

KINGDOM OF CAMBODIA

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MINISTRY OF WATER RESOURCES AND METEOROLOGY



CLIMATE ADAPTIVE IRRIGATION AND SUSTAINABLE AGRICULTURE FOR RESILIENCE PROJECT

Executive Summary

STAKEHOLDER ENGAGEMENT PLAN

December 2024

1. Introduction

Cambodia's irrigated agriculture faces increasing challenges from adverse impacts of climate change, especially the changes in rainfall patterns, duration and timing of the rainy season, and climate induced water disasters such as floods and droughts. Climate Resilient and low emission practices and investments in agriculture and water management are, therefore, crucial to protect and enhance Cambodia's agricultural production and productivity, and contribute to increasing food security, poverty reduction, and livelihood development.

Addressing the complex impacts of climate change on rain fed and irrigated agriculture requires action at both farm and irrigation scheme, including enabling environment at regional and national level. Farm level actions will help communities adapt to climate change while also saving water and decreasing Green House Gas (GHG) emissions from Business-As-Usual (BAU) of agriculture, water use and management. This will help farmers diversify their farming while addressing changing rainfall patterns and increasing drought conditions throughout cropping season. Actions at system level will help develop a modernized and climate proofed irrigation infrastructure delivering irrigation services to farmers in line with the requirements at the farm level. It will also protect the natural capital stocks, especially the land and water, against the increasing risk of flooding.

The project aims to achieve the following three outcomes: (1) Improved Resiliency of Small Holder Farmers (2) Resilient Water Control Infrastructure and Water Service Delivery with Less Crop and Asset Damage; and (3) Reduced Greenhouse Gas emission. These three outcomes are derived from interventions at farm and irrigation system level - together with institutional strengthening for project stakeholders. This will contribute to improving an irrigated agricultural system that is climate resilient and sustainably productive.

The CAISAR project will target smallholder farmers and vulnerable rural communities in four provinces of Cambodia, including Pursat, Kampong Chhnang, Kampong Speu, and Kandal provinces. The Project will be implemented through various activities that are organized under the following three components:

- **Component 1. Improving farm-level climate adaptation, resilience, and water use efficiency**
- **Component 2. Upgrading and climate-proofing water infrastructure for increased resilience**
- **Component 3. Institutional strengthening**

The Project will be implemented by the Ministry of Water Resources and Meteorology (MoWRAM) - from 2025 to 2032. The estimated cost of the Project is US\$240 million.

2. Brief Summary of Previous Stakeholder Engagement Activities

Several consultation sessions have been conducted with various stakeholders over the period from June 2023 till September 2024. The purpose of this consultation is to familiarize project affected households (in 7 communes of 4 project provinces) with project background, purpose of the public consultation, technical scope of each scheme, and anticipated environmental and social risks and impacts. Based on these risks and impacts, project affected people were informed of the environmental and social safeguards instruments to prepared, approach to risk and impact mitigation measures, project's grievance redress mechanism, and consultation process (during project design and project implementation).

Feedback from consulted stakeholders have been incorporated into Feasibility Studies, Engineering Concept Design, and relevant safeguards documents to avoid/minimize E&S risks and impacts from proposed investment at the seven sub-schemes.

3. Stakeholder Identification and Analysis

3.1 Affected Parties

Affected groups

- **Positively affected group (beneficiary groups).** This group include direct and indirect beneficiaries, as follows:

i. Direct beneficiaries

- Individual people who receive direct project benefits (e.g. receive project trainings, access to improved irrigation water system, loan access, participate in value chains)
- Groups of individuals such as company, farmer water user community, local communities,

ii. Indirect beneficiaries

- Individual people who are family members of direct beneficiary people.

