



STAKEHOLDER ENGAGEMENT PLAN

MONGOLIA TRANSPORT CONNECTIVITY AND
LOGISTICS IMPROVEMENT PROJECT
(P174806), and ADDITIONAL FINANCING

23 February 2026
Public disclosure

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ABBREVIATIONS

C-ESMP	Contractor's Environmental and Social Management Plan
CERC	Contingent Emergency Response Component
CoC	Code of Conduct
DEIA	Detailed Environmental Impact Assessment
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESHS	Environmental, Social, Health and Safety
ESMP	Environmental and Social Management Plan
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
FGD	Focus Group Discussion
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
IBRD	International Bank for Reconstruction and Development
IDA	International Development Association
IPIU	Implementation Project Implementation Unit
LMP	Labor Management Procedures
MECC	Ministry of Environment and Climate Change
MRT	Ministry of Road and Transport
MTCLIP	Mongolia Transport Connectivity and Logistics Improvement Project
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
PDO	Project Development Objective
PPE	Personal Protective Equipment
RPF	Resettlement Policy Framework
RTDC	Road Transport Development Center
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SEP	Stakeholder Engagement Plan
WB	World Bank

1. INTRODUCTION

This document presents the Stakeholder Engagement Plan (SEP) for the Mongolia Transport Connectivity and Logistics Improvement Project (MTCLIP, P174806) and additional financing. The SEP was originally prepared in July 2021, updated in June 2023, on 27 November 2025, and on 23 February 2026. It applies to all project components, including activities financed under Additional Financing.

The SEP is publicly disclosed and will remain accessible through the Ministry of Road and Transport (MRT) website throughout the life of the Project.

The World Bank is supporting the Project through a blended financing package consisting of an International Bank for Reconstruction and Development (IBRD) loan and an International Development Association (IDA) credit. The Borrower is the Government of Mongolia, represented by the Ministry of Finance. The executing agency is the MRT.

The Project is prepared and implemented in accordance with the World Bank's Environmental and Social Framework (ESF), effective October 1, 2018. In line with ESF requirements, the Project has developed and disclosed the following environmental and social instruments:

- Environmental and Social Management Framework (ESMF) covering all components
- Stakeholder Engagement Plan
- Environmental and Social Management Plans (ESMPs) for specific road rehabilitation packages
- Labor Management Procedures (LMP), including a labor grievance mechanism
- Resettlement Policy Framework (RPF)
- Resettlement Plans (as required where land acquisition or access restrictions occur)

The SEP is an integral part of this suite of instruments and operationalizes stakeholder engagement and information disclosure requirements under ESS10.

2. PROJECT DESCRIPTION

The Project Development Objective (PDO) is to improve transport connectivity and logistics efficiency for strategic value chains in Mongolia and to strengthen institutional capacity within MRT to deliver, manage, and maintain road infrastructure assets. MTCLIP consists of four components:

- Component 1: Infrastructure Investments: This component supports upgrading, rehabilitation, and maintenance of strategic road sections across approximately 2,700 km of Mongolia's national road network. Priority investments include rehabilitation of key road corridors (e.g., A0301, A0302, A0501 and other strategic routes), and approximately 51 km of local "last-mile" connectivity roads serving herder communities and local producers. The component also strengthens road asset management systems.
- Component 2: Transport Logistics Services: This component supports feasibility studies for logistics hubs, development of logistics and supply chain platforms, piloting innovations

in supply chains (including strategic agricultural value chains), and strengthening regulations and standards for contract logistics services.

- Component 3: Technical Assistance and Capacity Building: This component finances project management support, technical designs, institutional strengthening, and strategic studies aimed at improving export logistics (including meat value chains), climate resilience, and road asset sustainability.
- Component 4: Contingent Emergency Response Component (CERC): This zero-cost component allows rapid reallocation of funds in the event of an eligible crisis or emergency to support emergency response and reconstruction activities.

The Project spans multiple aimags and soums and involves a wide range of stakeholders including herders, local communities, transport operators, local governments, private sector logistics providers, and national regulatory agencies. Given the geographic scope, temporary construction impacts, and cross-sectoral institutional coordination required, structured stakeholder engagement is critical for effective implementation.

3. OBJECTIVE AND DESCRIPTION OF THE SEP

The SEP establishes a systematic, inclusive, and transparent framework for identifying, informing, consulting, and engaging stakeholders throughout the entire lifecycle of the Project. The SEP is prepared in accordance with the World Bank ESS 10: Stakeholder Engagement and Information Disclosure, which recognizes that open and transparent engagement between the Borrower and project stakeholders is an essential element of good international practice.

The SEP applies proportionately to the nature, scale, and potential environmental and social risks and impacts of the Project and covers all components, including those financed under Additional Financing.

Consistent with ESS10, the key objectives of stakeholder engagement under MTCLIP are:

1. Establish a systematic approach to stakeholder engagement: To identify project-affected parties and other interested stakeholders and to build and maintain constructive, long-term relationships with them.
2. Assess stakeholder interest and support: To understand stakeholder perceptions, concerns, and expectations and ensure that stakeholder views inform project design, environmental and social risk management, and implementation decisions.
3. Promote inclusive and meaningful participation: To ensure that project-affected communities, including vulnerable and disadvantaged groups, are effectively engaged throughout the project lifecycle.
4. Ensure timely and accessible information disclosure: To provide relevant project information on environmental and social risks, impacts, mitigation measures, construction schedules, and potential disruptions in a manner that is understandable, culturally appropriate, and accessible.
5. Provide accessible grievance redress mechanisms: To establish and implement a transparent and inclusive GRM that enables project-affected parties to raise concerns and

allows project implementers to respond and manage grievances in a timely and effective manner.

In addition to ESS10 requirements, the SEP reflects applicable Mongolian regulatory requirements on consultation and disclosure, including:

- The Law on Urban Development (2015), requiring participatory planning and timely disclosure of decisions affecting residents.
- The Law on Environmental Impact Assessment (2012), requiring public disclosure of DEIA documentation, a minimum 30-working-day period for public input, and documented consultation with local governments and communities.
- National requirements for advance notice of utility disruptions and infrastructure works.

