

DEPARTMENT OF RURAL ROADS, MINISTRY OF TRANSPORT

**Thailand Resilient Transport Connectivity and Irrawaddy Dolphin
Conservation Project
(P509460)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)
(Lanta Island Bridge Project)

May 2025

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ABBREVIATIONS AND ACRONYMS

CSO	Civil Society Organizations
DOF	Department of Forestry
DMCR	Department of Marine and Coastal Resources
DNP	Department of National Parks
DRR	Department of Rural Roads
ESF	Environmental and Social Framework
GRM	Grievance Redress Mechanism
IBRD	International Bank for Reconstruction and Development
MNRE	Ministry of Natural Resources and Environment
MOF	Ministry of Finance
MOT	Ministry of Transport
NEB	National Environment Board
NESDC	National Economic and Social Development Council
ONEP	Office of Natural Resources and Environmental Policy
PAO	Provincial Administration Organization
PCU	Passenger car unit
PDMO	Public Debt Management Office
PDO	Project development objective
PIU	Project Implementation Unit
PMU	Project Management Unit
SEP	Stakeholder Engagement Plan
SLIP	Supplementary Lenders Information Package
THB	Thailand Baht
USD	United States Dollar

I. Introduction

1. This Stakeholder Engagement Plan (SEP) for the Thailand Resilient Transport Connectivity Project of the Kingdom of Thailand has been prepared by the Department of Rural Roads (DRR), its Implementing Agency. The scope of this SEP focuses on Component 1 and specifically on the Lanta Island Bridge Construction only.
2. **The Project.** The project will support the construction of two bridges: the 2.2 km Lanta Island bridge in Lanta Island, Krabi province and the 7 km-Songkhla Lake bridge connecting Songkhla and Phatthalung provinces. Maps of the project locations are attached in Annex 1 and 2. The project development objective (PDO) is to improve resilient transport connectivity to Lanta Island and across Songkhla Lake. The project consists of three major components.
 - a. Component 1: Lanta Island and Songkhla Bridge Construction. The 2.2km-Lanta Island bridge project connects the mainland of Krabi with Lanta, an island of 35,000 people in 2022, whose only source of transportation to the mainland is by ferry. The project is expected to directly reduce travel time, expand transport services, and provide regular and reliable access to trade essential services in Krabi mainland. The 7-km Songkhla Lake bridge project, traversing the largest lake in Thailand, will directly reduce the travel time and transport costs for about 308,000 people living in the districts connected by the bridge in Songkhla and Phatthalung. Transport connectivity for both projects is deemed to enhance resilience as the proposed bridges will serve as emergency evacuation routes in the event of natural calamities and disasters. Development in the three provinces will be spurred by expected growth in tourism, agricultural production, and trade.
 - b. Component 2: Strengthening Environmental and Social Sustainability of Resilient Transport Infrastructure. The component provides support for critical biodiversity management focusing on Irrawaddy dolphin conservation management and ecosystem management of Songkhla Lake.
 - c. Component 3: Institutional Development and Project Management. The component will involve the DRR, providing implementation support and technical assistance in the aspects of project management, road safety assessment and awareness-raising, construction supervision, procurement, financial management and audit, environmental and social oversight, monitoring and evaluation (M&E), training, and communications.
3. The total cost of the two bridges is estimated at THB 6,678.75 million (approximately USD 195 million). The Thai Government is financing 70 percent of the project cost through a proposed IBRD loan of USD 136.5 million. The remaining 30 percent of USD 58.5 million will be financed with the country's FY 2023 budget. The cost of Lanta bridge is estimated at THB 1,800 million (approximately USD 52.55 million)

4. The effects of the project are mainly related to the environmental and social impacts of the bridge construction. The environmental impacts include habitat loss and disturbance, noise pollution, and waste disposal. Mitigation measures have been proposed and approved in the Environmental Impact Assessment. Social impacts of the project cover the employment and management of project workers, economic impacts on ferry operations and local businesses operating in the Lanta Island bridge site, and community health and safety during the construction and operation. The Environmental Impact Assessment, including consultations carried out as of August 2022, was approved and disclosed by DRR from August 2020 to July 2021 in <https://xn--12clj9bgle6dub5byb0bogff9e3hfe9noa.com/index.html>
5. The SEP objectives are: (i) to establish a systematic approach to stakeholder engagement through the identification and analysis of stakeholders in terms of interests and support for the project; (ii) to incorporate stakeholders' needs and interests in project design, and environmental and social performance monitoring; (iii) to promote and provide means for effective and inclusive engagement with project-affected parties through the project life cycle; (iv) to ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format; (v) to provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow DRR to respond to and manage such grievances.
6. The SEP was prepared by DRR in close consultation with stakeholders and partner agencies. Its preparation was guided by relevant Thai laws and policies on citizen engagement (Annex 3) as well as the World Bank's Environmental and Social Framework (ESF), particularly Environmental and Social Standard on Stakeholder Engagement and Information Disclosure (ESS 10). The SEP will be reviewed periodically and enhanced based on relevant project changes, e.g., design and scope, environmental and social performance of the Borrower, that will require corresponding adjustments in stakeholder engagement and information disclosure.
7. The SEP has seven chapters. The Introductory chapter is followed by the identification and analysis of relevant stakeholders as of July 2023 in Chapter III. Relevant stakeholders are grouped according to project-affected parties, vulnerable and disadvantaged groups, and other interested parties emanating from government, academe, civil society, communities and the private sector. The list and analysis of stakeholders is updated to include those newly identified in the Bank's due diligence activities from September 2022 to June 2023. Chapter III initially looks into the nature and scope of public consultation activities completed in 2020 and 2021 in line with EIA preparation. It goes on to identify gaps in information disclosure that needs to be bridged from 2021 to June 2023, due to any project changes, whether in design or impact and the additional studies conducted. In Chapter IV, the Stakeholder Engagement Program is presented in terms of information disclosure and consultation strategies addressing the needs of stakeholders. The purpose is to ensure adequate social preparation before project construction and enable stakeholders to form informed opinions and inputs to the project development process. Chapter V discusses the organization and actors within DRR, the Project Management Unit (PMU) and Lanta Project Implementation Unit (PIU) responsible for SEP implementation, and the third parties involved. In Chapter VI, the estimated costs and budget are presented in line with the SE program in Chapter IV. The SEP budget has been reviewed by the DRR with the Bank and is incorporated in the ESMP. The final chapter is about project-level grievance redress mechanisms (GRM) prepared in accordance with EIA recommendations, national laws and policies, and the principles espoused in ESS10.

II. Stakeholder Identification and Analysis

8. DRR recognizes the importance of an open and transparent interaction with the Project stakeholders. In this sense the stakeholder engagement will be an inclusive and continuing process, during all stages of the Project. Within the framework of the Project, the stakeholders are identified for the Lanta Island bridge and Songkhla Lake bridge Project. The relevant stakeholders for the two bridge projects are as follows: (i) project-affected parties inclusive of disadvantaged and vulnerable groups; and (ii) other interested parties;. A separate stakeholder analysis is provided for disadvantaged and vulnerable groups as well as for an IP community found uniquely in Lanta Island.

A. Project-Affected Parties

9. For the Lanta Island bridge project, the project-affected parties are identified and grouped according to the salience of their interests and needs in the pre-construction, construction and operational stages of project implementation. Table 2.1 presents the stakeholder analysis conducted for project-affected parties.

(a) Preconstruction and Construction Phase

- **Krabi Provincial Administration Office (PAO).** Lands that will be used by the project on the side of the Krabi mainland, whether temporary or permanent, are under the jurisdiction of the Krabi Provincial Administration Office (PAO). Additionally, the Krabi PAO holds the concession contracts for the ferry services. In the Ban Hua Hin pier, the Krabi PAO is also donating land measuring 0.5 rai (800 sqm), the location of a multi-purpose facility where stalls are rented out. The land donation is for the construction of additional structures in line with universal access principles, e.g., U-turn, elevators, and stairways. These additional structures were recommended by the National Environmental Board (NEB) as the proposed Lanta bridge will include a viewpoint. The foregoing changes in project design would have to undergo public consultation and disclosure in accordance with national policies and the ESF. The Krabi PAO has agreed with the DRR that the business operators will be allowed to finish the term of their lease contracts, which will happen during the project construction period.
- **A ferry service company (Krabi mainland – Koh Lanta).** The company holds a concession contract from the Krabi PAO for ferry services plying the Krabi mainland-Lanta Island route from October 2022 to October 2025. Upon the expected completion and opening of the bridge between 2025 and 2026 ferry operations will close as stipulated in the concession contract. The closure will bring about their loss of income, employment, and livelihood to the ferry operator and its workers. DRR has ongoing consultations with the ferry operator for transitional support that could be provided by the project. This support would include tapping ferry operations for the transport of materials by sea and the possible employment of former ferry workers by the project contractor for construction activities.
- **Business operators in the multipurpose facility owned by the Krabi PAO in Ban Hua Hin pier.** The business operators are currently operating under a lease contract with Krabi PAO. They occupy four of the 10 stalls inside the multipurpose facility. Among those

unused, one stall is a ticket office, another serves as a prayer room, and the remaining four stalls are vacant. Based on the latest information gathered from the Krabi PAO in June 2023, three of the four stalls have been leased, but the operators have not moved in. In all, the business operators have lease contracts with different end dates, ranging from July 2025 to April 2026.

- **Informal businesses occupying the right of way (ROW) of the Department of Highways (DOH) at Ban Hua Hin pier, in proximity to the project's construction area.** On 26 April 2023, DRR announced, in coordination with the Krabi PAO, that a survey would be conducted to gather information about these informal businesses. The cutoff date was set as 1 May 2023. The survey yielded a total of 6 structures occupying the ROW. Among them, five structures were identified as restaurants or food outlets, and one structure was an empty stall whose owner had passed away. These businesses are allowed to stay by the DOH on a safe distance from the bridge construction area on the condition that their numbers will not increase and will be regularly monitored jointly with the DRR.
- **Communities within 500m radius of the project site—**The population consists of residents in the Koh Lanta Noi Sub-district, Koh Lanta Yai Sub-district, Koh Klang Sub-district, and Saladan Sub-district. A total of 39 households are identified within the direct impact area of the project. The households will likely face risks and impacts that are temporary in nature and may include concerns around noise, dust, the presence of project workers, soil dumping sites, and traffic-related inconvenience.
- **Commuting Public.** Commuters using the ferry will encounter changes in their travel patterns due to adjustments in ferry operations as well as with possible roadblocks and detours set up during construction. Highway No. 4206 serves as the primary route for traveling to Lanta Island, connecting various road networks from the Phetkasem Road junction to Ban Hua Hin Pier. A traffic survey conducted between 31 July and 4 August 2020, revealed that the average daily traffic on this highway was 4,473 passenger car unit (PCU) on weekdays and 4,753 PCU on weekends. On the Lanta Island side, Rural Road 6022 serves as the main route originating from Ban Klong Mak Pier and is primarily used for travel within Lanta Noi Island. The average daily traffic on this rural highway is 3,118 PCU on weekdays and 3,557 PCU on weekends.¹
- **Household opposing the noise barrier.** An owner of a house in Moo 8, Koh Klang Subdistrict, Koh Lanta District Krabi Province has raised concerns regarding the planned installation of a noise barrier beside his residence. The primary concern is that the barrier might obstruct entrance to the house. In addition, the lack of adequate lighting in the area where the noise barrier will be erected could raises the risk of accidents at night. During the EIA public consultations, the owner had requested DRR to refrain from installing the noise barrier near their house and to provide them with prior notification on future construction activities. In the EIA, follow-up engagement with the household was considered a mitigating measure.
- **Muslim community.** The Lanta Island is predominantly Muslim. Muslim communities will be engaged from pre-construction to construction phases to assess the potential risks to them of bridge construction activities near the Thung Toh Yum public cemetery.

¹ Lanta EIA (Thai version) Chapter 3, page 3-411. PCU is a metric used to measure traffic flow rate in a given highway.

The cemetery is located along the road adjacent to the the bridge landing site in Lanta Island. The Project has planned to implement measures such as noise barriers and improvement of the cemetery's walls and landscape to mitigate adverse impacts.

