NEPAL

Ministry of Urban Development (MoUD)

Greater Lumbini Area Development Project
P512377

Social Engagement Plan
(SEP)

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1. Introduction

Stakeholder engagement is a critical component of the Environmental and Social Management Framework (ESMF), ensuring that the project remains inclusive, transparent, and responsive to the needs and expectations of all stakeholders. A robust communication strategy between project institutions and local communities is essential for the sustainable implementation of the Greater Lumbini Area Development Project (GLAD).

The Stakeholder Engagement Plan (SEP) is guided by two key objectives: (i) to keep stakeholders (such as local residents, communities, women, informal vendors, the hospitality workforce at the project sites of Maya Devi Temple area, Tilaurakot, Devdaha, and Ramgram municipalities, along with government agencies including The Ministry of Finance, Ministry of Urban Development (MoUD), Ministry of Culture, Tourism and Civil Aviation (MoCTCA), the Lumbini Development Trust and local municipalities) informed about project activities, their potential benefits, and possible risks; and (ii) to ensure their active participation throughout the project cycle by contributing local knowledge, shaping mitigation measures, and building the capacity of relevant groups to assume responsibility for operations and management after project completion.

This chapter outlines the principles, processes, and mechanisms for identifying, informing, consulting, and involving stakeholders—including local communities, government authorities, non-governmental organizations, and project-affected persons—across the project lifecycle. By integrating these elements, stakeholder engagement under GLAD will remain proactive, systematic, culturally sensitive, and inclusive, thereby promoting social accountability, facilitating informed participation, and enhancing the environmental and social sustainability of project interventions.

1.1. Project Description

GLAD focuses on enhancing tourism infrastructure and services across the heritage sites of Lumbini, Tilaurakot, Devdaha, Ramagram and other selected sites and improving benefits to the local communities. Implemented by the Ministry of Urban Development in coordination with the Ministry of Culture, Tourism and Civil Aviation, Lumbini Provincial Government, and local municipalities, the project integrates heritage conservation with climate-smart, culturally sensitive, and community-oriented development to foster inclusive employment, entrepreneurship, and livelihood opportunities in the Greater Lumbini Area.

1.2. Project Components

The Greater Lumbini Area Development Project (GLAD) comprises three components that integrate heritage conservation, local economic development, and institutional strengthening.

Component 1: Destination Planning, Local Economic Development, and Private Sector Engagement will prepare a unified tourism vision for the Greater Lumbini Buddhist Circuit, support MSMEs and women- and youth-led enterprises in hospitality, handicrafts, and cultural services, and promote skills, entrepreneurship, and responsible private sector participation.

Component 2: Critical Tourism Infrastructure Improvements will upgrade visitor amenities, signage, landscaping, mobility solutions, and public spaces at Maya Devi Temple (Lumbini), Tilaurakot, Devdaha,

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and Ramgram, along with selective site-level investments to enhance visitor experience and community benefits.

Component 3: Project Management and Coordination will strengthen institutional capacity, ensure transparent implementation, and maintain effective systems for monitoring, communication, grievance redress, and stakeholder participation.

1.3. Project Development Objective (PDO)

The key PDO-level results indicators for the Greater Lumbini Area Development Project (GLAD) include: (i) improved tourism-related infrastructure and services, measured by the increase in annual tourist satisfaction with infrastructure and services in the Greater Lumbini Buddhist Circuit, disaggregated by domestic and international visitors as well as day and overnight visitors, captured through periodic baseline and endline visitor surveys; and (ii) enhanced tourism-driven economic opportunities, measured by the number of people with more and better jobs, disaggregated by gender and youth, generated through project-supported activities, tracked via employment surveys and project M&E systems to link project interventions directly to inclusive local economic benefits.

1.4. Compliance with World Bank Environmental and Social Guidelines

The project aligns with WBG corporate commitments, emphasizing gender, climate, private sector engagement, and stakeholder participation. Gender gaps in Nepal's tourism sector remain significant, with women representing only 20 percent of the workforce, and their participation in formal tourism businesses is limited despite 39 percent of registered small enterprises in Lumbini being women-owned. Among other things, GLAD will support women-led businesses through training, advisory services, and improved market linkages to strengthen their role in the tourism value chain. Climate resilience and low-carbon principles will be mainstreamed across Component 2 investments, incorporating measures such as proper water and sanitation, drainage and energy-efficient infrastructure, with a full climate and disaster risk assessment conducted prior to appraisal. Private sector engagement, including responsible investment and PPPs, will be promoted to enhance cultural, social, and environmental sustainability while generating local economic benefits. Structured consultations with government agencies, communities, and other stakeholders will ensure inclusive planning, active participation of local communities, and strengthened grievance redress mechanisms, including a multi-lingual Visitor Helpline for timely feedback and complaint resolution.

2. Information Disclosure and Communication

2.1. Overview and Communication Strategy

Effective information disclosure and communication are central to the Greater Lumbini Area Development Project (GLAD) to ensure transparency, accountability, and active stakeholder participation. The project will systematically share information to foster informed decision-making, build trust, and mitigate potential conflicts.

The **Ministry of Urban Development (MoUD)** will serve as the Executing Ministry, coordinating with the **Ministry of Culture, Tourism and Civil Aviation (MoCTCA)**, **Lumbini Province Government**, the four participating municipalities (Lumbini Sanskritik Municipality, Kapilvastu Municipality, Ramgram Municipality and Devdaha Municipality), and the private sector. A high-level **Project Steering Committee**

(PSC) will guide strategic decision-making, with representation from federal, provincial, local governments, relevant agencies, and the private sector.

At the federal level, the **Project Coordination Office (PCO)** under MoUD will coordinate overall implementation, fiduciary oversight, and technical support.

Two **Project Implementation Units (PIUs)** in the Greater Lumbini Area will oversee day-to-day implementation:

- **PIU 1 (MoUD)**: Municipal and socio-economic infrastructure improvements.
- **PIU 2 (MoCTCA)**: Heritage conservation, tourism activities, and local economic development.

The PCO will be supported by a Project Implementation Support Team (PIST), which will provide technical, fiduciary, procurement, environmental and social, monitoring and evaluation, and communication support. Each PIU will hire a Design and Supervision Consultant (DSC), tailored to its specific needs, to help prepare Detailed Project Reports, develop bid documents, manage contracts, and address environmental and social risks through screening, assessments, and implementation of E&S measures, including the SEP and community engagement. This institutional setup ensures federal oversight, local ownership, private sector participation, and community engagement.

