



Tamil Nadu Green Climate Company (TNGCC)

Strengthening Coastal Resilience and the Economy Project: Tamil Nadu

Project ID No: P180932

APPRAISAL STAGE

STAKEHOLDER ENGAGEMENT PLAN (SEP)

October 2024

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List of Abbreviations

AP	Affected Person
CBO	Community–Based Organization
CMP	Coastal Management Plan
CPR	Common Property Resources
CVCA	Critically Vulnerable Coastal Areas
DFOs	District Forest Officers
DLC	District Level Committee
DPR	Detailed Project Reports
EbA	Ecosystem-based Approach
EDC	Education Development Centre
EHSG	Environmental, Health, and Safety Guidelines
EIA	Environment Impact Assessment
ESA	Ecologically Sensitive Areas
ESF	Environmental and Social Framework
ESIA	Environment & Social Impact Assessment
ESMF	Environmental & Social Management Framework
ESS	Environmental and Social Standards
FC	Forest Conservation
FGD	Focus Group Discussion
FI	Financial Intermediaries
GBV	Gender-Based Violence
GoI	Government of India
GoTN	Government of Tamil Nadu
GRC.	Grievance Redressal Committees
GRM	Grievance Redress Mechanism
GTNM	Green Tamil Nadu Mission
HH	Households
HPSC	High Powered Steering Committee
IA	Implementing Agency
ICC	Internal Complaint Committee
ICZM	Integrated Coastal Zone Management
ICZMP	Integrated Coastal Zone Management Plan
IEC	Information Education Communication
IMP	Integrated Management Plans
LAP	Livelihood Action Plan
LMP	Labour Management Procedure
MoEF&CC	Ministry of Environment, Forest and Climate Change
MRF	Material Recycling Facility
MSP	Marine Spatial Planning
NCSCM	National Centre for Sustainable Coastal Management
NCZMA	National Coastal Zone Management Authority
NDMA	National Disaster Management Authority
NGO	Non-governmental Organisation
NP	National Park
O&M	Operation and Maintenance
OHS	Occupational Health and Safety
PA	Protected Areas
PAP	Project Affected Person

PF	Protected Forest
PEA	Project Executing Agency
PVTGs	Particularly Vulnerable Groups
QPR	Quarterly Progress Report
RAP	Resettlement Action Plan
RF	Reserved Forest
RPF	Resettlement Policy Framework
SCZMA	State Coastal Zone Management Authority
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SES	Socio-Economic Survey
SH	Sexual Harassment
SHG	Self -Help Groups
SIA	Social Impact Assessment
SM	Social Mapping
SPMU	Special Project Management Unit
SPV	Special Purpose Vehicle
ST	Scheduled Tribe
STP	Sewage Treatment Plant
TCPO	Town and Country Planning Organization
TNBCA	Tamil Nadu Blue Carbon Agency
TNCCM	Tamil Nadu Climate Change Mission
TNCRM	Tamil Nadu Coastal Restoration Mission
TNGCC	Tamil Nadu Green Climate Company
TNSCZMA	Tamil Nadu Coastal Zone Management Authority
TN-SHORE	Tamil Nadu Strengthening Coastal Resilience and Economy
TNWM	Tamil Nadu Wetlands Mission
ULB	Urban Local Body
WB	World Bank
WHH	Women Headed Households

Executive Summary

Project Description

The SHORE (Strengthening Coastal Resilience and the Economy) Program aims to increase the resilience of targeted coastal communities and ecosystems in India. In the state of Tamil Nadu it is proposed to be implemented as TN-SHORE with the following project components: Component 1: Strengthening institutions for integrated coastal management.; Component 2: Shoreline management, coastal protection and conservation; Component 3: Improving livelihoods for natural resource dependent communities; Component 4: Enhancing plastic circularity and marine pollution management and Component 5: Contingent Emergency Response Component (CERC). TN-SHORE program falls in 14 coastal districts viz., Thiruvallur, Chennai, Chengalpattu, Villupuram, Cuddalore, Mayiladuthurai, Nagapattinam, Thanjavur, Pudukkottai, Thiruvarur, Ramanathapuram, Thoothukudi, Tirunelveli and Kanyakumari districts. Although the project interventions are planned for fourteen coastal districts of the state, impetus on key activities are focussed in seven districts namely, Chennai, Chengalpattu, Cuddalore, Thanjavur, Nagapattinam, Ramanathapuram, and Tuticorin.

Purpose of Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) has been developed to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle". The SEP outlines the ways in which the Department of Forest, Ecology and Environment (FEE), Government of Karnataka, will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

Stakeholder Identification

During project preparation, the public consultation meetings were conducted in different project locations covering three districts namely Chennai, Ramanthapuram and Cuddalore during the month of November and December 2023. The consultations were initiated about the concept of the TN-SHORE project and its aims and objectives and components. People expressed their opinions and concerns and gave feedback on prevailing socio economic and environmental issues in their areas. Community level consultations includes multiple stakeholders, like (i) Past/Current Elected Representatives, village residents, (ii) Women's Village Organization, SHGs, (iii) Forest Department and staff /Fisheries Department representatives, (iv) Vulnerable Households, (vi) local vendors; existing road user groups/population and local representatives. A total number of 122 participants were addressed during the community level consultations. Generally, people welcomed the project which will improve the condition of the society. Common concerns that emerged included: high level of industrial pollution, climate change affecting fish landing, change in water quality, no awareness about Ecology/ Environmental sensitive areas and need for conservation; no proper house to safeguard their assets during extreme weather conditions. One of the prevailing problems is sea erosion and expectation was for the government to provide/create livelihood sources, while small scale skill development programme is the expectation of women.

The stakeholders have been identified and analysed with respect to project components. The project information, potential environmental and social impacts of the project, role of the stakeholders, and challenges related to project were discussed with the participants. The following stakeholders have been identified and analysed per project component. Affected

parties include those likely to experience temporary disruptions due to construction works such as local communities in their access to livelihoods, the fishermen community, daily wage labours and migrant workers, boat operators, beach vendors, rag pickers and coastal community, rag consumers, shopkeepers/retailers/vendors, fisherfolk, coastal communities, small holder farmers, SHGs, community settlements near creak, labours, transporters, fishing community. Other interested parties include fishermen & local community settlements, tourists, visitors, beach vendors who operate in the vicinity as well as municipal bodies, manufacturers of alternatives, recyclers agencies, local community, researchers and NGO. The disadvantaged groups are daily wage labours, migrant workers, landless, labourers and women, waste pickers/collectors, Below Poverty Line (BPL) households and women headed families in the coastal communities.

Stakeholder engagement program

The preferred strategy for disclosure of information on project components and related interventions/activities. The participants suggested that community meetings and focus group discussion would be the most effective ways to interact with the project communities including vulnerable group and other affected groups. Representatives of different government agencies involved in the project should also be present in order to provide detailed understanding on the project interventions and clarity on all activities. In addition to this, future meetings and Information Education Communication (IEC) activities should be ensured and augmented with presentations, posters, banners, leaflets, pamphlets, wall paintings, notice boards for clear and easy understanding of the project related activities and the importance of people's involvement in the project. Additionally, the project will seek the views of vulnerable or disadvantaged groups identified with such groups, through routine meetings and Focus group Discussion (FGDs) and deploy community cadre/blue cadre and provide them with information.