- **Group of fisherfolks** from Moo 8 in Ban Hua Hin. The group is estimated to have about 20 boats. They will be affected by the temporary relocation of their mooring station currently located by the side of Ban Hua Hin pier. The relocation will take place before construction in. It is important to provide them with information about the relocation process, assistance in finding an alternative mooring spot, and maintain ongoing engagement to address their concerns.
- **Utility service providers.** The project involves the relocation of electric poles and lines in Koh Lanta Island. The disruption is considered minimal and will take only a day. Consultations to coordinate the relocation work has to be conducted with the concerned electric utility in the area.
- **Disadvantaged and vulnerable groups including their representatives and affiliated groups.** Prominent among these groups are individuals who could disproportionately bear the adverse impacts of possible disruptions in ferry operations by construction activities. Women living close to the project sites and workers' camps and could be employed in the project are considered vulnerable to SEA/SH risks and GBV not only because of the presence of a male workforce but also migrant workers as the project will undergo international competitive bidding. Also, health-related circumstances, if not dealt with, may cause some groups to be left out in accessing project benefits. Examples of these groups include people with disabilities, critically ill and bedridden patients who are dependent on services and medicines found in Krabi mainland, the youth, and elderly. They are also more likely to be excluded or may be limited by physical and other constraints in accessing the project's consultation processes. Thus, individuals and groups representing their interests will be part of the consultations, e.g., health volunteers, district hospitals. These representatives will also include mental health advocates who could shed light on the need for suicide prevention measures in the design of the Lanta bridge. The specific details of these vulnerable groups and their representatives are provided in Section B and Table 2.3. Engagement with these groups will begin as early as the preconstruction period. The Urak Lawoi community, an IP group uniquely found in Lanta Island, is categorized vulnerable although not as significantly affected by the project as the others. They are also included in the assessment and will be involved in project consultations.

(b) **Operational Phase:** After the bridge becomes operational, the Project will maintain engagement with the following stakeholders.

- **The residents of 36 villages across the five sub-districts of Koh Lanta District,** consisting of 8 villages in Koh Lanta Yai Sub-district, 6 villages in Koh Lanta Noi Sub-district, 10 villages in Koh Klang Sub-district, 7 villages in Klong Yang Sub-district, and 5 villages in Saladan Sub-district. These communities will experience both benefits and impacts from the project which will be actively monitored under the Social Monitoring Program of the ESMP. Grievances and concerns that may arise will be attended by the project's Grievance Redress Mechanisms (GRM) which are elaborated in Chapter VII.
- **Tourism business operators, including hotels, accommodation rentals, and restaurants.** This group is expected to experience a positive impact as the project

enhances overall business opportunities. The project will maintain ongoing engagement with these operators to address any concerns and monitor project impacts accordingly.

- **Thai and foreign tourists.** They will likely experience the positive impact of faster and more convenient travel between Lanta Island and Krabi mainland when the bridge becomes operational. The project will ensure ongoing communication, and monitoring.
- **Commuting public and vehicle users.** The project will maintain ongoing engaging with commuting public and vehicle users, especially for road and traffic safety concerns and incidents. This includes monitoring of road safety conditions and addressing universal access issues.

Table 2.1 Project-Affected Parties of Lanta Island Bridge Project

	Project-Affected Parties	Name of Affected Stakeholder/S	Issues of Interest or Concern	District / Locality	Project	
					Relationship	Stage
1.	Krabi PAO	President of Krabi PAO	<p>Process of completing the donation of land for additional structures.</p> <p>Issues relating to the closure of ferry operation contract and lease contracts in the multipurpose facility, in time for bridge completion and opening.</p>	Krabi	<p>Donating the 800 sq. m. land at Ban Hua Hin pier to the project.</p> <p>Krabi PAO will be responsible for managing the closure of ferry operation contract and lease contracts</p>	Pre-construction and construction
2.	A ferry company	Ferry operator holding a concession contract from the Krabi PAO for ferry services plying the Krabi mainland-Lanta Island route	<p>Business disruption, loss of income, possible transition support from the project</p> <p>Loss of jobs for ferry workers</p>	Krabi	Ferry operations will close when the bridge opens. Ferry services may be used in materials transport during construction	Pre-construction and construction
3.	Business operators at Ban Hua Hin pier in the Krabi mainland	Active business operators:	Business will continue up to the end of the lease contract.	Krabi	Business operators are occupying land that is	Pre-construction and construction

	Project-Affected Parties	Name of Affected Stakeholder/S	Issues of Interest or Concern	District / Locality	Project	
					Relationship	Stage
		-Business operator of stall no. 3 - Business operator of stall no. 4 - Business operator of stall no. 5 - Business operator of stall no. 6 Leased but vacant stalls: - Business operator of stall no. 9 - Business operator of stall no. 2) -Business operator of stall no. 8 As of June 2023, stall no. 1 is the ferry ticket office, stall no. 10 is a prayer room, and stall no. 7 is not yet leased.	Loss of business income by the end of lease contract. Possibility of renewing is lost as the multi-purpose facility will be closed by the Krabi PAO after bridge construction. The land is being donated already to DRR. Feasibility of moving to the alternative site suggested by Krabi PAO.		being donated by the Krabi PAO to the project.	
4.	Informal businesses occupying a government ROW at Ban Hua Hin pier, close to the project construction area	Five informal business owners	Loss of business income after project construction. The informal businesses are owned/operated by women.	Krabi	Informal businesses do not have formal rights and are only being allowed to occupy the	Pre-construction and construction

	Project-Affected Parties	Name of Affected Stakeholder/S	Issues of Interest or Concern	District / Locality	Project	
					Relationship	Stage
			Feasibility of moving to an alternative site suggested by Krabi PAO.		ROW by the government temporarily. They need to relocate after the bridge is constructed.	
5.	Communities within a 500-meter radius of the project site, including temporary activities	Households residing along or close to the project route	Possible disturbance due to construction activities, such as noise, dust, and travel inconvenience. Located close to temporary work areas such as workers' camps and cement-mixing plant, and soil dumping sites,	Krabi	Living near the project location, distance within 500 meters	Pre-con and Construction
6.	Commuting public	Commuters using the project affected highway and rural road	-Traveling inconveniences and road safety issues due to changes in routes and roadblocks during construction	Krabi	Commuters will regularly use Highway 4206 and Rural Road 6602 during construction. There are no alternative routes to avoid adverse risks and impacts.	Pre-construction, construction, and operation
7.	Household opposing noise barrier	Household head	Household not consulted on the noise barrier, the location of which obstructs access to his home. The access way lacks adequate lighting and can cause accidents at night. Concerned about high-noise construction activities.	Moo 8, Koh Klang Subdistrict, Koh Lanta District Krabi Province	Household was not consulted on the noise barrier and is requesting mitigation measures against noise and accidents	Pre-construction and construction

	Project-Affected Parties	Name of Affected Stakeholder/S	Issues of Interest or Concern	District / Locality	Project	
					Relationship	Stage
8.	Muslim community	Users and households located close to the cemetery	Bridge construction activities near the public cemetery	Koh Lanta, Krabi	Public cemetery is a few meters away from the bridge landing site at Lanta. Users and communities close to the cemetery could be adversely affected by construction activities	Pre-construction and Construction
9.	Group of fisherfolk	Local fisherfolk who are local residents and using the Lanta Lake for fishing	<p>Loss of access to mooring station and will be temporarily relocated to another mooring site before and during construction.</p> <p>Location of temporary mooring site. Whether it is a new site, or an existing site used by other fisherfolk.</p>	Moo 8, Ban Hua Hin, Koh Klang Sub-district, Koh Lanta District Krabi Province	The fisherfolk are depending on DRR to find an alternative mooring site for their boats.	Pre-construction and construction
10.	The people living in the 36 villages across the five sub-districts of Koh Lanta District		Impacts of the newly operated bridge	Krabi	People living near the bridge and along the connecting highway (4206) and rural road (6602)	Operation
11.	Local community leaders	To be identified per host community	Project impact to local communities. Properly and timely implementation of mitigation measures by DRR and contractors	Krabi Mainland and Koh Lanta	Responsible for the well-being of communities affected by the project. Need to closely	All stages

	Project-Affected Parties	Name of Affected Stakeholder/S	Issues of Interest or Concern	District / Locality	Project	
					Relationship	Stage
					coordinate with DRR and contractors and keep abreast with project developments	
12.	Tourism business operators	Various	Benefits and impacts from the changing pattern of tourism	Krabi	Direct and indirect impact on operations and revenue	Operation
13.	Thai and foreign tourist groups	Various	Usage of the bridge to access Lanta Island for tourism	Krabi	Direct and easy access to Lanta Island and its tourism facilities and services	Operation
14.	Utility service providers	To be identified	Utility company	Krabi	Minor service interruption requires prior coordination	Pre-construction and construction

B. Disadvantaged and Vulnerable Individuals and Groups

10. This group refers to the people who are more likely to be affected by the impacts of the Project or who may be more limited than others in their ability to take advantage of its benefits. Furthermore, these individuals or groups are more likely to be excluded from the consultation process or are not able to fully participate in it and, consequently, may require specific measures or assistance to do so. For this reason, DRR will place special emphasis on identifying them, making their participation accessible and linking them to the Project directly or through the use of representatives and intermediaries recognized by them.

11. For the purpose of the Project, the following have been considered as disadvantaged or vulnerable.

- **Persons with disabilities (PWDs), bedridden patients, critically ill patients, and those in need of emergency care.** During the construction phase of the project, these groups may experience travel inconveniences. PWDs, especially those with physical handicaps, would face additional encumbrances should ferry operations be disrupted or stalled by construction activities. These disruptions could also cause delays or failure among people wanting to access critical and emergency care and medical services coming from the mainland. Between 2020 and 2022, the number of

bedridden patients has been consistently increasing in Lanta. According to reports from the Saladan Sub-district Health Promotion Hospital and the Saladan Municipality in 2022, there were 19 bedridden patients in Koh Lanta Noi Sub-district, while there are about 156 PWDs. On behalf of PWDs and those with health care needs, the project will engage with accredited or recognized representatives such as PWD associations, sub-districts hospitals, village health volunteers, and village leaders. .

- **Women living near construction work areas including workers' camps and potential women workers in the project sites in Krabi and Lanta Island.** While DRR is keen in hiring locals for construction work, the entry of migrant workers may be unavoidable under the international competitive bidding process of the project. In the Lanta EIA, migrant workers have been considered a risk to peace and order in the community, which implies that women could be a vulnerable group especially on GBV-related risks. The constant presence of male workers, with a share of migrant workers, over a period of 3-4 years could be a relevant risk in the context of Lanta. This risk extends to women who will be indirectly find employment in the project sites such as informal vendors.
- **The youth group** comprising those aged 25 years and younger are a large proportion of the population of Koh Lanta Noi, accounting for 12.23 percent of its population in 2022. (Registration Administration Office, Department of Provincial Administration 2022).
- **Elderly group.** In Koh Lanta, 6.44percent of the population is aged 60 years and above. Phatthalung Province has 1,819 elderly people in Han Pho Sub-district and 681 in Chong Thanon Sub-district. Although these groups may experience inconvenience during the construction phase, once the project is completed, they are likely to benefit from improved transportation, such as faster and more convenient travel options. This can result in quicker access to medical services and potentially better health outcomes, particularly if they can reach hospitals or healthcare facilities on time. Therefore, the project's improved travel options can have a positive impact on these vulnerable groups.
- **The Urak Lawoi community,** an ethnic group residing on Koh Lanta for a considerable time. The island has five communities of Urak Lawoi, namely Moo No. 1 Ban Nai Rai, Moo No. 1 Ban Toh Baliu, Moo No. 3 Ban Khlong Dao, Tambon Saladan, Moo No. 1 Ban Hua Laem, and Moo 7 Ban Sang Ka U, Koh Lanta Yai Sub-district. In total, these five communities comprise 188 households. At this stage, the impacts to the Urak Lawoi are considered insignificant to negligible as they are located far from the proposed bridge construction site and are not regular users of the ferry for personal or work purposes. There are also no traditional hunting or fishing grounds and areas of cultural or spiritual significance in the Project vicinity. In initial consultations, the Urak Lawoi expressed no interest on applying for construction jobs in the project as they are more inclined to work in tourism. Despite this, periodic consultations will be made with them to monitor the indirect impact of increased tourism activities resulting from the Project, and catch project issues that may later on affect them, e.g., interest in construction work through exposure, road safety incidents.