The SEP therefore integrates both international (ESF) and national legal requirements into a single, coherent stakeholder engagement framework.

3.1 Stakeholder identification and analysis

Effective stakeholder identification and analysis are fundamental to ensuring that the MTCLIP is implemented transparently, inclusively, and in accordance with national legislation and the World Bank ESF. Given the Project's multi-component structure, geographic spread across several aimags and soums, and involvement of both infrastructure and logistics reforms, stakeholder engagement requires a structured and proportionate approach. Detailed stakeholder identification and analysis can be found in Annex 1.

Stakeholders are defined as individuals or groups who:

1. are affected or likely to be affected by the Project (project-affected parties); and/or
2. may have an interest in the Project (other interested parties).

3.2 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- Informed participation and feedback: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- Inclusiveness and sensitivity: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of

engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- Flexibility: If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.3 Affected parties ¹

Affected parties include individuals and groups who may experience direct positive or negative impacts from Project activities. Given the nature of MTCLIP, particularly road rehabilitation and logistics infrastructure, affected parties may include:

1. Communities along road corridors (e.g. herders and livestock-owning households using pasture adjacent to road alignments; residents of soums and bags located along rehabilitated road sections; households potentially affected by temporary construction impacts (dust, noise, traffic diversions); roadside small business owners (fuel stations, shops, repair services)
2. Transport operators and drivers using the affected corridors (e.g. regular users of the corridors, local residents, business owners etc.; Seasonal Road users, vacationers; Ad-hoc Road users attracted by one-off events)
3. Users of last-mile connectivity roads (e.g. remote herder households benefiting from improved access, agricultural producers and meat value chain actors)
4. Temporary land users (e.g. individuals using public pastureland near borrow pits, quarries, or spoil disposal sites)
5. Workers (e.g. construction workers (including contracted and subcontracted workers); Camp-based workers; local hired labor)

Potential positive impacts include improved transport safety, reduced travel time, lower vehicle operating costs, and enhanced market access. Potential adverse impacts may include temporary traffic disruptions, dust and noise during construction, restricted livestock movement during works, and short-term access limitations.

3.4 Other interested parties²

Other interested parties are individuals or organizations who may not be directly affected but have an interest in the Project or influence over its implementation. These may include:

¹ Persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

² Individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.

1. Government Authorities
2. Civil Society and NGOs
3. Private Sector
4. Academic and Research Institutions
5. Development Partners

These stakeholders may provide oversight, technical input, or advocacy, and may influence public perception and project outcomes.

3.5 Disadvantaged/vulnerable individuals or groups³

Within the Project’s area of influence, certain individuals or groups may be disproportionately affected by project risks or face barriers in accessing information, participation opportunities, or project benefits.

Table 1. Potential vulnerable or disadvantaged groups

Group	Potential Barriers	Engagement Measures
Women-headed households	Limited mobility; decision-making constraints	Separate consultations; targeted outreach via women’s groups
Elderly persons	Mobility challenges; limited access to digital information	Localized meetings; assistance through bag leaders
Persons with disabilities	Physical accessibility barriers; information format limitations	Accessible venues; simplified materials
Low-income herder households	Limited transport; remote location	Outreach through soum and bag governors
Seasonal migrant workers	Limited awareness of local processes	Information at worksites; worker GRM
Construction workers	Power imbalance; fear of retaliation	Confidential labor GRM; Code of Conduct awareness
Potentially affected land users near borrow sites	Informal land use arrangements	Direct consultation prior to site activation

While Mongolia does not include Indigenous Peoples as defined under ESS7 in the Project areas, cultural sensitivity remains important, especially regarding traditional herding practices and seasonal migration patterns. Representative institutions that may support engagement with vulnerable groups include:

- Soum Governors’ Offices
- Bag Governors
- Women’s associations
- Livestock cooperatives
- Labor unions (where applicable)

³ Persons who may be disproportionately impacted or further disadvantaged by the project(s) compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

Vulnerable groups will be further identified and confirmed during implementation, particularly prior to mobilization of works in each subproject location. Dedicated consultations and tailored engagement approaches will be applied as necessary to ensure equitable participation.

4. STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder engagement under MTCLIP has been undertaken since the early stages of project preparation and will continue throughout implementation. Engagement activities have been proportionating to the scale and risks of each component and have involved both national-level institutional stakeholders and local communities along road corridors and logistics development areas.

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, a series of public consultations and institutional meetings were conducted at national, aimag, and soum levels to inform project design and environmental and social risk management instruments. Consultations were carried out in project-affected aimags and soums along priority road corridors, including but not limited to:

Table 2: Prior consultation locations and participants

Project aimags	Meetings were held at:	Participants included:
<ul style="list-style-type: none"> • Ulaanbaatar • Tuv Aimag (including Erdenesant and other soums along A0301 corridor) • Bulgan Aimag • Arkhangai Aimag • Uvurkhangai Aimag • Khentii Aimag • Dornod Aimag (for eastern corridor rehabilitation) 	<ul style="list-style-type: none"> • Aimag Governor Offices • Soum Governor Offices • Community halls • Project sites along road corridors • National ministry offices in Ulaanbaatar 	<ul style="list-style-type: none"> • Aimag and Soum Governors and technical staff • Representatives of local environmental and land authorities • Herders and livestock-owning households • Local residents and small business owners • Road users and transport operators • Representatives of relevant line ministries • Project preparation consultants

Across all preparation-stage consultations, participation ranged from small focused meetings (10–15 participants) at soum level to larger public consultations (30–50 participants) at aimag level. In total, several hundred stakeholders were consulted across different project components. Detailed records, including dates, venues, attendance lists, issues raised and integration of feedback, are provided in Annex 2.

4.2 Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Key stakeholder needs have been identified based on consultations conducted during project preparation, ESMP-level community meetings along road corridors, institutional coordination meetings, and stakeholder analysis under the SEP. Stakeholders have varying levels of interest, influence, and exposure to project impacts. Their needs differ depending on project stage (pre-construction, construction, operation), geographic location, and vulnerability status.

Consultations with project-affected people and interested parties will be carried out throughout the project lifecycle by the IPIU under the MRT. The IPIU Environmental and Social Specialists will ensure that all consultations are inclusive, accessible, culturally appropriate, and proportionate to the scale and risks of the specific subproject. Coordination with aimag and soum authorities will support effective local-level outreach.

