REPUBLIC OF INDONESIA

Strengthening Food Security and Green Economy Development in Indonesia's Village (SEHATI)

(P515935)

STAKEHOLDERS ENGAGEMENT FRAMEWORK (SEF)

Strengthening Food Security and Green Economy Development in Indonesia's Village (SEHATI)

Project ID: P515935

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1. Introduction and Project Overview

The Strengthening Food Security and Green Economy Development in Indonesia's Village (SEHATI, Project ID P515935) is a World Bank-financed operation implemented by the Ministry of Villages and Development of Disadvantaged Regions (MoVDA). The Project aims to strengthen community resilience and increase participation in sustainable economic opportunities in select villages. The Project is expected to support approximately 5,000 villages across Indonesia which will be selected from a shortlist of eligible villages through a data-driven process and confirmation of village-level commitments.

The Project consists of three components: (i) Productive and Climate Resilient Investments for Community Resilience; (ii) Enhancing Economic Opportunities of Village Economic Institutions and Communities; and (iii) Project Management, Technical Support, Monitoring, and Learning. Through these components, SEHATI will support village-level infrastructure and facilities, productive equipment, market access, institutional strengthening, capacity building, and digital monitoring systems.

Given the nationwide scale of the Project, its decentralized implementation arrangements, and the diversity of stakeholders involved, effective stakeholder engagement will be critical to ensuring inclusive participation, transparency, accountability, and management of environmental and social risks. Stakeholders include beneficiary communities, village governments, vulnerable groups, Indigenous Peoples (Masyarakat Adat), village economic actors, civil society organizations, private sector actors, and government agencies at village, district, provincial, and national levels.

This Stakeholder Engagement Framework (SEF) has been prepared in accordance with the World Bank Environmental and Social Standard 10 (ESS10): Stakeholder Engagement and Information Disclosure. The SEF establishes the principles, processes, and mechanisms for information disclosure, stakeholder consultation, participation, and grievance management throughout the Project cycle. The framework aims to support meaningful engagement with stakeholders, strengthen trust and collaboration, and contribute to the effective and sustainable implementation of SEHATI

2. Project Scope and Components

The Strengthening Food Security and Green Economy Development in Indonesia's Village (SEHATI) is a five-year strategic initiative scheduled for implementation from 2027 to 2032. Table 1. provides a more detailed explanation regarding the three components of the SEHATI project.

Table 1. SEHATI Projects Components

No.	***Component / Sub-Component Title***	***Summary***
1	***Productive Infrastructure Investment, Climate-Resilient Facilities and Equipment for Food Security, Sustainable Tourism, and Climate Change Adaptation***	*Component 1 serves as the primary vehicle for the preparation and financing of village productive investments. It not only finances infrastructure, facilities, and equipment, but also ensures that villages and higher-level government entities have adequate capacity, technical support, and monitoring systems to prepare and oversee those investments.*
1.1	*Village and Supra-Village Capacity Strengthening*	*Covers actor readiness, investment planning and preparation, capacity support, and learning; incorporates relevant elements from the former Model Village program.*
1.2	*Institutional Monitoring and Supervision Capacity Strengthening*	*Encompasses tiered monitoring, vertical coordination, data interoperability, and strengthened oversight mechanisms.*
1.3	*Village Productive Investment*	*Funds productive infrastructure, facilities, and equipment through a single Village Investment Proposal, contingent on all readiness requirements having been met.*
2	***Institutional Strengthening and Community Resilience for Food Security and Local Village Economy***	*Component 2 strengthens the capacity of village economic institutions and target groups so that investments already prepared under Component 1 can be effectively utilized and deliver tangible benefits. Its focus is not on expanding the list of assistance programmes, but on closing the capacity, management, market access, and connectivity gaps that materially affect investment success.*
2.1	*Capacity Strengthening of Village Economic Institutions, Women's Groups, Youth, and Vulnerable Groups*	*Prioritizes capacity building as a prerequisite to operational activities; covers business and service management, incubation, market access, and partnerships aligned with investment needs.*
2.2	*Provision of Digital Connectivity Services*	*Extends connectivity to locations that require it in order to support investment management, service delivery, information dissemination, and market access.*
3	***Project Management Support***	*Component 3 (USD 22.5 million) provides the management infrastructure for SEHATI implementation, covering coordination, technical assistance, capacity strengthening, systems, monitoring, evaluation, and reporting. All expenditure must be justified by functional need rather than staff lists or meeting schedules. The component maintains a clear separation between implementation, oversight, and audit functions — particularly in areas carrying financial, procurement, and environmental and social risks — without creating any authority beyond the Government's existing formal mandate.*

3. Core Principles of Stakeholders Engagement

Stakeholder engagement under SEHATI adheres to six core principles:

- **Inclusivity:** All stakeholders are systematically identified without exception. The approach respects local culture and embraces central/local government actors, NGOs, vulnerable groups (*Masyarakat Adat*, women, women-headed households, persons with disabilities, the elderly, minority groups, remote and digitally underserved communities, people living in extreme poverty).[1] Barriers to participation (e.g., gender inequality, illiteracy, mobility issues) are proactively addressed via targeted outreach.
- **Early and Sustained Engagement:** Engagement is an iterative process, not a one-off compliance checklist. Stakeholders—especially affected communities—are engaged prior to project design, with continuous consultation across planning, implementation, and evaluation phases throughout the project lifecycle.
- **Information Accessibility:** Information is proactively disclosed in clear, non-technical language (and local dialects where necessary). Objectives, scope, duration, rights, and E&S risks are communicated using multi-channel methods (written materials, audio, digital/social media, site flyers, non-technical summaries).
- **Accessible Grievance Redress:** Project implementers provide a predictable, transparent, multi-channel Feedback and Grievance Redress Mechanism (FGRM) (phone, online platforms, suggestion boxes, face-to-face). All submitted grievances are registered, tracked, and resolved within established timeframes.
- **Transparency:** Information disclosure covers both positive impacts and potential adverse E&S risks. Agreed mitigation measures and design alternatives are documented and made public, alongside public tracking of FGRM resolution status.
- **Two-Way Meaningful Consultation:** Engagement centers on active dialogue, listening to feedback, and incorporating stakeholder views into project design and mitigation plans. Project teams will "close the feedback loop" by reporting back on how input was addressed or providing rationale when recommendations cannot be accommodated. Consultations must be informed and free from coercion (*informed consultation without coercion*).

4. Stakeholders Identification and Analysis

4.1. Stakeholders Identification

Stakeholder identification is a crucial process to ensure that all relevant stakeholders in SEHATI Project are involved during project planning, implementation, monitoring, and evaluation process. Figure 1. shows that there are three primary stakeholders categories in SEHATI. Table 1. Provides further detailed identification about the definition of each category and initial identification of relevant

[1] Throughout this document, subsequent references to "vulnerable groups" refer collectively to the specific populations listed above (i.e., *Masyarakat Adat*, women, persons with disabilities, the elderly, minority groups, remote and digitally underserved communities, and individuals living in extreme poverty), unless explicitly stated otherwise.

stakeholders that should be involved and engaged in the SEHATI Project planning, implementation, monitoring, and evaluation processes. Stakeholder lists will be updated periodically during preparation and implementation based on spatial location, investment typology, E&S screening, consultations, and FGRM logs. Engagement strategies will be customized to each group's influence, impact severity, language, and accessibility requirements.