Table 2.2 Disadvantaged and Vulnerable Groups Affected by the Project

No.	Disadvantaged or Vulnerable groups	Characteristics	Limitation	Issues of Interest or Concern	Actions to Promote Inclusion
1.	PWDs	PWDs in Thailand are described as: 1) having difficulties performing daily activities or having health conditions that limit the person's functioning (including self-care and regular daily activities); and 2) having a physical, mental, or intellectual impairment (UNICEF 2019) ²	May have difficulties in attending public consultations. May need special arrangements, e.g., seating, hiring of sign language experts. Representatives may attend on their behalf Whether additional structures built on the design are adequate to the needs of PWDs (universal access principles)	Incorporation of universal access principles in bridge design. Whether the facilities are properly designed and built according to standards and good practice. Involving these stakeholders is in line with the 'Inclusive Transport' pillar of the 2018-2037 Thailand Transport Development Strategy. Inclusive transport is promoted in terms of inclusive access and universal design principles.	Reasonable accommodation such as dedicated transport and seating in public meetings, sign-language experts or through representatives like community health volunteers, sub-district and district hospital, village heads or relatives
2.	Groups in need of urgent health care like bedridden patients, critically ill patients.	Population with debilitating illnesses have difficulties in mobility and in accessing or understanding project information.	Difficulties in participating in group consultations due to their condition.	May need quick access to medical care, and therefore concern about speed and convenience in traveling.	Coordinate and ensure the participation of representatives coming from the community like village leaders, health volunteers, civil society (NGOs, suicide prevention groups) and government (sub-district and

² United Nations Development Program (UNDP), 2022. *Promoting an Inclusive Workplace for Persons with Disabilities in Thailand* (pp. i-29), p. 2

No.	Disadvantaged or Vulnerable groups	Characteristics	Limitation	Issues of Interest or Concern	Actions to Promote Inclusion
					district hospitals, Mental Health Dept)
3.	Women and girls living near host communities and within the direct impact area	Women and girls living within or beside or close to workers' camps and construction sites. These women could also be employed indirectly by the project (e.g., as informal vendors)	At risk to GBV because of cultural norms, inherent male dominance in the construction sector	Exposed to SEA/SH risks and GBV	Education and information awareness, including knowledge of project-level GRM
4.	Youth Group	Young people aged 25 years and below Youth in Koh Lanta Island pursue tertiary and higher studies in Krabi mainland	May be excluded if consultation only invite adults or community leaders.	Ensuring access to Project information and participation in consultation. Potential impacts to youth, e.g., disruptions in commuting, proximity of schools to soil dumping sites	Include schools and youth associations in public consultations. Conduct group meetings with youth representatives on a case-to-case basis.
5.	Elderly Group	Individuals aged 60 years and above	May have difficulties in traveling and participating in public consultations. May have limitation in reading and accessing online information	Ensuring access to Project information and participation in consultation. Potential impacts to the elderly of changes in commuting patterns. Elderly people are more vulnerable to adverse environmental effects like dust and noise pollution	Providing access to information about the project, coordinating through relevant agencies such as Ministry of Social Development, community leaders or health volunteers. Conduct group meetings on a case-to-case basis

No.	Disadvantaged or Vulnerable groups	Characteristics	Limitation	Issues of Interest or Concern	Actions to Promote Inclusion
6.	Urak Lawoi Community	Long-time IP settlers in Koh Lanta. Officially recognized by the Royal Family (Queen Mother)	Geographically distinct, mostly dependent on fishing but already venturing into blue-collar work in the island's tourism industry	Not significantly affected as of this time but could be later absorbed in the project through employment. Can experience cumulative impacts of the project on the local tourism industry	To be invited in regular public consultations through their village leaders and/or representatives

C. Other Interested Parties

(a) Government Agencies

12. The following are government agencies whose mandates intersect with project preparation and implementation of the Lanta Island bridge project at national, regional, and local level. Some mandates lie on permitting and approvals, environmental and social risk monitoring of bridge construction and operation, the safeguarding of project workers and community health and safety, and local development processes.

(i) National Level

- Ministry of Transport
- Ministry of Finance
- Ministry of Interior
 - Department of Provincial Administration
 - Department of Lands
 - Department of Local Administration
 - Department of Public Works and Town and Country Planning
- Ministry of Natural Resources and Environment
 - Department of Marine and Coastal Resources
 - Pollution Control Department
 - Royal Forest Department
 - Department of Environmental Quality Promotion
 - Department of National Parks, Wildlife and Plant Conservation
 - Office of Natural Resources and Environmental Policy and Planning
- Ministry of Labor
 - Department of Labor Protection and Welfare
 - Social Security Office
- Ministry of Culture
- Sirindhorn Anthropology Center

- Ministry of Education
- Ministry of Public Health
- Provincial Electricity Authority

(ii) Regional Level

- Krabi Provincial Office
- Krabi Province Public Relations
- Krabi Provincial Public Health Office
- Krabi Provincial Electricity Authority
- Krabi Provincial Waterworks Authority
- Krabi Public Works and Town Planning Krabi Province
- Mangrove Resource Conservation Center 19 (Lanta, Krabi)
- Highway District Office
- Office of Marine and Coastal Resources Center 10
- Krabi Provincial Tourism and Sports Office
- Krabi Provincial Natural Resources and Environment Office

(iii) Local Level

- District Hospital
- Sub-district Health Promoting Hospital
- Sub-district Administrative Organization
- Municipality

Table 2.3 Other Interested Parties: Government Stakeholders

No.	Groups of affected stakeholders	Name of affected stakeholders	Issues of interest or concern	District / locality	Project	
					Relationship	Stage
1	National Government Agencies	<ul style="list-style-type: none"> • Ministry of Transport • Ministry of Finance • Ministry of Interior • Ministry of Natural Resources and Environment • Ministry of Labor • Ministry of Culture • Sirindhorn Anthropology Center • Ministry of Education • Ministry of Public Health • Provincial Electricity Authority 	Provision of technical support, regulatory compliance monitoring, permit issuance, in accordance with respective agency concerns.	National	National agencies with mandates relevant to the project	Pre-construction, construction, operational

Table 2.3 Other Interested Parties: Government Stakeholders

No.	Groups of affected stakeholders	Name of affected stakeholders	Issues of interest or concern	District / locality	Project	
					Relationship	Stage
2	Regional Government Agencies	<ul style="list-style-type: none"> • Krabi Province Public Relations • Krabi Provincial Public Health Office • Krabi Provincial Electricity Authority • Krabi Provincial Waterworks Authority • Krabi Public Works and Town Planning Krabi Province • Mangrove Resource Conservation Center 19 (Lanta, Krabi) • Highway District Office • Office of Marine and Coastal Resources Center 10 • Krabi Provincial Tourism and Sports Office • Krabi Provincial Natural Resources and Environment Office 	Provision of technical support, regulatory compliance monitoring, permit issuance, in accordance with respective agency concerns.	Regional	Regional agencies with mandates relevant to the project	Pre-construction, construction, operational
3	Local level government agencies	<ul style="list-style-type: none"> • District Hospital • Sub-district Health Promoting Hospital • Sub-district Administrative Organization • Municipality 	Provision of technical support, regulatory compliance monitoring, permit issuance, in accordance with respective agency concerns.	Krabi	Local agencies with mandates relevant to the project	Pre-construction, construction, operational

(b) Academe, Community, Civil Society, and the Private Sector

13. These stakeholders refer to any individual, group, local community and/or organization that has an interest in the Project because of project location, the pursuit of profit objectives, as well as risks and impacts affecting specific groups and natural resources or the public interest.

These groups were selected for their significant role in project development and implementation whether through technical contribution, policy advocacy, advisory support, and information dissemination and public debate on development issues in Thailand,. Groups that qualify under this category are the following.

- National and regional universities
- Contractors
- CSOs and NGOs
- National and local media
- Local community leaders

Table 2.4 Other Interested Parties (Academe, Community, Civil Society and the Private Sector)

No.	Other Interested Parties	Name of stakeholders	Issues of interest or concern	District / locality	Project	
					Relationship	Stage
1	National and regional universities	TBD	Could be commissioned to provide technical support to the project, e.g., surveys, subject-matter experts Third-party evaluation or independent assessments of foreign-assisted development projects in Thailand	National and Krabi Province	Provision of third-party services Conduct of independent assessments	Pre-construction, construction, operational
2	Contractors	TBD	Construction work	Krabi	Responsible for project management, construction supervision and E&S risk management	Pre-construction and construction stage
3	Environmental and other related NGOs.	Krabi Sea Defenders Association	Involved in awareness - raising and monitoring of the potential risks and impacts of bridge	Krabi	Participation in public consultations and in public debate on the project, e.g., E&S risks and impacts, how	Pre-construction, construction, operation

No.	Other Interested Parties	Name of stakeholders	Issues of interest or concern	District / locality	Project	
					Relationship	Stage
			<p>construction to certain species and habitats.</p> <p>Concerns also gather around the impact on people and the local economy, e.g., tourism activity, traffic and road safety</p>		the project can address negative externalities on critical habitats and species; enhance project benefits to the local economy, communities, and vulnerable groups	
4	National and local media	Various entities	Project news and updates	National and Krabi Province	News coverage can help shape and influence public opinion. Need for the project to monitor accuracy and credibility of project information communicated by media outlets	Pre-construction, construction, operation
5	<p>Suicide prevention groups</p> <p>In 2021, the suicide rate for Krabi was 7.76 per 100,000 population versus the national rate of 7.37 per 100,000 population .³</p>	<p>Mental Health Department</p> <p>Other concerned entities</p>	Suicide attempts by jumping off bridges have been reported in Thailand, especially in capital centers like Bangkok and Phuket, from 2009 to 2023. ⁴ Similar cases happening in the project	Krabi	The Mental Health Department will be engaged to explore mental health issues in the project area, the likelihood of suicide attempts happening in the bridge project and preventive measures that	Pre-construction

³ Khon Kaen Rajanagarindra Psychiatric Hospital.
<https://suicide.dmh.go.th/report/suicide/download/view.asp?id=25>

⁴ Information is gathered from preliminary desktop review which needs to be supplemented by consultations with concerned government agencies, NGOs, and support groups

No.	Other Interested Parties	Name of stakeholders	Issues of interest or concern	District / locality	Project	
					Relationship	Stage
			cannot be ruled out.		could be integrated in the design.	

D. Main Needs of the Project-Affected Stakeholders

14. The following is a summary of the main needs of project -affected parties and other entities who will be engaged in the development of the Lanta Island bridge project. The preferred means of notification and specific needs are the basis for information disclosure and consultation strategies defined in Chapter III.