Table 3. Summary of Key Stakeholder Needs

Type	Stakeholder	Key Needs / Areas of Interest	Preferred Mode of Notification	Special Considerations
A. Project Affected Parties				
Communities along road corridors	Herders and livestock-owning households	Advance notice of construction; livestock crossing arrangements; borrow pit opening and rehabilitation; dust suppression; GRM access	Bag leader coordination; in-person meetings; public consultations; phone; small group meetings	Seasonal migration patterns; daytime meetings
	Residents of soums and bags	Construction schedule; traffic diversions; noise/dust mitigation; road safety improvements	Soum notice boards; community meetings; SMS; Facebook public groups	Avoid peak agricultural seasons
	Households affected by temporary construction impacts	Clear explanation of impacts and duration; mitigation measures; ways to ensure safety; grievance channels	Direct meetings; telephone; written notice; small group meetings; Facebook public groups	Individual consultation preferred
Roadside businesses	Fuel stations, shops, repair services	Access continuity; traffic management; duration of works	Meetings; formal letters; phone calls	Respect business hours
Transport operators and drivers	Regular corridor users	Traffic diversions; safety signage; timeline of works	Website updates; public notices; transport associations; Facebook public groups	Real-time updates preferred
	Seasonal/ad-hoc road users	Road closures; event-related traffic changes	Public notices; radio announcements; social media	Simple, clear messaging
Users of last-mile roads	Remote herder households	Improved access timeline; road safety; maintenance commitments	Soum-level meetings; bag-level outreach	Remote access constraints

	Agricultural producers and meat value chain actors	Logistics improvements; transport efficiency	Workshops; stakeholder meetings	Coordinate with agricultural calendar
Temporary land users	Pasture users near borrow pits	Land access duration; rehabilitation plan; grievance access	Direct consultation; written notice; community meetings; Facebook public groups	Informal land use arrangements
Workers	Construction workers (local and non-local)	Labor rights; OHS; Code of Conduct; worker grievance mechanism	Induction training; toolbox talks; posters; worker meetings; refresher training	Confidential labor GM
	Camp-based workers	Camp conditions; community relations expectations	On-site meetings; Posters; CoC, training	Multilingual materials if required
B. Other Interested Parties				
Government Authorities	MRT	Project progress; ESF compliance; performance reporting	Formal meetings; official correspondence; regular reporting	Structured reporting
	Road Policy and Regulation Department	Asset management integration; technical coordination	Formal meetings; reports	Daytime meetings
	Ministry of Finance	Budget execution; compliance reporting	Official correspondence; formal reporting	Formal documentation
	Ministry of Food, Agriculture and Light Industry	Value chain logistics; last-mile connectivity impacts	Technical meetings	Seasonal coordination
	Ministry of Environment and Climate Change	EIA compliance; monitoring results	Official letters; formal meetings	Regulatory deadlines
	Aimag and Soum Governors	Construction schedule; grievance trends; coordination	Official letters; phone; coordination meetings	Working hours
Civil Society & NGOs	Environmental NGOs	Dust control; biodiversity impacts; borrow pit rehabilitation	Meetings; e-mail; public consultations	Transparency expectations
	Road safety advocacy groups	Safety improvements; accident prevention	Workshops; public meetings; Facebook public groups	Data-driven discussion
	Livestock associations	Livestock movement management	Direct consultation	Seasonal timing
Private Sector	Logistics companies; freight operators	Improved transport efficiency; reduced disruptions	Workshops; formal meetings; Facebook public groups	Business scheduling
Academic Institutions	Universities; researchers; citizen scientists	Access to data; environmental monitoring results	Formal communication; data sharing	Scientific standards
Development Partners	World Bank; other donors	ESF compliance; progress reporting; monitoring data	Formal reporting; review missions	Compliance timelines

4.3 Stakeholder engagement plan

Stakeholder engagement under MTCLIP will be structured according to project stage and risk profile. Engagement activities will be proportionate to environmental and social risks and will ensure inclusive participation, with particular attention to vulnerable and disadvantaged groups.

Table 4. Stakeholder Engagement Plan

Project Stage	Estimated Date / Time Period	Topic of Consultation / Message	Method Used	Target Stakeholders	Responsibilities
Pre-construction					
Project Preparation (Completed)	2021–2023	Project design; road alignment; ESMF, ESMP, RPF; GRM introduction; expected benefits and risks	Public consultations; institutional meetings; disclosure on MRT website; aimag/soum-level meetings	National ministries; aimag & soum authorities; herders; local communities; transport operators	MRT; Project Preparation Team
Package-Specific Pre-Mobilization	1–2 months before works in each corridor	Construction schedule; traffic management plan; livestock crossings; dust/noise mitigation; borrow pit use; GRM procedures; local employment opportunities	Community meetings; disclosure at soum offices; letters to bag leaders; one-on-one meetings with businesses; focus group discussions	Road corridor communities; herders; roadside businesses; transport operators; soum authorities	IPIU; Contractor; Supervision Engineer
Targeted Vulnerable Group Outreach	Prior to works in each soum	Livestock movement arrangements; access restrictions; safety risks for elderly/children; GRM accessibility	Separate FGDs; small group meetings; household outreach via bag leaders; direct consultation	Women-headed households; elderly persons; persons with disabilities; low-income remote herders	IPIU Social Specialist; Contractor Social Officer
Construction Phase					
Early Construction	First 3 months of works	Active construction impacts (dust, noise, vibration); traffic diversions; worker conduct; GRM access; safety signage; pre-activation consultation before borrow pit opening; Documentation of informal land use	Public meetings; leaflets; site notice boards; local radio; SMS notifications	Affected communities; small businesses; road users; herders	Contractor; IPIU
Ongoing Construction	Quarterly	Progress updates; mitigation performance; livestock crossing effectiveness; borrow pit rehabilitation status; accident	Community meetings; joint site visits; formal meetings with soum authorities; public notices	Communities; herders; soum authorities; environmental officers; transport operators	Contractor; Supervision Engineer; IPIU