Figure 1. Three Primary Stakeholder Categories

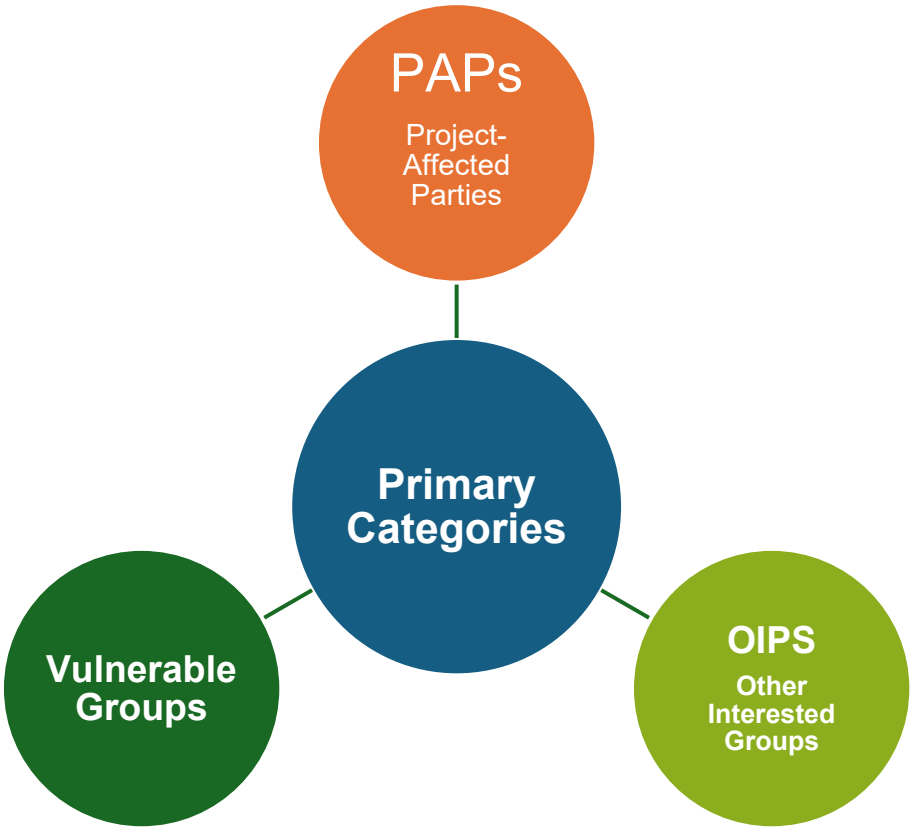


Table 2. Stakeholders Identification for SEHATI Project

Categories	Definition in SEHATI Context	Stakeholders
Project-Affected Parties (PAP)	These are individuals, households, groups, or local communities who are likely to be directly or indirectly impacted by the SEHATI Project's activities. These impacts can be positive (such as receiving improved health services or infrastructure) or negative (such as temporary disruptions, noise, restrictions on access, or impacts on land use, crops, assets, or livelihoods. Because they bear the direct effects of the project, PAPs are the primary focus of stakeholder engagement to ensure their concerns are documented, mitigated, and managed.	● Target village residents and communities near physical investment sites. ● Users of upgraded village infrastructure (roads, irrigation, tourism facilities, digital-connectivity services. ● Micro, small, and household business operators (farmers, livestock breeders, fishers, artisans). ● Landowners, landholders, land users, and asset owners who may be affected by land access arrangements, temporary access restrictions, or impacts on assets and livelihood ● BUMDes/BUMDesma, Village Economic Enterprise, Community-Based Enterprise, business groups, and machinery/equipment recipients. ● Women and youth targeted for business incubation, training, employment, and market access. ● Project workers, contractors, consultants, field facilitators, and village facilitators (*pendamping desa*).
Groups	This category refers to individuals or communities who may be disproportionately impacted, marginalized, or further disadvantaged by the project due to their socioeconomic, physical, cultural, or demographic status. The SEHATI Project requires specialized, culturally appropriate engagement strategies to ensure these groups are not adversely affected and can equitably access project benefits.	***Vulnerable Groups*** typically include: ● *Masyarakat Adat* ● Elderly ● People with disabilities ● Women-headed households ● Unemployed or underrepresented youth, ● Remote and digitally underserved communities, including individuals facing barriers related to connectivity, affordability, accessibility, or limited digital literacy. ● People living in extreme poverty who might face barriers to participating in or benefiting from the project.
Other Interested Parties (OIP)	These are individuals, organizations, or entities that may not be directly affected by the physical or social footprint of the SEHATI Project but have a vested interest in its implementation, policies, or outcomes.	● **Government & Institutional Actors**: MoVDA (executing agency), Bappenas, Ministry of Finance (Kemenkeu), Ministry of Home Affairs (Kemendagri), Ministry of Communications and Digital Affairs (Komdigi), the Ministry of Administrative and Bureaucratic Reform (KemenPAN RB), line ministries, Provincial/Regency Governments, DPMD (*Dinas Pemberdayaan Masyarakat dan Desa*/Department of Village Community Empowerment), Bappeda, relevant district permitting agencies, district communication and information agencies, district environment agencies, district agriculture agencies, district tourism agencies, other relevant technical agencies, BPKAD, APIP/Inspectorates, BPKP, Steering Committee/POKJA. ● **Village-Level Government**: Village, Village Consultative Body (*Badan Permusyawaratan Desa* - BPD), customary institutions. ● **International Partners**: The World Bank.

Categories	Definition in SEHATI Context	Stakeholders
		• **Private Sector & Market Actors**: Off-takers, aggregators, construction contractors, e-commerce companies, technology providers, telecommunications tower companies, mobile network operators, internet service providers commercial banks, financial institutions. • **Civil Society**: NGOs, environmental groups, Indigenous rights advocates, social inclusion CSOs, transparency watchdogs. • **Academia & Media**: Universities, research institutes, national/local media, community radio operators.

4.2. Stakeholders Analysis

Based on the aforementioned categorization, this stakeholder engagement document has mapped all relevant stakeholders to ensure that no stakeholder is excluded. Table 2. presents the analysis for each stakeholders group and suggests the ideal engagement approach for each stakeholder group.

Table 3. SEHATI Stakeholders Analysis

Category	Stakeholder Group	Primary Interest / Risk	Scope	Engagement Approach
PAP	Target village residents & communities near investment sites	Benefit access; construction disturbance; community health and safety; access disruption	Village	Early socialization, village assemblies (*Musdes*), pre-construction consultation, FGRM
PAP	Infrastructure end-users	Design suitability; accessibility; service quality and sustainability	Village / Inter-village	Design consultations, accessibility review, work schedule notices
PAP	Landowners, land users, and asset owners potentially affected by project activities	Impacts on land, crops, assets, or livelihoods; temporary access restrictions	Village	Individual/group consultations, disclosure of requirements, documented agreements, FGRM
PAP	BUMDes / BUMDesma / Village Economic Enterprise, Community-Based Enterprise, other small business groups	Selection transparency; asset management; market access; business sustainability	Village / Regency	Criteria consultations, capacity building, technical assistance, FGRM
PAP	Farmers, fishers, artisans, MSMEs, livestock producers	Access to grant/ equipment; value chain shifts; business opportunities and economic risks	Village / Regency	Sectoral FGDs, training, market linkages and tech consultations
PAP	Women and youth beneficiaries	Representation; access to training, jobs, finance, e-commerce, entrepreneurship and markets	Village	Dedicated FGDs, tailored outreach, online and offline engagement
PAP	Project workers, contractors, consultants, facilitators (incl. *Pendamping Desa*)	Working conditions; OHS; codes of conduct; Worker GRM	All levels	Worker inductions, toolbox talks, OHS training, Worker GRM
PAP	Communities near proposed digital-connectivity infrastructure sites and users of new or improved digital services	Site selection, village-owned land availability, community information and consent, construction disturbance, community health and safety, service coverage and reliability, equitable access, GRM	Village/ District	Site-specific consultation, community meetings, disclosure of proposed locations and deployment schedules, safety information, GRM
Vulnerable	Indigenous Peoples (*Masyarakat Adat* – meeting ESS7 criteria)	Collective rights; access to project benefits; land and natural resources concers; exclusion risks	Village / Customary Territory	Culturally appropriate consultations, local languages, FPIC (where required)
Vulnerable	Poor households, elderly and female heads households, vulnerable livelihoods groups	Risk of exclusion; affordability of participation; participation barriers; unequal access to benefits	Village	Active outreach, dedicated FGDs, tailored schedules/support, targeted support, inclusion measures

Category	Stakeholder Group	Primary Interest / Risk	Scope	Engagement Approach
Vulnerable	Persons with disabilities & elderly	Accessibility of information and facilities; FGRM	Village	Accessible formats, direct assistance, alternate communication channels
Vulnerable	Remote and digitally underserved groups, including remote communities, poor households, women, youth, persons with disabilities, elderly persons, and people with limited digital literacy	Connectivity and affordability barriers; limited digital literacy; inaccessible information or training; unequal access to digital services and economic opportunities	Village / Regency	Face-to-face outreach, community media, local language materials
OIP	MoVDA, Bappenas, MoHA, MoF, Komdigi, KemenPAN RB, other central line ministries and agencies (such as BPKP, etc)	Policy alignment; implementation support; oversight and coordination	National/ Central	Coordination meetings, technical workshops, reporting
OIP	Provincial Governments; District Governments and local agencies (incl. APIP, etc)	Verification, supervision auditing, monitoring, oversight	Subnational	Technical assistance and meetings, training, regular monitoring, reporting
OIP	Village Governments and BPD	Planning, approvals, implementation, supervision, asset management	Village	Village meetings, technical assistance, routine monitoring
OIP	World Bank	Compliance with financing and ESF requirements	National	Supervision missions, document reviews, reporting, technical consultations
OIP	Private sector & financial institutions	Procurement, financing, technology, supply chain partnerships	National / Regional	Market sounding, technical meetings, business matchmaking
OIP	CSOs / NGOs, Academia, Media	Transparency, inclusion, independent oversight, dissemination	National / Regional	Public consultations, thematic forums, document disclosure, media briefings
OIP	Komdigi, district permitting and communications agencies, telecommunications tower companies, mobile network operators, and internet service providers	Alignment with existing and planned service coverage; site and technical feasibility; permitting; infrastructure deployment; service-performance requirements; operation and maintenance	National / District / Village	Technical coordination, coverage verification, site consultations, permitting meetings, service-performance review, and monitoring