Table 2.5 Stakeholders' Needs in Lanta Island Bridge Project

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
Individuals/groups Affected by Land Donation and Bridge Completion and Opening				
1.	Krabi PAO	<p>Local government agency in Krabi.</p> <p>Donating the 800 sq.m. of land at Ban Hua Hin pier to the Project's additional structures</p> <p>The holder of the concession contracts for ferry operation and the local businesses operating the multi-purpose facility in Ban Hua Hin pier</p>	<p>Formal communication, group meetings</p> <p>Engagement with the ferry operator through the Working Group consisting of DRR, the Krabi PAO, the Koh Lanta sub-district office, and the ferry operator</p>	<p>Meetings should be scheduled during business hours.</p> <p>Letter of Intent on the land donation to be acknowledged and received by DRR</p> <p>Regular updates on project approval and the construction schedule.</p> <p>Assistance facilitated by the Working Group to the ferry operator are in line with national laws and policies</p>
2.	Ferry owner and ferry workers	<p>Concessionaire for ferry services between Krabi mainland - Lanta island for more than 20 years.</p> <p>Concession contract with Krabi PAO will end in 2025.</p>	<p>Meetings with the Working Group and DRR, public consultations</p>	<p>Meetings should be scheduled in a common time with the Working Group</p> <p>Project-related meetings are participated by the</p>

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
		Ferry operations will close by the end of the concession contract, and not due to project-related land acquisition activities.	Request for transitional support from the project in accordance with national laws and policies, and the project development process	management of the ferry for proper representation of its interests including that of its workers
3.	Concessionaires/stall renters at Ban Hua Hin pier, Krabi	<p>-Total of 4 business operators</p> <p>-Rental contracts with Krabi PAO will end between July 2025 and April 2026.</p>	Individual and focus group meetings, To be invited in public consultations	<p>Meetings to be conducted outside of business hours or in off-peak periods</p> <p>Regular updates on the construction schedule and projected completion and opening of the bridge</p> <p>Updates from Krabi PAO of its plan to provide them with a replacement site. The updates can be coordinated by DRR with the Krabi PAO</p>
4.	Informal businesses along the ROW of DOH near Ban Hua Hin pier	Five women-owned/operated small shops and restaurants	Group meetings to control further encroachment into the DOH ROW and keep outside of the project's construction safety zone. To be invited in public consultations	<p>Meetings to be conducted outside of business hours or in off-peak periods</p> <p>Regular updates on the construction schedule and projected completion and opening of the bridge.</p> <p>Updates from Krabi PAO of its plan to provide them with a replacement site. The updates can be coordinated by DRR with the Krabi PAO</p>

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
5.	Fisherfolk affected by the temporary relocation of the mooring station in Ban Hua Hin pier	About 20 fisherfolk based on the 20 fishing boats using the original mooring station	Group meetings	<p>Updates on the alternative mooring site and the schedule of transfer before construction starts. Meetings to be scheduled in the afternoon to according to the fishing pattern.</p> <p>Orientation on project-level GRM</p>
Individual/Groups Living or Using the Direct Impact Area (Permanent and Temporary)				
1	Communities near the project site, i.e., 39 households living within 500 m away from the project site,	<p>-Communities at Koh Lanta Noi sub-districts, Koh Lanta Yai sub-district, Koh Klang sub district, and Saladan sub-district</p> <p>-39 households may be affected during the construction.</p>	<p>Communication materials such as pamphlets/brochure provided in Thai.</p> <p>Direct coordination with PIU for households affected by construction activities.</p> <p>Village heads to be informed in advance of public consultations or community meetings and to assist in distributing invitations.</p>	<p>Meetings to be scheduled at most convenient time for community members.</p> <p>Avoid arranging meetings on a Friday which is a religious day for Muslims.</p> <p>Regular update of project progress and advanced notification for project-related activities causing disruptions to the community, e.g., high traffic and noise, delivery of huge and heavy equipment</p> <p>Orientation on project-level GRM</p>
2	Commuting Public	Commuters using the ferry and affected highway and rural road	Public notices communicated using signboards, traffic radio, DRR website, written communication	Road safety and traffic conditions including orientation on project-level GRM

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
			addressed to hotels and Krabi's travel advisory channels. Communication through village heads, and Subdistrict Administrative Organization for local travelers.	
3	Household affected by noise barrier)	-The household residing within a 25-meter distance from the project route in Koh Lanta who does not agree with the noise reduction measures proposed by the project.	Individual meetings with DRR on his complaint and how this will be addressed.	To be informed in advance of construction activities occurring near his residence. For DRR to avoid construction activities at night. To be informed of project-level GRM
4	Groups using Muslim Cemetery	-A Muslim community whose cemetery is located close to the bridge landing site in Koh Lanta	Group meetings to be arranged through their religious leader and Mosque Committee.	Avoid making appointments on Friday, which is a Muslim religious day. Orientation on GRM, especially available channels that can be tapped by the community.
5	Communities beside workers' camp and cement-mixing plant	To be identified before the start of construction activities. The workers' camps will be identified by the contractor. Based on the EIA and initial information from DRR in June 2023, the cement-mixing plant will be established beside or close to the workers' camps.	Community meetings, pamphlets in Thai Advanced coordination with village heads who will distribute invitations to community members	Location and size of workers' camps/cement-mixing plant and mitigation measures for any form of community disturbance Orientation on GRM, especially available channels

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
				that can be tapped by the community
6	Communities in the 36 villages across the five districts of Koh Lanta district	Community leaders and representatives to be identified before construction. Directory will be prepared and updated by DRR during project implementation	Participation in public consultations through their village heads and councils. Project information and updates to be communicated using pamphlets in Thai.	Information disclosure about the project can be timed and conducted during regular village meetings. Information on GRM especially channels that can be tapped by the community for feedback and complaints.
7	Tourism business operators	Various entities in Krabi mainland and Lanta Island	Public consultations, brochures Notifications made through the Lanta Tourism Association	EIA findings on the impact of the project on increased demand for tourism vis-à-vis pressure on existing hotel and recreational facilities and public services
8	Thai and foreign tourist groups	Various	Public consultations, brochures Notifications made through the Lanta Tourism Association and the Tourism Authority of Thailand (TAT)	EIA findings on impact of improved accessibility for tourists going to Lanta Island. Mitigation measures to manage traffic and road safety issues.
9	Utility providers	Electric utility provider or cooperative	Meetings	Schedule of relocation and other preparatory arrangements
Decentralized Offices of DRR and Local Governments in Project Area				
1	Subdistrict Rural Roads, Krabi Province - Krabi Provincial Administrative Organization and Koh Klang Subdistrict Administrative Organization	Heads of agencies and representatives to be identified before construction. Directory will be prepared and updated by DRR during project implementation.	Official communications regarding project-related activities Notifications and project documents disclosed in DRR website.	Provide updates throughout the implementation of the project. To be informed of their responsibilities in project-level processes involving external parties such as grievance

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
	Koh Lanta Subdistrict Administrative Organization Krabi Provincial Office		Regular meeting between agencies and DRR (as needed).	redress mechanisms (GRM), Working Group on ferry operations
Disadvantaged or Vulnerable Groups Affected by the Project				
1	People with disabilities (PWD)	Have health conditions that limit self-care and self-autonomy and with physical, mental, or intellectual impairments.	Public consultations, group meetings, pamphlets, TV/radio, DRR website Project-related notifications through government, CSO or community representatives	Improvements in project design in accordance with universal access principles. Orientation on project-level GRM
2	Vulnerable groups such as bedridden patients, critically ill patients, emergency patients, living on Koh Lanta. Those with mental health conditions to be represented by mental health associations and suicide prevention groups.	Population with debilitating illnesses mental conditions who have difficulties in mobility, and access to project-related information.	Public consultations, group meetings, pamphlets, TV/radio, DRR website Project-related notifications through government, CSO or community representatives	Project-related activities that could hamper access to medical services in the mainland. Road and traffic safety updates during construction. Opportunities for integrating suicide prevention measures in bridge design. Orientation on project-level GRM
3	Women and girls living near host communities and within the direct impact area	Women and girls living within or beside or close to workers' camps and construction sites. These women could also be employed indirectly by the project (e.g., as informal vendors)	Public consultations Group meetings dedicated to info and education campaigns on GBV	Awareness of project risks related to SEA/SH and GBV. Knowledge of project-level GRM and community mechanisms to communicate complaints and feedback. Need for a referral and support system in the community and other government agencies
4	Youth group	Young people aged 25 years and below	Public consultations, focus groups,	Public consultations to be held during

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
		Youth in Koh Lanta Island pursue tertiary/higher studies in Krabi mainland.	<p>pamphlets, TV/radio, DRR website.</p> <p>Notifications to be coordinated with village leaders, schools, and religious institutions.</p> <p>Can be represented by youth leaders and/or village-level committees handling youth concerns</p>	<p>weekends or in line with regular village meetings.</p> <p>Project-related activities that could disrupt commutes to schools. Road and traffic safety updates during construction.</p> <p>Need for age-appropriate road safety awareness programs considering the proximity of schools to some project areas like soil dumping sites</p>
5	Elderly group	Individuals aged 60 years and above.	<p>Public consultations, focus groups, pamphlets, TV/radio, DRR website</p> <p>Notifications through relevant agencies such as Ministry of Social Development, health volunteers, village leaders and leaders of senior citizens' associations</p>	<p>May require reasonable accommodation if attending public consultations (special seats, native speakers). Use of various modes of communication through print, visual aids, radio</p>
6	Urak Lawoi Community	<p>Ethnic groups who have lived on Koh Lanta for a long time.</p> <p>Live far from the project sites and will not be directly affected by construction.</p>	<p>Public consultations, focus group (if needed) and notifications through community leaders or representatives</p>	<p>Use of own language through community leaders or native speakers and setting up appointments convenient to the community</p> <p>Orientation on project-level GRM especially available</p>

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
				channels like DRR district offices and informal channels like village leaders
Other Interested Parties				
1	Government Agencies	With mandates on the bridge project through permitting and approvals, environmental and social monitoring, labor- and community-related concerns, and local development processes	Official communication, public consultations, focus group (as needed), DRR website	Possible involvement in implementing and monitoring environmental and social mitigation measures on relevant ESS (labor and working conditions, pollution prevention, community health and safety, biodiversity management, management of critical habitats, cultural heritage)
2	Academe	Can provide technical experts or independent third-party service providers	Public consultations, individual meetings, focus groups (as needed), DRR website	Relevant project documents, E&S risks and impacts and mitigation measures. Orientation on project-level GRM
3	Contractors	To be determined during the pre-construction stage	Group meetings, DRR website	Relevant project documents to inform participation in pre-qualification and bidding processes
4	International and national/local NGOs	Involved in awareness-raising on the project and monitoring of its E&S risks and impacts and expected project benefits.	Public consultations, focus groups (as needed), DRR website.	Relevant project documents, E&S risks and impacts and mitigation measures.

N°	Stakeholder Group	Main Characteristics	Preferred Means of Notification	Specific Needs
				Orientation on project-level GRM
5	National and local media	Various entities	Public consultations, press release (DRR PR)	Updates on project development and implementation, official response of DRR to issues that may arise during implementation

III. Summary of Previous Stakeholder Engagement Activities

15. The preparation of the Lanta EIA entailed stakeholder engagement activities conducted by DRR in accordance with policies set forth by the Office of Natural Resources and Environment Policy (ONEP) and the Department of Highways (DOH) as well as the 2005 Order of the Prime Minister on Public Consultations. These consultations took place from August 2020 to March 2021. A summary of activities based on available documentation is provided in the first section of this chapter to highlight the nature of project information disclosed, consultation strategies adopted, and the stakeholders involved. The gaps in stakeholder engagement between March 2021 to June 2023 are identified, considering the Kingdom of Thailand's request for World Bank financing on the project in August 2022. Due diligence activities conducted by the Bank since then also pointed out the need to expand engagement on certain stakeholders to understand their conditions and find ways to address their concerns. The gaps are the focus of the next chapter on the Stakeholder Engagement (SE) Program.
16. Participation activities carried out for the EIA of the Lanta Island bridge project is summarized in Table 3.1. Additional information on the activities can be found in the link <https://sites.google.com/view/loandrr-sl/2-2-lanta-island-bridge?authuser=0>, including list of attendees, the corresponding photographic record, presentation materials delivered, and the documentation on key stakeholder concerns.
17. From 2020 to 2022, public participation in the Lanta EIA started from the scoping phase up to the development of mitigation measures that incorporated stakeholder inputs and concerns. Seven major activities were conducted consisting of four general meetings or public consultations, and three small-group meetings. The general meetings from August 2020 to February 2021 largely followed national requirements on public scoping and the presentation and solicitation of stakeholder opinion and feedback on the analysis and selection of alternatives (three bridge routes), impact prediction and assessment, and mitigation measures. Three small group meetings from September 2020 to March 2021 dealt with focus groups on the alternative bridge routes; the environmental impact on coral reefs, seagrass, and the dolphin population; and the possible relocation of fisherfolk from Ban Hua Hin pier.
18. Since March 2021 to the present, no project-related meetings and consultations have been conducted. Over this period, unresolved issues remain such as complaints on the noise barrier,

the loss of the boat mooring station in Ban Hua Hin pier and the impending closure of ferry operations by bridge opening. Project-related changes have also occurred, i.e., additional bridge structures, the conduct of cumulative impact and critical habitat assessments, and the probable start of construction activities in 2024. Several stakeholder groups must be consulted anew, from the ferry operator and its workers, stall renters and informal businesses occupying government land and ROW, to PWDs, government agencies and offices, contractors, and tourist groups. These unresolved and pressing concerns of established and newly identified stakeholders call for the development of the SE program presented in the next chapter.