2.2. Key Information to be disclosed

Information will be shared systematically with stakeholders, covering:

- **Environmental and Social Assessments**: Risks, impacts, and mitigation measures.
- **Project Objectives and Scope**: Goals, expected outcomes, and social/geographical coverage.
- **Implementation Timelines**: Phases, milestones, and completion schedules.
- **Policies and Regulations**: Stakeholder rights, legal frameworks, and project guidelines.

2.3. Communication Channels and Implementation

GLAD will employ a multi-platform communication approach to ensure timely, accessible, and inclusive information sharing, such as:

- **Public Notices and Bulletins**: Displayed at municipal offices and community centres in Nepali and local dialects.
- **Community Meetings and Workshops**: Regular meetings, focus groups, and thematic workshops at local community centres or schools, led by trained facilitators in local languages.
- **Printed Materials**: Brochures, posters, and newsletters distributed at meetings, public offices, and through local community organizations.
- **Digital Platforms**: Official government websites, social media platforms, and a dedicated project portal with updates, feedback mechanisms, and interactive sessions. A dedicated communications team will manage content, monitor engagement, and ensure moderation.
- **Radio and Television**: Broadcasts in Nepali and local dialects targeting rural and remote communities, in partnership with local stations.
- **Accessibility Measures**: Multi-language materials, alternative formats (audio, braille), and support for persons with disabilities, including sign language interpretation.

3. Consultation and Participation Mechanisms

3.1. Overview

The Greater Lumbini Area Development Project (GLAD) will follow international best practices and the principles of the World Bank's Environmental and Social Standard (ESS) 10 to ensure meaningful and inclusive stakeholder engagement throughout the project cycle. It will be structured, multi-level, and culturally sensitive, ensuring meaningful engagement of all stakeholders, including marginalized and vulnerable groups such as women, indigenous communities, and the elderly.

The processes will include:
1. **Consultations at various levels** (community, municipal, and project management levels)
2. **Focus Group Discussions (FGDs)** with specific project beneficiary groups
3. **Workshops** for broader engagement and capacity building
4. **Grievance Redress Mechanisms (GRM)** to address concerns and complaints

These elements are interlinked and form a continuous engagement cycle throughout the project lifecycle.

3.2. Stakeholder Consultation Process

Identification of Stakeholders:

Using the stakeholder mapping carried out under the SEP, stakeholders are categorized based on their interest, influence, and project impact.

- **Vulnerable and marginalized groups:** Special attention will be given to women (particularly indigenous women), ethnic minorities such as Chepang, Limbu, and Badi, Dalits, the elderly, youth from disadvantaged backgrounds, persons with disabilities, seasonal laborers, and religious minorities such as Muslims. These groups often face social exclusion, limited access to education, healthcare, livelihoods, and decision-making, as well as systemic discrimination.

- **Affected Parties:** The primary affected parties include:
  - Local residents and households in and around **Lumbini, Tilaurakot, Devdaha, Ramgram**, and other GLA municipalities.
  - **Artisan groups and MSMEs** engaged in crafts, cultural products, and hospitality services.
  - **Women, youth, and disadvantaged groups** participating in tourism-linked livelihoods (e.g., homestays, guiding, cultural performances).
  - **Informal vendors and small business operators** located in tourist hubs or along project construction zones.
  - **Farmers and agricultural communities** whose lands or water access may be temporarily affected by infrastructure or conservation works.
  - **Visitors and pilgrims** to Lumbini and other Buddhist heritage sites, who may face temporary disruptions due to mobility improvements or conservation works.
  - **Monasteries, religious institutions, and cultural custodians** whose sacred sites, traditions, or activities may be directly impacted by project interventions.

- **Interested Parties:** The interested parties are stakeholders who are not going to experience direct project impacts but hold a significant interest in the project's planning, implementation, or outcomes.

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Their engagement is vital for promoting transparency, ensuring technical soundness, strengthening partnerships, and enabling broader knowledge sharing.

- **Government institutions and authorities** at local, provincial, and federal levels:

  - Ministry of Urban Development (MoUD) – Implementing Agency
  - Ministry of Culture, Tourism and Civil Aviation (MoCTCA)
  - Lumbini Province Government
  - Municipal authorities of Lumbini, Tilaurakot, Devdaha, Ramgram, and nearby municipalities
  - **Tourism boards and heritage management institutions**, including the Lumbini Development Trust, temple management boards, and local heritage committees.
  - **Educational and research institutions**, such as Lumbini University, schools, and colleges involved in tourism, cultural studies, or environmental management.
  - **Civil Society and NGOs/CSOs** active in areas of community development, women's empowerment, heritage conservation, environmental protection, and sustainable tourism.
  - **Private sector actors**, including tour operators, hotels, transport providers, handicraft producers, and market associations.
  - **Media organizations**, including local and national print, radio, and television outlets, which play a role in public awareness and information dissemination.
  - **Development partners and donors** with interest in heritage conservation, sustainable tourism, and community livelihoods in Nepal.

Planning Consultations

Consultations will be carefully planned and scheduled in advance to ensure that all stakeholders are adequately informed and able to participate meaningfully. The consultation plans will be communicated through multiple channels, including public notices at community centers and municipal offices, organized community meetings and workshops, and digital platforms such as project websites and social media channels.

The frequency, format, and focus of consultations will vary according to the stage of the project. During the **design stage**, consultations will aim to gather feedback on project plans, proposed interventions, and potential environmental or social risks, ensuring that stakeholder perspectives are incorporated into project planning. In the **implementation stage**, consultations will focus on sharing progress updates, discussing mitigation measures, addressing emerging issues, and maintaining continuous dialogue with communities and relevant agencies. During the **monitoring and evaluation stage**, consultations will review project outcomes, identify lessons learned, and gather input on improvements, thereby reinforcing accountability, transparency, and stakeholder ownership throughout the project lifecycle.

Conducting Consultations

Community Consultations: Direct engagement with local communities will help understand their needs, expectations, and concerns. Meetings will be held in accessible venues such as schools, community halls, or local offices, with participation from residents, women's groups, farmers, youth, and other marginalized groups. Trained social facilitators fluent in local languages will lead sessions, using participatory tools like maps and visual aids to explain project impacts and mitigation measures.

Focus Group Discussions (FGDs): Small-group discussions (10–15 participants) will gather detailed insights from specific stakeholder groups, including women, youth, indigenous populations, and artisans. Guided by structured questionnaires and open-ended questions, FGDs will identify priorities and concerns to inform project design and monitoring.

