community members discussing daily struggles due to lack of clean water



Women's FGD highlighting water scarcity and access challenges



Women highlighting hygiene issues linked to water scarcity



Discussion with women from the community



Village Name: Lahino Samtio

	
Interaction with PWD on community issues	Women discussing unavailability of safe and quality drinking water.
	
Dialogue on improving water quality, hygiene, and sanitation	Women,s daily struggles due to lack of clean water and hygiene facilities.



District Khairpur

Village Name: Malheer Khan Pato



Men discussing water and hygiene issues in the village.



Women sharing concerns on poor water quality and hygiene practices.



Men involved in addressing water and hygiene challenges.



Men's participation in community WASH dialogue.



Village Name: Maroro



Village FGD session on WASH challenges and community needs



Women highlighting post-flood water access challenges and physical strain.



Non-engineered washroom in village



Waste Disposal in low lying area



Village Name: Sanghar Shar



Participants highlighting gaps in safe water availability and sanitation



Women describing the burden of long-distance water collection



Focus Group Discussion (FGD) conducted in the village



Community women sharing WASH challenges in the village



Village Name: Malko Wahan



Discussion on WASH challenges in the village



Women discussing the impact of floods on water availability



Village Name: Raban Rajper



FGD participants identifying key water and sanitation issues



FGD session focusing on equitable access to water services



Poor wastewater drainage conditions are harming both livestock



Inadequate drainage of wastewater is contributing to risks for surrounding biodiversity



District Noaushahro Feroze

Village Name: Nasir khan Mari



Mothers sharing concerns over child health linked to poor water quality



Participants discussing lack of nearby water sources in the village



Dumping of waste in open area



Stagnant water and solid waste on ground



Village Name: Muhammad Umar Kalo



FGD expressing impact of floods on water availability.



Women highlighting barriers in accessing safe water point



Women explaining challenges in maintaining hygiene due to water shortages



Village elders reflecting on the rise of waterborne diseases following recent floods



Village Name: Bakhshu Khan Rind



Men and women raising issues of water scarcity and poor sanitation infrastructure



Men and women sharing concerns on poor water quality and hygiene practices.



Men and women discussing unavailability of safe and quality drinking water



FGD highlighting community-wide WASH challenges and need



Drainage and waste disposal in low-lying open area



Open waste water drain



Village Name: Chanheen Manumal



Women sharing WASH challenges in the village



FGD on water scarcity and project design



Dialogue on water scarcity and inclusive project design



Community input on water scarcity



Stagnant water and poor Sanitation in streets of village



Open Dumping of solid waste



Village Name: Khorro Sharif



FGD session regarding project planning.



Women sharing challenges in accessing water during FGD.



Community FGD documenting water access challenges of women



Women raising concerns about health risks caused by unsafe and insufficient water



District Dadu

Village Name: Arab Gogani



Villagers participating in FGD.



Community dialogue on sanitation and health concerns linked to unsafe water

Village Name: Abdul Hameed



Villager highlighting needs for Water



women discussing WASH issues caused by limited and unsafe water



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Women's consultation session on project planning



FGD participants identifying key water and sanitation issues



Village Name: Khairpur Nathan Shah



Women and children facing health issues due to unsafe drinking water



Community men brainstorming solutions for water challenges.



Water Storage in low lying area surrounded by waste



Open dumping of waste



Village Name: Daud Dero



Women discussing barriers to accessing clean water



FGD session in the village



Discussion on women and child health issues caused by poor water conditions



Open burning of household solid waste

Village Name: Peroz Shah



Direct engagement with a community member to assess WASH-related needs and concerns



Women engaged in an interactive session to assess water, sanitation, and hygiene needs