Table 3.1 Public Participation Activities on the Lanta Island Bridge Project EIA

No.	Activity	Objectives	Stakeholder/s	Agenda	Place	Date	No. of attendees	Percentage achieved of target attendees
1	Project orientation meeting (1 st General Meeting)	<p>To disseminate updates and information about the project with relevant stakeholders, including its background, objectives, study period, study area, and scope</p> <p>To gather information about the project area, problems and concerns as well as opinions and suggestions on the project especially its potential environmental impacts</p>	<p>Government agencies</p> <p>State enterprises</p> <p>Community leaders</p> <p>NGOs</p> <p>Mass media</p> <p>Residents in the project area</p>	<p>Defining the alternative routes of the project</p> <p>Problems and costs in the existing mode of travel to Lanta Island</p> <p>Range of impacts from project activities, i.e., physical environment, biological environment, human use values, and quality of life values</p>	Southern Lanta Resort & Spa Hotel, Saladan Sub-district, Koh Lanta District Krabi Province	<p>Group 1: August 25, 2020, time 09.00-12.30</p> <p>Group 2: August 25, 2020 at 13.30-16.30</p>	<p>Group 1 = 159 people</p> <p>Group 2 = 85 people</p> <p>Total 244 people</p>	94.54
2	1 st Small Group Meeting	-To disseminate project methods and updates, i.e., alternative routes studied in connecting Koh Lanta (Ko Klang Sub-district - Ko Lanta Noi Sub-district), and the selection criteria.	<p>District government agencies</p> <p>Local government organizations</p>	Advantages and disadvantages of each alternative route Environmental limitations of alternative routes	Women's Group Building, Ban Thungwittayaphat School Koh Lanta Noi Koh Lanta District Krabi Province	<p>Group 1: September 19, 2020, time 08.30 – 12.00</p> <p>Group 2: September 20, 2020, time 08.30 – 12.00</p>	<p>Group 1 = 160 people</p> <p>Group 2 = 99 people</p> <p>Total = 259 people</p>	100.00

No.	Activity	Objectives	Stakeholder/s	Agenda	Place	Date	No. of attendees	Percentage achieved of target attendees
		To gather opinions and suggestions from various stakeholders	Community leaders Population living in sensitive areas Mass media General public interested in the project.					
3	Meeting to summarize the appropriate options (2 nd General Meeting)	- To provide updates on the selected project route and the summary of project designs To gather feedback and inputs from stakeholders	Government agencies at various levels State enterprises Private sector Communities living in sensitive areas. Mass media General public	- Environmental surveys - Applications for permission to conduct research in protected areas following, government policies, such as those issued by the Department of National Parks (DNP), the Department of Forestry (DOF) and the Department of Marine and Coastal Resources (DMCR).	Group 1: Multipurpose Building Koh Lanta District Office Koh Lanta Noi Sub-district Koh Lanta District Krabi Province Group 2: Multipurpose Gym Building Ko Klang Sub-District Administrative Organization, Ko Klang Sub-district,	Group 1: October 21, 2020, time 09.00-12.30 Group 2: October 22, 2020, time 09.00-12.30	Group 1 = 223 people Group 2 = 94 people Total = 317 people	94.94

No.	Activity	Objectives	Stakeholder/s	Agenda	Place	Date	No. of attendees	Percentage achieved of target attendees
					Ko Lanta District Krabi Province			
4	2 nd Small Group Meeting and Project Orientation Meeting (3 rd General Meeting)	<p>- To inform stakeholders on the selected route, the project model and preventive measures for significant environmental and social impacts</p> <p>-To present a summary of findings in engineering, traffic and transportation, environmental impact studies and economics including inputs gathered from previous public meetings</p> <p>-To present mitigation measures adverse environmental and social impacts and the corresponding monitoring program.</p> <p>To gather feedback and inputs from stakeholders</p>	<p>Government agencies at various levels</p> <p>State enterprises</p> <p>Private sector</p> <p>Communities living in sensitive areas</p> <p>Mass media</p> <p>General public</p>	<p>Project Implementation Plan</p> <p>Project construction period</p>	Multipurpose building Koh Lanta District Office Koh Lanta Noi Sub-district Koh Lanta District Krabi Province	<p>Group 1: January 27, 2021 at 9:00.- 12:30 p.m.</p> <p>Group 2: January 27, 2021 at 13:00- 16:30</p> <p>Group 3: January 28, 2021 at 09.00- 12.30</p> <p>Group 4: January 28, 2021 at 13:00- 16:30</p>	<p>Group 1 = 118 people</p> <p>Group 2 = 47 people</p> <p>Group 3 = 41 people</p> <p>Group 4 = 67 people</p> <p>Total = 273 people</p>	100.00

No.	Activity	Objectives	Stakeholder/s	Agenda	Place	Date	No. of attendees	Percentage achieved of target attendees
5	Additional Meeting on Project Details and Environmental Mitigation Measures (4 th General Meeting)	To present additional mitigation measures for environmental impacts identified from coral and seagrass surveys conducted in Klong Lad Channel. Discussed improvements in the design of the confluence between Rural Road No. 5035 and Koh Lanta Noi	Government agencies at various levels State enterprises Affected people General public	Project design improvements Minimizing impacts on coral reefs, seagrasses, and dolphins	Multipurpose building Koh Lanta District Office, Koh Lanta Noi Sub-district Koh Lanta District Krabi Province	February 24, 2021 Time 09.00 – 12.30	60 people	100.00
6	Meeting to discuss additional measures to reduce impact on local fisherfolk, Village No. 8, Ban Hua Hin	To clarify impact of the project on local fisherfolk in Village No. 8, Ban Hua Hin. To gather feedback from the fisherfolk and suggested measures to reduce impacts during the construction period.	Community leader and fisherfolk	How to reduce the impact on local fisherfolk of construction activities	Multipurpose Building, Darusunna Mosque, Village No. 8, Ban Hua Hin, Koh Klang Sub-district, Koh Lanta District Krabi Province	March 1, 2021 Time 14.00 – 16.00	60 people	100.00

Source: Chapter 8 – Public Consultation Implementation, Lanta EIA (English translation), January 2023

IV. Stakeholder Engagement Program

A. Objectives of the SEP

19. The Stakeholder Engagement Program (SEP) outlines the process for public information disclosure and consultation to ensure meaningful participation of stakeholders in the development of the Lanta Island bridge project. DRR developed these strategies in two SEP workshops undertaken with the Bank. It aims to facilitate transparent and effective communication with project-affected and other interested parties and ensure that their concerns are incorporated into the project design and implementation process. Its specific objectives are as follows:
- a. To provide a systematic approach of engaging with stakeholders whose interests and concerns are related and significant to the project from preparation to implementation.
 - b. To establish effective stakeholder engagement processes that enable stakeholders to participate in project decision-making and have their grievances and feedback addressed in an informed, accessible, and inclusive manner.
 - c. To lay the basis for defining the roles and responsibilities of the Borrower and other project entities in the implementation, monitoring and continuous updating of the SEP over the project's duration.

B. Strategies for Information Disclosure

20. Information disclosure strategies are oriented in providing timely and accessible project-related information to stakeholders for them to understand how the project will affect them and to engage meaningfully in the way project plans and decisions are made. The information disclosure process is also adaptive to in communicating project-related and contextual changes using appropriate media and methods. It is cost-effective in focusing on targeted information of significant interest or concern to stakeholder groups, and reduces redundancies to avoid the wastage of resources.
21. The information disclosure strategies developed for the project at this stage are shown in Table 4.1. The strategies The nature of key project information disclosed vary according to preconstruction, construction and operational phases. EIA information communicated in the past will no longer be disclosed Based on the stakeholder identification and analysis (Chapter 2) and the review of public consultation activities completed (Chapter 3), information disclosure before construction will focus on: (i) updates on detailed engineering design, especially how universal access concepts were used to design inclusive bridge structures and facilities; (ii) indicative construction plan and schedule; (iii) Supplementary Lenders Information Package (SLIP) which covers additional environmental and social studies; (iv) project-level GRM, which will be introduced and continuously communicated through to construction and operation; and, (v) establishment of a workers' camp and cement-mixing plant in Krabi, the locations of which would have been finalized before the start of construction. During construction, relevant project information for stakeholders would focus on regular construction progress updates including the construction timeline, road and traffic safety updates along the project alignment and construction work areas, and the project-level GRM. At post-construction or operation phase, information disclosure will shift towards the results of household satisfaction surveys on the project under the DRR's Social Monitoring Program.

22. The project will utilize traditional methods of disclosure befitting large infrastructure projects; namely, through public consultations, the use of print and broadcast media and household surveys. These will be prepared and communicated originally in Thai. English translations will be prepared for official dissemination. To supplement these, other strategies will be adopted to enhance the effectiveness of information disclosure:

- Sharing disclosable project-related information in the official websites of the the Department of Highways and the Office of the Prime Minister of Transport
- Social media platforms, such as those managed by the Department of Rural Roads (DRR), in line with its social media policy
- Other print medialike flyers non-technical reports distributed to stakeholders
- Official correspondence, such as letters or notifications, will be sent to stakeholders as appropriate.
- The Rural Road Sub-district Office in Krabi will serve as an information center for stakeholders who require information or have concerns about the project.
- Conduct of group meetings and open forums, as needed, to gather stakeholder opinions and feedback.

Table 4.1 Information Disclosure Strategies for Lanta Island Bridge Project

Information to be disclosed	Proposed methods	Frequency	Location	Stakeholder/s targeted	Party Responsible
Pre-Construction Phase					
1. Updates on detailed design including applying the concept of universal access (NEB and ESS4 recommendations). Possibility of incorporating suicide prevention measures in bridge design	<ul style="list-style-type: none"> • Public consultations • Pamphlet • Website 	<p>At least one general meeting</p> <p>At least 15 days before construction (national law)</p>	Krabi	All groups especially PWDs, groups in need of health care, youth, elderly and representative NGOs	DRR-PMU
2. Construction plan and schedule	<ul style="list-style-type: none"> • Public consultation • Website • Publicity sign • Official letter to relevant organizations and stakeholders residing in sensitive areas, i.e., 	<p>At least one general meeting</p> <p>At least 15 days before the construction</p>	Krabi	<p>All groups</p> <p>Ensuring communication to:</p> <ul style="list-style-type: none"> - People living in a distance of 500m from the 	DRR-PMU

Information to be disclosed	Proposed methods	Frequency	Location	Stakeholder/s targeted	Party Responsible
	connecting highway and rural roads, fisherfolk affected by temporary relocation			project location - Commuting public - Residents and public places in Koh Lanta District: 4 mosques, Muslim cemetery, 26 schools, 21 child development centers, 9 sub-district health promotion hospitals, 2 district hospitals, a temple and a monastery, Urak Lawoi community	
3. SLIP Package covering all additional environmental studies	<ul style="list-style-type: none"> • Public consultations • Website • Exposure in the info disclosure methods and media used by relevant agencies (to be listed) 	At least one general meeting	Krabi	Relevant government agencies; district and sub-district offices; leaders, and representatives from 36 villages; academe; NGOS, tourism operators and tourist groups	DRR-PMU
4. GBV awareness campaigns	<ul style="list-style-type: none"> • Public consultations • Publicity sign • Pamphlet • Website 	To start at pre-construction	Krabi Publicity sign (at PIU office and workers' camp)	Women and girls, community leaders	DRR-PMU and Lanta PIU

Information to be disclosed	Proposed methods	Frequency	Location	Stakeholder/s targeted	Party Responsible
5. Project level Grievance Redress Mechanisms (GRM)	<ul style="list-style-type: none"> Public consultation Publicity sign Pamphlet Website Radio and other media 	To start at pre-construction	Krabi Publicity sign (at PIU office; to be integrated construction plan publicity sign)	All stakeholder groups	DRR-PMU and Lanta PIU
6. Workers' camp and cement plant establishment	<ul style="list-style-type: none"> Public consultation Website Banner 	One community meeting	Krabi Banner at the vicinity of the workers' camp	Communities adjoining the designated worker's camp	DRR
Construction Phase					
1. Construction progress update	Website Publicity sign	Monthly		All stakeholder groups	Contractor (construction supervisor consultant)
2. Amendments in construction timeline	Amend on the banner Website	As needed		All stakeholder groups	DRR
3. Road and traffic safety information	<ul style="list-style-type: none"> Public signs Local radios (for nearby communities) inform village heads (for PWD and critically ill patients) inform through community health volunteers and districts/subdistricts hospitals Information dissemination to schools and religious places close to project sites 	As needed	Krabi and Lanta	<p>Commuting public and nearby communities</p> <p>Road safety awareness campaigns will include schools and child development centers located close to project sites. Age-appropriate programs will be developed for elementary and high school students. The costing for this is covered under road</p>	DRR and contractor