		reporting; upcoming works			
Targeted Vulnerable Group Monitoring	Semi-annually or as needed	Monitoring of access to pasture; impact on elderly/disabled mobility; grievance follow-up; safety concerns	Home visits; dedicated FGDs; confidential discussions (if required)	Poor women; elderly; persons with disabilities; low-income herders; informal land users near borrow pits	IPIU Social Specialist; Contractor Social Officer
Institutional Coordination	Quarterly	Project progress; ESF compliance; grievance trends; road safety performance; regulatory coordination	Formal meetings; official correspondence; coordination roundtables	MRT; MECC; aimag authorities; relevant ministries	MRT; IPIU
Logistics & Capacity Components	At study milestones	Feasibility findings; regulatory reforms; logistics hubs; supply chain pilot initiatives	Stakeholder workshops; technical roundtables; sector consultations	Logistics companies; freight operators; agricultural producers; regulators; private sector associations	MRT; Consultants; IPIU
Post-construction					
Completion & Early Operation	Prior to completion and during first year of operation	Road safety improvements; maintenance plan; long-term GRM access; environmental restoration status	Public disclosure; community meetings; website updates; site visits	Local communities; herders; transport operators; local authorities	MRT; IPIU
CERC Activation (if applicable)	As required	Emergency works; temporary disruptions; safety measures; reallocation of project funds	Rapid public notices; coordination meetings; radio announcements; SMS alerts	Affected communities; local authorities; transport operators	MRT; IPIU

Note: Activities highlighted in bold are specifically focused on vulnerable groups.

4.4 Reporting Back to Stakeholders

The Project will maintain a structured feedback loop to ensure transparency and accountability. Stakeholders will be kept informed through:

- Quarterly public updates at soum level
- Annual environmental and social performance summaries
- Publication of grievance statistics (number received, resolved, pending)
- Updates on mitigation effectiveness
- Reporting on implementation of the Stakeholder Engagement Plan

The GRM will serve as a continuous feedback channel. Summarized grievance data (without personal identifiers) will be disclosed periodically to build trust and demonstrate responsiveness. Stakeholders who provide feedback during consultations will be informed of how their comments were addressed. This may occur through:

- Follow-up meetings
- Updated mitigation commitments
- Written responses
- Public summary reports

Reporting will be proportionate to project risks and aligned with World Bank ESF monitoring requirements.

4.5 Information Disclosure

The following information will be disclosed throughout the project lifecycle:

- Stakeholder Engagement Plan
- Environmental and Social Management Framework
- Package-specific Environmental and Social Management Plans
- Labor Management Procedures
- Resettlement Policy Framework and any site-specific Resettlement Plans
- Grievance Redress Mechanism procedures
- Construction schedules and traffic management plans
- Regular progress updates
- Environmental and social monitoring summaries

Information will be disclosed through:

- MRT website
- Aimag and soum Governor offices
- Community notice boards
- Public consultation meetings
- Printed leaflets and brochures
- Local announcements (radio and TV where relevant)
- Direct communication through bag leaders
- Project social media page

All information will be disclosed in Mongolian language. Where technical documents are summarized, plain-language versions will be prepared to enhance accessibility. For vulnerable groups, additional disclosure methods will include small-group discussions and direct outreach to ensure comprehension.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

Effective implementation of the SEP requires dedicated human, institutional, and financial resources. Stakeholder engagement under MTCLIP will be implemented proportionately to the scale of works and environmental and social risks associated with each project component and road package.

5.1 Resources

The MRT, through the IPIU, will be responsible for overseeing and coordinating stakeholder engagement activities at the project level. At the package level, contractors will be responsible for implementing site-specific stakeholder engagement activities, under the supervision of the IPIU and the Supervision Engineer.

The SEP budget is included under Component 3: Technical Assistance and Project Management and within contractors' Environmental and Social Management budgets under Component 1 (Infrastructure Investments). The estimated total indicative stakeholder engagement budget for the Project is presented below. These figures are indicative and may be adjusted during implementation depending on project needs and inflation.

Table 5. Indicative Stakeholder Engagement Budget Table

Budget Category	Quantity	Unit Costs (USD)	Times/Years	Total Costs (USD)	Remarks
1. Estimated staff salaries and related expenses					
1a. IPIU Social Specialist (partial allocation of 20%)	1	3,380/year	4 years	13,521	Oversight and coordination
1b. Contractor Community Liaison Officers	6	6,760/year	3 years	121,690	One per major package
1c. Travel costs for stakeholder outreach	Lump sum	—	4 years	20,000	Field visits to soums
Subtotal (1)					155,211
2. Events					
2a. Community consultation meetings	40 events	500	—	20,000	Venue, materials, logistics
2b. Focus group discussions (vulnerable groups)	20 events	800	—	16,000	Women, elderly, PWD outreach
Subtotal (2)					36,000
3. Communication campaigns					
3a. Posters, flyers, brochures	Lump sum	—	—	10,000	Disclosure materials
3b. Website maintenance and digital updates	Lump sum	—	4 years	3,000	Online disclosure
3c. Information boards	Min 2 for package/ every 50km for large	1500	-	27,000	As per IPIU provided design
Subtotal (3)					40,000
4. Trainings					
4a. E&S training for IPIU and contractor staff	6 sessions	1,000	—	6,000	Annual sessions
4b. SEA/SH & GBV training	6 sessions	1,500	—	9,000	Specialized trainers
Subtotal (4)					15,000
5. Grievance Mechanism					
5a. GRM committee training	15 sessions	500	—	7,500	Soum-level training

5b. Suggestion boxes & maintenance	30	200	—	6,000	Installed in soums
5c. GRM communication materials	Lump sum	—	—	10,000	Posters, hotline info
Subtotal (5)					23,500
6. Other expenses					
6a. Translation and simplified summaries	Lump sum	—	—	10,000	Plain-language materials
6b. Independent stakeholder engagement audit	1	15,000	—	15,000	Mid-term review
Subtotal (6)					25,000
Total stakeholder engagement budget: USD 189,211 (Indicative)					

Note: Salary costs are indicative and may vary depending on staffing structure.