Responsibilities and Budget for implementing stakeholder engagement

The project will be implemented by the Department of Environment, Climate Change and Forests, Government of Tamil Nadu through a two-tier implementation structure: (i) State Project Management Unit housed in the Tamil Nadu Green Climate Company (TNGCC) under the Department of Environment, Climate Change and Forests, Government of Tamil Nadu. The SPMU is headed by the Project Director and s/he shall be responsible for implementing SEP. District Climate Change Missions (DCCMs) have been established in coastal districts with representatives from other departments for coordinating the project implementation also part of SEP implementing agency. The Project Executing Agencies (PEAs) shall be responsible for the overall implementation of the activities pertaining to their respective coastal districts. The PEAs will prepare the annual plans and budgets requirements, which will be approved by the SPMU. The stakeholder engagement activities will be documented through a Progress Report annually, which will involve community engagement operations, collecting and processing of grievances, and maintaining a SEMS database developed and maintained by the PMU. The tentative budget estimate for the preparing and implementing SEP is INR 9.34 Crores (Nine Crore and Thirty Four Lakhs).

Grievance Mechanism

SPMU headed by the Project Director, TN SHORE will be responsible for all project related issues including grievance resolution. Each of the PEAs in 14 Districts will establish a Grievance Redressal Committee headed by the respective Head of District Offices viz. District Forest Officers (DFOs), District Collectors, District Environment Engineers etc., The PEA's will keep records of grievances received, including contact details of the complainant, the date the complaint was received, the nature of the grievance, agreed corrective actions and the date these were affected and the final outcome. The project MIS will record and report on all complaints received from all the different mediums. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PIU's office, as well as reported in monitoring reports submitted to World Bank on quarterly or semi-annual

basis. All resolutions shall be communicated to the aggrieved party / complainant(s). In case of complaints relating to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) complaints, will be ethically received and confidentially managed. Complaints in this regard will be forwarded directly by the PEA to the SPMU, for appropriate investigation and resolution therein ensuring that survivor/victim identity and case details are known only to key persons. PEAs will also ensure the setting up of labor GRMs by the various contractors and monitor their functioning. They will ensure that the contractors submit information on grievance management as part of the monthly progress reporting.

Monitoring and Reporting

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. In particular, it will include cumulative qualitative reporting on the feedback received during SEP activities, capacity building actions, community level discussions on various actions, segregated by gender, functioning of grievance mechanism. Also, in terms of reporting back to stakeholder groups, Information on public engagement activities undertaken by the Project during the year would be conveyed to the stakeholders in various ways such as letters, media briefings, etc.

1 Introduction and Product Description

Coastal and maritime space of India are essential for achieving sustainable economic development. They provide inputs to India's blue economy sectors such as tourism, fisheries, agriculture, transport, mining, and services. India has embarked on a mission to capture the huge growth potential of the coastal and marine resources through their optimal utilization and protection. Endowed with abundant natural resources and biodiversity of global significance, India's coastal and marine ecosystems provide multiple national, local, and global benefits. The coastline which stretches over 7500 km is home to 250 million people and 18,000 known species of flora and fauna. Mangroves, sand dunes, coastal wetlands, coral reefs, mudflats, and reserved forests provide important ecosystem services, support disaster risk reduction and mitigation functions, improve livelihoods and provide economic benefits.

Despite ecological richness and contribution to the national economy, India's coastal ecosystems continue to deteriorate. Many economic activities along the coast overlap and lead to competing demands between users and adversely impact coastal ecosystems and diminishing their value. Pollution, intensive commercial fishing, and development pressure, climate-induced weather extremes and coastal erosion make ecosystem-dependent communities particularly vulnerable. Coastal states continually experience human and natural pressures and the adverse impacts of climate change. They are highly exposed to climate hazards that include cyclones and rising sea-levels, bringing floods and erosion, which in turn, inflict a great loss of lives and livelihoods, especially among the mostly impoverished coastal communities.

The SHORE (Strengthening Coastal Resilience and the Economy) Program aims to increase the resilience of targeted coastal communities and ecosystems in India. The following components of the SHORE Program correspond to the specific challenges and opportunities and underlying concerns which the Program aims to address.

- (i) **Strengthening institutions for integrated coastal management.** This component aims to enhance the effectiveness and sustainability performance of ICZM tools used by the national and state agencies by expanding the range of technical and management adaptation measures for reducing the vulnerability of coastal ecosystems and livelihoods, as identified in the NCM. This component will finance consulting services, goods, training, and project management costs.
- (ii) **Shoreline management, coastal protection and conservation.** This component aims to enhance the ecological sustainability and resilience of the coastal physical and natural assets. Project investments will support interventions for (a) preventing/reducing coastal erosion and its impacts; (b) maintaining the ecological functions of coastal ecosystems and landscapes that deliver protection services to coastal communities from environmental and climate hazards, and (c) strengthening the environmental and ecosystem monitoring systems.
- (iii) **Improving livelihoods for natural resource dependent communities.** This component aims to promote climate-resilient and adaptable development in coastal communities. Community livelihood activities with potential to boost

community incomes, promote sustainable use of natural resources, and to enhance the resilience of marine and coastal resources to changing conditions, will be supported.

- (iv) **Enhancing plastic circularity and marine pollution management.** This component aims to mitigate the threats to marine and coastal resources from plastic pollution and to reduce the risks of environmental degradation. It will **finance location-specific watershed-based activities for reducing plastic leakage and pollution using a “source to sink” approach.**
- (v) **Contingent Emergency Response Component (CERC).** It will allow the recipient to request the World Bank to reallocate uncommitted project funds, following an eligible crisis or emergency

1.1 Project Locations

Tamil Nadu is the southernmost state of India. Located on the south-eastern coast of the Indian peninsula, Tamil Nadu is straddled by the Western Ghats and Deccan Plateau in the west, the Eastern Ghats in the north, the Eastern Coastal Plains lining the Bay of Bengal in the east, the Gulf of Mannar and the Palk Strait to the south-east, the Laccadive Sea at the southern cape of the peninsula and the state is divided into 38 districts. Tamil Nadu possess the second longest coastline of 1076 km along the Bay of Bengal uniquely extending into the Arabian Sea, thereby covering east and west coast of India. The project falling in 14 coastal districts viz., Thiruvallur, Chennai, Chengalpattu, Villupuram, Cuddalore, Mayiladuthurai, Nagapattinam, Thanjavur, Pudukkottai, Thiruvarur, Ramanathapuram, Thoothukudi, Tirunelveli and Kanyakumari districts which are shown in Figure 1.1.