Information to be disclosed	Proposed methods	Frequency	Location	Stakeholder/s targeted	Party Responsible
				safety awareness activities in Component 3: Institutional Development and Project Management.	
4. GBV awareness campaigns	<ul style="list-style-type: none"> Public consultations Publicity sign Pamphlet Website 	Semi-annually/ as needed	Krabi Publicity sign (at PIU office and workers' camp)	Women and girls, community leaders	Contractor
5. Project level GRM	<ul style="list-style-type: none"> Publicity sign Pamphlet Website Radio and other media 	Semi-annually/ as needed.	Krabi and Lanta	General public	Contractor
6. Environmental and social monitoring reports	<ul style="list-style-type: none"> Website Printed copies (PIU) 	Monthly/ as-needed depending on the aspect reported	PIU	Regulators Communities Academe Media	DRR
Operation Phase					
1. Results and findings of post-construction household survey (in the Social Monitoring Program of the ESMP)	Website	once		All stakeholder groups	DRR

C. Consultation Strategies

23. Consultation is a crucial process that enables stakeholders to exchange ideas and express concerns about various aspects of the project, such as project design, expected impact of project activities, and expected benefits. The DRR is taking a proactive approach in initiating engagement to capture stakeholder issues early and is prepared to respond in a cooperative manner during the consultation process. DRR has established tools for conducting timely consultations and is ready to receive comments and suggestions. This ensures that the project

can be implemented with effective methods for distributing information and seeking the participation of stakeholders in improving how the project is carried out.

24. The consultation strategies are defined according to the issues/concerns addressed and the type of stakeholder involved. Compared to information dissemination, consultation can be targeted to individuals, groups or the general public thus the approach and content are tailor-fit to the needs of the audience.

Table 4.2 Consultation Strategies for Lanta Island Bridge Project

Consultation issue	Proposed strategy	Frequency	Place	Stakeholder/s targeted	Party Responsible
Pre-Construction Phase					
1. Updates on detailed design including applying the concept of universal access (NEB and ESS4 recommendations). Possibility of incorporating suicide prevention measures in bridge design	Public consultation	At least one general meeting (At least 15 days before the construction)	Krabi	All stakeholder groups especially PWDs, groups in need of health care, youth, elderly and representative NGOs	DRR
2. Construction plan and schedule	Public consultation	At least one general meeting (At least 15 days before the construction)	Krabi	All stakeholder groups	DRR
3. Project level Grievance Redress Mechanisms (GRM)	Public consultation	Introductory, to continue in all phases	Krabi	All stakeholder groups	DRR
4. SLIP Package (e.g., CHA, CIA)	Public consultation, group meetings	As needed	Krabi	Relevant stakeholder groups	DRR
5. GBV awareness and education campaigns in	Public consultation	At least one consultation before construction	Krabi	Women and girls, community leaders, local welfare and	DRR (thru service providers)

Consultation issue	Proposed strategy	Frequency	Place	Stakeholder/s targeted	Party Responsible
host communities		Group meetings as needed		development agencies	
6. Temporary construction of workers camp and cement-mixing plant	Public consultation	At least one general meeting, and additional group meetings (if required)	Krabi	All stakeholders (pre-construction)	DRR
7. Dialogues with host communities on adverse impacts from construction and mitigation measures	Public consultation	At least one general meeting	Krabi	Nearby communities (within 500 m of project site), tourism and hotel operators, commuting public	DRR
8. Dialogues with ferry operator and ferry workers and provision of transitional project-related support	Individual meetings through Working Group	As needed. (in progress)	Koh Lanta District Office	Working Group	DRR, Krabi PAO
9. Continuing dialogues with business operators on the impact of Krabi PAO's land donation to DRR	Individual meetings Focus groups	As needed	At business site	4 shop renters	DRR, Krabi PAO
10. Monitoring against encroachment of DOH's ROW and distance from	Individual meetings Focus groups	As needed	At business site	5 informal businesses	DRR, Krabi PAO, Koh Klang TAO

Consultation issue	Proposed strategy	Frequency	Place	Stakeholder/s targeted	Party Responsible
construction work areas					
11. Complaint on the noise barrier	Meetings with complainant	As needed (Actions to resolve the complaint to be confirmed at least 1 month before construction)	House in Moo 8, Koh Klang Sub-district, Koh Lanta District Krabi Province	Household head	Krabi PIU, Contractor
12. Mooring point relocation of fisher folks	Group meetings	As needed (Actions to secure temporary mooring site before construction provided for the fisherfolk)	Moo 8, Ban Hua Hin, Koh Klang Sub-district, Koh Lanta District Krabi Province	A group of local fishing boats / Hua Tong boats, 20 boats, 3 ferries and 2 speed boats	DRR and Contractor
13. Mitigation measures to reduce disturbance to cemetery of construction activities	Individual and group meetings (engage through religious leaders and/or mosque committees)	As needed	Koh Lanta	Users of Muslim cemetery	DRR and contractor
14. Relocation of utilities	Group meetings	As needed	Krabi	Utility agencies	DRR
15. Coordination with regulators and key partner agencies, e.g., permitting and approvals, environmental and social monitoring etc.	Individual and group meetings	As needed	Bangkok, Krabi	Relevant government agencies	DRR
16. Specific concerns affecting the Urak Lawoi community (such as project-	Meeting with Urak Lawoi community leaders	At least one general meeting or focus group	Lanta	Urak Lawoi community	DRR

Consultation issue	Proposed strategy	Frequency	Place	Stakeholder/s targeted	Party Responsible
related employment opportunities, grievances, induced impact on tourism)					
Construction Phase					
1. Continuing coordination with regulators and partner government agencies in carrying out their mandate in in bridge construction, including managing its adverse risks and impacts (e.g., need for resources, experts)	Individual and group meetings (as needed)	As needed	Bangkok, Krabi,	Relevant government agencies	DRR
2. Monitoring the effectiveness of mitigating measures and addressing grievances re community health impacts, including GBV incidence in direct impact area	Public consultation Individual and group meetings Coordination with community leaders	As needed (individual and group meetings)	Krabi	Communities living within 500m of the project site near the project area in Krabi Household complaining on the noise barrier Women and girls at risk of GBV Communities beside workers' camp and cement mixing plant Stakeholders of Muslim cemetery in Lanta Island	DRR (Krabi PIU) and contractor

Consultation issue	Proposed strategy	Frequency	Place	Stakeholder/s targeted	Party Responsible
3. Monitoring of road and traffic safety conditions and mitigation measures	Group meetings Coordination with village heads, hotel operators, schools, hospitals	As needed	Krabi and Lanta	Commuting public and nearby communities Schools and temples located close to dumping sites	DRR (Krabi PIU) and contractors
4. Assessing fisherfolks and their use of temporary mooring point, impact on livelihoods	Group meetings	As needed	Moo 8, Ban Hua Hin, Koh Klang Sub-district, Koh Lanta District Krabi Province	A group of local fisherfolk	DRR (Krabi PIU) and Contractor
5. Effectiveness of measures for the conservation of natural resources and the environment	Public consultation Group meeting	At least one general meeting (mid-point of construction) Group meetings as needed.	Krabi	Other partner agencies Conservation CSOs, NGOs	DRR (Krabi PIU)

D. Inclusive Strategies for Disadvantaged and Vulnerable Groups

25. Differentiated measures are proposed to ensure that the participation of disadvantaged and vulnerable individuals and groups result to their views being articulated and their opinions integrated into project plans and decisions. These measures are as follows:

- a. Early coordination with relevant agencies, NGOs, and village leaders and other officials who provide care or represent vulnerable individuals and groups. This coordination will be facilitated through the sub-district health promoting hospital, and for youth groups, their villages and schools. Elderly groups will be reached through the sub-district administrative organizations, and the sub-district health promoting hospitals.
- b. FGDs can be organized with certain groups like women and girls, PWDs and suicide prevention groups which may prefer dedicated discussions on sensitive topics. Requests for anonymity and confidentiality will strictly followed and developed with protocols for dissemination within the project team.
- c. Disclosure and consultations, including the use of printed and broadcast materials will be communicated in Thai by default. Graphic designs and communication styles will be adapted to the type of stakeholders. For instance, the use of simple language for the youth, elderly and communities.
- d. Reasonable accommodation provided for stakeholders with special needs like PWDs, the elderly, and Urak Lawoi community (special seating arrangements in meetings, use of native speakers, interpreters, sign-language and voice experts)
- e. Involvement of local social welfare agencies with ready referral and support systems to GBV-related cases and independent experts providing specialized training and support on SEA/SH and GBV
- f. Scheduling of meetings and appointments close to where target groups live or work, with the project team traveling to either Krabi or Koh Lanta.
- g. Home visits will be conducted if requested, to provide information, gather additional information, or receive comments and suggestions about the project.
- h. With the project having diverse stakeholders, the PIU will assign clusters of stakeholders to focal persons or coordinators who will be the main contact point of the stakeholders to DRR, the contractor and the project team.
- i. Differentiated measures and protocols will be harmonized with the project-level GRM to ensure respect for inclusion in the receiving and attending to complaints and feedback.

E. Work Plan

26. The work plan for organizing and implementing SEP activities is presented below. . It shows four major activities comprising of the preparatory phase, the conduct of information dissemination and consultation strategies, and reporting and monitoring. The timeline is segmented into pre-construction (assumed to be six months before construction), construction (3 years) and operation (Year 1). The first year of operations is considered a closure period of the project-level SEP.

Table 4.3 SEP Timetable, August 2023

Year	Y0	Y1	Y2	Y3	Y4					
Stage	PC	Construction							Ops/Closure	
Semesters	1	2	3	4	5	6	7	8	9	
Particulars										
Preparatory activities										
Organizing the SEP Implementation Team										
Internal and external coordination (DRR, external parties)										
Contracting of service providers (preparing various media)										
Information dissemination activities										
Updates on detailed design										
Construction plan and schedule										
Updates on construction progress and amendments										
Disclosure of SLIP Package										
GBV information and education campaigns										
Project-level GRM										
Establishment of workers' camp and cement plant										
Road and traffic safety information and updates										
Household survey										
Consultation activities										
Public consultations (general meetings)										
Joint meetings with other government agencies										
Small group meetings/focus groups										
Individual meetings										
Household survey (ESMP-Social Monitoring)										
Monitoring and Reporting										
Environmental and social monitoring										
GRM logging, monitoring, and reporting										
Household survey report										

V. Responsibilities and Resources for SEP Implementation

A. Organizational/Staff Resources

27. DRR has the responsibility to implement plans, programs, and measures to mitigate and minimize the environmental and social impacts caused by the Project. DRR is supported by its Project Management Unit (PMU), which facilitates coordination and execution of Project activities. The PMU assists DRR in ensuring that the Project meets its environmental and social commitments, and in identifying and implementing appropriate mitigation measures. The organizational charts of PMU and Lanta PIU are in Annex 4.