5.2 Management functions and responsibilities

The MRT, through the IPIU, has overall responsibility for implementation and oversight of the Stakeholder Engagement Plan. Following lists roles and responsibilities of key actors in SEP implementation:

Table 6. Summary of roles and responsibilities of key SEP actors

IPIU will	Contractors will	Supervision Engineers will:	Local Government Authorities will:
Ensure compliance with ESS10 requirements Oversee disclosure of environmental and social instruments Coordinate stakeholder engagement across components Supervise contractor engagement activities Monitor GRM performance Consolidate engagement reporting for submission to the World Bank Ensure inclusion of vulnerable groups	Appoint a Community Liaison / Social Officer Develop and implement Contractor SEP Conduct pre-construction consultations Implement construction-phase engagement activities Maintain grievance registers Conduct outreach to vulnerable groups Ensure workers are trained on Code of Conduct and community relations Provide timely information on construction schedules Conduct mandatory training to workers	Monitor contractor compliance with SEP requirements Verify consultation documentation Review grievance handling procedures Escalate non-compliance to IPIU	Support disclosure of information Participate in consultation meetings Facilitate outreach to communities and vulnerable households Support local-level grievance committees Provide local oversight and monitoring

5.3 Documentation and Record Keeping

Stakeholder engagement activities will be documented through:

- Meeting minutes and attendance sheets (templates are provided in Annexes)
- Photo documentation (where appropriate)

- Consultation summary reports
- Grievance logs and resolution records
- Quarterly stakeholder engagement reports
- Monitoring dashboards

All documentation will be archived by the IPIU and made available for review by the World Bank upon request.

5.4 Mandatory Minimum Requirements and Enforcement Provisions for Stakeholder Engagement

To ensure effective implementation of the SEP and consistency across all civil works packages, the following minimum requirements shall apply to Contractors, the IPIU, and supervising entities. These provisions are binding and shall be incorporated into package-level C-ESMPs and contractual obligations.

5.4.1 Pre-Mobilization Conditions

No civil works shall commence until the following conditions have been fulfilled and documented:

- a. Pre-mobilization consultation meeting(s) conducted in each affected soum, including:
 - Disclosure of construction schedule,
 - Traffic management arrangements,
 - Livestock crossing and access provisions,
 - Environmental and social mitigation measures,
 - GRM procedures.
- b. Installation of information boards at visible public locations and construction sites, displaying:
 - Contractor name and contact details,
 - IPIU contact details,
 - GRM submission channels,
 - Key construction milestones.
- c. Public disclosure of package-specific ESMP and GRM procedures at soum offices and through digital channels (where available).

Documented evidence of these actions shall be submitted to the IPIU prior to issuance of Notice to Proceed.

5.4.2 Minimum Engagement Frequency Requirements

For all active construction packages:

- a. A minimum of one community consultation meeting per quarter shall be conducted in each affected soum.
- b. At least one targeted FGD with vulnerable groups shall be conducted prior to works commencement in each soum, and at least one additional FGD annually during active works.

- c. Individual consultations shall be conducted with 100 percent of directly affected households or businesses prior to:
- Temporary access restrictions,
 - Borrow pit activation,
 - Business access disruption.

Failure to meet minimum engagement frequency requirements shall require submission of a corrective action plan to the IPIU.

5.4.3 Borrow Pit and Temporary Land Use Consultation

No borrow pit, quarry, spoil disposal site, or temporary material extraction area shall be activated without:

- Prior consultation with affected pasture users and land users,
- Documentation of informal land use arrangements (where applicable),
- Disclosure of rehabilitation and restoration measures,
- Confirmation of GRM access.

Records of consultation shall be attached to the package-level CESMP and retained for monitoring and audit purposes.

5.4.4 Grievance Resolution Performance Standards

To ensure effective grievance handling:

- All grievances must be logged within 24 hours of receipt.
- Acknowledgment must be provided within 2 working days.
- At least 80 percent of grievances must be resolved within 20 working days.
- Where the resolution timeline is exceeded, automatic escalation to the IPIU shall occur.
- Persistent underperformance (below 80 percent compliance for two consecutive quarters) shall trigger formal review and corrective measures.

Grievance performance shall be reviewed quarterly by the IPIU and reported to MRT senior management.

5.4.5 SEA/SH Risk Mitigation Requirements

In addition to the confidential grievance pathway:

- All contractors shall adopt and enforce a Code of Conduct covering SEA/SH provisions.
- Mandatory induction training on worker conduct and SEA/SH prevention shall be conducted prior to commencement of works.
- Community awareness sessions on worker conduct and reporting channels shall be held during early construction.
- SEA/SH complaints shall follow a survivor-centered and confidential pathway and shall not be handled through general grievance committees.

5.4.6 Reporting and Documentation Requirements

Contractors shall submit:

- Monthly stakeholder engagement logs,
- Monthly grievance registers,
- Quarterly SEP compliance summaries,
- Attendance sheets (gender-disaggregated),
- Documentation of vulnerable group outreach.

Supervision Engineers shall verify accuracy of records during site inspections.

5.4.7 Non-Compliance and Corrective Measures

Where minimum requirements under this SEP are not met:

- The Contractor shall prepare a time-bound corrective action plan.
- Continued non-compliance may result in contractual remedies in accordance with contract provisions.
- Repeated failure to comply with stakeholder engagement obligations shall be escalated to MRT management.

6. GRIEVANCE REDRESS MECHANISM

The main objective of the GRM is to resolve complaints and grievances in a timely, effective, transparent, and culturally appropriate manner that satisfies all parties involved. The GRM provides accessible and inclusive channels for project-affected parties and other stakeholders to raise concerns regarding environmental and social impacts, construction activities, access restrictions, employment issues, or other matters related to MTCLIP implementation.

The GRM is established in accordance with the World Bank ESS 10 and Mongolian regulatory requirements. It is free of charge and does not prevent complainants from accessing judicial or administrative remedies.