Although the project interventions are planned for 14 coastal districts of the state, impetus on key activities are focussed in 7 districts namely, Chennai, Chengalpattu, Cuddalore, Thanjavur, Nagapattinam, Ramanathapuram, and Tuticorin.

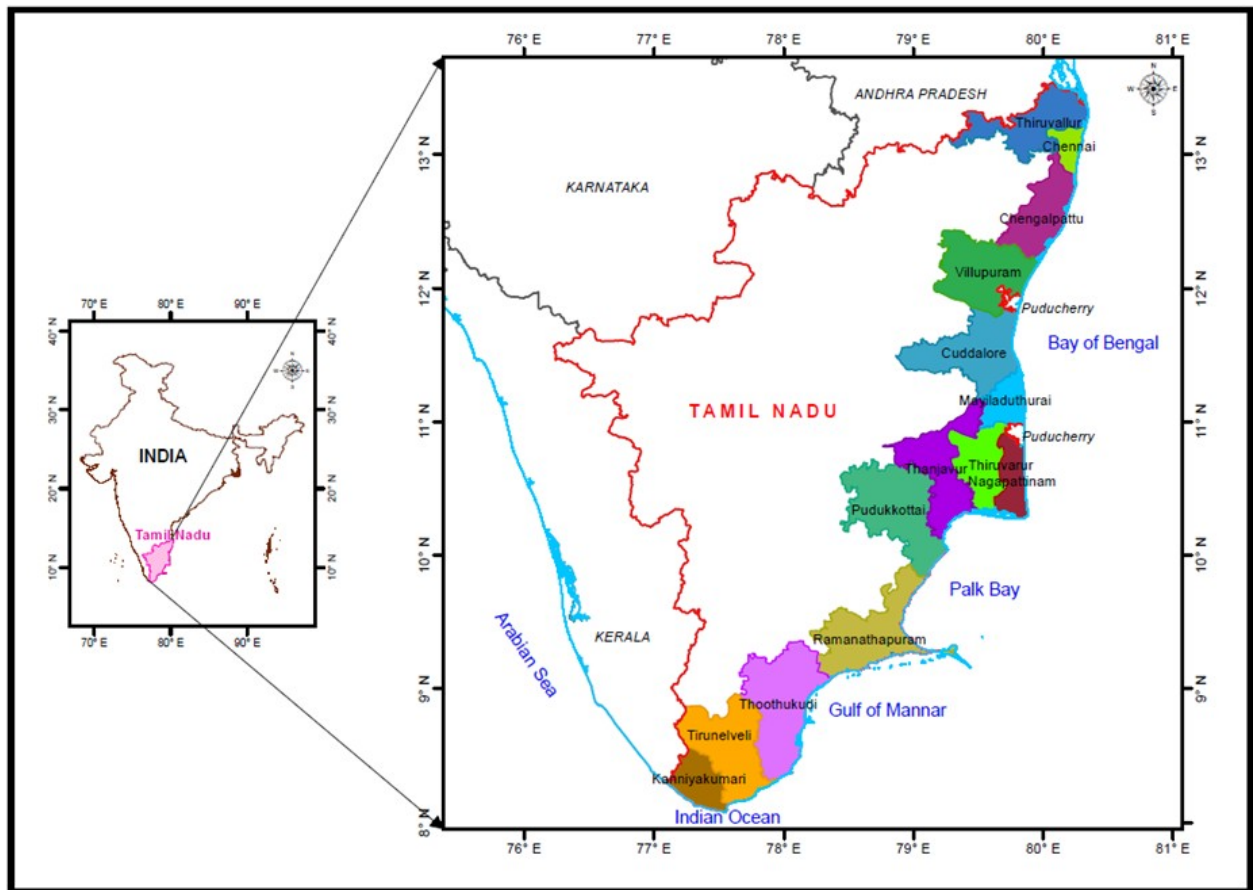


Figure 1.1 Project Location Map

2 Purpose of Stakeholder Engagement Plan (SEP)

2.1 Objective/Description of SEP

The overall objective of SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which TNGCC and other Project Executing agencies (PEAs) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

2.2 Methodology

For the TN-SHORE, the following stakeholders have been identified and analysed per project component. These stakeholders are presented by activity and category in the table below:

Table 2.1 Mapping of Stakeholders under TN SHORE

Project Component	Project Affected Persons (AP)	Other Interested Parties	Disadvantaged & vulnerable groups
Component 1: Strengthening institutions for integrated coastal management			
1. Biodiversity Conservation Park at Kadambur, Chengalpattu District	local community who might experience temporary disruptions to access/livelihoods during construction	Local community, visitors, tourists, construction workers, local and migrant workers	
2. Sea Turtle Conservation Centre at Nagapattinam and Chennai	Fishermen Community who might experience temporary disruptions to access/livelihoods during construction	Fishermen Community, Local community, tourists/visitors to the national park (at Guindy, Chennai), visitors,	Daily wage labor, migrant workers
3. International Dugong Conservation Centre at Manora, Thanjavur District	Fishermen Community, Local community settlements, tourists, visitors, beach vendors, who might experience temporary disruptions to access/livelihoods during construction	Fishermen Community, Local community settlements, tourists, visitors, beach vendors, construction workers	Daily wage labor, migrant workers
4. Coastal Wetlands (including Pallikaralai) Conservation	Local community settlements, tourists, visitors who might experience temporary disruptions to access/livelihoods during construction	local body,	Landless Labourers, women

Project Component	Project Affected Persons (AP)	Other Interested Parties	Disadvantaged & vulnerable groups
Component 2: Shoreline management, Coastal Protection and conservation			
1. Enhancing Coastal Resilience: Mangroves, Seagrass, and Blue Carbon solutions	Fishermen community, local community,	local body,	Daily wage labor, migrant workers,
2. Erosion control and Coral restoration at Kariyachalli Islands, Gulf of Mannar ecosystems	Fishermen community	local bodies	Daily wage labor, migrant
Component 3: Improving livelihoods for natural resource dependent communities			
1. Blue Flag Beaches	Fishermen, boat operators, Beach Vendors, Rag Pickers	Beach management committees (as per Blue Flag beaches criteria), Water quality testing agencies/firms Coastal community, tourists,	rag pickers, fishermen, boat operators
2. Sustainable Tourism	Fishermen community, Beach Vendors, Rag Pickers,	Coastal community, tourists	fishermen, boat operators
3. Diversified livelihoods for a thriving Blue Economy	Fishermen, Beach Vendors, Coastal Community,	SHGs/NGOs, local authorities	fishermen, boat operators
Component 4: Enhancing plastic circularity and marine pollution management			
1. Advancing Meendum Manjappai ¹ - Strengthening Plastic Circularity.	Rag Consumers Shopkeepers/retailers/ vendors	Municipal bodies, manufacturers of alternatives Recyclers agencies.	waste pickers/collectors
2. Climate Smart Coastal Villages;	Fisherfolk, Coastal Communities, small holder farmers SHGs	Local community, researchers, NGO,	Women headed families
3. Ennore Creek Restoration.	Community settlements near creak, Labours, transporters, fishing community.	Larger Community NGO, Contractor,	BPL households, Women headed families of coastal community

¹ “Meendum Manjappai” is a campaign launched by the Tamil Nadu government aimed at promoting the use of cloth bags and reducing the reliance on single-use plastic bags. The term “Manjappai” in Tamil refers to the traditional yellow cloth bag, which is being encouraged as an eco-friendly alternative to plastic. The initiative is part of a broader effort to address environmental concerns related to plastic waste and to revive the use of sustainable, reusable bags.