Workshops and Multi-Stakeholder Meetings: Municipal or regional-level workshops will involve government agencies, NGOs, civil society, and community representatives for knowledge sharing, capacity building, and decision-making. These sessions will use presentations, plenary discussions, breakout groups, and participatory exercises at key project milestones to build consensus and strengthen collaboration.

Key Considerations for Inclusive Consultations: All consultations will be culturally sensitive, conducted in local languages, and scheduled to accommodate communities. Gender inclusivity will be ensured through quotas or separate FGDs for women. Outreach will target marginalized groups such as indigenous communities, the elderly, and persons with disabilities. Accessibility will be enhanced through visual aids, simple language, and multiple communication channels.

3.3. Summary of stakeholder engagement done during project preparation

During the project preparation a series of stakeholder consultations and engagement activities were carried out at key heritage sites and municipalities within the Greater Lumbini Area, including **Lumbini Sanskritik, Kapilvastu, Devdaha, and Ramgram**. These meetings aimed to:

- Inform stakeholders about the project objectives, proposed interventions, and anticipated impacts.
- Solicit feedback, views, and suggestions from diverse stakeholder groups.
- Identify local priorities related to heritage preservation, livelihoods, mobility, and environmental sustainability.

Participants included elected representatives (mayors, deputy mayors, ward chairs), municipal staff, youth groups, mother's groups (Ama Samuha), women's cooperatives, local entrepreneurs, hotel owners, craft vendors, Tole Committee Members, Forest User Group members, journalists, and academics. Communities were socially diverse, including Madheshi, Tharu, Muslim, Hill-origin (Pahadi), Brahmin, Chhetri, and Magar groups. While the issues discussed were broadly similar across municipalities, separate consultations with women-only groups were also held to ensure their perspectives were fully included.

Stakeholders highlighted several priorities:

- Developing tourism-based enterprises, improving visitor experience, and organizing scheduled visits with clear signage and complementary attractions.
- Enhancing women's and youth participation through long-term, skill-based, market-linked training programs rather than short-term courses.
- Strengthening market linkages, business skills, and product diversification for small-scale local enterprises, including handicrafts and fair-trade products.
- Leveraging local cultural, religious, and archaeological sites, including Devdaha and Ramgram, while considering sensitive new settlements and limited municipal resources.
- Ensuring inclusive engagement and equitable participation across all social groups, and coordinating with the Lumbini Development Trust to support local-level initiatives.

The feedback received during these consultations was considered by the PCO in designing project interventions. A detailed summary of participants and consultation outcomes is provided in Annex 1.

3.4. Stakeholder Needs and Engagement Methods

The Greater Lumbini Area Development Project (GLAD) recognizes the diverse needs and capacities of stakeholders across Maya Devi Temple, i.e. Lumbini Sanskritik, Kapilvastu, Devdaha, and Ramgram municipalities. Engagement will ensure inclusivity, transparency, and culturally sensitive participation. Key stakeholder needs include timely information on project objectives, activities, timelines, and potential impacts; opportunities for feedback and participation in decision-making; culturally appropriate engagement near heritage and religious sites; and accessible channels for grievance redress.

To address these needs, GLAD will employ a mix of tailored methods:

1. **Structured Meetings:** Presentations, Q&A sessions, and formal consultations with government agencies (The Ministry of Finance, Ministry of Urban Development (MoUD), Ministry of Culture, Tourism and Civil Aviation (MoCTCA), the Lumbini Development Trust and participating municipalities), and private sector partners to share project progress and document feedback.
2. **Focus Group Discussions (FGDs):** Small-group sessions with women, youth, artisans, Dalits, indigenous communities, and persons with disabilities, using participatory tools such as mapping and scoring exercises to gather in-depth insights on tourism, livelihoods, and heritage conservation.
3. **Community Consultations:** Village or ward-level assemblies and interactive workshops for local residents, informal vendors, farmers, and CBOs to discuss infrastructure improvements, service delivery, and social impacts, supported by notice boards, FM radio, and community volunteers.
4. **One-on-One Interviews:** Targeted discussions with monastery representatives, heritage custodians, SME owners, and stakeholders unable to attend group meetings, using structured questionnaires and confidential protocols.
5. **Site Visits and Walkthroughs:** Guided observation of heritage sites and project interventions for officials, donors, and civil society representatives to enhance understanding and transparency.
6. **Digital and Remote Tools:** Project website updates, social media posts, mobile messaging, online surveys, and virtual meetings to engage urban stakeholders, youth, and remote communities.

3.5. Stakeholder Engagement Activities

The following table outlines the proposed stakeholder engagement activities throughout the project cycle.

Project Phase	Project Stage	Topic of Consultation / Message	Method to be Used	Target Stakeholders	Responsibility
Project Preparation & Design	Prior to approval	Project objectives, planned interventions, anticipated benefits and impacts, environmental and	Public meetings, focus group discussions, one-on-one interviews, community consultations	Local residents, artisans, women, youth, vulnerable groups, community leaders, government officials	PCO with support from PIST

		social considerations			
Disclosure of SEP & E&S Documents	Upon approval of SEP / prior to construction	SEP, ESMF, ESCP, and Grievance Mechanism (GRM) procedures	Public notices, project website, printed leaflets in Nepali and local languages, social media announcements, village-level dissemination	All affected parties, interested parties, vulnerable groups	PCO with support from PIST
Infrastructure & Heritage Conservation Works	Construction Phase (Year 1–3)	Construction schedules, potential disruptions, safety measures, heritage site management	Community meetings, focus group discussions (with women, elderly, PWDs), site visits, local notice boards	Local residents, informal vendors, SMEs, monastery representatives, women, elderly, persons with disabilities	PIUs, with support from DSC
Community Livelihoods & Tourism Services	Implementation Phase (Year 1–4)	Livelihood support programs, training opportunities, SME development, market linkages	Focus group discussions, workshops, home visits, youth and women-only sessions	Women-headed households, youth, artisan groups, marginalized ethnic groups, informal vendors	PIUs, with support from DSC
Institutional Capacity Building	Throughout Project (Year 1–4)	Capacity-building programs, training for municipal staff, monasteries, Lumbini University, tourism boards	Formal meetings, workshops, roundtable discussions, webinars	Government officials, heritage authorities, private sector partners	PIUs, with support from DSC
Monitoring & Evaluation	Ongoing	Project performance, social and environmental safeguards, feedback collection	Surveys, focus group discussions, community feedback sessions, interviews	All stakeholders, especially vulnerable groups	PIUs, with support from PDSC
Operation & Maintenance Phase	Post-Construction / Operational	Feedback on services, grievance redress, updates on tourism management	Community meetings, one-on-one interviews, digital platforms, newsletters	Local residents, tourists, SMEs, women, PWDs, youth	PIUs, with support from PDSC
Grievance Redress Mechanism (GRM)	Continuous	Procedures for lodging complaints or feedback	Toll-free phone line, email, suggestion/grievance boxes for anonymous complaint , one-on-one meetings, village-level focal points	All stakeholders, vulnerable and disadvantaged groups	PIUs, with support from DSC