B. Management Functions and Responsibilities

28. The major functions and responsibilities for implementation of the SEP are in Table 5.1.

Table 5.1 Roles and Responsibilities for SEP Implementation

UNIT	Roles and Responsibilities
PMU	<ul style="list-style-type: none"> • Lead and oversee information disclosure and consultation as per the SEP. • Coordinate implementation of SEP activities at national level. • Provide capacity building to other government agencies, PIUs, contractors, and other relevant stakeholders involved in the implementation of SEP. • Monitor and assess the SEP implementation progress and efficiency of the GRM. Ensure that grievances are timely resolved and documented. • Consolidate reports on SEP implementation progress including grievance resolution to be disseminated to the World Bank and other relevant stakeholders.
Lanta PIU	<ul style="list-style-type: none"> • Coordinate implementation of SEP activities at the regional level and specifically in Krabi and Lanta Island. • Conduct tripartite consultations (together with Construction Tech Supervisor and Contractor/s) with stakeholders according to the SEP, ensuring the inclusion of disadvantaged and vulnerable groups • Monitor and oversee the implementation of SEP activities by the contractors. • Provide regular reporting to PMU on the progress of SEP implementation. • Ensure that the grievances are timely resolved and reported.
Contractor Technical Supervisor	<ul style="list-style-type: none"> • Provide technical assistance and support to DRR and the contractors in carrying out stakeholder engagement activities • Support PIU in the timely and adequate resolution of project-level grievances
Contractor	<ul style="list-style-type: none"> • Organize, facilitate and support stakeholder engagement activities • Ensure proper documentation and reporting of stakeholder engagement activities in accordance with national laws and regulations and ESS10 • Support PIU for the logging, fact-finding and working with concerned parties in the resolution of project-level grievances and community feedback

VI. Budget for SEP Implementation

29. DRR will oversee the implementation of the SEP, the budget of which is estimated at THB 1,006,525 (approx. USD 29,000). The detailed information about the costs associated with SEP implementation is presented in Annex 4. Additional budget on oversight and ad-hoc engagement activities will also be allocated from Component 3 of the project.

VII. Grievance Redress Mechanism (GRM)

30. The grievance mechanism aims to promptly and effectively address concerns in a transparent manner that is culturally sensitive and readily accessible to all project-affected parties, and at no cost. DRR (both PIU and PMU) and the construction supervisor are responsible for receiving and addressing concerns or grievances raised by project affected individuals in an equitable, impartial, and constructive manner. Common types of grievances include issues related to workers, concerns related to resettlements or changes in land use, and issues associated with project activities including the social and environmental impacts. Stakeholders can also provide comments and suggestions to the Project through the GRM mechanism. While some grievances can be promptly resolved by the PIU, others may require deliberation by the PMU which may extend the resolution process. DRR will facilitate the resolution of concerns and grievances within the regulatory guidelines in a timely manner. Every grievance received will be documented including the actions undertaken to address such grievance.

31. The following grievance channels are available for the Project:

- (a) **DRR's GRM channels:** DRR will provide three levels of grievance channels, consist of the site or PIU level, the regional level, and the Department or PMU level. The available channels to submit grievances at each level are as found below.

Site (PIU level):

- Project Website (using the contact menu)
- PIU Hotline (to be developed and disseminated)
- Grievance Center at the construction site or the PIU Office (to be established and disseminated)
- Grievance boxes will be placed at:
 - Project construction site office
 - DRR Krabi office
 - Koh Klang Sub-district Organization Office
 - Koh Lanta Noi Sub-district Organization Office

Regional level

- Grievance Center at DRR provincial office

Department (PMU level)

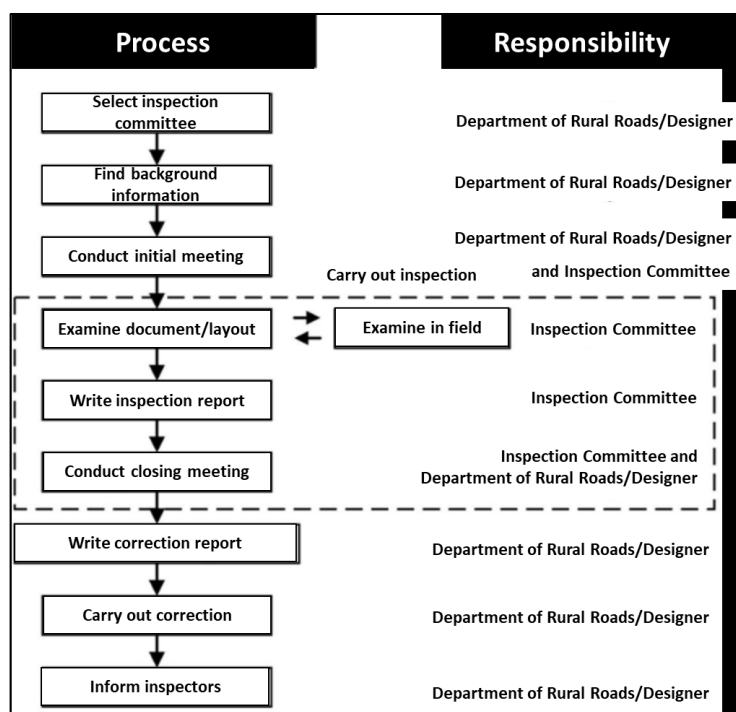
- Website of the Department of Rural Roads: www.drr.go.th (using the complaints/appeal menu)
- DRR Hotline: 1146
- DRR Information Center, Phahonyothin Road, Anusawaree Sub-District, Bangkok 10220
- PMU at Bureau of Bridge Construction, Department of Rural Roads

(b) Other Channels:

- Sub-district Administrative Organizations
- Krabi Provincial Administrative Organizations
- Government Contact Center: hotline: 1111, or website: www.1111.go.th
- Damrongtham Center, Ministry of Interior: hotline: 1567, or in person at Damrongtham Center in Krabi Provincial Hall

32. **Procedure for grievances lodged at Site and PIU.** Upon receiving a grievance at the site or PIU, the PIU will conduct an initial investigation. Issues pertaining to construction activities that can be promptly resolved will be directed to the contractor for resolution. The DRR staff and construction supervisor will ensure prompt action within two weeks, contingent upon the nature of the issues. In the event of more critical or unresolved grievances, the matter will be elevated to the PMU. The PMU will conduct the comprehensive review of the issues and make informed decisions to effectively address them. Resolving more complex problems may require additional two weeks. The grievances process workflow at PMU is illustrated in Figure 7.1.

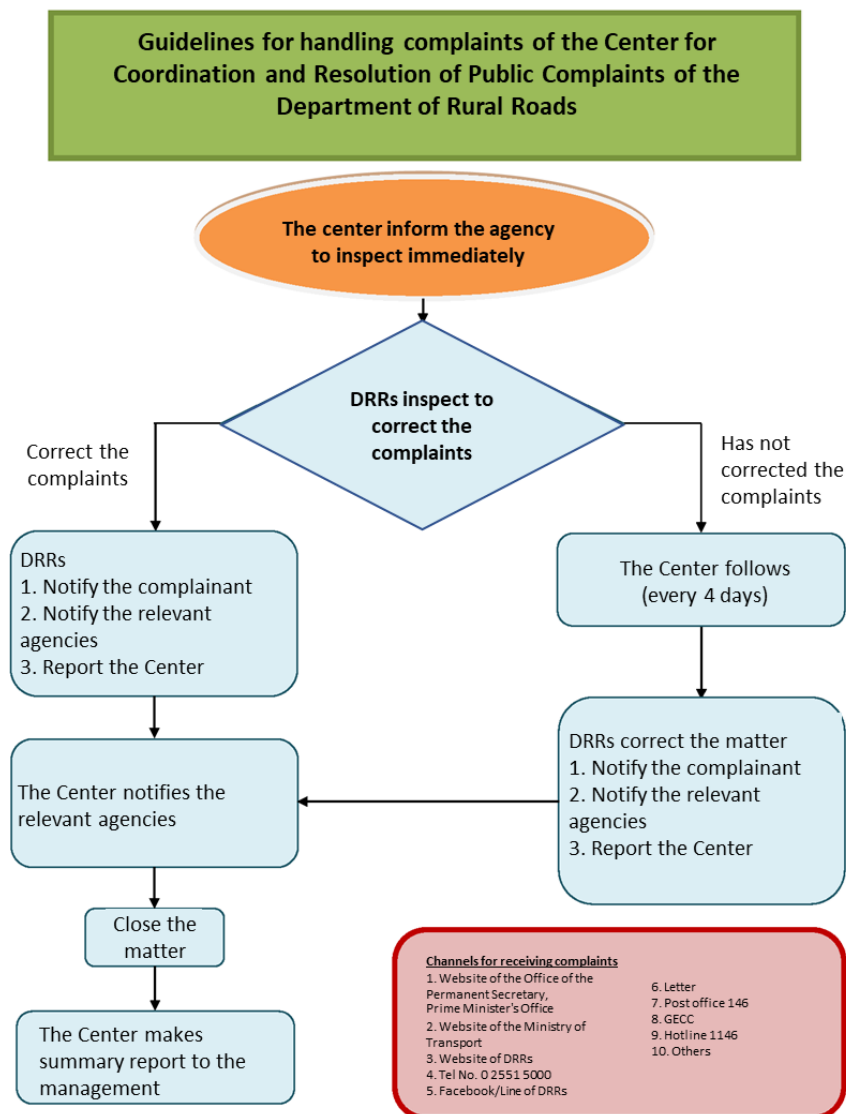
Figure 7.1 Process and responsibility of grievance management at PMU



33. **Procedure for grievances lodged at other channels/agencies.** When a grievance is reported at the regional or departmental level agencies, the issue will be forwarded to the PMU. The expected delivery time to the PMU is approximately one or two weeks. Once the PMU receives the grievance, it will initiate an investigation following the process outlined in the previous section. The investigation aims to thoroughly examine the matter and determine an appropriate resolution, including notifying the PIU for further actions.

34. **Procedure for grievances lodged at DRR office in Bangkok.** For grievances received at the DRR office in Bangkok, the Center for Coordination and Resolution of Public Complaints of DRR will follow up the on the case according to the process described in Figure 7.2. It is noted that according to the procedure of the Complaint Resolution Coordination Center, the evaluation and resolution progress for in-process complaints shall be communicated to the affected parties within a 15-day timeframe.

Figure 7.2 Complaints management process of the Center for Coordination and Resolution of Public Complaints



35. The PMU and PIU will establish and manage a comprehensive complaint register as an integral part of the project. The register will serve to document and track any concerns raised by stakeholders throughout the project implementation phase. In the event of serious complaints, such as those pertaining to life-threatening situations, sexual harassment, or

criminal activities, immediate notification will be provided to the World Bank within 24 hours of receiving the complaint.

36. The PMU office will be responsible for maintaining the grievance log, ensuring accurate and comprehensive recording of grievances. The grievance log will capture the following information:

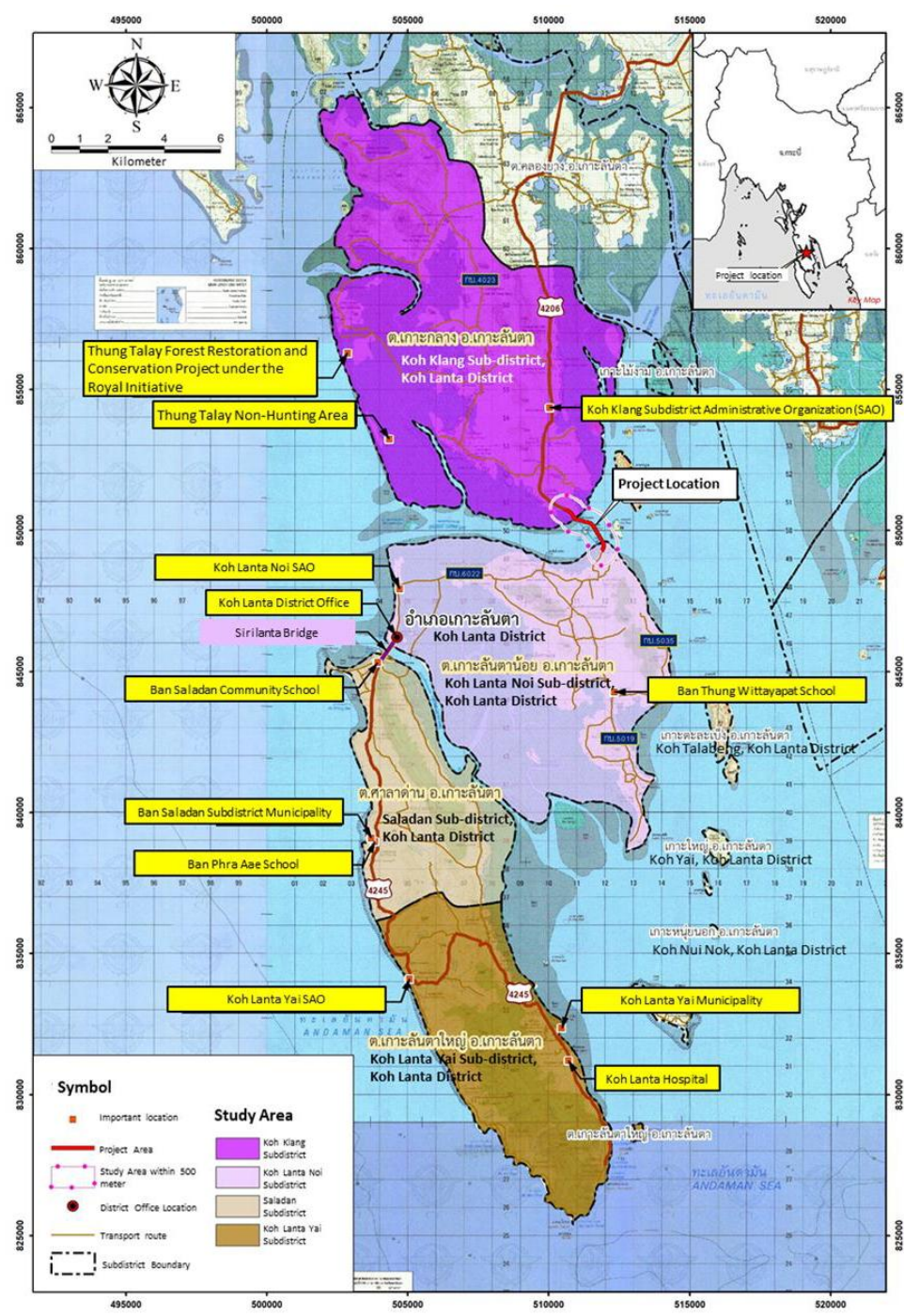
- Stakeholder's name, gender, and contact details
- Grievance channel used for submission
- Details describing the nature of the grievance
- Dates of grievance receipt, investigation, and decision making
- Identification of decision maker (s) involved
- Response provided to the grievance
- Date of decision implementation
- Information on how the grievance was submitted, acknowledged, responded to, and ultimately closed out.