- **Adversely affected groups, including the following subgroups (which may have an overlap)**
Individuals/ households who are physically and economically displaced due to

- Impacts on lands and houses, including physical relocation.
- Impacts on crops and trees attached to land – temporarily and/or permanently as a result of land acquisition.
- Impacts on active business activities (particularly those located along rehabilitated/ upgraded existing weirs, reservoirs, barrages, earthen embankments, irrigation canal, etc.
- Impacts on disadvantaged/ vulnerable households who suffer the above impacts (disproportionately affected).
- Temporary loss of water access which affect income generation activities during construction process

Indigenous Peoples

- Indigenous Peoples, including vulnerable groups such as women, elderlies, and/or those with disabilities, children, etc. may be vulnerable to identified risks associated with labour influx during construction process, and/or potential land acquisition (either temporarily or permanently, or both). IP with distinctive sociocultural characteristics may be affected as a result of labor force who is migrant labor and may not be aware of cultural taboo, etc.

Workers who are at risk of, or affected, due to

- Inadequate provisions for insurances against damage to people, equipment and property are included in the contract and sub-contract for work safety in civil work sites; and
- Prevention not to be assessed on a continuous basis, child labour, sexual exploitation, and abuse (SEA), sexual harassment (SH) may face due to the influx of labour mobilized to serve project construction.

3.2 Other Interested Parties

Interested Stakeholders include those who are interested in project activities and outcomes, and/or may have certain level of influence on project design and implementation process. These stakeholders include residents (who are not directly adversely affected by the project), concerned authorities, companies, enterprises (public and private sectors), non-governmental organizations (NGOs), service providers, public utilities, water consumers, farmers, and mass media.

3.3. Vulnerable/Disadvantaged Groups

Vulnerable Individuals/Households

In Cambodia, about 15 percent of the population (most are in the rural area) are near-poor. They are, thus, at risk of falling into poverty in the event of shock. Women are more likely to head poor households. Higher risk of poverty for female-headed households is associated with lower labor force participation and educational attainment. When female household heads participate in the labor market, they are more likely to be unemployed. Poorer households are only out-of-pocket in the short-term. Nearly two-thirds of female household heads had only some primary schooling, suggesting that most are confined to low-wage work.

Under this project, vulnerable individuals/ households form a subset of the population that include a) near-poor and b) those who are just above the near-poor. Where data on household income/ consumption is not available to identify the near-poor, the following individuals/households are considered vulnerable:

- Indigenous peoples;
- Female-headed household with dependents;
- One parent household;
- Household with members with disability;
- Elderly people who live on their own without or with limited support from their family member;
- Youth, particularly very young couples with children; and
- Households that don't meet the above criteria but are confirmed by community as poor household that need project's support.
- People with Disability in the project area.

Disadvantaged Individuals/Households

Disadvantaged individuals/households are those who possess certain household conditions that are disadvantaged and thus put them at risk of being marginalized. For instance, the lack of land access or lack of labor may determine their well-being in the future, thereby determining their vulnerability. Under the project, people from disadvantaged group may be affected disproportionately by the project, such as loss of land, economic displacement, or simply by being forgotten, or ignored. In this project, disadvantaged individuals/households are defined as a subgroup of the poor and near-poor, and has the following traits:

- Landless, or have limited production land (e.g., less than 1 hectare, unproductive, various small land plot scattered);
- Limited/no main labor at home (e.g., seasonal migrant worker(s);
- Key labor being jobless, or have limited economic opportunities;
- One family member being chronically ill, or live with disability and needs daily care;

- Elderlies who live on their own;
- Youth, particularly very young couple with more than two children, e.g., early marriage,
- Live in an especially difficult circumstance (as agreed by local communities);
- People with disability in the project area

Vulnerable and disadvantaged individuals/ households are more likely affected adversely by the project impacts and/or may have limited ability (compared to others) to take advantage of a project's benefits. As such, they are more likely to be excluded from, or unable to participate fully in the mainstream consultation process. Given the above characteristics, specific measures are devised to enable the poor and vulnerable of different level/degree of disadvantages to participate fully during project consultation process. The project will take into account potential differences in terms of project access and communication needs of various groups and individuals, especially those who are from indigenous groups. This includes taking into account their challenges in accessing project benefits.