The Stakeholder Engagement Framework will be maintained as a **living document** by the Project Management Unit (PMU) supported by local governments, village facilitators, and E&S specialists. Updates are triggered upon: (i) final village selection; (ii) E&S screening identifying new PAPs; (iii) design/location revisions; (iv) identification of unreached vulnerable groups; or (v) FGRM/consultation feedback trends. Personal data privacy and anonymous reporting options will be enforced.

5. Stakeholder Engagement Plan

5.1. Engagement Record to Date

- **September 2025:** Concept Deep-Dive Workshop on Foreign Loan Proposal (*MoVDA Secretariat General & Directorates General*). Confirmed project scope and integration with the *Village Infrastructure Sustainable Initiative (VISI)*.
- **October 2025:** Village Operational Design Preparation Workshop (*MoVDA, Bappenas, Ministry of Finance, Ministry of Home Affairs, World Bank*). Agreed on the SEHATI preparation roadmap.
- **November 2025:** Strategy Workshop for Village Self-Reliance via Food Security and Green Economy (*MoVDA, Bappenas, Ministry of Finance, Ministry of Home Affairs, World Bank*). Formulated strategic frameworks.
- **February – March 2026:** National Project Preparation Workshop (*MoVDA, Bappenas, , Ministry of Finance, Ministry of Home Affairs, World Bank*). Aligned project frameworks with national regulations and World Bank ESF standards.
- **July 2026:** District/Regency Pre-Appraisal Consultation (*Banyumas Regency; MoVDA & World Bank*). Assessed field realities, technical capacity, local opportunities, and E&S safeguard risks.
- **August 2026:** MoVDA organized series of workshops in Bekasi, Depok, and Bogor with Bappenas, MoHA, MoF, other central line ministries and agencies in the week 1, 2, 3, and 4 for SEHATI preparation, SEHATI Feasibility Studies, SEHATI Readiness Criteria, SEHATI financing mechanism, activities list, proposal investment for village project, village fund regulation progress, and updating climate village risks index.

5.2. Stakeholder Engagement Activities

The following program constitutes the minimum framework. Schedules, responsible parties, and channels will be confirmed and aligned with the Project Operations Manual (POM), the project implementation structure, and the activity schedule.

The stakeholder engagement process is embedded within the SEHATI village investment planning and implementation cycle (see Figure 2). The process begins with village commitment and participatory planning, followed by proposal preparation and endorsement, technical and environmental and social review, implementation, operation, and continuous monitoring and feedback. Stakeholder engagement is not a stand-alone activity, but rather an integral part of decision-making throughout the Project cycle.

At the village level, communities participate in identifying local priorities, preparing risk-informed and gender-sensitive investment plans through *Musyawarah Desa* (Musdes), and reviewing proposed investments before submission. Vulnerable groups, where present, are expected to be meaningfully engaged to ensure their views are reflected in investment planning and proposal endorsement.

Following community-level planning, proposed investments are reviewed and appraised by district and technical teams to assess technical feasibility, economic viability, climate resilience, and compliance with applicable environmental and social requirements. The team members involve representatives from various stakeholders such as officers from the Village and Community

Empowerment Office, Local Development Planning Board, Local Inspectorate Office, and district offices responsible for public works, tourism, agriculture, plantation, fisheries and marine affairs (as relevant), small and medium enterprises, women and youth empowerment, and environmental protection. The review process informs final investment design, readiness assessment, and any required environmental and social measures prior to approval. Evidence of meaningful and inclusive community decision-making through the village meeting (*musyawarah desa* /musdes) shall be documented as part of proposal and reviewed through the district verification and proposal approval process. Proportionate to the nature and scope of the proposed investment, the village proposal shall document: (i) how investment priorities and intended beneficiaries were identified and selected; (ii) how women, youth, Indigenous Peoples (where present and meeting the ESS7 criteria), persons with disabilities, poor households, and other vulnerable or less influential stakeholders were enabled to participate; (iii) proposed arrangements for the allocation, use, management, operation, maintenance, and benefit-sharing of Project-supported productive assets; (iv) substantive concerns, differing views, or conflicts of interest raised during the process and how these were addressed; and (v) how community feedback was considered in finalizing the proposal, or the reasons why particular recommendations could not be accommodated. The emphasis shall be on demonstrating influence, transparency, and accountability rather than only recording attendance or the number of consultation activities.

During implementation, stakeholder engagement continues through information disclosure, construction and implementation updates, consultation on implementation issues, community health and safety measures, and operation of the Feedback and Grievance Redress Mechanism (FGRM). Stakeholders remain engaged during operation and maintenance of project-supported assets and services, allowing communities and users to provide ongoing feedback regarding functionality, service quality, inclusion, environmental and social performance, and sustainability.

Performance monitoring, stakeholder feedback, grievance trends, and lessons learned are used to strengthen future planning, implementation, and adaptive management. This continuous feedback loop supports transparency, accountability, inclusive participation, and effective environmental and social risk management throughout the Project lifecycle.

Figure 2. SEHATI Village Investment Planning and Implementation Cycle

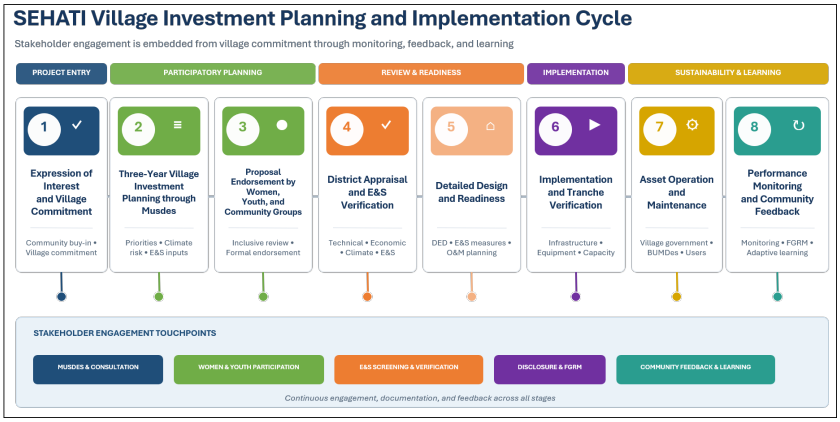


Table 4. presents the corresponding stakeholder engagement activities, methods, timing, and responsible entities for each stage of the SEHATI investment cycle.

Table 4. Stakeholders Engagement Activities

Phase	Stakeholders	Purpose	Methods	Timing / Frequency	Responsible Entity
Initial engagement – national project preparation	MoVDA, Bappenas, MoF, MoHA, World Bank, relevant agencies	Discuss concept, design, institutional arrangements, financing, and E&S requirements	Workshops, technical meetings, consultations	During preparation and appraisal	PMU / E&S specialists
Initial engagement – local validation	Local governments, village representatives, PAPs, vulnerable groups, *Masyarakat Adat*, CSOs	Validate design, local needs, opportunities, implementation constraints, and E&S risks	Public consultation, FGDs, field visits	During preparation and appraisal	PMU / local governments / E&S specialists
Village selection and socialization	Local governments, Village Governments, BPD, communities, vulnerable groups	Disclose Project objectives, criteria, eligible/excluded activities, rights, and FGRM	*Musdes*, notice boards, printed and digital channels	Before proposal submission	DPMD / Village Governments / facilitators
Proposal development and E&S screening	Village Governments, PAPs, users, land/asset owners, vulnerable groups	Identify and transparently assess investment priorities, alternative options, E&S risks, land access needs, productive-asset allocation and management arrangement, and substantive community concerns; document how affected and vulnerable or less influential stakeholders participated, and how their feedback influenced the proposed investment.	Participatory mapping, site visits, FGDs, individual consultation	During proposal preparation and before village endorsement, district verification and proposal approval	Village Governments / facilitators / technical and E&S teams
Indigenous Peoples engagement, where applicable	Indigenous Peoples and customary institutions	Discuss impacts, benefits, mitigation, culturally appropriate design, and FGRM; undertake FPIC where required	Customary meetings, local-language and participatory methods	Before decisions affecting Indigenous Peoples	PMU Social Specialist / local teams