37. In the event that the complainants remain dissatisfied with the arbitrated decision made by the DRR, they have the option to pursue a legal remedy by filing a lawsuit in a civil court according to relevant laws and regulations of Thailand. It should be noted that the complainant will be responsible for bearing the associated cost at this stage. However, if the complaint is successful, the complainant may be eligible for reimbursement of damages or grievances, as applicable, as determined by the court. It is noted that the amount of time required in this stage will be significantly longer.

38. DRR will publicly advertise the grievance procedures mentioned above through various channels, including websites, notification boards at construction sites, PMU, and PIU offices.

Annex 1

Location of Koh Lanta Bridge Project, Koh Klang Subdistrict – Koh Lanta Noi Subdistrict, Koh Lanta District, Krabi Province



Source: Lanta Island bridge EIA

Annex 2

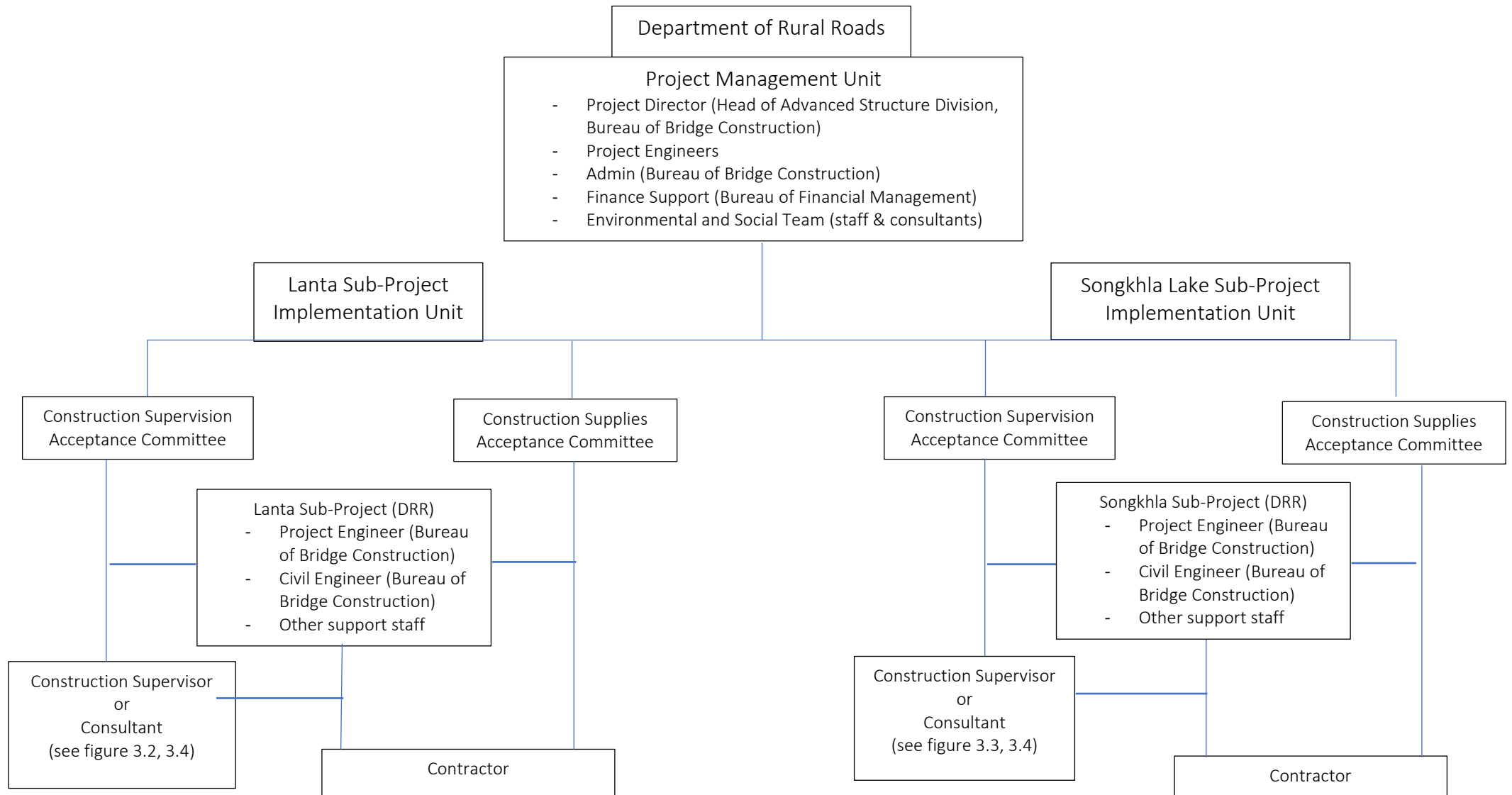
Thailand Laws and Regulations on Citizen Participation

Laws and Regulation	Stipulation
Constitution of Thailand, 1997, Articles 58	Establishes a citizen right to obtain public information from governmental agencies unless the disclosure affects national security, public safety or interests of other persons as provided by law
Official Information Act B.E. 2540 (1997)	The Act requires government agencies to provide information to the public upon request. It allows citizens to request information related to public infrastructure projects, and requires that government agencies respond within a specified timeframe
Prime Ministerial Regulations on Public Hearing (1996).	<p>The Office of the Prime Minister promulgated guidelines that establish a process for consulting interested stakeholders through public hearings. These guidelines are general, applying to "State Projects" that include a concession, license, permit or approval from a State Agency.⁵¹</p> <p>Under these guidelines, public hearings are triggered when a minister, provincial governor or the governor of the Bangkok Metropolitan Administration determines that the proposed project may impact the environment, culture, occupation, safety and quality of life, or may cause damage to the community or society and may lead to controversy among stakeholder groups. Additionally, stakeholders may make a request to the State Agency, ministers or governors to</p>

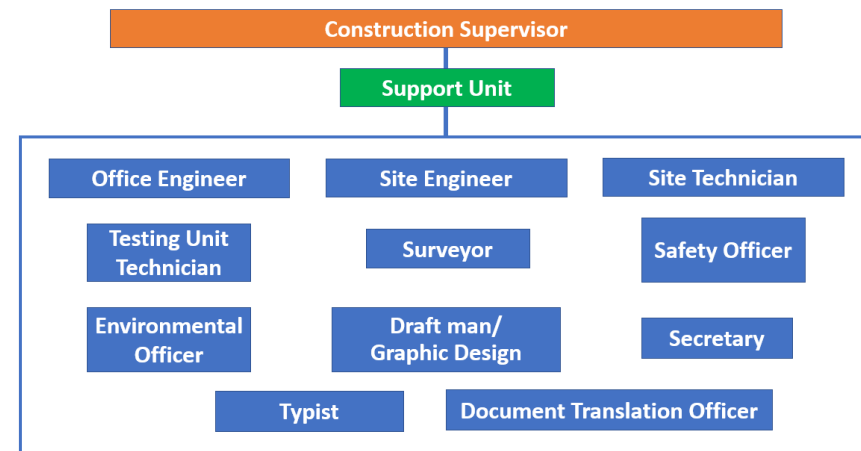
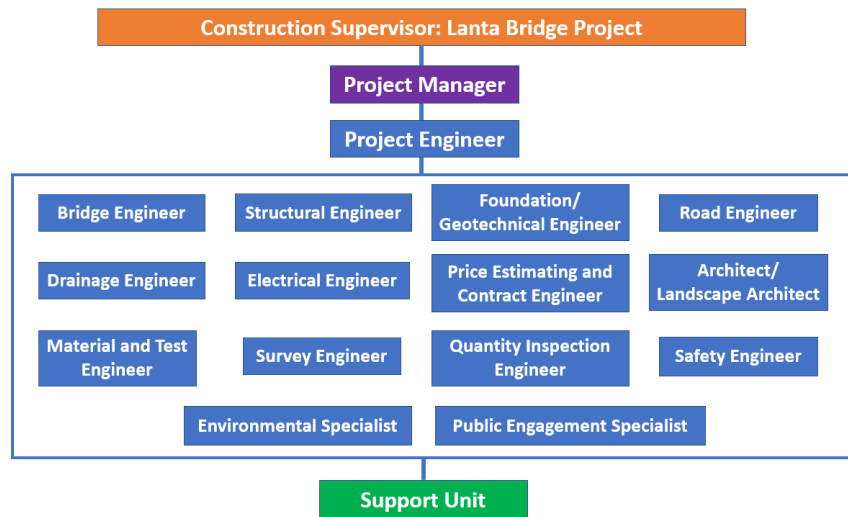
Laws and Regulation	Stipulation
	order a hearing related to a specific project.
Enhancement and Conservation of National Environmental Quality Act	Grants citizens the right to gain access to official information. In particular, section 6(1) provides that citizens have the right To be informed and obtain information and data from the government service in matters concerning the enhancement and conservation of environmental quality, except the information or data that are officially classified as secret intelligence pertaining to national security, or secrets pertaining to the right to privacy, property rights, or the rights in trade or business of any person which are duly protected by law

Annex 3 Organizational Chart

1. Project Organization Chart



2. Construction Technical Supervisor Organization Chart



Annex 4
Stakeholder Engagement Plan Cost Breakdown

	Activities	Methods	Amount (THB)
I. Information Disclosure	Pre-construction information dissemination	Pamphlet, website, and other media	82,000
		Project Information Board	40,000
		Grievance Box and information Board at PIU and local provincial office	30,000
	Construction stage information dissemination	Pamphlet, website, and other media	352,000
	End construction stage information dissemination and household survey	Pamphlet, website, and other media	107,000
		<i>Total estimated cost for information disclosure</i>	611,000
II. Consultation	Pre-construction stage consultation activities	Public consultations	130,175
		Joint meetings with other government agencies, small group meetings/focus groups, individual meetings	5,000
	Construction stage consultation activities	Public consultations	130,175
	End construction stage consultation activities	Public consultations	130,175
		<i>Total estimated cost for consultation activities</i>	395,525
<i>Estimated cost for project information disclosure and consultation activities</i>			1,006,525

Note: The cost of the website (THB 360,000) and public information and grievance management as stated in the EIA (THB 70,000) will be incorporated into the contractors' contract. The expenses for the GRM are part of the contractors' contract but the responsibility for addressing and resolving GRM issues and related concerns are the responsibility of DRR.