4. Stakeholder Engagement Program

The main purpose of the stakeholder engagement program is to ensure that relevant project stakeholders are engaged by the project and participate fully in consultations during project design and implementation, particularly during stages stakeholders' feedback on project's proposed potential risks and impacts, including mitigation measures, are critical to informing project's intervention strategy. The project will consult various project stakeholders at different stages of project cycles, particularly during initial design of irrigation canals and roads before and during construction. Target groups who potentially benefit from new farming technology and value chains will also be consulted to understand the pros and cons in their current farming practices, potential constraints to adopting new technologies, participating in value chain and market access. While both affected and interested stakeholders are invited to consultations, emphasis would be on people who are potentially adversely affected as a result of project activities, particularly vulnerable groups (including IPs). The SEP should be read in conjunction with project's ESCMF, IPPF, LARPF, site-specific ESCMP, Resettlement Plan, and Indigenous Peoples Plan, if any.

Feedback of affected people, particularly of vulnerable individuals and groups is key to designing mitigation measures and avoiding or minimizing the disproportionate project impact on them. Under this project, individuals and households from vulnerable groups are generally poor. They include also indigenous peoples who may be very small in population. Some may still practice swidden agriculture and are distinctive in their customs and habits. Some may lead precarious life and do not have or have very limited connection with the mainstream groups through small-scale agricultural trading. Because of these reasons, vulnerable individuals and households may have limited access to day-to-day support outside their family, or social network, support their living. Notifying vulnerable groups, particularly the IP group, of project consultation events may face certain difficulties because they are not always home and have phone access. MOWRAM will reach out and ensure they can participate in project consultation – whether they are adversely affected or not.

To ensure the opinion of vulnerable groups could be incorporated into project design and implementation, it is important that the process of consultation with them (including appropriate use of consultation methods) be considered and prepared thoroughly. This process includes a) notification, b) organization of consultation, and c) incorporation of feedback into project design and implementation.

5. GRIEVANCE REDRESS MECHANISM

The GRM has sequential steps that aggrieved person can use. If the aggrieved person is not satisfactory with the grievance resolution result, or if their complaint is not resolved within the timeframe specified for a particular step, aggrieved person can move on to the next step which is higher in resolution hierarchy. The project has an appeal process where complainant can resort if they are not satisfied with a resolution decision at a particular step, or their complaints are not resolved within a specified timeframe.

The project has in place complaint handling procedures for three types of potential grievances, including grievances related to 1) land acquisition, 2) labor and working conditions, and 3) sexual exploitation and abuse and sexual harassment (Sexual Exploitation and Abuse/Sexual Harassment), and 3) general complaints. These procedures are established based on the above GRM principles and are in accordance with pertinent national legislation. The GRM for complaints related to land acquisition is provided in the project's Land Acquisition, Resettlement Policy Framework and that for Indigenous Peoples, if any, is provided in the project's Indigenous Peoples (IPPF). Summary for the above four procedures is provided below:

5.1 Redress Procedure for General Complaints

In case individuals, households, or communities are affected by any other aspects, for instance, environmental impacts such as increased dust, noise, or lack of safety measures that increase risks of traffic accident to road users or to local IP, various channels will be established for convenient use by affected parties, including IPs. These include:

- **PMU GRM focal point's telephone**
- **Contractor's hotline:** Contact detail of Contractos will be posted at construction sites during consultation, and post at public billboard of Commune/Sangkat offices, pagodas, etc.

Commune/Sangkat offices

5.2 Redress Procedure for Complaints related to Land Acquisition

Under this project, to facilitate the grievance redress, the informal and formal steps are combined for convenient use of affected people, as follows:

- **Step 1 – Commune/Sangkat level.** APs will seek assistance from commune/Sangkat chief or community elderlies who will discuss with the leader of the PRSC-WG to find a solution. Verbal grievance can be provided to the commune/Sangkat chief or community elderlies. So, no written complaint is required. It is noted that even if the complaint is made verbally, the complaint will be registered in project's logbook, including resolution process and result for such verbal grievance for monitoring purpose. Upon receipt of the verbal complaint, the PRSC-WG will consult with the IRC-WG to ensure the complaint is addressed timely. If the grievance is not resolved to the satisfaction of the AP, or if the AP prefers, s/he may lodge their complaint through the formal route which includes the steps below.
- **Step 2 – District level.** AH can lodge a written complaint to the Head of the District Office (where the subproject is located). The AH can bring a community elderly or their representative to discuss their grievance at the District Office. A conciliation meeting shall be held and a decision be made within 15 working days from the date of complaint is received by the District Office. If the complaint is resolved to the satisfaction of the AH, the IRC-WG will inform GDR's Department of Internal Monitoring and Data Management (DIMDM) who will review and seek the approval of the Director General of GDR

for appropriate remedial action. GDR will inform the AF of the decision/ remedial action within 15 working days from the receipt of the grievance by the District Office. If the complaint is rejected at this step, District Office will inform the AH of the rejection in writing. If the complainant is not satisfied with the decision/resolution result, s/he can proceed to step 3 (below).

- **Step 3 – GDR level.** The complainant who is not satisfied with proposed resolution from Step 2 shall lodge a written complaint to the GDR for resolution. The GDR, through its DIMDM, will carry out a holistic review of the complaint and submit a report on its findings with the relevant recommendations, if any, to the Director General of GDR for review and decision. GDR may conduct a field visit to meet the complaint and the IRC-WG to gather relevant information. The final report must be completed within 30 working days from the date of receipt of the complaint by GDR for submission to the Director General of GDR who will make a final decision within 5 working days of receipt of the final report. In the event that the subject matter requires a policy level intervention, it will be referred to the IRC for a decision which may require that an additional 10 working days be extended from the original deadline for final decision.
- **Step 4 – Provincial level.** AH will submit a written complaint to the PGRC through the Provincial Governor's Office. The complainant or a representative will be given an opportunity to present its case during a meeting and the PGRC may consider any compelling and special circumstances of the AH to inform their decision. The GDR will send a representative, as a non-voting member, to provide an explanation to the rejection of the complaint at Step 3 with the GDR. The decision of the PGRC must be made on a consensus basis and will be final and binding except when the matter relates to government's policy. Decisions related to government's policy matters on land acquisition and resettlement are decided by the IRC. The PGRC will have 40 working days from the date of receipt of the complaint to reach a final decision. The decision of the PGRC will be sent to the IRC (through the GDR) for endorsement before any remedial action is taken.
There are no fees or charges levied on the AH for their lodgment of complaint and for complaint resolution for the above 4 steps.
- **Step 5 – Court of Law.** If the aggrieved person prefers filing a lawsuit at the Provincial/Municipal Courts, as applicable, to seek a resolution, AP can do so but will bear cost related to the lawsuit as per the Expropriation Law. When the case is brought to a Court of Law, there is no involvement of the GDR, PRSC or IRC-WG unless there is a judicial order from the competent courts.

5.3 Redress Procedure for Complaints related to Labor and Working Conditions

Project workers can lodge their grievance/complaint as follows:

- **Step 1 – Employer Level (Contractor and Subcontractor).** Aggrieved person (AP) can submit their grievance to their Employer who serves as the first focal point for receiving and resolving grievance. Grievance can be lodged verbally or in writing, in person or by phone, text message, mail or email (anonymous complaint is accepted). The Employer involved will resolve the case no later than 15 working days. Once resolved and the AP is satisfactory, the Employer will report the case, including resolution process and results, to the SEO of the MOWRAM for information and record. If the AP is not satisfied with the resolution of their Employer, the Employer will refer the AP to the SEO of MOWRAM, if needed and inform the AP of this referral. It is noted that if a complaint concerns the safety and health of one or several individuals, such complaint shall be resolved as soon as possible – depending on the nature and urgency of the grievance.
- **Step 2 – PMU level.** MOWRAM SEO will resolve the complaint referred to by the Employer (Step 1) and acknowledge receipt of the AP's complaints within two weeks from the date of complaint receipt. If the SEO of MOWRAM cannot resolve the complaint, the SEO Team will consult with the

Project Manager/Director for resolution. The SEO of the MOWRAM will inform the AP (in writing) of the PMU's resolution result within 30 days from the date of complaint receipt. If the AP is not satisfied with the resolution result proposed by PMU, PMU will refer the case to the Project Steering Committee of the project and shall inform the AP (in writing) of this referral.