Phase	Stakeholders	Purpose	Methods	Timing / Frequency	Responsible Entity
Detailed preparation and readiness review	Selected villages, district agencies, PAPs, technical teams	Consult on DED, E&S instruments, land access, procurement readiness, operation and maintenance	Technical workshops, field verification, targeted consultation	After selection and before final approval	District teams / Village Governments / facilitators / E&S teams
Digital Connectivity Planning and Deployment	Village Governments, nearby communities, service users, digitally underserved groups, district permitting and communications agencies, Komdigi or relevant digital-sector authorities, tower companies, mobile network operators, and internet service providers	Consult on proposed site selection, village-owned land availability, community information and consent, construction or deployment schedules, community safety, expected service coverage, accessibility, digital-literacy support, and grievance channels	Site-specific consultations, community meetings, technical meetings, site visits, accessible information materials, and targeted outreach	During site identification and before land confirmation, permitting, and deployment; updated during construction and service commencement	MoVDA CPIU Komdigi / District Government / Village Government / Managed-Connectivity Service Provider / E&S teams /Information and Communication Agencies
Pre-construction and implementation	Communities, infrastructure users, workers, contractors and managed-connectivity service providers	Disclose construction and deployment schedules, temporary access restrictions, simplified OHS at the village level and community-safety measures, Codes of Conduct, service-related information, and grievance channels	Pre-construction meetings, site notices, briefings	Before and during works	Contractors / supervisors / Village Governments
Productive support and market access	Village economic entities, business groups, women, youth, private sector	Consult on criteria, asset management, benefit-sharing, training, and market links	Open socialization, application workshops, FGDs, training	Before selection and during implementation	Component teams / facilitators
Monitoring, operation, and evaluation	PAPs, users, beneficiaries, vulnerable groups, CPIUs, PIUs, local governments, CSOs	Obtain feedback on benefits, service quality, E&S performance, engagement, and FGRM	Surveys, field visits, scorecards, evaluation forums	Periodic, completion, and operation, M&E with local governments at least	M&E team / E&S specialists / local governments

Phase	Stakeholders	Purpose	Methods	Timing / Frequency	Responsible Entity
				twice a year (semi-annually)	

5.3. Engagement of Vulnerable Groups and Indigenous Peoples

The Project will apply proportionate measures to address barriers to participation that might exclude vulnerable groups and *Masyarakat Adat*. Adjustments to the methods will be made based on the results of stakeholder identification in each respective location and may include:

- Dedicated, separate FGDs for women, youth, disabled persons, and poor households when open public forums suppress their participation.
- Selection of accessible, safe venues and convenient meeting times.
- Visual, audio, non-technical summaries, and local language materials for low-literacy groups.
- Consultation with Indigenous Peoples conducted via trusted customary leaders while ensuring inclusion of youth and women.
- Confidential and anonymous grievance channels.
- For digital-connectivity activities, targeted outreach and accessible training methods will be used for stakeholders facing connectivity, affordability, accessibility, or digital-literacy barriers, while essential Project information and grievance channels will remain available through offline channels

Engagement with Indigenous Peoples will be culturally appropriate and undertaken through representative institutions while ensuring opportunities for women, youth, and other less influential members to participate. FPIC will be undertaken only where required by ESS7 and the IPPF.

5.4. Documentation and Closing the Feedback Loop

All engagement activities will use standardized records capturing the date, location, method, participant profile, issues raised, Project responses, agreed actions, responsible persons, and deadlines. Personal information will be protected. Consultation findings will be linked to proposal development, E&S screening, design revisions, and corrective actions.

The Project will close the feedback loop by informing stakeholders how their input was considered, what actions were agreed, and why any recommendation could not be accommodated. Responses may be provided through *Musdes,* public notices, direct communication, Project portals, or other accessible channels.

6. Information Disclosure

Information disclosure for the SEHATI Project is strictly governed by the Ministry of Villages and Development of Disadvantaged Regions Regulation (Permendesa PDT) No. 12 of 2025 on Public Information Management and Services. Beyond ensuring compliance with national regulatory frameworks, this disclosure strategy is tailored to align fully with World Bank operational standards—specifically Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure. The overarching objective of this disclosure framework is to cultivate transparency and accountability, guaranteeing meaningful public engagement across all phases of the project lifecycle, from planning through implementation.

6.1. Information Disclosed

Information disseminated to communities and stakeholders is designed to be comprehensive, objective, and accessible. Key materials include:

- **Basic project information**: objectives, components, target locations, key implementation schedules, selection criteria for villages, activities, and beneficiaries, as well as eligible activity lists and negative/exclusion lists
- **Eligible activities and exclusion criteria**: not every activity proposed will be funded by SEHATI, only activities that meet the eligible activities and do not listed in the exclusion list will get the SEHATI funding.
- **SEHATI project benefits**: detailed explanations of positive development impacts for village communities.
- **Potential risks**: transparent disclosure of potential environmental and social risks and impacts associated with project activities, alongside proposed mitigation measures to be implemented.
- **Environmental and Social Safeguards instrument**: Relevant Environmental and Social (E&S) instruments—including the Stakeholders Engagement Framework (SEF), Environmental and Social Management Framework (ESMF), Labor Management Procedure (LMP), Environmental and Social Commitment Plan (ESCP).
- **Selection process**: criteria and outcomes of selection and approval processes at a publicly disclosable level, while safeguarding personal data and exempt information.
- **Feedback and Grievance Redress Mechanism (FGRM)**: channels, procedures, and aggregated performance metrics; outcomes of stakeholder engagement; and summaries of E&S monitoring and follow-up actions.

6.2. Information Disclosure Matrix

Disclosure channels will be selected based on stakeholder needs and local access conditions. Local-language materials, non-technical summaries, targeted outreach, and accessible formats will be used where necessary.

Table 5. Information Disclosure Matrix

Level	Stakeholders	Information Disclosed	Timing	Disclosure Channels	Responsible Entity
National	Government agencies, World Bank, CSOs, academia, private sector	Project design; E&S instruments; criteria; consultation outcomes; monitoring and aggregated FGRM results	Preparation and implementation	Official websites, Project portal, public consultations, workshops, reports, official social media	PMU
District	Local governments and relevant agencies	Criteria and selection process; screening results; E&S requirements; district verification; progress; grievance summaries	Before selection and throughout implementation	District meetings, workshops, FGDs, public consultations, digital official platforms and communications	PMU / District Governments
Village	Village Governments, BPD, PAPs,	Proposal and subproject information; criteria; approved activities; E&S	Before decisions and throughout implementation	Village Consultative Meeting *(Muyawarah Desa*-Musdes),	Village Government /

Level	Stakeholders	Information Disclosed	Timing	Disclosure Channels	Responsible Entity
	vulnerable groups, *Masyarakat Adat*, communities	measures; FGRM; progress and accountability information; proposed digital-connectivity infrastructure locations, land and site requirements, construction or deployment schedules, community-safety measures, expected service coverage, and service commencement information, where applicable		community meetings, notice boards, facilitators, printed materials, SID, messaging groups, FGRM channels	facilitators / TPK

7. Feedback and Grievance Redress Mechanism (FGRM)

7.1. Principles of Project FGRM

The FGRM is free of charge, accessible, transparent, culturally appropriate, timely, protected against retaliation, and operates without prejudice to legal judicial remedies. Confidentiality is strictly guaranteed. The Project will establish a tiered FGRM with intake at village and district levels and a designated Project-level case-management function within MoVDA, linked to SP4N-LAPOR!, SIPEMANDU and other competent, specialized channels.

The tiered FGRM will operate from the beginning of village socialization, proposal development, and community decision-making, and not only from the commencement of physical implementation. At participating locations, stakeholders may raise concerns through accessible village-level channels, including verbal or written submission to designated village personnel or facilitators, during community meetings, suggestion boxes, telephone or messaging channels, and available digital platforms. Matters that can be addressed promptly and appropriately at village level shall be documented and resolved locally. Matters that cannot be resolved locally, involve conflicts of interest, require technical or administrative authority beyond the village, or concern significant issues such as beneficiary selection, land access, misuse of funds, discrimination, or exclusion shall be referred to the district or Project-level function and, as applicable, recorded or linked with SIPEMANDU, SP4N-LAPOR!, or another competent mechanism. Complainants shall be informed of the referral, status, and outcome.