3.6. Resources and Responsibilities

The **Project Implementation Units** (PIUs) under the Department of Urban Development and Building Construction (DUDBC) within MoUD in coordination with the Ministry of Culture, Tourism and Civil Aviation (MoCTCA), the Lumbini Province Government, and concerned municipalities, will be responsible

for carrying out stakeholder engagement activities with support from the **Design and Supervision Consultants (**DSCs) and in coordination with PCO. The PIUs, with support from PCO, PIST and DSCs, ensure inclusive, culturally appropriate, and transparent engagement throughout the project cycle.

Key Responsibilities Include:
- Planning, organizing, and documenting stakeholder engagement activities.
- Coordinating engagement with vulnerable and marginalized groups.
- Ensuring timely disclosure of project information, including environmental and social documents.
- Managing and monitoring the Grievance Redress Mechanism (GRM).
- Reporting back to stakeholders on project progress, environmental and social performance, and GRM outcomes.
- Integrating stakeholder feedback into project design, implementation, and adaptive management.

Documentation of Stakeholder Engagement Activities:

All stakeholder engagement activities will be documented systematically to ensure transparency, accountability, and continuous improvement. Documentation will include:
- Minutes of meetings, focus group discussions, and consultations.
- Attendance records, including representation of vulnerable groups.
- Copies of communication materials, notices, and public disclosures.
- Records of feedback received and how it was addressed.
- GRM logs detailing complaints, responses, and resolutions.
- Periodic reports summarizing stakeholder engagement outcomes, lessons learned, and recommendations for improving engagement strategies.

4. Grievance Redressal Mechanism (GRM)

4.1. Introduction

The main objective of the Grievance Redressal Mechanism (GRM) under the GLAD Project is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. It aims to ensure transparency, accountability, and responsiveness while protecting the rights of stakeholders, particularly vulnerable and disadvantaged groups.

The GRM will provide an accessible and inclusive platform for affected communities, project workers, and other stakeholders to raise concerns related to project activities, environmental and social impacts, or implementation processes. The mechanism is designed to be free from manipulation, coercion, or retaliation, and is compliant with the World Bank Environmental and Social Framework (ESF), including ESS10 and relevant guidance on SEA/SH.

4.2. Structure of GRM

Tier 1: **Municipalities**

The four project municipalities will serve as the primary point of contact for receiving grievances allowing stakeholders to submit grievances locally while ensuring project-related complaints are captured and referred systematically.

Municipalities can establish that they can resolve a GLAD related grievance locally if it falls within their statutory mandate. However, all project-related grievances requiring investigation or specialized expertise, safeguards-related, or contractual review will be forwarded to the relevant PIU for record-keeping, and if further processing and resolution is required.

Municipalities will make use of their existing mechanisms, which typically include:

- a designated grievance or nodal officer
- grievance/ suggestion boxes in municipal offices
- in some cases, a municipal grievance redress committee

Tier 2: PIUs

The two PIUs (MoUD-led and MoCTCA-led) will operate as a co-functional GRM with a designated grievance focal point from each PIU. Specialists from the PIST will participate in grievance review and resolution alongside PIU, providing input within their areas of expertise. The PIST does not form a separate GRM tier.

Each PIU reviews grievances received directly or forwarded by municipalities and determines the appropriate course of action, such as joint coordination between PIUs, consultation with sectoral departments, technical review, or escalation to the PCO. At the Tier 2 level, the GRM ensures the following:

- GRM focal persons coordinate horizontally across PIUs to manage cross-cutting grievances.
- Grievances are reviewed, verified, and resolved with time-bound actions.
- Unresolved or complex cases are escalated to the PCO (Tier 3).
- Ensures accurate records are kept of all Tier 2 grievances and their resolution.

Tier 3: PCO

The PCO tracks all grievances, ensures timely resolution, and maintains consolidated logs for reporting and monitoring. It provides federal-level oversight, handles cases beyond PIU mandates or involving both PIUs, and ensures overall accountability. The PCO may also receive grievances directly from stakeholders, particularly those requiring higher-level attention or cross-entity coordination.

The PCO manages escalated or complex cases, coordinates project-wide responses, ensures grievances are correctly classified in the centralized database, assigns tracking numbers, and triggers the appropriate workflow. While most grievances are expected to be received through municipalities and PIUs, once project-wide channels such as a website, social media page, and toll-free number are established, outreach will promote these channels to encourage broader use of the GRM.

The table below summarizes the key steps.

Step	Description of Process	Time Frame	Responsibility
GRM Implementation Structure	A three-tiered GRM operates across local, project, and federal levels. Municipalities may resolve minor grievances. PIUs handle project-level grievances through a co-functional system. The PCO provides oversight, manages escalations, and maintains the centralized GRM database.	Continuous	T-1: Municipalities T-2: PIUs T-3: PCO

Grievance Uptake	Grievances may be submitted through any of the project's open channels: telephone, email, online form, letter, walk-in, suggestion/complaint box, WhatsApp/SMS, Tourism hotline, or social media. **Project-wide channels:** Hotline, email, social media page, website, or written complaint using the standard form available at project offices (Annex xx). Walk-ins may also register grievances in a logbook or drop into a suggestion/ complaint box at designated facilities.	Upon receipt	Municipalities PIUs PCO
Sorting and Processing	Grievances are screened to confirm admissibility and project relevance, then categorized by type (social, environmental, infrastructure, heritage, local economic development, labor-related, etc.) and significance (minor/admin, moderate, high impact). Non-project grievances are closed by the receiving entity, and the complainant is informed of the referral or closure. **Municipalities:** • Record grievances in grievance logbooks (paper or municipal digital system). • Forward grievances to PIUs if resolution is outside the municipal mandate. **PIUs:** • Enter grievances received directly from stakeholders or forwarded from municipalities into the centralized GRM database. • Escalate complex, multi-stakeholder, sensitive, or high-risk grievances to the PCO. **PCO:** • Ensures overall data integrity, system maintenance, and completeness of entries. • Handles grievances received directly by the PCO or escalated from PIUs or municipalities Complainants may choose to remain anonymous, particularly sensitive grievances such as SEA/SH cases, which are always filed confidentially.	Within 5 working days of receipt	Municipal grievance or nodal officer; PIU grievance focal points; PCO (oversight)
Acknowledge GRM and Follow-up	Post-registration, the complainant is informed of receipt, admissibility, next steps, timelines, and a contact point. Confidentiality is maintained for anonymous or sensitive cases and GBV/SEA/SH cases. Follow-up updates are provided to the complainant at key stages, including closure or referral.	Within 2 working days of receipt	Municipality PIUs PCO (oversight and record maintenance)
Verification, Investigation, and Action	Grievances are verified to confirm facts and context and may require consulting project staff, municipal	Within 10 working days	Municipalities (minor/admin grievances)

