

**Haryana Clean Air Project for Sustainable Development Operation
(P510686)**

**Stakeholder Engagement Plan (SEP)
Final**

August 2025

By

Government of Haryana

**ARJUN
(AI for Resilient Jobs, Urban Air Quality & Next-Gen Skills)**

ABBREVIATIONS AND ACRONYMS

ARJUN	AI for Resilient Jobs, Urban Air Quality & Next-Gen Skills
CoC	Code of Conduct
DOEFCC	Department of Environment Forest and Climate Change
EHS	Environmental Health and Safety
EHSG	Environmental Health and Safety Guidelines
ESCP	Environmental and Social Commitment Plan
C-ESMP	Construction Environmental and Social Management Plan
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GBV	Gender Based Violence
GOH	Government of Haryana
GOI	Government of India
GRM	Grievance Redress Mechanism
HCASDP	Haryana Clean Air and Sustainable Development Program
ICC	Internal Complain Committee
LCC	Local Complaint Committee
LMP	Labor Management Procedures
M & E	Monitoring and Evaluation
NGOs	Non-Governmental Organizations
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
PMU	Project Management Unit
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SOP	Standard Operating Procedure
SPV	Special Purpose Vehicle
WB	World Bank
TA	Technical Assistance
IPF	Investment Project Financing
SEP	Stakeholder Engagement Plan
DoDP	Department of Development and Panchayat
DoA	Department of Agriculture

1. Introduction/Project Description

The Haryana Clean Air and Sustainable Development Program (HCADP) aims to strengthen airshed management and reduce emissions from priority sectors in Haryana.

The HCADP supports TA/IPF component which covers- capacity building and analytical studies; behavior change communication; financing business innovations in agriculture waste value chains, particularly crop residue and livestock waste value chains, ammonia emissions management activities such as in-situ livestock waste management; and agricultural site-specific emissions monitoring. Lastly, TA/IPF component will support project management and evaluation studies to strengthen project implementation. Standard measures are included in the operation to address any potential risk of duplication between the activities financed under the PforR and the IPF component. The IPF expenditures are separate contracts and are not included in the Program Expenditure Framework (PEF).

2. Objective/Description of Stakeholder Engagement Plan (SEP)

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire lifecycle of the IPF component. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about any activities related to the IPF component.

The PforR Program under Results Area 1 will finance frequent and targeted interactions with stakeholders and market players for AQM-related investments. This includes: (a) Development of structured partnerships of the program with critical stakeholders such as the trucking association, construction industry, farmers and industry association to mobilize support and awareness, market facilitation, and building trust and consensus; (b) Creating an accessible digitized grievance redressal system (GRM) designed to empower all citizens, including poor and vulnerable segments (c) advanced communication methods for communicating air quality information, influence behavioral change and specific and tailored health messages. To achieve this, a Citizen and Stakeholder Engagement Plan (CSEP) will be prepared.

NOTE: While there are many overlaps in terms of stakeholder engagement activities covered under the CSEP and the SEP, the two documents are distinct for the following reason:

- SEP is specifically for the activities covered under the IPF component to meet the requirements of the World Bank's Environmental and Social Standard (ESS)- 10 on Stakeholder Engagement and Information Disclosure.
- SEP only covers the responsibilities of implementing agencies under the IPF component i.e. the ARJUN (AI for Resilient Jobs, Urban Air Quality & Next-Gen Skills), Department of Agriculture (DoA), and the Department of Development and Panchayat (DoDP). Whereas CSEP will detail the responsibilities of all implementing agencies (Transport, Agriculture, Urban Development, Industries, Rural Development, etc.) under the Program.
- SEP will be consulted upon, revised and disclosed prior to project effectiveness. The CSEP, on the other hand, will be prepared in the Year end 2026

3. Stakeholder identification and analysis

3.1. Affected parties and other interested parties

Affected parties under the IPF component include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: cattle breeder/caretakers operating gaushala, farmers, farmer associations, and entrepreneurs.

Note: No land acquisition is expected as civil works will be undertaken on government land which is free from any encumbrances. Hence, no physical or economic displacement of landowners including non-titleholders (squatters and encroachers) is envisaged.

The projects' stakeholders also include parties other than the directly affected communities, including line departments like Panchayati Raj, Industries Development; technical institutions (PCB, testing labs for air quality management, etc.); state training institutions including the Rural and Urban Local Bodies, Self Help Groups (SHGs), civil society, and media.

3.2. Disadvantaged/vulnerable individuals or groups

The vulnerable or disadvantaged groups may include but are not limited to the following: small holding/marginal farmers, beneficiaries belonging to scheduled caste/ backward caste, elderly people, persons with disabilities, women headed households and gender minorities.

Note: Representative organizations and leaders for these groups will be identified during the ToR and preparation of planned activities to partner in stakeholder engagement during project lifecycle. Vulnerable groups within the communities affected by the IPF component may be added, further confirmed, and consulted through dedicated means, as appropriate.

4. Stakeholder Engagement Plan

The SEP will be updated and streamlined with the CSEP (once it is prepared in Year 2) during the implementation of the IPF component. Till then, the following method, mode and frequency for stakeholder engagement will be considered for the TA/IPF component activities:

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Planning, preparation and implementation phase	Throughout the project period	Project information; Planned activities; Requirements under ESCP, SEP, LMP and site-specific ESMPs to be prepared for future investments.	Group discussions, meetings, Disclosure of Project documentation in a culturally appropriate and accessible manner, Community meetings/ gram sabha, Focus	Local communities, beneficiaries including vulnerable groups. NGOs/CBOs	PMU at ARJUN, DoA, DoDP, DoUD

		Monitoring and reporting on E&S compliances. GRM process Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) management procedures.	group discussions, Outreach activities		
<i>Preparation & Implementation phase</i>	<i>During preparation and dissemination of PoP, mode and frequency to be determined in the ToR</i>	Package of practices for ammonia emissions control from cultivated land Occupational health and safety requirements	Workshops, exposure visits, and technology transfer facilitation for sharing best practices	Agriculture Department, Urban Department, research institutions	DoA, DoUD, consulting firms
<i>Implementation phase</i>	<i>During the R&D process, mode and frequency to be determined in the ToR</i>	Accelerated Bio decomposition of Crop residue Increasing shelf life of dung and urine-based growth promoters, bottling etc.	Workshops, Demonstrations	Farmers, farmer associations, biogas plant operators, gaushalas, industries.	DoA, consulting firms
<i>Preparation phase</i>	<i>Prior to and during the development of the plans, mode and frequency to be determined in the ToR</i>	Key gaps in manure / urine value chains Development of Livestock Cluster Development Plans (LCDP) E&S screening	Correspondence by phone/email; one-on-one interviews; formal meetings; and roundtable discussions	MSMEs, livestock breeders/ caretakers – gaushalas, biogas plant operators.	DoDP, consulting firms
<i>Implementation phase</i>	<i>Implementation of matching grant scheme, mode and frequency to be determined in the matching</i>	Newer innovations in manure and other waste generated within agriculture (matching grants) including	Workshops, roundtable discussions, advertisements through mass-media, demonstrations	Entrepreneurs including vulnerable groups	DoDP, consulting firms

	<i>grant agreement</i>	business planning and post implementation support. Selection process including E&S screening. Monitoring performance of the grantees'			
<i>Planning, preparation, implementation phase</i>	<i>Throughout the project period, mode and frequency to be determined in the ToR</i>	Behavior change campaign on AQM	In-person community mobilization (with provisions for childcare, transport, and safety), demonstrations, mass media (which include radio, television, billboards, print material, internet)	All community members including women headed households, women entrepreneurs, Self Help Groups (SHGs)	PMU at ARJUN, DoA, DoDP, DoUD, consulting firms
<i>Planning, preparation and implementation phase</i>	<i>Throughout the project period, mode and frequency to be determined in the ToR</i>	Planned activities Process to access matching grant under business innovation facility. Behavior change campaign on AQM	Information in accessible formats, such as braille or large print; offer multiple forms of communication, such as text captioning or signed videos, text captioning for the hearing impaired, and online materials for people who use assistive technology	People with disabilities	PMU at ARJUN, DoA and DoDP, consulting firms
Planning, Preparation and Implementation	<i>Throughout the project period</i>	Project concept and planned activities	Press Release/ Notes Newsletters Inputs for OpEds	Media	PMU at ARJUN, DoDP, DoA, DoUD

		Engagement events and activities Outputs and outcomes of the project Role and support required from media, Success stories	Short films/ Reels/Posts for social media		
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The Stakeholder Engagement Plan (SEP) and Labor Management Procedures (LMP) prepared for the TA/IPF component will be disclosed on Department of finance, Government of Haryana (ARJUN) website (including the World Bank external website) prior to effectiveness. The site-specific ESMPs to be prepared subsequently will also be disclosed and made accessible to all stakeholders. The information will be disclosed through all possible means, ranging from face-to-face consultations with the project stakeholders, ARJUN, DoA and DoDP websites and local media in local language (Hindi) — so that the documents are accessible to all project beneficiaries.

5. Resources & Responsibilities for Implementing Stakeholder Engagement Activities

The PMU established under the ARJUN with the support of DoDP, DoA, DoUD will be in charge of stakeholder engagement activities. The budget for the stakeholder engagement is included under Component 4 of TA/IPF component and Results Area 1 of the HCADP.

6. Grievance Mechanism

An accessible digitized grievance redressal system (GRM) will be designed under the PforR program to empower all citizens, including poor and vulnerable segments. The same system will be applicable for the IPF component. The grievance mechanism will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The ARJUN, DoDP and DoA have setup Internal Complaints Committees (ICCs) for addressing any SEA/SH-related complaints at the workplace. The committee is constituted as per the requirements of the *Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013*. The PMU will put in place necessary mechanisms and procedures for confidential reporting with safe and ethical documentation of SEA/SH issues at the project level. The SEA/SH referral pathways will be established and communicated to all staff at the state and site levels. Further, the PMU with the support of the World Bank, will prepare and implement the employees/workers’ code of conduct to be adhered to at all times.

Also, a Labor Grievance Mechanism will be setup which workers can use for filing complaints including on SEA/SH related issues. The Labor GM has been described in detail in the Labor Management Procedures.

7. Monitoring and Reporting

The data related to stakeholder engagement will be collected, documented, and periodically monitored by the PMU to inform planning, measure impact and take remedial actions. The following intermediate indicators on citizen engagement will be monitored to gauge achievement of program results:

- Increase in partnerships for collaboration with stakeholders and private sector (on awareness and behavior change campaigns, events, consultations)
- Accessible & effective grievance redressal for citizens and stakeholders

Quarterly summaries 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 responsible staff and referred to the senior management of the project. The quarterly summaries 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: annual reports, newsletters and press releases disclosed on the project website.