7.2. FGRM Channels

The main FGRM channel for SEHATI project will use SIPEMANDU that can be accessed via **sipemandu.kemendesa.go.id**. Alternatively, stakeholders can also use the **lapor.go.id** website or application **SP4N-LAPOR!.** However, if the project-affected parties at the village level face difficulties in accessing SIPEMANDU, lapor.go.id or SP4N-LAPOR! Application, they can submit their feedback and grievances using alternatives channels, such as:

- Call center: 1500040
- SMS: 081288990040
- Whatsapp: 087788990040

- Portal Sipemandu: sipemandu.kemendesa.go.id
- SP4N-LAPOR!: lapor.go.id
- Facebook: kemendesapdt
- X: @kemendesapdt
- Layanan Surat Elektronik (Email): eppid@kemendesa.go.id
- Persuratan: Jl. TMP Kalibata No. 17 Jakarta Selatan - 12750
- PPID (Pejabat Pengelola Informasi dan Dokumentasi): Jl. Jl. TMP Kalibata No. 17 Jakarta Selatan - 12750
- Pusat Pengaduan dan Layanan Informasi Desa dan Daerah Tertinggal: Jl. TMP Kalibata No. 17 Jakarta Selatan - 12750

7.3. FGRM Workflow

Table 6. FGRM Workflow

Stage	Main Actors	Explanation
Public Report	Citizens via **lapor.go.id**, **LAPOR! app**, **SIPEMANDU, SMS 1708**, or **social media**	MoVDA uses SIPEMANDU as the main channel for FGRM. However, there are alternative channels such as LAPOR!, SMS, Whatsapp, facebook, X, email, or in person in MoVDA office. Citizens who report via LAPOR! should choose to address the report to the MoVDA. Citizens can fill the report form and select **SEHATI Category**. This is an important step to help the FGRM team to trace complaints related to the SEHATI project. Reports may include corruption, fund misuse, maladministration, or misconduct by village officials. The LAPOR! The team will forward the complaints to SIPEMANDU team who will assign the complaints to relevant and responsible units.
Verification & Forwarding	**LAPOR Admin – MoVDA, SIPEMANDU Admin**	If the complaints go through LAPOR!. The LAPOR! admins verify the complaints and make disposition of complaints to MoVDA. The SIPEMANDU team checks completeness and relevance, then forwards it to the Inspectorate **General** or **Directorate General / Local PMD Office** for review.
Follow Up Action	**Inspectorate General**, **APIP**, **Law Enforcement (Police/Prosecutor), technical team**	MoVDA FGRM team will respond to the complaints and then conduct audits, clarifications, and investigations if legal violations are suspected. If the complaints are related to significant incidents such as SEA/SH, the MoVDA FGRM team should report the incidents to the Bank.
Monitoring & Resolution	**MoVDA, LAPOR Team, SIPEMANDU Team**	At this stage, MoVDA FGRM team should report the progress to the LAPOR Team. The LAPOR team can track progress, update report status, and provide feedback to the complainant through the LAPOR system.

***Note**: Response and resolution timeframes may vary depending on the type, urgency, complexity, and handling requirements of the complaint. Detailed response, referral, escalation, and resolution standards will be defined in the Project Operations Manual (POM) and/or applicable FGRM Standard Operating Procedures (SOP).*

Figure 3. FGRM Workflow of SEHATI Project

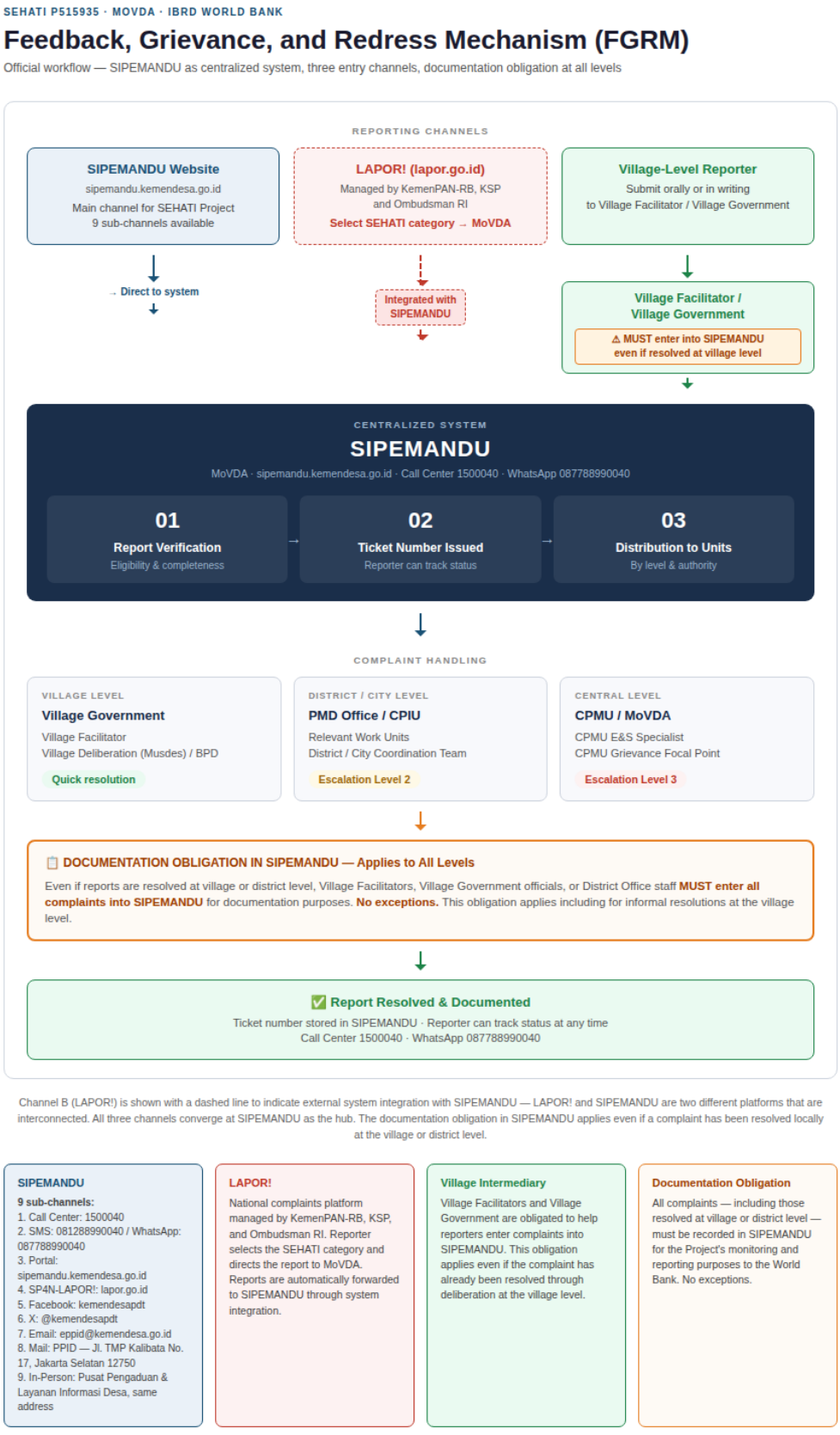


Table 6 and Figure 3 illustrate the general complaint-handling process under the Project, from complaint submission through review, follow-up, resolution, and documentation. Where village or

district actors do not have designated SIPEMANDU accounts, they shall assist stakeholders to access an available official channel and transmit eligible cases to the designated district or Project-level FGRM function for registration and follow-up. Such assistance shall not require complainants to use a personal account of a village official or facilitator and shall maintain applicable confidentiality and data-protection requirements.

The Project will distinguish routine community feedback from formal grievances while ensuring that both are documented and used for Project management. Routine feedback includes questions, suggestions, observations, and community views that can inform investment prioritization, proposal preparation, implementation adjustments, or operation of Project-supported assets without requiring formal investigation or remedy. Routine feedback will be documented through the stakeholder feedback and action-tracking arrangements and, where relevant, considered in village decision-making and adaptive implementation.