			PIUs with PIST support (investigation and resolution) PCO (oversight and high-impact cases)
Monitoring and Evaluation	All grievances, their verification, investigation, and resolution status are tracked in the municipal logbook (if resolved locally) or the centralized GRM database by the PIUs and PCO. PIUs consolidate monthly updates from municipalities and their own cases, and report to PCO. PCO maintains centralized GRM data integrity, tracks unresolved or escalated grievances, and ensures timely closure. The PCO ensures data integrity, monitors.	Quarterly	PCO
Provision of Feedback	Feedback from complainants regarding satisfaction with the resolution is collected through surveys, follow-up interviews, or focus group discussions, and is recorded to inform improvements in GRM processes. Trends, recurring issues, or systemic problems are analysed to identify necessary adjustments to project implementation or safeguard measures.	Within 2 weeks of resolution	PIUs & PCO
Training	Training needs of grievance focal points at all levels will be identified early in the project; necessary budget will be allocated. Contractors and supervision consultants will be trained on GRM procedures, complaint handling, and inclusive approaches that are gender-sensitive and disability-inclusive. Refresher training will be organized periodically to ensure consistent application of GRM procedures across all tiers.	Before project implementation and annually	PIUs & PCO

Note: Sensitive cases (including SEAH) require *immediate* referral and action per protocol.

Appeals Process:
If the complainant is not satisfied with the proposed resolution, they will be advised of their right to appeal to higher authorities within the PIU or pursue legal recourse through the judicial system of Nepal.

Sexual Exploitation, Abuse and Harassment (SEAH) GRM:
The Project GRM will include a dedicated, survivor-centered mechanism for addressing project-related SEAH incidents. Given the identified risk level, the project will prepare an SEA/SH Action Plan with specific and timebound measures to prevent, mitigate, and respond to SEAH.

The project will map relevant service providers in all project locations and assess their capacity to offer timely and confidential support. Based on this assessment, a roster of qualified providers will be established, along with a clear referral pathway. This pathway will be communicated to all project entities, including the municipalities, DSCs, PIST, PIUs and the PCO. It will describe how survivors may access health care, psychosocial support, legal aid, and protection services. Referrals will be made only to pre-identified providers that meet minimum standards of care, ensuring immediate access to appropriate services when a case is reported.

Additional operational arrangements will be detailed in the SEA/SH Action Plan. The Action Plan will be finalized prior to the start of implementation.

Labor Grievance Mechanism:
A dedicated Labor Grievance Mechanism will exist for project workers to report workplace-related issues, including occupational health and safety, unfair treatment, and harassment. Details of the Labor GRM are included in the Labor Management Procedures.

This labour grievance redress mechanism applies all employees of the Contractor and subcontractors who are involved in the construction of the sub-projects. It covers workplace complaints including but not limited to:

• Gender discrimination,

• Sexual harassment,

• Health and safety issues

• Disrespect of local tradition and cultural sensitivity,

• Violence against Women and Children

• Caste, and ethnic discrimination

• Discrimination of wage and facilities

All workers and employees will be informed about the internal grievance redress system including its process and procedure and encouraged to report cases without fear, with the assurance that their cases will be kept confidential. Employees will retain the right to pursue legal, administrative, or arbitration remedies, irrespective of the internal grievance process. Similarly, if the complainant remains unsatisfied with the decision, he/she can seek judiciary remedies from the legal institutions.

The mechanism will spell out the responsible or competent staff of the project implementation team for recording, pursuing/escalating and redressing the grievance. In cases related to TIP, GBV, and sexual harassment, the confidentiality of the victim and the victim's safety will be ensured, and implement discipline action.

Non-Retaliation:
The World Bank and the Borrower strictly prohibit reprisals and retaliation against stakeholders who provide feedback or raise concerns about the project. All grievances, including those submitted anonymously, will be handled in a safe and impartial manner.

4.3. GRM Recording and Reporting:

A centralized Project grievance database will be developed and managed by the PCO. Municipalities may resolve minor or administrative issues immediately (for example, basic information requests or small procedural corrections). Even when resolved locally, municipalities must record the complaint, outcome, and date in their logbook as they will not have direct access to the central database.

PIUs will enter all grievances they receive directly as well as upload municipal cases into the central system within 5 days of receipt. The PCO will issue data-entry and access protocols to ensure consistent categorization and reporting across all entities.

The performance of the grievance mechanism will be reviewed quarterly during the implementation. Quarterly reports will form the basis for analysis and discussion, and a consolidated Grievance Redressal Report will be prepared by the PCO. PIUs will provide timely information to the PCO to prepare the report.

The PIUs will maintain a documented record of stakeholder engagement and GRM, including a description of the stakeholders consulted, a summary of the feedback/grievances received and a brief explanation of how the feedback was considered, or the reasons why the issue could not be resolved. For complaints related to Gender-Based Violence, reporting and response protocol including identification of SEA/H and GBV-sensitive channels to be integrated into the grievance mechanism, and requirements for enabling survivor-centered care.

For project-wide use, standard intake channels will be established, including forms (hardcopy and electronic), a hotline, a website submission form, and a social media page managed by the PCO's communications team. Cases outside the project scope or under another PIU's mandate will still be logged by the first PIU receiving them, with the basis for referral clearly noted. This maintains a trail of all grievances received and the actions taken.