6.1 Description of GRM

Table 6. GRM Process

Step	Description of Process	Time Frame	Responsibility
GRM Implementation Structure	<p>The GRM operates at three levels:</p> <ul style="list-style-type: none"> • Local Level (Soum/Package Level): First point of contact. Managed by Contractor Community Liaison Officer and local GRM focal point. • Project Level (IPIU Level): Oversight and escalation level. Managed by IPIU Environmental and Social Specialists. • National Level (MRT): Appeals and policy oversight. <p>Where appropriate, complaints may be escalated to the World Bank's GRS.</p>	Continuous	MRT IPIU; Contractors

	GRM focal points designated at contractor and IPIU levels. Soum-level coordination through Governor offices. GRM committees established where necessary.		
Grievance Uptake	Grievances can be submitted via: <ul style="list-style-type: none"> • Telephone hotline • Official telephone number • SMS line • E-mail • Letter to local GRM focal point • Complaint form (available at soum offices and site offices) • Suggestion boxes in soums • Walk-ins recorded in grievance logbook 	Continuous	Contractor Community Liasson officer, Social Officer; IPIU; local administration and GRM focal points, 1111 operators, MRT website admins
Sorting and Processing	Complaints are forwarded to Contractor Social Officer and logged in a centralized GRM register. Complaints categorized as: <ul style="list-style-type: none"> • General • Environmental (dust, noise, waste, pollution) • Social (access, land use, livestock movement, safety) • Road safety • Labor-related • SEA/SH-related (confidential) • Other 	Upon receipt	Local GRM Focal Points
Acknowledgment	Receipt acknowledged verbally or in writing (SMS/email/letter/website notice) to complainant	Within 2 working days	Local GRM Focal Points
Verification & Investigation	Investigation led by Contractor and Supervision Engineer. For serious or unresolved cases, IPIU leads investigation. Proposed resolution developed and communicated to complainant.	Within 10 working days	Contractor; Supervision Engineer; IPIU
Resolution & Action	Corrective measures implemented. Complainant informed of resolution.	Within 20 working days (unless complex case)	Contractor; IPIU
Monitoring & Evaluation	GRM data compiled into quarterly reports and submitted to MRT, World Bank and other relevant stakeholders.	Quarterly	IPIU Social Specialist
Feedback Collection	Complainant satisfaction recorded via follow-up call or written confirmation.	After resolution	Contractor; IPIU
Appeals Process	If dissatisfied, complainant may escalate to IPIU or MRT level. Final recourse includes national judicial system and World Bank GRS.	Within 10 days of dissatisfaction	IPIU; MRT
Training	Training needs for staff/consultants in the IPIU, Grievance focal points, local administration handling project Grievances, MRT, Contractors, and Supervision Consultants are as follows: <ul style="list-style-type: none"> • General training on GRM process • GRM logging and reporting for grievance focal points 	Prior to start of works	IPIU

The Government of Mongolia and the World Bank do not tolerate reprisals or retaliation against project stakeholders who raise concerns or share their views regarding project activities. All complainants will be treated respectfully and fairly. Anonymous complaints will be accepted.

7. MONITORING AND REPORTING

7.1 Summary of how SEP implementation will be monitored and reported

Implementation of the SEP will be monitored by the MRT through the IPIU, with support from Contractors and Supervision Engineers. Monitoring will focus on both the quantity and quality of stakeholder engagement activities and on the effectiveness of the GRM. Following indicators will be tracked to ensure effective SEP implementation.

Table 7. Indicators for Stakeholder Engagement Monitoring

No.	Indicator	Unit	Frequency	Agencies Responsible	Minimum requirement
A. Stakeholder Engagement Activities					
1	Number of community consultation meetings conducted (by package and by quarter)	Number	Quarterly	Contractor; IPIU	Minimum 1 pre-mobilization meeting per soum and minimum 1 community meeting per quarter per active package during construction.
2	Number of focus group discussions conducted with vulnerable groups (women, elderly, persons with disabilities, low-income herders)	Number	Quarterly	Contractor Social Officer; IPIU Social Specialist	Minimum 1 targeted FGD with vulnerable groups per soum prior to works and at least 1 additional FGD annually during construction (where vulnerable groups are present).
3	Number of one-on-one consultations conducted with directly affected households/businesses	Number	Quarterly	Contractor; IPIU	Mandatory individual consultation prior to any temporary access restriction, borrow pit activation, or business access disruption. 100% of directly affected households must be consulted.
4	Number of institutional coordination meetings held (ministries, aimag/soum authorities)	Number	Quarterly	MRT; IPIU	Minimum 1 coordination meeting per quarter at aimag level for active packages.
5	Number of stakeholder engagement activities conducted by contractors (total outreach actions)	Number	Monthly / Quarterly	Contractor; Supervision Engineer	Monthly stakeholder engagement log required. Minimum 2 documented outreach actions per month per active package.
B. Participation and Inclusion					
6	Total number of participants in stakeholder engagement activities	Persons	Quarterly	Contractor; IPIU	Participation must reflect affected community profile. Attendance sheets mandatory for all formal meetings.
6.1	Of which: women	Persons	Quarterly	Contractor; IPIU	Minimum 30% female participation in general meetings where feasible. Separate meetings required if meaningful participation not achieved.
6.2	Of which: vulnerable groups	Persons	Quarterly	Contractor; IPIU	Vulnerable group participation must be documented separately. Dedicated outreach required where attendance is below proportional representation.