3 Stakeholder Engagement Program (SEP)

3.1 Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meetings will be/were conducted in different project locations covering the districts and included Self Help Groups (SHG), DFO, Fisheries Department, community people, etc. A detailed discussion guide was prepared to capture the socio-economic status, concerns, challenges and requirements of the people. The consultations were initiated with a detailed introduction and discussion about the concept of the TN-SHORE project and its aims and objectives and components. The project development objectives - to increase coastal protection and conservation, enhance livelihood benefits and reduce marine pollution in coastal communities of the State of Tamil Nadu - were also explained during stakeholder consultations.

People expressed their opinions and concerns and gave feedback on prevailing socio economic and environmental issues in their areas. Sub-groups were formed for gender disaggregated discussions. SHG members, farmers, panchayat members, DFO, Fisheries Department and Political groups were also consulted. The main components of the TN-SHORE project were explained verbally to all the groups that were consulted.

The feedback received from various levels and categories of consultations during the period of November and December 2023, is summarised and presented in this section.

Community level consultations included multiple stakeholders, (i) Past/Current Elected Representatives, village residents, (ii) Women's Village Organization, SHGs, (iii) Forest Department and staff /Fisheries Department representatives, (iv) Vulnerable Households, (vi) local vendors; existing road user groups/population and local representatives. A total number of 47 participants were addressed during the community level consultations at various districts as provided in Table 3.1 below. Photographs of the consultation are provided in **Annexure 1**.

Table 3.2 List of locations and participants in community consultations

SI · N o	Date	District	Location	Block/Taluk	No. of Participants	Mal e	Femal e
1	28.11.2023	North Chennai	Appar Street, Beach Road, Tiruvottriyur	Tiruvottriyur	10	2	8
2	02.12.2023	Ramanathapuram	Devipattinam	Ramanathapuram	15	11	4
3	02.12.2023	Ramanathapuram	Vedhalai village	Mandapam	18	12	6
4.	14.12.2023	Cuddalore	Kinjampettai Village	Vadalur	30	10	20
5.	15.12.2023	Cuddalore	T.S.Pettai Village,	Parangipettai	49	40	9
				Total	122	75	47

Table 3.3 Community consultations output

Location	Stakeholders Consulted	No. of Participants	Consultation Outcomes	Needs and suggestions
Appar Street, Beach Road, Tiruvottriyur, North Chennai.	Residents of Tiruvottriyur; Fishermen groups, Women self-help groups (SHG), Peoples from nearby settlements, Forest department officials.	10	• Women are involved in SHGs and run micro-finance for their tiny businesses. • Fishermen are supported with cash through schemes such as National Marine Fishermen Saving cum Relief Scheme and during fishing ban period. • Common observations by the participants were – • High level of industrial pollution • Climate change affecting fish catch • Water quality changed to being more saline • Decrease in income due to lessening of catch • No awareness about Ecology/ Environmental sensitive areas and need for conservation • After Tsunami in 2004, amount of fish catch reduced considerably • After Covid huge loss of income and business • They would welcome projects that will improve the condition of the society and improve of their livelihood and increase welfare. • Not interested for relocation • No proper house to safeguard their assets during cyclone and	• Cyclone intimations need to be more effective and robust. • Prior intimation is required on new govt. and private projects and people need to be consulted. • Would Expect jobs from the project ensuing as also from the nearby industries • Need Proper house to safeguard their assets during cyclone and other natural calamities. • Embankments should be constructed to prevent land erosion and soil salinity. • Need more skill development programme to enrich the women's livelihood. • drainage system should be providing to avoid damages due to flooding. • Need overhead water tanks for sweet water (OHT). • Ice plant, cold storages, fish processing units, warehouses for fish storage, modern fishing equipment, net mending sheds, etc. are highly required. • Playground, library facilities are necessary for children. • GPS equipment of tracing the location of boats is necessary. • Cyclone awareness programme and emergency preparedness training is necessary.

Location	Stakeholders Consulted	No. of Participants	Consultation Outcomes	Needs and suggestions
			other abnormal weather conditions • Very much scare about Sea Erosion • Expecting Government to provide/create livelihood source • Expecting Women Small scale skill development programme	
Devipattina, Ramanathapuram	People of coastal area Self-help groups (SHG), Fishermen groups, Ward members, Forest department staffs.	15	• There are 3 active SHGs, involved in savings and providing finance to members in need. • Fishermen are supported with cash through schemes such as National marine Fishermen Saving cum Relief Scheme and during fishing ban period. • Observation by participants. • Climate change and resultant reduction in fish catch specifically after Tsunami. • Covid also impacted their income and business negatively. • Income has decreased over the years. • Primary catch is prawn, fish, and crabs (seasonal), the quantity has reduced now. • Good communication between Forest Rangers and the people and sharing of forestry related information. • Fishermen practice conservation by not catching the small,	• More educational, vocational and training facilities are required. • For any new project, prior intimation should be given to the community so that positive impacts can be garnered by the people and provide support. by the government /private before doing any activities. • Need streetlights and regularity in electricity supply. • Under-employment and un-employment are of big concern. • Livelihood opportunities need to be created through new projects. • Ice plants, fish processing units, warehouses for fish storage, fishing equipment, net mending sheds, etc., are required. • Playground, Library facilities are required for children. • Fish processing areas, boat anchoring /parking (specifically during cyclones), market development, are necessary. • Boat parking space required specifically for cyclone period. • Construction of embankments is required to reduce and mitigate soil erosion.

Location	Stakeholders Consulted	No. of Participants	Consultation Outcomes	Needs and suggestions
			embryonic and undeveloped fish.	• Skill development programme • GPS equipment of tracking the location of boats is necessary. • Good fish auction hall is very important. The existing one needs to be renovated. • Boat repairs centres to be initiated by the government/provide subsidy. • People, especially, women look forward to small scale skill development programs like prawn processing, pickle making for value addition to fishing which would increase their income.