Monitoring aspects will be elaborated in the project wide GRM and will include among others the following indicators:

- Number of cases requesting external review or alternative third-party arbitration
- Number of stakeholders satisfied with solution.
- Number and percentage of grievances received per categories.
- Number and percentage of grievances received per severity level.
- Number and percentage of grievances resolved versus rejected.
- Number and percentage of grievances per operation site/location
- Type of grievances received according to the categories,
- Severity of grievance
- Qualitative indicators shall be reported monthly and include root cause analysis, specific case examples and lessons learned.
- Number of grievances received, logged, acknowledged, processed, resolved and closed within set time frame.

5. Monitoring and Reporting of Stakeholder Engagement

The implementation of the stakeholder engagement will be monitored using a combination of quantitative and qualitative indicators, which will be reported periodically to the Project Implementation Unit (PIU), project management, and other stakeholders.

5.1. Monitoring Indicators:
- Number and type of stakeholder consultations and community meetings conducted.

- Attendance levels and representation of women, youth, persons with disabilities, and other vulnerable groups.
- Number of information boards, brochures, leaflets, or other materials disseminated to stakeholders.
- Number and types of grievances received, resolved, and pending in the Grievance Mechanism (GRM).
- Timeliness of response to grievances and feedback from complainants regarding satisfaction with resolution
- Participation of stakeholders in monitoring activities, such as site visits, focus group discussions, and surveys.

Feedback and recommendations from stakeholders integrated into project design, implementation, or mitigation measures.

5.2. Monitoring and Reporting Process:
- The Social Development Team of the project, along with PIST and DSCs will maintain a database of all engagement activities and grievances.
- Monthly internal reports will summarize activities, stakeholder feedback, and challenges encountered.
- Quarterly reports will be submitted to the PIU and relevant government authorities by PISTs, summarizing key outcomes, participation of vulnerable groups, and follow-up actions.
- Annual public reporting will provide stakeholders with an overview of engagement activities, project progress, and environmental and social performance, ensuring transparency and accountability.

5.3. Internal Reporting and Review:
Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, along with the status of corrective or preventive actions taken, will be collated by the Social Development Team of the Project. These reports will be submitted to senior management within the Project Implementation Unit (PIU) for review. The quarterly summaries will allow the project management to assess:
- The number and types of grievances and requests for information received.
- The effectiveness and timeliness of responses and resolutions.
- Trends or recurring issues requiring corrective actions or adjustments in engagement strategies.

5.4. External Reporting and Communication with Stakeholders:

Information on public engagement activities, including consultations, training sessions, outreach campaigns, and grievance handling, will be shared with stakeholders on a regular basis through culturally appropriate and accessible channels. These may include:
- Community meetings and workshops at village or municipal levels.
- Public notices on municipal notice boards and community centers.
- Leaflets, brochures, and posters in Nepali, English, and relevant local languages.
- Updates on the project website and social media platforms.
- Radio announcements, especially in remote areas to reach marginalized communities.
- Direct communication via Community Liaison Officers for vulnerable groups, including women, youth, elderly persons, and persons with disabilities.

By systematically reporting back to stakeholders, GLAD ensures transparency, accountability, and ongoing trust-building with affected communities, vulnerable groups, government agencies, and other interested parties. This feedback loop also allows the project to continuously improve engagement approaches and responsiveness throughout the project lifecycle.

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Annex 2: Detailed notes from stakeholder consultation

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Annex 1: Tentative SEP Implementation Budget for Five Years

Item	Quantity	Unit Cost (US$)	Total Cost (US$)	NRs(@ 143 per US$)	Remarks
Stakeholder engagement activities					
Periodic stakeholder consultations - Meetings/workshops/FGDs (hiring of venues, refreshments etc.)	60	150	9,000.00	1,287,000.00	12 consultation meetings in a year for five years
Individual and group consultations	-	Lump sum	3,000.00	429,000.00	As and when demanded/required for five years
Logistical support for IP, Dalits, and other vulnerable groups for attending consultations	-	Lump sum	3,000.00	429,000.00	As and when demanded/required for five years
Communication and coordination/facilitation (mobile, telephone, email)	-	Lump sum	2,500.00	357,500.00	
Documentation of stakeholder activities and quarterly reporting	60	30	1,800.00	257,400.00	Four documentations and reporting in each year
Sub-total			**19,300.00**	**2,759,900.00**	
Information disclosure					
Development of communication tools, methods, and materials	-	Lump Sum	5,000.00	715,000.00	
Awareness raising programs, resources & resource persons	10	225	2,250.00	321,750.00	On average US$ 150 per year for for five years
Sub-total			**7,250.00**	**1,036,750.00**	
Grievance redress system					
Meetings, documentation, and record keeping/databases and reporting	20	50	1,000.00	143,000.00	Four documentations and reporting in each year
Logistics for meetings Communications with complainants and other stakeholders	-	Lump Sum	3,000.00	429,000.00	As and when demanded
Training and orientations for staff on GRM management	5	1,000	5,000.00	715,000.00	One in a year for five years
Sub-total			**1,900.00**	**271,700.00**	
Administrative costs					
Transport		Lump sum	15,000.00	2,145,000.00	
Communications	-	Lump sum	2,500.00	357,500.00	
Other	-	Lump sum	5,000.00	715,000.00	
Sub-total			**22,500.00**	**3,217,500.00**	
Grand total			**50,950.00**	**7,285,850.00**	