6.3	Participation rate of affected communities (percentage of invited participants attending)	%	Quarterly	IPIU	Target minimum 50% of invited directly affected households represented in consultation meetings.
C. Information Disclosure					
7	Number of information boards installed and maintained at project sites	Number	Quarterly	Contractor; Supervision Engineer	Minimum 2 information boards per package (or minimum 1 per 50 km for long corridors). Must include GRM contacts, construction schedule, and contractor contact details and be updated as required
8	Number of project documents disclosed (ESMPs, GRM procedures, construction schedules, updates)	Number	Quarterly	IPIU	All package-specific ESMPs and GRM procedures must be disclosed prior to works. Construction schedule updates must be disclosed at least 2 weeks before major traffic changes.
9	Number of communication materials distributed (leaflets, notices, media releases, social media posts)	Number	Quarterly	Contractor; IPIU	Minimum 1 public notice prior to major construction phase changes or road closures
D. Feedback and Grievance Management					
10	Number of pieces of stakeholder feedback received (non-grievance comments, suggestions)	Number	Quarterly	IPIU	All consultation feedback must be recorded and tracked. Feedback-response matrix required quarterly.
11	Number of grievances received (disaggregated by type)	Number	Monthly / Quarterly	Contractor; IPIU	All grievances must be logged within 24 hours of receipt in centralized GM register.
12	Number of grievances resolved within prescribed timeframe	Number	Quarterly	Contractor; IPIU	Minimum 80% of grievances resolved within 20 working days.
13	Average time taken to resolve grievances	Days	Quarterly	IPIU	Target average resolution time ≤ 20 working days.
14	Percentage of grievances resolved within timeline	%	Quarterly	IPIU	Target ≥ 80% compliance with resolution timeline. Escalation required if below threshold for two consecutive quarters.
15	Percentage of complainants satisfied with grievance resolution	%	Quarterly	IPIU	Minimum 70% satisfaction rate. Corrective review required if below threshold.
E. Quality and Performance Indicators					
16	Number of corrective actions implemented following consultation feedback	Number	Quarterly	Contractor; IPIU	All agreed mitigation measures arising from consultations must be implemented within agreed timeframe and documented.
17	Number of site visits conducted jointly with community representatives	Number	Quarterly	Contractor; Supervision Engineer; IPIU	Minimum 1 joint site visit per quarter for active packages
18	Number of SEA/SH-related grievances referred through confidential channels (reported in aggregate form only)	Number	Quarterly	IPIU (confidential reporting)	All SEA/SH cases must be referred within 24 hours to confidential focal point and relevant service provider. Zero tolerance for retaliation.

Contractors will submit monthly summaries of stakeholder engagement and grievances to the IPIU. The IPIU will consolidate this information into semi-annually environmental and social monitoring reports submitted to senior management of MRT and the World Bank.

Where appropriate, stakeholders (e.g., local authorities and community representatives) may participate in monitoring activities through joint site visits, review meetings, and verification of corrective actions related to grievances.

7.2 Reporting back to stakeholder groups

The SEP will be periodically reviewed and updated as necessary during project implementation to reflect evolving project activities, stakeholder feedback, and lessons learned.

Monthly/quarterly/semi-annually summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of associated corrective and preventive actions, will be compiled by responsible staff within the IPIU and submitted to senior management of MRT.

These summaries will provide a mechanism for assessing:

- The number and types of complaints received
- Trends in recurring issues
- Timeliness of grievance resolution
- Effectiveness of corrective measures
- Overall stakeholder engagement performance

Information on public engagement activities undertaken during the year may be communicated to stakeholders through:

- Updates on the MRT website
- Community meetings at soum and aimag levels
- Public consultations
- Notice boards at construction sites
- Communication through bag and soum leaders

Where feasible, summarized information (excluding personal data) on grievance statistics and engagement outcomes will be publicly shared to promote transparency and build trust.

ANNEX 1: STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder	Role and Objective	Interest	Influence
World Bank	Financing of the project; oversight of ESF compliance; review and endorsement of deliverables; supervision missions	High	High
MRT	Executing agency; overall policy leadership; infrastructure delivery; compliance with ESF and national laws	High	High
IPIU	Day-to-day project management; stakeholder engagement; E&S monitoring; grievance oversight	High	High
Road Transport Development Center (RTDC)	Road asset management; maintenance planning; technical oversight	High	High
Ministry of Finance	Loan and credit management; fiscal oversight	High	High
Ministry of Environment and Climate Change	EIA approval; environmental monitoring; regulatory compliance	High	High
Ministry of Food, Agriculture and Light Industry	Value chain development; last-mile connectivity integration; logistics efficiency for agricultural producers	High	Medium
National Development Agency / Cabinet Secretariat	Cross-sectoral coordination; strategic alignment	Medium	High
Aimag Governors' Offices	Local coordination; support consultations; grievance support; regional oversight	High	High
Soum Governors' Offices	Community-level coordination; dissemination of information; local grievance facilitation	High	Medium
Environmental authorities (national & local)	Monitoring environmental compliance; review of mitigation measures	High	Medium
Toson Khulstai, Khugnu Tarna, Khangain Nuruu, and Tarvagtain Nuruu National Parks	Monitoring environmental compliance; review of mitigation measures; participation in consultations; oversight	Medium	Medium
Communities along road corridors	Directly affected by construction impacts and road improvements	High/ Affected	Medium
Herders and livestock-owning households	Potentially affected by livestock movement restrictions, pasture access, borrow pits; beneficiaries of improved access	High	Medium
Remote herder households (last-mile roads)	Beneficiaries of improved connectivity; concerned about access and safety	High/ Affected	Low–Medium
Households near borrow pits / spoil areas	Potential temporary land access impacts; environmental concerns	High/ Affected	Low–Medium
Roadside small business owners	Concerned about access continuity and traffic flow; beneficiaries of increased connectivity	High/ Affected	Medium
Transport operators (freight companies, bus operators)	Interested in road safety, travel time reduction, traffic disruptions	High/ Affected	Medium
Seasonal and ad-hoc road users	Concerned about safety and diversions during construction	Medium	Low
Construction workers (including sub-contractors)	Concerned about working conditions, OHS, labor rights	High/ Affected	Low individually

			(collectively Medium)
Camp-based workers	Community relations and living conditions	Medium	Low
Logistics companies and freight operators	Interested in improved efficiency, regulatory reforms	High/ Affected	Medium–High
Agricultural producers and meat value chain actors	Beneficiaries of logistics improvements and last-mile connectivity	High	Medium
Construction contractors and subcontractors	Responsible for implementing works and mitigation measures	High	High (operational influence)
Supervision Engineers	Oversight of contractor compliance; monitoring of E&S performance	High	Medium–High
Environmental NGOs	Monitoring of environmental impacts; advocacy	Medium– High	Medium
Road safety advocacy groups	Interested in accident reduction and traffic safety improvements	Medium	Medium
Livestock associations / cooperatives	Interested in pasture access and livestock crossing arrangements	High	Medium
Women’s associations	Represent vulnerable women; interested in safety and equitable access	Medium	Low–Medium
Labor unions (where applicable)	Interested in worker protection and compliance with labor law	Medium	Medium
Academic and research institutions	Interested in transport planning, environmental monitoring, logistics data	Medium	Low
Citizen scientists (e.g., bird watchers)	Interested in biodiversity impacts along road corridors	Low– Medium	Low
Other development partners	Interested in policy alignment and sector reforms	Medium	Medium

