

**KINGDOM OF CAMBODIA**  
**Nation Religion King**

**Ministry of Health**  
**Pre-Service Training for Health Workers Project P169629**

**Stakeholder Engagement Plan**

**Executive Summary**

This Stakeholder Engagement Plan (SEP) is the second instrument for Environmental and Social Framework (ESF) prepared, consulted and disclosed by the Ministry of Health (MOH) of the Kingdom of Cambodia for the “Pre-Service Training for Health Workers” project in Cambodia. This instrument specifically follows the requirements of the World Bank Environment and Social Standard “ESS 10” on Stakeholder Engagement and Information Disclosure.

The purpose of this SEP is to provide a transparent engagement and open communication between and among the project stakeholders in order to maximize participation and inclusion for project design, implementation, monitoring and evaluation and to enhance project acceptance and improve the environmental and social sustainability. A systematic approach to stakeholder engagement will help MOH develop and maintain over time a constructive relationship with the stakeholders throughout the duration of the Project.

The four main components of this Stakeholder Engagement Plan includes the following:

1. Identification of the project stakeholders and analysing their role, interest and influence in the project.

This section identified the stakeholder groups that are likely to affect or be affected by the project activities and sorting them according to their impact on the “Pre-Service Training for Health Workers” project and the impact the project activities will have on them. This will be an ongoing process, which may evolve as new stakeholders are introduced to the project. The preliminary stakeholder analysis has identified the various interests of stakeholder groups and the influence these groups may have on the project. The analysis also shaped the design of stakeholder consultation activities and which stakeholders to engage and when to engage.

2. The Stakeholder Engagement Plan (SEP)

This section details a formal strategy to communicate with project stakeholders to engage their participation and support for the “Pre-Service Training for Health Workers” project. It specifies the timelines, frequency and type of communications, media, contact persons, and locations of communication events.

3. Grievance Mechanism

This section details the grievance mechanism which allows those that have complaint or those that feel aggrieved by this project to be able to communicate their concerns and/or grievances through an appropriate process. The GM will provide an accessible, rapid, fair and effective response to concerned stakeholders, especially any vulnerable group who often lack access to formal legal regime.

The grievance mechanism aims to achieve mutually agreed resolution of grievances raised by project stakeholders, project participants and beneficiaries and ensures that complaints and grievances are addressed in good faith and through a transparent and impartial process, but one which is culturally acceptable. It does not deal with ‘concerns’ which are defined as questions, requests for information, or perceptions not necessarily related to a specific impact or incident caused by the project activity. If not addressed to the satisfaction of the person or group raising the concern, then a concern may become a complaint.

4. Procedures for monitoring and reporting to stakeholders

The stakeholder engagement process will promote the development of strong, constructive and responsive relationships among the key identified project stakeholders for successful management of the project's implementation. Effective stakeholder engagement between the Government and project stakeholders improves the environment and social sustainability of the project, enhances project acceptance and makes significant contribution to successful “Pre-Service Training for Health Workers” project design and implementation.

Reporting to stakeholders involves providing important details on the undertakings, routines, status, and progress of the project team and the project progress. Reporting to stakeholders may also include new or corrected information since the last report. Keeping track of the commitments made to various stakeholder groups at various times, and communicating progress made against these commitments on a regular basis, requires planning and organization.

Stakeholders Engagement Activities Done During the Design Preparation Stage

Activities	Institution	# of Participants		
		Total	Women	Disadvantaged Group
1. FGDs	HTIs (UHS and RTC-Stung Treng)	131	81	5
	Public Health Institutions (Public Hospitals, PHD)	71	24	1
	Disadvantaged Groups (PWD, LGBT)	9	2	8
	<i>Total FGD Participants</i>	<i>211</i>	<i>107</i>	<i>14</i>
2. Consultative Meeting	Various Stakeholders	24	8	3