- **Step 3 – Project Steering Committee level.** At this level, the case will be resolved no later than 21 days. The AP will be informed of the resolution decision in writing. In case the grievance has not been solved within the specified timeframe, or the AP does not agree with the proposed resolution, the AP can approach the Labor Inspector of his/her province or municipality.
- **Step 4 – Court of Law.** If the AP is not satisfied with the resolution proposed above, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court. If the grievance could not be resolved satisfactorily by the multistakeholder committee, the affected person may resort to the court of law. The cost associated with the lawsuit shall be borne by the AP. The decision of the Court will be final.

5.3 Redress Procedure for Complaints related to SEA/SH

Under the project, the GRM for SEA/SH mainly serves to: (i) refer complainants to a local GBV service provider; and (ii) record resolution of the complaint. In line with the above, the following principles apply so as to recognize SEA/SH victim as principal decision makers in their own care, and treat them with agency, dignity and respect for their needs and wishes:

- **Multiple channels** are in place for easy access and lodge complaints.
- **SEA/SH survivors will be referred to a local GBV service provider** for immediate support if they make a complaint directly to PMU.
- **Confidentiality of survivors is protected.** GM operator (at PMU and local GBV service providers) will keep confidential for SEA/SH allegation report.
- **No identifiable information on the survivor shall be collected and stored** in Project Grievance Logbook.
- **Costs of operating the SEA/SH GRM will be covered by the project.**

The following channels can be used to submit a grievance related to SEA/SH:

+ **Channel 1** – AP who believe the SEA/SH incidence is related to project workers can follow steps outlined in Section 5.3 (above) to lodge a SEA/SH complaint.

+ **Channel 2** – Alternatively, AP can lodge their complaint, verbally or in writing, to the GRM's Focal Point of MOWRAM for advice and resolution.

+ **Channel 3** – If AP wants to bring the case to the Court of Law, AP can follow steps below for prosecution. Prosecution related to SEA/SH is administered under the Criminal Code and the Code of Criminal Procedure and is as follows:

- **Step 1 – Judicial Police.** SEA/SH victim or a representative can submit their grievance to a local Judicial Police (JP) Officer. JPs include a) Commune/ Sangkat Chief, b) Commune/ Sangkat/ District/ Provincial/ National Police, and c) District/ Provincial/ National Military Police. The JP is responsible for receiving, recording complaints, and may conduct preliminary investigations to identify and arrest the perpetrator. The JP will also collect evidence to support the prosecutors. If the SEA/SH happens at home and/or falls under the domain of domestic violence (as per Law on the Prevention of Domestic Violence and Protection of Victims), the SEA/SH survivor may seek support from a local

qualified Judiciary Police Officer (appointed by the Ministry of Women's Affairs) who can act as a complaining party on behalf of the SEA/SH survivor.

- **Step 2 – Prosecutor.** Upon receiving the completed written record from the JP, the prosecutor can decide on if the prosecutor will hold a file without processing it further or conduct proceedings against the perpetrator. The prosecutor may bring the case to the Court of Law and present the evidence in Court hearings.
- **Step 3 – Investigation by Judge.** During this step, the investigating Judge will conduct interrogation of the charged person and perform other required investigation procedure.
- **Step 4 – Hearing.** After issuing an order of indictment, the investigating Judge will submit the case to the trial court president who shall arrange a date for the trial. The decision of the Court on SEA/SH resolution is final.

6. Registration of Project Grievance

A GRM focal point will be assigned by MOWRAM for CAISAR project. With CAISAR PMU, the Project Manager is responsible to establishing and maintaining the project grievance logbook (PGL). GRM focal point will record all concerns/ grievance that are submitted by project affected people during project implementation. In case there is serious complaint, the should be notified of these complaints within 24 hours of complaint receipt.