ANNEX 2: PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

(Prior to WBG Appraisal – As of June 30, 2021)

Stakeholder	Topics Discussed	Summary of Suggestions / Key Feedback
Executing/ Implementation Agency – MRT and Road Development Authorities	Overall project concept; ESF requirements; ESMF & ESMP draft development; stakeholder engagement approach Date: March–June 2021 Format: Regular technical meetings and coordination	<ul style="list-style-type: none"> • Regular updates provided to MRT officials. • Exchange of studies and technical data for selected or potential road locations and beneficiary areas.
National and Local NGOs (pasture management groups, road monitoring NGOs, herder cooperatives, environmental workers, women-led business associations, private sector reps, development partners)	Overall project concept; environmental and social risks and impacts; road design; logistics linkages Date: June 18, 2021 Format: Online meeting (8 participants)	Overall project results, road design and environmental impact: <ul style="list-style-type: none"> • In overall, participants expect that planned intervention would bring positive development outcomes to expected outcomes. Keen to learn the selection criteria of road repair and last mile connectivity roads as well as its links to logistics aspects. • Different design has to be considered for Gobi, steppe and land with permafrost. Because previous local cases of road works did not assess or take account of potential climate and environmental risks. • Local CSO road monitoring is essential during design, construction and maintenance, as CSOs are interested to carry out third party monitoring such as Khuvsgul case in 2013 supported by World Bank grant. Ecological crossing needs to be built at as a speed limit is commonly broken in paved roads and animals and livestock increasingly gets killed more often. Women led business and capacity issues: <ul style="list-style-type: none"> • Women business usually lack information, confidence and network, which leaves them excluded from procurement process. They see their opportunity is slim and it is male dominated sector. • Women business leaders are lack knowledge and information on how to meet meat industry standard and access the EU, Arabian market. • Capacity building/training programs are needed for woman’s participation, and targeted inclusion for the project activities. • General concern on GBV is high and workplace GBV is high. • SMEs and informal businesses were negatively affected by the COVID 19 impact. • Increase the collaboration among women led businesses.
National Agencies and Local Government of Beneficiary 8 Aimags (Aimag Governors’ offices including environment,	Overall project concept; environmental and social risks; road design and prioritization; local development alignment Date: June 21, 2021	Road design and prioritization: <ul style="list-style-type: none"> • Those new road design should take account of mining and other heavy-duty activities to avoid any damage. • During construction, temporary roads need to be built. There will be increased dust and adequate watering of road is essential.

<p>protected areas, land, cultural heritage, planning units; state-owned road maintenance companies)</p>		<ul style="list-style-type: none"> • Appreciated the informative meeting such as the organized meeting and expressed their interest to organize and attend such transparent and inclusive meetings as well provide local data and statistics if needed. • There are local priorities to be considered for soum selection on roads to support local tourism and other activities. For instance, Arkhangai aimag, following the historical horseback travel, aimag Citizens Representative Khurals approved it as part of local development plan and prioritized Chuluut soum for tourism. Erdenemandal soum has potential for pilot meat manufacturing. For Uvs aimag, soum roads other than Sagil and Turgen should be considered. • Local bridges and drainages need to be repaired. If possible, major repair and a new placement of flood and water drainage are required. Current road repair and maintenance must be prioritized as local soum road user rate is low. <p>Environmental impact:</p> <ul style="list-style-type: none"> • Consider checking ecological police data, some statistics on animal accidents can be seen. Ecological and animal friendly roads need to be built at certain locations to meet international standard and local legislation. • Wood theft may increase in certain locations such as Bulgan soum, Arkhangai aimag • For extraction of common road materials, herders would be reluctant to provide their pastureland and some dispute may rise. <p>Stakeholder engagement:</p> <ul style="list-style-type: none"> • Aimag authorities, including Road maintenance companies, and NDA are interested to be engaged on prioritization and design and new road planning. • Recommended to visit the field for route selection and project design inputs once COVID 19 restrictions eases.
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Template 3. Public Participation Record

Date	Venue	Key activity	Key method	Participants	Agencies responsible	Key findings

Template 4. Monthly Stakeholder Engagement Log

Date	Location	Type of Activity	Stakeholder Group	Number of Participants	Women	Vulnerable	Key Issues Raised	Follow-up Required

Template 5. Borrow Pit Consultation Record Form

Package Name: _____

Borrow Pit Location: _____

Soum / Bag: _____

Date of Consultation: _____

Participant Name	Role (Herder, Land User, Authority)	Key Concerns	Agreed Mitigation	Signature

Rehabilitation Measures Explained:

- Yes
- No

GRM Explained:

- Yes
- No

Contractor Representative: _____

Template 6. Vulnerable Group FGD Record

Package Name: _____

Soum / Bag: _____

Date of Consultation: _____

Facilitator: _____

Target Group:

- Women-headed households
- Elderly
- Persons with disabilities
- Low-income herders
- Other (specify)

Discussion Topics:

- Access restrictions
- Livestock movement
- Safety risks
- GRM awareness
- SEA/SH awareness

Key Concerns Raised:

Agreed Follow-Up Actions:

Participants (Number):

Women:

Elderly:

PWD:

Template 7. Quarterly SEP Compliance Summary (Contractor Submission)

Package:

Quarter:

Prepared by:

1. Engagement Activities Summary

Number of community meetings:

Number of FGDs:

Number of one-on-one consultations:

Institutional meetings:

2. Participation Summary

Total participants:

Women:

Vulnerable groups:

3. Grievance Summary

Total grievances received:

Resolved within 20 days:

Average resolution time:

Satisfaction rate:

4. Corrective Actions Taken:

5. Issues Requiring IPIU Attention:

Contractor: _____

Supervision Engineer Verification: _____

Template 8. SEA/SH Awareness Session Record

Date:

Location:

Participants:

Trainer:

- Topics Covered:
- Worker Code of Conduct
- SEA/SH definition and examples
- Reporting channels
- Confidentiality assurance

Referral services identified (local clinic, police, psychosocial services):