Table 3.4 Proposed Strategy for Information Dissemination, Disclosure and Responsible Parties

Project stage	Target stakeholders	Topic of consultation/message	Method used	Responsible Parties	Timing/Frequency
Component 1 - Strengthening institutions for integrated coastal management					
Preparation and Implementation	Partner/Project executing agencies, local authorities/beach authorities, contractors, PMC (if applicable)	Information on the activity/initiatives including: • purpose, benefits, impacts (if any adverse) • clearances/permits if any • commencement and completion; • project execution/timelines • support measures for affected communities, if any • Preparation of ESDDs, ESMPs and their disclosure on the respective websites and also inclusion of ESMPs in bid documents • Need to setup new GRM or operationalize existing GRMs	• Orientation/consultation inter-departmental meetings at various levels, • Guidelines/circulars • Tender advertisements for vendors on website/newspapers • Disclosure of E&S documents on the website	PEA, SPMU, TNGCC	Periodic/need based Throughout project period
Preparation and Implementation	local community, visitors, tourists, construction workers, local and migrant construction	Information on the activity/initiatives including: • purpose, benefits, impacts (if any adverse) • restrictions –	• Consultation meetings • pamphlets/brochures/ • Signboards/notice boards • Newspaper notifications	PEA, SPMU, TNGCC & Consultants	Periodic/need based Throughout project period

Project stage	Target stakeholders	Topic of consultation/message	Method used	Responsible Parties	Timing/Frequency
	workers; Fishermen Community Local community settlements, beach vendors, community cadres	permanent or temporary, if any • period of commencement and completion; • provisions for assurances in case of relocation • GRM available for redressal of grievances	- Announcements – over PA system - FGDs for vulnerable groups		
Component 2 – Shoreline management, Coastal Protection and conservation					
Preparation and Implementation	Partner/Project executing agencies, local authorities	Information on the activity/initiatives including: - purpose, benefits, impacts (if any adverse) - communication approaches if any - clearances/permits if any - commencement and completion; - project execution/timelines support measures for affected communities, if any - devising and delivering of provisions for alternative livelihoods/skill	- Orientation/consultation inter-departmental meetings at various levels, - Guidelines, circulars	PEA, SPMU & TNGCC	Periodic/need based Throughout project period

Project stage	Target stakeholders	Topic of consultation/message	Method used	Responsible Parties	Timing/Frequency
		development for rag pickers; entitlements if any for fishermen, boating community Need to setup new GRM or operationalize existing GRMs			
Preparation and Implementation	Fishermen community, local community, local bodies, Rag Pickers, Coastal community, tourists, Beach Vendors	Information on the activity/initiatives including: - purpose, benefits, impacts (if any adverse) - restrictions – permanent or temporary, if any - period of commencement and completion; - alternative livelihoods/skill development - entitlement provisions - GRM available for redressal of grievances	- Consultation meetings - pamphlets/brochures/ - Signboards/notice boards - Newspaper notifications - Announcements – over PA system - FGDs for vulnerable groups	PEA, SPMU, TNGCC & Consultants	Periodic/need based Throughout project period
Component 3 - Improving livelihoods for natural resource dependent communities					
Preparation and Implementation	Partner/Project executing agencies, local authorities and beach management committees	information on the activity/initiatives including: - criteria (blue flag beaches) purpose, benefits, impacts (if any adverse) - Formation of beach	- Orientation/consultation inter-departmental meetings at various levels, - Guidelines/circulars - Tenders for contracting Water quality testing	PEA, SPMU & TNGCC,	Monthly/Quarterly Or as per requirement

Project stage	Target stakeholders	Topic of consultation/message	Method used	Responsible Parties	Timing/Frequency
	(including local representatives) and local authorities; Water Quality testing agencies/firms, SHGs/NGOs	management committees as per Blue Flag beach criteria - communication approaches in accordance with Blue Flag beach criteria - water quality testing clearances/permits if any - commencement and completion; - project execution/timelines - livelihood programs and support mechanisms - support measures for affected communities, if any devising and delivering of provisions for alternative livelihoods/skill development for rag pickers; entitlements if any for fishermen, boating community - Need to setup new GRM or operationalize existing GRMs	firms/agencies (in accordance with Blue Flag beach criteria) published in newspapers and on websites		
Preparation and	Fishermen	Information on the	Consultation meetings	PEA, SPMU,	Monthly/Quarterly

Project stage	Target stakeholders	Topic of consultation/message	Method used	Responsible Parties	Timing/Frequency
Implementation	Beach Vendors Rag Pickers, Coastal Communities, Blue cadre	activity/initiatives including: • purpose, benefits, impacts (if any adverse) • restrictions – permanent or temporary if any • period of commencement and completion; • alternative livelihoods/skill development • livelihood enhancement schemes and support mechanism including NGOs/SHGs • entitlement provisions • GRM available for redressal of grievances	• pamphlets/brochures/ • Signboards/notice boards • Public engagement as per Blue Flag beach criteria including beach management committee, announcements – over PA system, notice boards etc. • Newspaper notifications	TNGCC & Consultants	Or as per requirement
Component 4 - Enhancing plastic circularity and marine pollution management					
Preparation and Implementation	Partner/Project executing agencies, local authorities, Municipal bodies, etc.	Information on the activity/initiatives including: • Concept of Climate smart coastal villages • purpose, benefits, impacts (if any adverse) • restrictions – permanent or temporary, if any	• Orientation/consultation workshops/inter-departmental meetings at various levels, • Guidelines/circulars • Tenders for NGOs/SHGs, contractors for procurement of bags (Manjappai,	PEA, SPMU & TNGCC,	On contract initiation Monthly/ Quarterly

Project stage	Target stakeholders	Topic of consultation/message	Method used	Responsible Parties	Timing/ Frequency
		• period of commencement and completion; • alternative livelihoods/skill development • entitlement provisions • Need to setup new GRM or operationalize existing GRMs	development of Coastal villages) that are published in newspapers and on websites		
Preparation and Implementation	• manufacturers of alternatives • Recyclers agencies • Fisherfolk, Coastal Communities • NGO, • Community settlements near creek, • Labours, • fishing community • NGO, Contractor	Information on the activity/initiatives including: • Concept of Climate smart coastal villages • purpose, benefits, impacts (if any adverse) • restrictions – permanent or temporary, if any • period of commencement and completion; • alternative livelihoods/skill development • GRM available for redressal of grievances	• Consultation meetings • pamphlets/brochures/ • Signboards/notice boards • Newspaper notifications	PEA, SPMU, TNGCC & Consultants	Monthly/ Quarterly

During the consultation, discussions were also conducted on the preferred strategy for disclosure of information on project components and related interventions/activities. The participants suggested that community meetings and focus group discussion would be the most effective ways to interact with the project communities including vulnerable group and other affected groups. representatives of different government agencies involved in the project should also be present in order to provide detailed understanding on the project interventions and clarity on all activities. This will help in providing a platform to all these groups to express their views and opinions on the project and also provide local wisdom on various aspects.

In addition to this, future meetings and Information Education Communication(IEC) activities should be ensured and augmented with presentations, posters, banners, leaflets, pamphlets, wall paintings, notice boards for clear and easy understanding of the project related activities and the importance of people's involvement in these. Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement. The proposed strategy for information dissemination, disclosure and responsible parties are described in Table 3.3

3.2 Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of [vulnerable or disadvantaged groups identified] through the following methods of consultations with such groups, discussions with officials of various local bodies, police etc. The following measures will be taken to remove obstacles to full and enabling participation / access to information such as routine meetings and FGDs with the most vulnerable stakeholders and deploy community cadre/blue cadre and provide them with information.