Formal grievances include allegations or concerns requiring documented assessment, resolution, referral, remedy, or escalation, including issues related to exclusion, beneficiary selection, land access, conflicts of interest, asset allocation or management, misuse of funds, discrimination, safety, or noncompliance with Project requirements. Formal grievances will be registered and handled through the Project FGRM case-management process, including referral or escalation through SIPEMANDU, SP4N-LAPOR!, or other competent mechanisms, as applicable.

Detailed procedures, responsibilities, and escalation arrangements will be defined in the Project Operations Manual (POM) and/or applicable FGRM Standard Operating Procedures (SOP). The FGRM system should be ready to function before village proposal development and community decision-making begin. All capacity building programs needed for the personnel handling the complaints should be delivered before the utilization of the FGRM system.

FGRM at the Village Level

Implementing the FGRM for the SEHATI Project at the village level requires a tailored approach. Relying solely on digital platforms is not feasible, as many rural communities face limited digital literacy and uneven internet coverage, with some remote areas completely lacking a signal. To ensure the mechanism is truly inclusive, it must incorporate accessible, offline reporting channels that accommodate these local realities.

Table 7. General Village-Level Feedback and Grievance Pathway

Stage	Main actors	Minimum handling requirement
1. Receipt and registration	Designated village personnel, BPD, village facilitator, or other designated intake point	Receive oral, written, anonymous, or digital submissions; record the issue and preferred contact method; provide a reference or acknowledgment where contact information is available
2. Classification and initial response	Village-designated function with facilitator support	Distinguish routine feedback, request for information, and formal grievance; identify

		sensitive matters, conflicts of interest, and issues requiring immediate referral
3. Local response or resolution	Village Government/BPD or relevant local implementation function	Address matters within village authority; document the response, agreed action, responsible party, and target date; communicate the outcome to the person or community concerned
4. Referral or escalation	District Coordination Team or Project-level FGRM function	Refer unresolved, significant, sensitive, recurring, or authority-dependent matters; link or register the case in SIPEMANDU, SP4N-LAPOR!, or another competent mechanism as applicable
5. Follow-up and closure	Receiving and referring functions	Track action and status, report the outcome to the complainant, record whether the matter was resolved, and retain information for trend analysis and adaptive management

7.4. Special Handling Procedures

In addition to the LAPOR! system, the public has access to other channels for submitting feedback and grievances, depending on the specific issue to be reported such as:

SEA/SH and GBV

Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) and Gender Based Violences (GBV). GBV complaints will be handled through secure, confidential, and survivor-centered arrangements. Village-level personnel will receive and refer reports but will not investigate, mediate, or attempt informal settlement. The survivor's safety, privacy, dignity, informed consent, and access to services will guide all actions.

Figure 4. SEA/SH and GBV Handling Flow in Village



The village-level SEA/SH and GBV referral pathway is summarized in the table below.

Table 8. Village-Level SEA/SH and GBV Referral Pathway

Stage	Main Actor(s)	Minimum Handling Requirement
1. Initial report	Survivor or witness; Village Government official, Village Head, or Women and Child Protection Cadre (Kader PPA)	Receive the report without discrimination; protect the survivor's identity and confidentiality; prioritize immediate safety.
2. Referral to services	Kader PPA or Village Violence Prevention and Response Team (TPPK Desa)	Refer the case to the district/city P2TP2A or other competent integrated service for legal, medical, and psychosocial assistance, based on the survivor's informed consent.
3. Cross-sector coordination	District Office for Women's Empowerment and Child Protection (DP3A), community health center (Puskesmas), social services, and police where applicable	Coordinate access to appropriate health, psychosocial, protection, social, and legal services. Information sharing will be limited to what is necessary and consented to.
4. Legal process, if chosen or required	Police and prosecution services	Where the survivor chooses to pursue a criminal complaint or applicable law requires action, refer through the competent legal process, including under Law No. 12 of 2022 on Sexual Violence Crimes.
5. Recovery and reintegration	P2TP2A, social services, and qualified psychological or other service providers	Support follow-up care, counseling, social assistance, protection, and safe reintegration according to the survivor's needs and choices.

Minimum safeguards:

- Any Project or village representative who receives a report must promptly connect the survivor to the designated trained focal point or service provider.
- Only the minimum information necessary for safe referral and Project action will be recorded. Personally identifiable information will not be included in routine FGRM or E&S reports.

- The Project will not require the survivor to confront the alleged perpetrator, participate in mediation, accept an amicable settlement, or report to law enforcement.
- Immediate medical, psychosocial, protection, or emergency support will be facilitated through available local services. Detailed service mapping, contacts, escalation requirements, and reporting protocols will be maintained in the POM or SEA/SH protocol and updated for participating locations.
- Aggregated reporting will be anonymized and limited to information required for Project monitoring and management.

Worker Grievances

Worker grievances will be managed through the mechanism established in the LMP and applicable contracts. Workers will have channels outside their direct supervisor and protection against retaliation.

Corruption and Misuse of Funds

Allegations of corruption or misuse of funds will be referred to the applicable JAGA.ID, KPK, MoVDA WBS, APIP, or other competent mechanism. The SEF does not replace investigation procedures of competent authorities.

8. Institutional Arrangement

8.1. Roles and Responsibility

Table 9. Institutional Arrangement for SEHATI

Entity	Responsibilities
MoVDA / PMU	Overall, SEF oversight; national consultation and disclosure; FGRM oversight, inter-agency coordination; allocation of resources; reporting.
MoVDA / CPIU and Technical PIUs	Engagement related to village planning, productive assets, economic development, facilitation, and technical activities.
MoHA CPIU/PIUs	Engagement related to district coordination, village governance, planning alignment, and village asset management.
MoF CPIU/PIUs	Disclosure and communication concerning village grant allocations, transfer requirements, fiscal compliance, and disbursement conditions.
Bappenas led Steering Committee	Strategic guidance and resolution of inter-ministerial issues.
Sectoral Technical Coordination Forum	Technical consultation guidance development and review of sector specific investment matters.
Environmental and Social Specialists	ESS10 oversight; stakeholder and risk review; technical guidance; vulnerable-group and Indigenous Peoples engagement; capacity building; quality assurance; monitoring and reporting.
District Coordination Team	District level socialization, appraisal, verification, supervision, grievance escalation, and coordination with technical agencies.

Entity	Responsibilities
FGRM Management Unit / Designated Function	Manage SIPEMANDU tagging and intake; case referral and escalation; confidentiality controls; tracking, analytics, and aggregate reporting.
Village Governments and BPD	Organize *Musyawarah Desa* (Village Consultation Meeting); disclose local information; support inclusive participation; document feedback; receive and refer complaints; monitor local activities; and, where digital infrastructure is proposed, facilitate site-level information, consultation, land documentation, and community-consent processes in accordance with Project procedures
Village Facilitators	Support stakeholder identification, outreach, consultation, proposal screening, documentation, information access, and grievance intake.
Contractors, Supervisors, Managed-connectivity Service Providers	Pre-construction notices; community and worker communication; site-level disclosure; Worker GRM; OHS and community-safety briefings; and communication on service commencement; and handling or referral of community grievances
M&E / Digital Systems Team	Maintain engagement and FGRM data functions; consolidate indicators; support public dashboards and management reporting.

8.2. Resource and Capacity Building

Component 3 will finance consultations, accessible communications, translations, participation support for vulnerable groups, FGRM system improvements, training, and monitoring. Training will be provided to PMU/CPIU/PIU personnel, district and village governments, facilitators, contractors, and FGRM personnel on ESS10, meaningful consultation, documentation and feedback, vulnerable-group inclusion, Indigenous Peoples engagement and FPIC where applicable, data privacy, and specialized grievance handling.

9. Monitoring and Evaluation

9.1. Monitoring Indicators

Table 10. Monitoring Indicators for SEHATI

Theme	Indicator	Frequency
Consultation coverage	Number and type of consultations by phase and level; locations reached; topics covered; percentage of supported village-planning processes with documented outreach to women and youth	Quarterly / reporting period
Participation	Number of participants from vulnerable groups where appropriate; percentage of women and youth participating in village investment planning processes	Quarterly / reporting period
Community influence and accountability	Percentage of village proposals reviewed with documented evidence of investment and beneficiary-selection discussions, outreach to vulnerable or less influential stakeholders, substantive concerns raised, responses and follow-up actions, and changes made to the proposal as a result of community feedback.	Quarterly / sample quality review
Accessibility	Use of local languages, accessible venues/formats, targeted outreach, and reasonable accommodation	Quarterly / sample review

Theme	Indicator	Frequency
Feedback loop	Issues raised, commitments made, actions completed, ~~and~~ feedback provided to stakeholders; and percentage of consultation commitments completed	Quarterly / milestone
Information disclosure	Information disclosed, timing, channels, and evidence of public availability	Quarterly / milestone
FGRM performance	Complaints received, categories, acknowledgment and resolution status, cases resolved, escalated, and outstanding; percentage of grievances resolved	Monthly / quarterly aggregate
Capacity building	Training activities, participant groups, and implementation follow-up	Quarterly
Corrective action	Stakeholder-engagement noncompliance and agreed corrective actions completed	As required / quarterly

Village and district engagement records will be submitted through the Project's approved reporting arrangements. The PMU and E&S specialists will consolidate results, review trends, conduct risk-based field checks, and include stakeholder engagement and FGRM performance in regular E&S reports. Sensitive and personal information will not be included in public or aggregate reports.