Annex 2: Detailed notes from stakeholder consultation

Date & Venue	Stakeholder	Issues of Discussion	Key Issues raised/discussed
October 13, 2025 **Office of the Municipal Executive, Lumbini Sanskritik Municipality, Rupandehi**	**Elected representatives and municipal staff:** Ms. Kalpana Harijan (Acting Mayor); Mr. Binod Kahar (Chair, Ward 10); Ms. Tara Gyawali (Chief Administrative Officer); Mr. Ram Chandra Aryal (Account Officer); Mr. Rajendra Prasad Chaudhary (Public Health Officer); Mr. Tulasi Ram Lamichhane (Coordinator, Lumbini Circuit Project); Ms. Anetra Khadka (Computer Operator, *Jinsi* Department); Municipal Police; Udhyam Bikas Sahajkarta; Technical Adhikrit; Office Assistant **Community and local stakeholders:** Ms. Subhawati Pal (Handicraft Trainer); Mr. Krishna Bahadur Gurung (Chairperson, Chamber of Commerce); Representatives from Mother Groups (Sahansheel, Pragatisheel, Mahila and Kishori, and others); Ms. Anjana Chauhan (Journalist, Lumbini Khabar Patrika); Mr. Prakash Kumar Pasi and Mr. Shlok Yadav (Tole Committee); Mr. Netra Pandey (NRN NCC)	- Introduction of project components and potential activities - Tourism-related entrepreneurship opportunities and challenges for women and youth - Ongoing handicraft and fair-trade initiatives - Collaboration for skill enhancement and market linkages - Municipal demography, languages, and women's engagement in local business - Citizen engagement and grievance channels	- Strong interest in tourism-based enterprises; need organized tourism, scheduled visits, better signage - Women face mobility barriers; recommend long-term, skill-based, market-linked training programs - Support for local market areas or souvenir hubs - Nepali predominant language; Awadhi second; communication materials should at least reflect both - Lumbini Development Trust (LDT) dominates tourism; need coordination and clarified roles to avoid disputes later - Project should ensure interventions reflect Buddha's peace and non-violence message; culturally sensitive beautification should be promoted - Inclusive engagement for the mixed communities (Madheshi, Tharu, Muslim, Hill) is needed
October 13, 2025 **Public Resting Pavilion, Tilaurakot, Kapilvastu Municipality**	**Elected representatives and municipal staff:** Ward chairs; Mr. Punaram Paudel (Chief Administrative Officer)	- Introduction of project components and potential activities - Tourism development and visitor experience improvement - Scope of locals in tourism business e.g., guide services, hospitality, etc. - Municipal demography, languages, and women's engagement in local business - Citizen engagement and grievance channels	- Limited overnight stays; need complementary tourism activities beyond the museum and Tilaurakot - Organized tourism with scheduled visits, visitor routes, fixed ticketing - Prior guide training provided to locals by NTB, but renewal has been a challenge; project should support locals in that area - Coordination challenges with LDT; project must avoid interference - Women's participation in workforce and enterprises; need immersive, skill-oriented training (6–12 months) - Market outreach and value-chain development for women's products - Ensure inclusion across social groups (Madheshi, Tharu, Muslim, Hill-origin/Pahade)

October 14, 2025 **Office of Pragati Community Forest User Group, Ghodaha, Ward 9, Devdaha Municipality**	**Elected representatives and municipal staff:** Ms. Vidhya Laxmi Gurung (Deputy Mayor); Mr. Madhukrishna Poudyal (Chief Administrative Officer) **Community and local stakeholders:** Mr. Durga Bahadur Rana (Chair, Pragati Community Forest User Group); Mr. Mohan Bahadur G.C. (Chair, Ward 9); Ward members; Tole Committees; Mother's Groups; Forest User Group members	- Introduction of project components and potential activities - Tourism development and visitor experience improvement - Community engagement in forest-based and tourism-linked livelihoods. - Women's participation and local entrepreneurship. - Cultural and natural assets in Devdaha including any chance finds during recent/ongoing excavations - Municipal demography, languages, and women's engagement in local business - Citizen engagement and grievance channels	- Excavations revealed skulls and old clay pots; site is archaeologically sensitive - Devdaha has cultural/religious significance; potential for spiritual and meditative tourism - Complementary attractions: botanical garden, Saatpatre wetland, Khair Danda - Proximity to Lumbini Buddhist University enhances learning and meditation tourism - Relatively new settlement; mixed population (Brahmin, Chhetri, Magar, Tharu) - Limited municipal funds and often allocated for sanitation; willingness to collaborate with project support - Local women's training is mostly small-scale; market linkages needed - Mother's Groups and Tole Committees active in community engagement
October 14, 2025 **Office of the Municipal Executive, Kasiya, Ramgram Municipality**	**Elected representatives and municipal staff:** Mr. Dhanpat Yadav (Mayor); Mr. Bhupendra Pandey (Chief Administrative Officer); ward chairs and other municipal staff **Community and local stakeholders:** Mr. Tulasi Ram Lamichhane (Coordinator, Lumbini Circuit Project); local business owners; representative from Ramgram Area Development Committee; and journalists	- Introduction of project components and potential activities - Heritage site development and conservation - Tourism promotion and homestay development - Cultural programming and local enterprise - Scope of Ramgram Area Development Trust - Municipal demography, languages, and women's engagement in local business - Citizen engagement and grievance channels	- Ramgram Development Trust established to support area development - Panditpur, Anumaghaat, and Devgau have historical/cultural significance; relics conserved - Possibilities of a Vipassana meditation center development; promotion of homestays and cultural programs - Oxcart tourism to local Buddhist sites and water tourism development in Jharahi River; shuttle bus to connect destinations - 14,000 tourists visited Jan–Aug 2025 (excluding Indian/national) - Need awareness on child and elder begging around heritage sites - UNESCO World Heritage Site nomination of Ramgram stupa pending - Local infrastructure needs improvement, e.g, footpath from Ramgram to Panditpur (Koliya Kingdom) - Establish Immigration Office at Maheshpur border

			- Peace Park and tree plantation initiatives led by the municipality but limited budget for anything bigger and better - Promotion of gift items, tourism centers, Buddhist philosophy in curriculum - Ongoing conflicts over Buddha Mother's house site (Devdaha vs Panditpur); historical facts need to be unearthed - Signage and communication to guide tourists; use multiple media - Municipality should have direct stake in project implementation

Annex 3: Photos of municipality minutes

Lumbini Sanskritik Municipality, Oct 13, 2025

आज मिति २०८२।०६।२८ गतेका दिन देवदह नगरपालिका नगर उपप्रमुख श्री विद्यालक्ष्मी गुरुङ्ग अध्यक्षता, देवदह नगरपालिकाका प्रमुख प्रशासकीय अधिकृत मधुकृष्ण पौडेल ज्यू,देवदह न.पा. वडा वडाध्यक्ष श्री मोहन बहादुर जि.सी.ज्यू,वडा सदस्य ज्यू हरु,सामुदायिक वनका अध्यक्ष ज्यू हरु,टोल समितिका अध्यक्ष ज्यू हरु,विभिन्न आमा समूहका अध्यक्ष ज्यू हरु लगायत तपशिल बमोजिमको उप बृहत लुम्बिनी क्षेत्र विकास आयोजना सम्बन्धी सामुदायिक परिचालन सहयोगका लागि छलफल तथा कार्यक्रम सम्पन्न सम्पन्न गरियो ।