3.3. Security Management

As the powers and duties of officers and employees of the Tamil Nadu Forest Department empower Forest Services Officers to use arms/ weapons as part of carrying out their conservation/ protection/ "vigilance" mandates, in such sub-projects involving forestry, mangrove plantation/restoration etc. TNGCC will adopt the following approach in etc. as outlined in the ESMF:

- a) while preparing Detailed Project Reports (DPRs) will undertake consultations with communities in the area to elicit their concerns, if any, and the forest officials (range officer and forest guards);
- b) record the summary of these consultations in the DPRs and
- c) based on above include commensurate measures of orientation and training will be listed in the ESMPs (embedded in the DPR).

Further, i) procurement plans submitted by TNGCC SPMU to Bank would be screened to confirm that no rifles or ammunition are being financed under the SHORE Project; and ii) as required under Incident reporting in ESCP, incidents involving Forest Services Officers would be reported to the Bank, making clear that such incidents are in fact "project-related".

4 Resources and Responsibilities for implementing stakeholder engagement

1. In Tamil Nadu, the project will be implemented as the 'Tamil Nadu Coastal Restoration Mission' by the State Project Management Unit housed in the Tamil Nadu Green Climate Company (TNGCC) under the Department of Environment, Climate Change and Forests, Government of Tamil Nadu. The SPMU is headed by a Project Director, comprising department officials and supported by consultants for implementation of technical, financial, procurement, environmental and social safeguards aspects. District Climate Change Missions (DCCMs) have been established in coastal districts with representatives from other departments for coordinating the project implementation in the field.
2. **A High Powered Steering Committee (HPSC) chaired by the Chief Secretary including all relevant senior officials has been established for oversight and guidance to steer convergence, regional integration, and coordinated actions.** The HPSC will be chaired by the Chief Secretary and includes the Additional Chief Secretaries / Principal Secretaries of all participating line departments. Such vertical alignment and oversight and guidance from HPSC will ensure efficient and effective project delivery, facilitate interdepartmental coordination, and pave the way for convergence.
3. **Project Management:** The project will be implemented by the Department of Environment, Climate Change and Forests, Government of Tamil Nadu through a two-tier implementation structure: (i) State Project Management Unit housed in the Tamil Nadu Green Climate Company (TNGCC) under the Department of Environment, Climate Change and Forests, Government of Tamil Nadu; and; ii) Project Executing Agencies (PEAs) at state level and through their field offices district level.

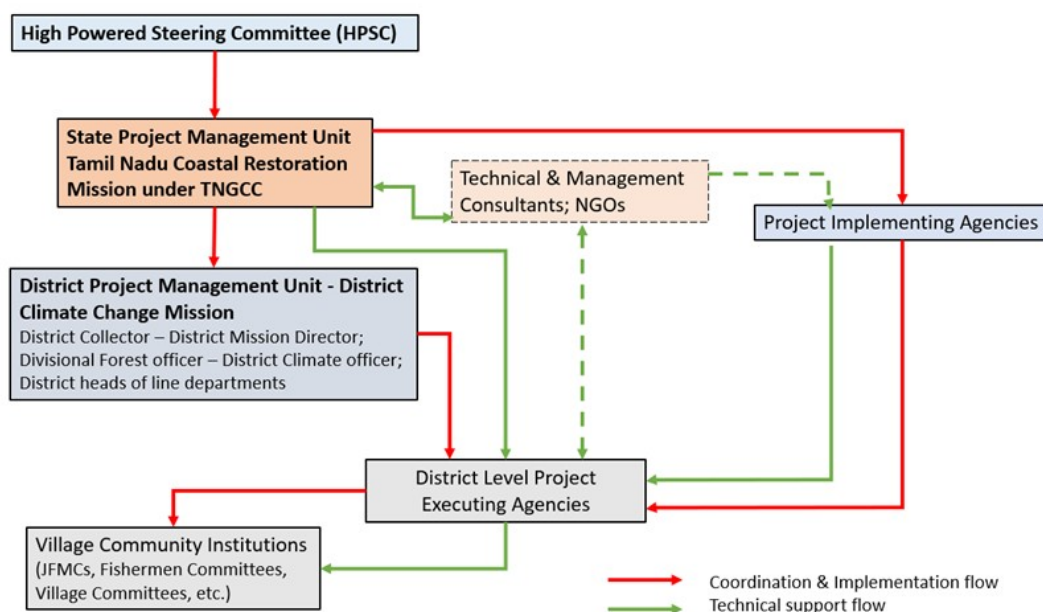


Figure 4.2 Tamil Nadu Project Organogram

4. **State Project Management Unit (SPMU):** Tamil Nadu Green Climate Company (TNGCC) is a registered Company under the Tamil Nadu under section 8 of the Companies Act 2013 and operates as a 'Not-for-Profit' Company created as a Special Purpose Vehicle (SPV) to implement the Tamil Nadu State Action plan for Climate Change (TNSAPCC). The TNGCC is headed by the Additional Chief Secretary, Department of Environment, Climate Change and Forests, with a Board of Directors comprising Secretaries from key line departments. TNGCC is already implementing three pivotal government missions, viz.: i) Tamil Nadu Climate Change Mission; ii) Green Tamil Nadu Mission, and; iii) Tamil Nadu Wetland Mission. TNGCC will be implementing SHORE as a fourth mission called "Tamil Nadu Coastal Restoration Mission" and serve as the SPMU for SHORE. The SPMU in TNGCC shall bring increased synergy among different missions and ensure: i) greater convergence with other activities and schemes of the Government; ii) avoidance of duplication and double dipping; iii) strengthening the existing institutions, and; iv) improved coordination and adopting an integrated approach for coastal zone management. The SPMU will be headed by a Chief Mission Director/Mission Director who will be the project Director for TN-SHORE. The Board of Directors of TNGCC would support in interdepartmental coordination, approval of annual work plans and budget, and monitoring of the SHORE project. The SPMU will be staffed through internal staff from the Forest Department as well as supported by a team of technical (including environmental and social), finance, procurement and project administration specialists and consultants.



Figure 4.3 Tamil Nadu SPMU Structure

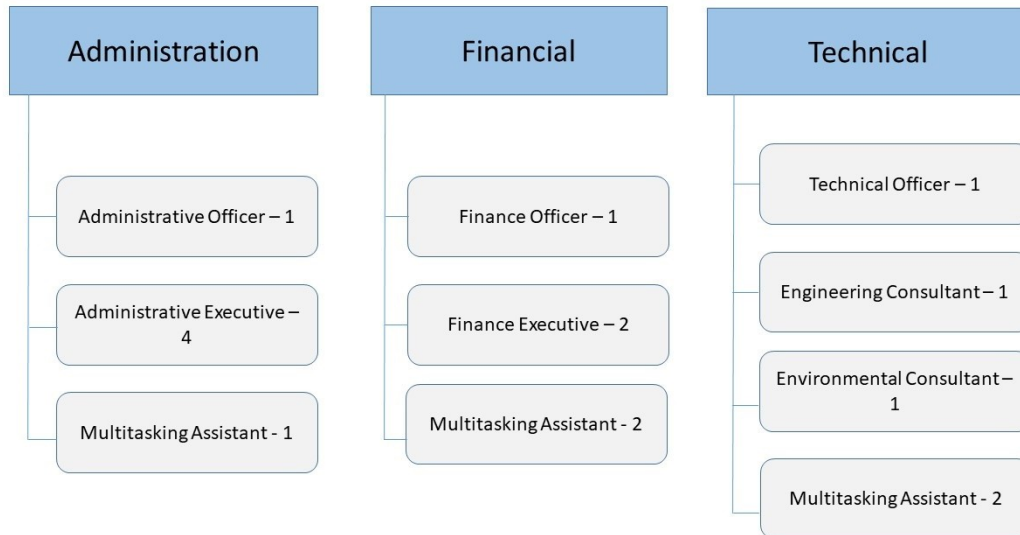


Figure 4.4 Tamil Nadu SPMU Support

5. **Project Executing Agencies (PEAs):** The PEAs shall be responsible for the overall implementation of the activities pertaining to the respective coastal districts. The PEAs have head office at state level and the project on the ground will be implemented through the district Project Executing Agencies, which are at the district level under the guidance of District Climate Change Mission. The PEAs will prepare the annual plans and budgets requirements, which will be approved by the SPMU. The PEAs will be responsible for management of contracts and implementation of community led activities with Village Committees/ JFMCs. The following implementing agencies have been identified: (a) SPMU in TNGCC at state level; (b) Tamil Nadu Pollution Control Board – PEA; (c) Green Tamil Nadu Mission – PEA implementation through District Forest Officers (DFO); (d) Tamil Nadu Forest Department – PEA implementation through DFOs (forests) / wild life wardens; (e) Conservation Authority of Pallikaranai Marsh Land – PEA; and (f) Department of Environment and Climate Change – PEA; (g) Tamil Nadu Wilderness Experiences Corporation - PEA and (h) District Rural Development Agency (DRDA) – PEA.

The entities responsible for carrying out stakeholder engagement activities are the SPMU and District Project Execution Agency. The stakeholder engagement activities will be documented through a Progress Report annually. which will involve community engagement operations, collecting and processing of grievances, and maintaining an SEMS database developed and maintained by the PMU. The tentative budget estimate for the preparing and implementing SEP is 7,50,00,000. The budget breakdown is provided in **Annexure 3**.

Table 4.5 Roles and Responsibilities of Staff for Implementing SEP

Agency/Individual	Roles and responsibilities
State Project Management Unit – PMU	• Review and approval of SEP • Coordinate among other implementation agencies/ • Approve and authorize all stakeholder engagement events and disclosure of material to support stakeholder engagement events and activities. • Approve prior to release, all IEC materials used to provide information associated with the project (communication material, PowerPoint, posters, leaflets and brochures, TV and radio insertions)
District Project Executing Agencies	• Implement all material/ strategies that are developed (in a culturally appropriate manner) and available in easily comprehensible form to stakeholders (based on their profile and their information needs). • Prepare annual engagement plans and budgets to implement them. • Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings. • Review and sign-off minutes of all engagement events. • Maintain the stakeholder engagement database and submit periodic reports to State level PEAs for review and

	onward sending to SPMU • Assure participation/ inclusion of stakeholders from vulnerable groups. • management of contracts, implementation of community led activities with Village Committees/ Beach management committees, Joint Forest Management Committees (JFMCs) etc.
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5 Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

5.1 Description of Grievance Mechanism (GM)

Step	Description of process (e.g.)	Timeframe	Responsibility
GM implementation structure	SPMU headed by the Project Director, TN SHORE will be responsible for all project related issues including grievance resolution. Each of the PEAs in 14 Districts will establish a Grievance Redressal Committee headed by the respective Head of District Offices viz. District Forest Officers (DFOs), District Collectors, District Environment Engineers etc., The PEA's will keep records of grievances received, including contact details of the complainant, the date the complaint was received, the nature of the grievance, agreed corrective actions and the date these were affected and the final outcome. The project MIS will record and report on all complaints received from all the different mediums. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PIU's office, as well as reported in monitoring reports submitted to World Bank on quarterly or semi-annual basis. All resolutions shall be communicated to the aggrieved party / complainant(s)		SPMU at HQ PEAs (State and District Level)
Grievance uptake	Grievances can be submitted via the following channels • E-mail to SPMU, PEA, • Letter to SPMU, EIA, • In-person at a physical facility at the Office of the District Head offices • Grievance or suggestion boxes located at the Office of the District Head offices • Online form on the website		SPMU & PEAs (State and District Level)

Step	Description of process (e.g.)	Timeframe	Responsibility
Sorting, processing	Any complaint received is forwarded to respective Project Executing Agency such as the Department of Forest, Dept. of Environment & Climate Change and Tamil Nadu Pollution Control Board. Further, they shall be categorized according to the following complaint types: • Procurement and finance related • Land related (measurement, payment of compensation or other entitlements) • Construction stage issues (access, damages, non-payment of wages, etc.) • Other	Upon receipt of complaint	Local grievance focal points at the PEAs
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by the Public Information Officer of each office nominated under the RTI, Act, 2005	Within 2 days of receipt	Public Information Officer
Verification, investigation, action	Investigation of the complaint is led by the head of the District Offices or his/her nominee A proposed resolution is formulated by the head of the District Offices and communicated to the complainant by the head of the District Offices	Within 14 working days	PEAs
Monitoring and evaluation	Data on complaints are collected and reported to SPMU on monthly basis	Monthly	PEAs
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected before closure of complaint in the system	Before closure of complaint	PEAs
Training	Training needs for staff/consultants in the PEA, Contractors and Supervision Consultants are provided by the E&S experts at the PEA level	Every Six Months	PEAs
Appeals process	Tier II: All grievances that cannot be redressed within 14 days at the 1st tier (PEA District level) will be brought to the notice of the 2 nd Tier i.e. PEA's (State Level) for resolution	within 14 days of receipt	PEA/SPMU
	Tier III If the grievance is not resolved at PEA's level, the grievance will be referred to	within 21 days of its receipt.	

Step	Description of process (e.g.)	Timeframe	Responsibility
	SPMUS-Project Director TN-SHORE. The grievance at this level will be resolved		

The project GRM notwithstanding, an aggrieved person shall have access to the country's legal system at any stage. This can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

In case of complaints relating to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) complaints, these will be safely and ethically received and confidentially managed. Complaints in this regard will be forwarded directly by the PEA to the SPMU, for appropriate investigation and resolution therein ensuring that survivor/victim identity and case details are known only to key persons. Details are provided on the process below

Registration of grievances: Specifically, the following information will be recorded: (i) the allegation in the survivor's own words; (ii) whether the alleged perpetrator is, to the best of the survivor's knowledge, associated with the project; and, if possible, (iii) the age and sex of the survivor.