9.2. Updating the SEF

This SEF is a living document. It will be reviewed and updated when participating villages and investments are confirmed; new stakeholders or vulnerable groups are identified; Project design, location, implementation arrangements, or E&S risks change; consultations or grievance trends indicate gaps; or monitoring identifies the need for improved engagement measures. Material updates will be consulted on as appropriate, cleared in accordance with agreed Project procedures, version-controlled, and re-disclosed. Operational details will also be incorporated into the POM, proposal templates, district verification guidance, technical guidelines, training materials, and digital systems used during implementation.

ANNEX I: Stakeholder Engagement and Consultation Record Form

STAKEHOLDER ENGAGEMENT AND CONSULTATION RECORD

Project Name:	**SEHATI P515935 (Strengthening Food Security and Green Economy Development in Indonesia's Village)**
Document Reference No:	
Prepared By / Date:	

1. Engagement Details & Logistics

Date and Time:	[DD/MM/YYYY] | Start: _____ End: _____
Location / Venue:	[*Physical address, village name, or Virtual Link*]
Notification to Stakeholders: (Date & Method)	Date Notified: [DD/MM/YYYY] Method: [ ] Official Letter; [ ] Messaging Group; [ ] Public Board **Copy of notification must be attached*
Purpose of the Engagement:	[ ] Inform stakeholders of an intended project/sub-project [ ] Gather views on potential E&S impacts [ ] Discuss Grievance Mechanism (FGRM) [ ] Other: _____
Form of Engagement:	[ ] Face-to-Face (Town Hall) [ ] Focus Group (FGD) [ ] Workshop / Training [ ] Written Consultation [ ] Online Consultation [ ] Key Informant Interview [ ] Public Consultation [ ] Other: _____
Documentation Disclosed to Participants:	1. 2. 3.

2. Stakeholder Participant Information

Description of Stakeholders Consulted:	[*Briefly describe who they are and their relation to the project*]
Participant Numbers:	Total: _____ | Male: _____ | Female: _____
Categories of Participants:	[ ] Government Officials [ ] Village Apparatus / Head [ ] Community / Beneficiaries [ ] Vulnerable Groups [ ] CSOs / NGOs [ ] Traditional Leaders

3. Feedback and Responses Matrix

No.	Name	Institution	Summary of Main Points & Concerns Raised by Stakeholders	How Feedback was Responded to / Taken into Account (Or reasons why it was not)

1				
2				
3				
4				

4. Follow-Up Actions Matrix

No.	Issues & Activities Requiring Follow-up	Responsible Unit	Target Date & Status
1			
2			
3			

5. Communication of Decisions

Please clarify how stakeholders are informed of the decisions and follow-up actions:
[E.g., "Follow-up decisions will be posted on the village announcement board and relayed through the Village Head during the next meeting."]

6. Required Attachments & Signatures

[ ] Signed Attendance List
[ ] Copy of Notification/Invitation
[ ] Photos of Consultation
[ ] Disclosed Documents/Presentations

Recorded by:

_____

Name & Title:
Date:

Acknowledged by (Project Lead):

_____

Name & Title:
Date:

ANNEX II: Stakeholders Feedback and Action-Tracking Log

Purpose: This log is used to record routine stakeholder feedback, including questions, suggestions, observations, and community inputs arising from consultation, *Musyawarah Desa* (Musdes), proposal preparation, implementation, and monitoring. Feedback recorded in this log should be followed up and, where relevant, used to inform village decision-making, proposal development, or implementation adjustments.

Matters requiring formal assessment, remedy, referral, investigation, or escalation shall be registered and handled through the Project FGRM using Annex III. Sensitive complaints, including SEA/SH, shall be immediately referred through the applicable confidential pathway and shall not be recorded in this log.

STAKEHOLDERS FEEDBACK AND ACTION-TRACKING LOG

Project Name:	SEHATI P515935	**Log Maintained By:**	
Last Updated:	[DD/MM/YYYY]	**Reporting Period:**	[Month - Month Year]

Categories: 1-Project Info, 2-E&S Impacts, 3-Fund Misuse/Corruption, 4-FGRM/Admin, **5-SEA/SH/GBV** (**Handle with strict confidentiality**)
Status Options: Open, In Progress, Escalated, Closed.

Log ID	Date Received & Channel	Stakeholder Category / Name	Feedback / Grievance Summary & Category	Agreed Action / Mitigation Measure	Responsible Unit	Target Date	Status & Close Date
001	02/09/2026 Channel: Town Hall	Village Apparatus	Cat 4: Request for offline FGRM form templates due to bad signal.	Print and distribute FGRM offline forms to village facilitators.	Local PMD	15/09/2026	In Progress Closed: --

IMPORTANT CONFIDENTIALITY NOTE: If the feedback relates to SEA/SH or GBV, DO NOT record identifying information of the survivor in this general log. Use a secure, separate, and confidential filing system accessible only to authorized SEA/SH focal points.

ANNEX III: FGRM Intake & Case-Tracking Form

FGRM INTAKE & CASE-TRACKING FORM

SEHATI P515935

SECTION 1: CASE INTAKE (To be filled out at first contact)

1.1 General Information

Case Reference Number: _____ (e.g., FGRM-2026-001)	Date of Intake: [MM / DD / YYYY]
Intake Channel / Mode of Contact: ☐ Walk-in ☐ Hotline/Phone ☐ Suggestion Box ☐ Community Meeting ☐ SMS/Email ☐ Third-party/Referral	Name of Intake Officer: _____

1.2 Complainant / Feedback Provider Profile

Full Name / Anonymous: _____ (Tick if anonymous: ☐)	Gender: ☐ Male ☐ Female ☐ Other / Prefer not to say
Contact Information: Phone: _____ Email: _____	Address: _____
Affiliation / Community Group: _____ (e.g., Local Tribe, Project Beneficiary, Contractor)	

NOTE: If the complaint concerns SEA/SH or GBV, do not complete the general complainant-profile or incident-description fields. Record only a coded reference and immediately refer the case to the authorized SEA/SH focal point using the confidential protocol. Alternatively, the complainants can use more confidential SEA/SH form attached that prioritizes confidentiality, minimizes the risk of re-traumatization, and clearly explains how the survivor's data will be protected

1.3 Details of the Feedback or Grievance

Type of Submission: ☐ Inquiry / General Question ☐ Request for Information / Project Clarification ☐ Suggestion / Positive Feedback ☐ Formal Grievance / Complaint	Primary Issue Category: ☐ Environmental Impact (e.g., dust, water pollution, deforestation) ☐ Social Impact / Land Dispute (e.g., property damage, resettlement issues) ☐ Labor / Employment (e.g., local hiring disputes, unfair wages) ☐ Financial / Fraud / Corruption ☐ Gender-Based Violence (GBV) / Harassment (Route immediately to specialized protocol) ☐ Other: _____
Description of the Issue: Provide a clear, chronological description of what happened, when, where, and who was involved:	
Supporting Evidence Attached? ☐ Yes ☐ No	(If yes, specify: Photos, emails, maps, witness statements, etc.) _____

SECTION 2: INITIAL ASSESSMENT & TRIAGE (Internal Use Only)

Eligibility Check: Does this grievance fall under the scope of this project/organization? ☐ Yes ☐ No (If No, date of referral to external entity: [/ /] and state agency name: _____)
Priority / Risk Level: ☐ Low: Minor issue, can be resolved at the local field level within 5 days. ☐ Medium: Complex issue involving multiple stakeholders; requires investigation. Resolution within 14 days. ☐ High / Urgent: Immediate risk to safety, legal compliance, or major project halting. Requires immediate escalation.
Assigned Case Investigator/Owner: _____

SECTION 3: CHRONOLOGICAL LOG & CASE TRACKING

Maintain an unalterable, opinion-free log of every action taken regarding this case.