क्र.स.	नामथर	पद	हस्ताक्षर
१	विद्यलक्ष्मी गुरुङ्ग	न.उ.प्र.	
२	मधुकृष्ण पौडेल	प्र.प्र.अ.	
३	साबित उपाध्याय	आ.उप.प्र.स.वि.म.	
४	कान्त गुरुद्द पोखेल	ना.वि. स.वि.म.	
५	सदेश बाज रेग्मी	प्रतिनिधि ल.वि.म.	
६	मिस्का श्रमान	प्र.ला.वि.वि. किथ ठुङ	
७	भग्मा शर्मा	व.हा.वि.वि. ॥ ॥	
८	आमा मुतवषा	हें.हि.त. ॥ ॥	
९	आश्रिता खतात	ल.वि.वि.परश्रार्ग ॥ ॥	
१०	श्री.नि.एच. पाण्डे	परामर्शदाता ॥ ॥	
११	मोहन व.जी.सी.	वाध्यक्ष देवल-७	
१२	लक्ष्मी वि.क.	वडा सदस्य/आ.स.	
१३.	करुणामाया नेता	॥ ॥	
	चमकान्त गिरील	॥ ॥	
	दोबराज श्रीपाले	॥ ॥	
	देवी अधिकारी	पूर्व.	
	श्रेंबाज शर्मा	मेलमिलाप निपोनडुद.उ	
	नागनाथ अधिकारी	॥ सदस्य ॥	
	दुर्गी व.वाना	अ.प्र.ला.ड.उ.स.	
	नव व. मगर	उपाध्यक्ष बुद्धराज ला.व.उ.	
	मेघराज खनाल	को.ड.ला.व.उ.स.	
	मोति भाषा	प्र.कृ.ति.तो.वि.स.	
	प्रगद छेत्री	अ.प्रेमपुर ॥ ॥ ॥	
	विमलान्त तिमिल्रे	॥ कालका ॥ ॥ ॥	
	रिता सापकोटा	अ. ग्राम्री ॥ ॥ ॥	
	गिता भेत्र	॥ कुलबारी ॥ ॥ ॥	
	राधा बुद्धथोकीद्मा	अ. दलित ॥ ॥ ॥	

घाक्या अधिकारी	अ. नवजाग्रति तो.क्षि.स		
ललिता तिवारी	भ. श्रीविशान्ति ॥ ॥ ॥		
ललिता सापकोट	सायेठ संगम ॥ ॥ ॥		
गिता पन्थी पराजुली	अ. तोलीगाउन ॥ ॥ ॥		
राधा।			

आज मिति २०८२।०६।२८ गतेका दिन मध्य रामग्राम नगरपालिकाको नगर प्रमुख श्री बनपत माद्य ज्यूको अध्यक्षता तथा तयसिलको उपस्थितिमा विश्व बैंकको बार्षिक समिक्षामा हाल शहरी विकास मन्त्रालयबट तयारीको चरणमा रहेको बृहत् लुम्बिनी क्षेत्र विकास आयोजना (Greater Lumbini Area Development Project) अन्तर्गत विश्व बैंक तथा नेपाल सरकार बीच आयोजना तथा प्रवाधार बिश तथा पदाधिकारीहरूको संग छलफल एवं परामर्श कार्यको सम्पन्न गरिमो।

उपस्थिति

(१) श्री बनपत माद्य   नगर प्रमुख
(२) श्री सुरेन्द्र पाण्डेय   प्र. प्र. अधिकृत
(३) ,, नेत्र प्र. पाण्डे   USA
४.   ...
५.   रामानन्द केवट   रामग्राम ८ नरवकत
६.   उज्जल कुमार ... नि.प्र.डा.इ.४ अरुणा
७.   ह.डुकण उपाध्याय   ... ५ वार्ड ९ वार्ड ...
८.   अनिलनाथ योगी   रामग्राम ६, न.प.
९.   ...   ...
१०. ... पाण्डे   रामपति विकल केन्द्रको भवन
११. ...   ...
१२. ...   रामग्राम ...
१३. लोक बहादुर चौधरी   रामग्राम ...
१४. राम प्रसाद धामाल्य   रामग्राम न.पा. वार्ड नं. ६
१५. ...
१६. गिरिराज पाण्डेय उपाध्यक्ष नियमपत्र उपा रिपोर्ट
१७. जेठी विमुक्ता रामग्राम   प्रभाव-२०८२, रामग्राम नेपाल
१८. गोप नागदेव माद्य रामग्राम ए वर्ड कार्यकर्ता
१९. ... माद्य   रामग्राम ८ वार्ड
२०. अन्तराम प.स. चौधरी   ,, १४ वार्ड १४ नं.
२१. ... प्रसाद कोइराला आमग्राम १६-नं. वार्ड
२२. हरिराम माद्य कुम्हार ११ की मेम्बर
२३. विद्या सागर तिवारी   ९ ,, ,,
२४. संजय कुमार अग्रवाल   रेग्स्वा अग्निहोत्र   रामग्राम नगरपालिका
२५. बाल मुकुन्द पोखरेल, वातावरण सुरक्षण विश्व हरियो किराप मन्त्रालय, NIXGP ...
२६. महेश राज रेग्मी इन्जिनियर, शहरी विकास मन्त्रालय
३६. माधा मुछा   GBW Coordinator, विश्व बैंक

३८. जमा शर्मा, Sr. social Develop specialist, WB ...
३९. डा. ऊ0 सी. एस. पाण्डेय. प्रमुखसँग WB team e ...
४०. अकिरा सवनात, परामर्शदाता, WB
४१. प्रियका जमात , सिनियर ४ (सिनियर) सामाजिक विज्ञ
४२. ... ...
४३. अरुण गोसाइ, सिनियर होस्ट ...
४८. ईश्वरी प्रसाद पराजार - (हिमालिनी) ...
४४. संजय कोइराला   ,, ... सर्टलाइट
४६. निवध भगवती   ,,
५६. केम प्रसाद ... प्र.अ...
४८. हरि शर्मा   ...
११. ... तेज   ...
५०. मैन जु सुरे   ...
५१. ... प्रसाद ... ...
५२. जीत जंग थापा   ...
५३. नेपराज शर्मा   ... पराज ...
५५. ...   .
५५. नोन्द प्रसाद गैरे   ...
५६. महेश्वर ठाकुर   रामग्राम १-पा ...
५६. चम्पत माद्य   रामग्राम-१४
५८. अरविन्द चौधरी   रामग्राम विकास केन्द्र

Annex 4: Photos from community consultations

Consultation with stakeholders in Lumbini Sanskriti municipality hall, Oct 13, 2025

Consultation with Kapilvastu municipality stakeholders, Oct 13, 2025

Visit to Devdaha (after community meeting), October 14, 2025.