Reporting: TNGCC-SPMU would report minimal information to the implementing agency, which will subsequently inform the Bank task team. This information should include (i) the nature of the case; (ii) if the case is project-related; (iii) the age and sex of the survivor (if available); and (iv) if the survivor was referred to services.

Training/orientation would be provided to all personnel in TNGCC-SPMU and TAMC and respective PEA officials on aspects relating to handling of GBV/SEA/SH cases before commencement of sub-project implementation and subsequently on a periodic basis as per capacity building plan that will be developed and included in the POM

All costs involved in resolving the complaints (meetings, consultations, communication, and reporting/ information dissemination) will be borne by the PEA. PEAs will also ensure the setting up of labour GRMs by the various contractors and monitor their functioning. They will ensure that the contractors submit information on grievance management as part of the monthly progress reporting.

6 Monitoring and Reporting

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (iii) Quantitative reporting based on the indicators included in the SEP.

Table 6.6 Monitoring Plan (not exhaustive)

Area	Activity	Monitoring Frequency	Measurement metric
Capacity building	Baseline training needs assessment and end-state capacity development assessments conducted	3-6 months	% of personnel incrementally trained - No. and type of topics covered - No. and type of blue cadre members increased, and no. of new achievements unlocked by blue cadre. - No. of CB workshops conducted and topics covered
	State-state knowledge exchange	6 months	No. of field exposure visits to other states implementing successful practices
	Enterprise capacity strengthened	6 months	No. of training conducted on enterprise skills (digital payments, business mgmt., packaging, marketing, etc.) and range of topics
Tenders for works, hirings, etc	Publication of advertisements for various works and hiring of employees/contracting of consultants	Upon requirement	No. of disclosures on SPMU website
Consultations and FGDs (segregated by gender)	Conducting of consultations, meetings and FGDs	Quarterly and submitted to bank as part of the Half yearly Progress	- No. of consultations, meetings and FGDs conducted by category of stakeholders - Project affected persons - Other interested groups - Disadvantaged and vulnerable groups

Area	Activity	Monitoring Frequency	Measurement metric
		reports	

Note: This is a preliminary monitoring plan and will be detailed out further with additional KPIs as the project advances into subsequent phases.

6.1 Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly reports and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/ preventive actions, will be collated by respective field staffs and referred to the PEA and SPMU. Quarterly reports will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways such disclosure on website or media/press releases/briefings, etc.

Annexure 1: FGD Photographs



Site Photographs of FGD at North Chennai

Site Photographs of FGD at Cuddalore TS & Kinjampettai



Site Photographs of FGD at Ramanathapuram, Devipattinam & Vedhalai

Annexure 2: Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Summary of Feedback, issues raised	Response of Project Implementation Team	Follow-up Action/ Next Steps

Annexure 3: SEP Budget Table

Budget categories	Quantity or year	Months	Unit costs/pm	1st year	2nd year	3rd year	4th year	5th year	Total
1. Estimated Staff salaries* and related expenses									
1a. Coordinators/ Facilitator/ Associates/ Communications consultant									
Environmental expert	1	12	75,000.00	9	9.45	9.92	10.42	10.94	49.73
Social and Communication expert	1	12	60,000.00	7.2	7.56	7.94	8.33	8.75	39.78
1b. Travel costs for staff	288		10,000.00	28.8	30.24	31.75	33.34	35.01	159.14
1c. Estimated salaries for field level Officers	3	12	25,000.00	3	3.15	3.31	3.47	3.65	16.58
Sub Total				48	50.40	52.92	55.57	58.34	265.23
2. Consultations/ Participatory Planning, Decision-Making Meetings									
2a. Village Level Workshops & Focus group Discussions	18	1	60,000.00	10.8	11.34	11.91			34.05
Sub Total				10.8	11.34	11.91			34.05
3. Communication Campaigns									
3a. Posters, flyers	120		25,000.00	30	31.5	33.075			
3b. Social media campaign	48		20,000.00	9.6	10.08	10.584			
3c. Short films/Videos	12		3,00,000.00	36	37.8	39.69			
Sub Total				75.6	79.38	83.349			238.329
4. Trainings									
4a. Training on social/environmental issues for PIU and contractor staff	12		75,000.00	9					
4b. Training on Gender-Based Violence (GBV)/SEA-SH for PIU and contractor staff	12		75,000.00	9					
Sub Total				18					18

5. Beneficiary surveys									
5a. Mid-project perception survey	1			100					
5b. End-of-project perception survey	1			100					
Sub Total				200					200
6. Grievance Mechanism									
6a. Training of GM committees	12		25,000.00	3	3.15	3.31	3.47	3.65	
6b. GM communication materials	15		25,000.00	3.75	3.94	4.13	4.34	4.56	
6c. Grievance investigations/site visits	15		50,000.00	7.5	7.88	8.27	8.68	9.12	
6d. GM Information System (setting up or maintenance)	10		30,000.00	3	3.15	3.31	3.47	3.65	
6e. Other GM Logistical Costs	20		35,000.00	7	7.35	7.72	8.10	8.51	
Sub Total				24.25	25.46	26.74	28.07	29.48	134.00
7. Other expenses									
7a. Miscellaneous (contingency)									44.48
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:									934.08

Rupees Nine Hundred thirty four point zero eight lakhs only

Annexure 4: Template for database on Grievance Management by each PEA

Name of District									
1	2	3	4	5	6	7	8	9	10
Name and details (District, Block, GP) of Complainant	Date of receipt of complaint (dd/mm/yyyy)	Mode of complaint (Email/Toll free number/ Written/ Complaint Box/Phone to official	Classification (Query, Suggestion, Complaint)	Summary of complaint	Action Taken (Responded / forwarded to concerned official	Date of Action (dd/mm/yyyy)	Type of action (Meeting with complainant / verbal or written response)	Status (Resolved / Pending)	Remarks, Constraints to resolving

Annexure 5: Template for database on consolidation of grievances by SPMU

CONSOLIDATED STATEMENT ON GREIVANCE MANAGEMENT												
Name of District												
1	2	3	4	5	6	7	8	9	10	11	12	13
S.No.	Name and details (District, Block, GP) of Complainant	Date of receipt of complaint (dd/mm/yyyy)	Mode of complaint (Email/Toll free number/Written/ Complaint Box/Phone to official	Classification (Query, Suggestion, Complaint)	Summary of complaint	Action Taken (Responded/forwarded to concerned official)	Date of Action (dd/mm/yyyy)	Type of action (Meeting with complainant/verbal or written response)	Complaint escalated to PMU or any other level (specify)	Status (Resolved/Pending)	Remarks , Constraints to resolving	Resolved (within 30 days /more than 30 days)