Date	Action Taken / Milestone Reached	Responsible Person	Key Findings / Next Steps
__/__/__	Acknowledgment Sent to complainant via [SMS/Email/Letter].	Intake Officer	Complainant informed of tracking ID.
__/__/__	Field Site Inspection and witness interviews conducted.	Investigator	Confirmed minor crop damage by contractor.
__/__/__	Resolution Meeting held with community elders and contractor.	FGRM Committee	Proposed compensation terms.
__/__/__			

SECTION 4: RESOLUTION & SIGN-OFF

Final Action / Remedy Agreed Upon:
Date Resolution Implemented: [MM / DD / YYYY] Complainant Feedback on the Outcome: ☐ Satisfied & Resolved (Case Closed) ☐ Unsatisfied (Escalated to Tier 2 / Appeals Panel)
Signatures of Closeout: Complainant Signature (if available): _____ Date: __/__/__ FGRM Representative Signature: _____ Date: __/__/__

CONFIDENTIAL SEA/SH REPORTING FORM

SEHATI P515935

- **You can choose to remain completely anonymous.** You do not have to provide your name or contact details unless you want us to follow up with you.
- **Confidentiality is guaranteed.** Only the designated SEHATI Project SEA/SH Focal Point will read this form. Your information will not be shared with your employer, family, or the community without your explicit consent.
- **No retaliation.** You will not face any negative consequences for submitting this report in good faith.
- **You control the process.** You only need to share what you feel comfortable sharing right now.

Section 1: Information About You (Optional)

Remember: You can leave this entire section blank if you wish to remain anonymous.

- **Are you reporting this for yourself or someone else?**
  - [ ] This happened to me
  - [ ] I witnessed this happen to someone else
  - [ ] I am reporting on behalf of a survivor (with their consent)
- **Name:** _____ (Optional)
- **Safe Contact Method:** How is it safest for us to contact you? (e.g., Phone number, email, or a trusted third party). Please indicate any specific safe times to call.
  - _____ (Optional)

Section 2: Details of the Incident

Please share only what you feel safe and comfortable sharing. You do not need to provide every detail right now.

- **When did this happen?** (Approximate date and time, if known)

  _____
- **Where did this happen?** (e.g., Specific SEHATI project site, community area, office, transport)

  _____
- **Who is the complaint about?** (If you know their name, role, or relationship to the SEHATI Project—e.g., project staff, contractor, community leader)

  _____
- **What happened?** (Briefly describe the incident or behavior. You do not need to use specific terminology; just describe what occurred in your own words.)

  _____

Section 3: Immediate Support and Safety

- **Do you have any immediate concerns about your physical safety?**
  - [ ] Yes
  - [ ] No
- **Do you need immediate medical assistance or psychosocial support (counseling)?**
  - [ ] Yes (If yes, please ensure you have provided a safe contact method in Section 1 so we can connect you with confidential services)

- [ ] No
- [ ] I am not sure yet

Section 4: Next Steps (If contact information is provided)

- **Do you give consent for the SEHATI SEA/SH Focal Point to contact you regarding this report?**
  - [ ] Yes
  - [ ] No (I just want this documented)

ANNEX IV: Indicative Minimum Information Disclosure Checklist

INDICATIVE MINIMUM INFORMATION DISCLOSURE CHECKLIST

SEHATI P515935

Location (Village/Regency):		**Checklist Completed By:**	
Date of Assessment:	[DD/MM/YYYY]	**Project Phase:**	[e.g., Preparation, Implementation]

Instructions: Use this checklist to ensure all mandatory project information is disclosed to relevant stakeholders in a timely, accessible, and culturally appropriate manner.

No	Information to be Disclosed (ESS10 Requirement)	Disclosed? (Yes/No/NA)	Date of Disclosure	Format / Location / Method (e.g., Notice Board, Website, FGD)	Remarks / Follow-up Actions
1. GENERAL PROJECT INFORMATION					
1.1	The purpose, nature, and scale of the SEHATI Project.				
1.2	The duration of proposed project activities in the specific location.				
2. ENVIRONMENTAL & SOCIAL RISKS AND MITIGATION					
2.1	Potential risks and impacts of the project on local communities (e.g., land use, labor, environmental impacts).				
2.2	Proposed mitigation plans (e.g., Environmental and Social Management Plan - ESMP).				
2.3	Environmental and Social Commitment Plan (ESCP).				
3. STAKEHOLDER ENGAGEMENT & CONSULTATION					
3.1	Draft Stakeholder Engagement Framework (SEF).				
3.2	The proposed stakeholder engagement process, highlighting ways in which stakeholders can participate.				
3.3	Time, venue, and agenda of proposed public consultation meetings.				
3.4	Process by which consultation meetings will be notified, summarized, and reported back to the community.				
4. GRIEVANCE REDRESS MECHANISM (FGRM)					
4.1	The process and means by which grievances can be raised (e.g., LAPOR!, SMS 1708, village facilitators).				
4.2	Information on how grievances will be addressed and typical response times.				

4.3	Specific, confidential reporting pathways for SEA/SH and GBV complaints.				
5. ACCESSIBILITY & FORMAT (CROSS-CUTTING)					
5.1	Is the disclosed information in the local language(s) understandable by the community?				
5.2	Is there a non-technical summary provided for complex documents?				
5.3	Is the information available in accessible physical locations (e.g., village hall) for those without internet?				

Prepared by:

_____

Name & Title:

Date:

Verified by (Project Manager / E&S Specialist):

_____

Name & Title:

Date:

ANNEX V: Vulnerable Group Accessibility Checklist

VULNERABLE GROUP ACCESSIBILITY CHECKLIST

SEHATI P515935

Location (Village/Regency):		**Evaluator / Social Specialist:**	
Date of Assessment:	[DD/MM/YYYY]	**Targeted Vulnerable Groups in Area:**	[e.g., Indigenous Peoples, Women, Elderly, PwD]

Instructions: This checklist ensures that engagement strategies, information disclosure, and grievance mechanisms are inclusive, culturally appropriate, and accessible to vulnerable groups (including Indigenous Peoples).

No	Checklist Item (ESS 7 & ESS 10 Requirements)	Status (Yes/No/NA)	Remarks / Required Mitigation Actions
1. IDENTIFICATION & REPRESENTATION (ESS 10)			
1.1	Have vulnerable and marginalized groups within the project footprint been systematically mapped?		
1.2	Are the representatives of these groups legitimately chosen by the groups themselves, rather than appointed externally?		
1.3	Are there specific provisions to ensure women and youth from these groups are actively represented?		
2. INFORMATION DISCLOSURE & COMMUNICATION (ESS 10 & ESS 7)			
2.1	Is project information translated into the local/indigenous languages spoken by the vulnerable groups?		
2.2	Are non-written communication methods (e.g., oral presentations, radio, pictograms) used for groups with low literacy?		
2.3	Has information regarding potential adverse impacts on land, livelihoods, or cultural heritage been fully disclosed prior to any activities?		
3. MEANINGFUL CONSULTATION & ACCESSIBILITY (ESS 10 & ESS 7)			
3.1	Are meeting venues physically accessible to persons with disabilities and the elderly?		
3.2	Are consultation times scheduled to avoid conflict with the livelihood activities or domestic responsibilities of vulnerable groups (especially women)?		
3.3	Are separate, culturally safe meetings held for women or specific vulnerable sub-groups if they cannot speak freely in general community forums?		
3.4	Are traditional decision-making structures respected during consultations?		
4. INDIGENOUS PEOPLES SPECIFICS - FPIC & CULTURE (ESS 7)			
4.1	Does the project impact land, territories, or cultural heritage requiring Free, Prior, and Informed Consent (FPIC)? (If yes, verify FPIC documentation).		
4.2	Have measures been agreed upon to ensure project benefits are culturally appropriate and accessible to Indigenous Peoples?		
5. GRIEVANCE REDRESS MECHANISM (FGRM)			
5.1	Is the FGRM accessible to vulnerable groups via offline, non-digital channels (e.g., verbal reporting to a trusted local facilitator)?		
5.2	Can grievances be submitted anonymously to protect vulnerable individuals from retaliation?		
5.3	Is there a culturally appropriate, survivor-centered protocol in place for receiving and referring SEA/SH and GBV complaints?		

Assessed by:

_____

Name & Title:

Date:

Reviewed by (Project Manager):

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Name & Title:

Date: