

The People's Republic of Bangladesh
Bangladesh Bank (BB)

FINANCIAL SECTOR SUPPORT PROJECT II (FSSP II)
(P512154)

Draft

Stakeholder Engagement Plan (SEP)

Appraisal Version

13 August 2025

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1. Introduction/Project Description

This Stakeholder's Engagement Plan (SEP) is prepared for "Financial Sector Support Project II (FSSP II)" financed by World Bank and implemented by Bangladesh Bank under Finance Division of Ministry of Finance.

The location of the project is all over Bangladesh. FSSP II aims To strengthen the financial sector safety net and supervisory capacity, and to support banking sector restructuring.

The FSSP II comprises the following components:

Component 1: *Strengthening Supervisory Capacity and Systems* focuses on enhancing the oversight functions of BB and supporting its institutional reform agenda, including bank restructuring and stolen asset recovery. **Subcomponent 1.1** will modernize BB's supervisory systems and ICT infrastructure, develop advanced SupTech tools for real-time data analysis and risk-based supervision, strengthen cybersecurity, upgrade payment systems, and improve the Deposit Protection System. An IT assessment will be conducted under the PPA to guide investments. **Subcomponent 1.2** will build BB's supervisory capacity through training in key areas such as bank resolution, DPS, and climate risk management. It will also enhance BB's institutional governance, gender inclusion, and in-house training systems.

Component 2: Strengthening Financial Sector Safety Net and Supporting Banking Sector Restructuring aims to (i) reinforce the financial sector safety net—particularly the Deposit Protection Scheme (DPS) and the Emergency Liquidity Assistance (ELA) framework; (ii) establish a robust institutional framework and funding mechanism for bank resolution and restructuring; and (iii) support reforms of state-owned banks (SOBs). This component will be implemented through **Performance-Based Conditions (PBCs)**, with funds disbursed upon achievement of specific institutional and policy milestones. **Subcomponent 2.1** targets the enhancement of DPS and ELA systems. It includes reforms such as doubling deposit insurance coverage from BDT 100,000 to BDT 200,000 via the Deposit Protection Ordinance, operationalizing the Deposit Protection Department, and adopting a financial capacity-building roadmap. **Subcomponent 2.2** focuses on developing a viable resolution framework, reducing Non-Performing Loans (NPLs) through strategy and regulation, strengthening BB's institutional structure, and establishing a Resolution and Restructuring Fund (RRF) with transparent governance and a credible funding model. **Subcomponent 2.3** supports SOB reform through a time-bound strategy led by the Ministry of Finance and BB, aiming to improve governance, reduce NPLs, and ensure capital adequacy, thereby addressing the sector's chronic inefficiencies and financial vulnerabilities.

Component 3: Implementation Support aims to strengthen Bangladesh Bank's capacity for effective project execution in compliance with World Bank standards. It will finance the operations of the Project Implementation Unit (PIU), which will be responsible for day-to-day project coordination, procurement, financial management, monitoring and evaluation, and ensuring adherence to fiduciary and Environmental & Social (E&S) requirements. This support is intended to build on BB's existing institutional capacity and ensure proper reporting and delivery of project results.

The FSSP II is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standards, ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

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

3. Stakeholder Identification and Analysis

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for the projects is inclusive. All stakeholders, at all times, are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

3.2 Affected Parties and other Interested Parties

Affected parties include individuals, groups, and communities that that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category-

- ✓ **Bangladesh Bank Employees within IAs:** Officials responsible for implementing ICT reforms, procurement, cyber security, financial oversight and those participating in capacity building initiatives
- ✓ **Depositors and clients of banks** especially those relying on the Deposit Protection System (DPS) for financial security.
- ✓ **ICT vendors or service providers** participating in BB's digital transformation processes involved in ICT infrastructure, hardware, and service delivery under the e-GP procurement system.
- ✓ **Employees of state-owned banks (SOBs),** who may experience institutional reforms, restructuring, or changes in employment conditions.
- ✓ **Financial sector regulators and technical staff** whose roles may be redefined or up skilled through new supervisory technologies and reform frameworks.

Other interested parties include institutions, organizations, and individuals who may not experience direct impacts from the Project but have an interest in its implementation due to their role, mandate, or expertise. These include:

- ✓ **Government Officials:** Authorities engaged in policy alignment, donor coordination, and project oversight at national level (e.g., ERD, FID, FD, IMED).
- ✓ **Commercial Banks:** Benefiting from strengthened regulations, enhanced KYC frameworks, and improved IT capacity.
- ✓ **Deposit Insurance Participants:** Financial institutions under the enhanced deposit insurance system.
- ✓ **Certifying Authorities and Financial Service Providers:** Facilitating secure digital identity and transactions.
- ✓ **Consulting Firms and Technical Experts:** Providing advisory, assessment, and capacity-building services.
- ✓ **Depositors (Individuals, Businesses, Corporate Entities, and NGOs):** Benefiting from enhanced financial security.
- ✓ **Borrowers and Account Holders:** Accessing improved digital and financial services.
- ✓ **General Financial Consumers:** Experiencing broader financial sector resilience and service efficiency.

3.3 Disadvantaged / Vulnerable Groups

These groups may face challenges in accessing project benefits and require special consideration in stakeholder engagement. Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

- ✓ **Women**, particularly those with limited access to financial services or formal employment in the financial sector;
- ✓ **Elderly depositors**, who may face difficulties accessing digital services or navigating updated systems;
- ✓ **Low-income individuals and micro-entrepreneurs**, especially those without formal bank accounts or credit histories;
- ✓ **People with disabilities**, who may face accessibility challenges in engaging with financial services;
- ✓ **Rural populations**, including farmers and informal workers, with limited access to financial literacy and digital infrastructure;
- ✓ **Ethnic minorities and Indigenous Peoples (if present)**, who may face language barriers, limited outreach, and exclusion from policy design or capacity-building if not proactively engaged.

4. Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement Done During Project Preparation

Table 4-1: Summary of Consultation Meetings

Date	Venue	Main Participant Groups	No. of Participants

			Male	Female
17 November 2024	Conference Room, Main Building, Bangladesh Bank	Officials from Bangladesh Bank and the World Bank	11	05
04 December 2024	FSSSPD Conference Room, 2nd Annex Building, Bangladesh Bank	Officials from Bangladesh Bank	05	04
04 December 2024	FSSSPD Conference Room, 2nd Annex Building, Bangladesh Bank	Officials from Bangladesh Bank	05	01
12 December 2024	Jahangir Alam Conference Hall, ,Main Building, Bangladesh Bank	Officials from Bangladesh Bank and the World Bank	11	02
09 February 2025	Jahangir Alam Conference Hall, ,Main Building, Bangladesh Bank	Officials from Bangladesh Bank and the World Bank	17	03
09 February 2025	Mini Conference Room, Main Building, Bangladesh Bank	Officials from Bangladesh Bank and the World Bank	16	02
10 February 2025	FSSSPD Conference Room, 2nd Annex Building, Bangladesh Bank	Officials from Bangladesh Bank	12	03
12 February 2025	Conference Room, Main Building, Bangladesh Bank	Officials from Bangladesh Bank and the World Bank	17	04
13 February 2025	Jahangir Alam Conference Hall, ,Main Building, Bangladesh Bank	Officials from Bangladesh Bank and the World Bank	23	07

Table 4-2: Outcomes of Consultation Meetings

Key Issues Discussed	Stakeholder Feedback	IA's Response
Deposit Protection Act and Payout Procedure	Emphasized the need for timely settlement of depositor claims and adequate fund allocation for payouts.	Drafting of the Deposit Protection Ordinance is underway, alongside proposed enhancement of the deposit insurance fund.
Risk-Based Supervision (RBS)	Recommended automation of data analysis and supervision processes for effective implementation of RBS.	Concerned departments will hold separate meetings to define specific requirements and share them with the implementing unit.
IT Investments for Deposit Insurance System (DIS)	Raised concerns over the payout process during immediate liquidation, need for individual client data at granular level, and additional staffing and technical expertise.	Bangladesh Bank's IT Department will provide an interim solution. Software purchases for DIS may be included in the IT investment plan under FSSP-II.
KYC Registry	Emphasized that E-KYC requires a centralized depository. Banks, NBFIs, MFSSs, and other financial institutions should be included.	Concerned departments will prepare a write-up on E-KYC registry needs and share it with the implementing department for necessary action.

Project Components	Feedback included the need for AQR preparation, design of the Bank Resolution and Deposit Protection framework, asset recovery mechanisms, DAMA and bankruptcy legislation, and NPL resolution strategy.	Multiple frameworks, laws, and circulars are in progress to address these concerns.
Presentation on Current Banking Sector Conditions	Officials from Bangladesh Bank presented on liquidity conditions and capital adequacy of state-owned and commercial banks.	Ongoing reform initiatives by Bangladesh Bank to address these issues were discussed.
AQR Planning	Suggested that more banks should be covered under AQR to provide a comprehensive view of the sector.	Inclusion of additional banks in the AQR under the PPA of FSSP-II was discussed, with related budget considerations.
IT Investment	Highlighted the importance of strengthening Bangladesh Bank's institutional capacity through IT modernization.	Budgetary allocation and detailed IT component requirements were discussed and aligned with project planning.
Restructuring and Resolution Department	Identified the need to restructure problematic banks and ensure adequate funding and institutional capacity for implementation.	Plans to form a dedicated Restructuring and Resolution Department, along with staffing and capacity-building measures, were discussed.
Review of PBCs and Result Indicators	Requested clarification and justification for the Performance-Based Conditions (PBCs) included in FSSP-II.	Concerned departments will review the PBCs and provide feedback for rationalization and alignment with project goals.

4.2 Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 4-2: Stakeholder engagement plan

Project Stage	Estimated Date/ Time Period	Topic of Consultation / Message	Method Used	Target Stakeholders	Responsibilities
Preparation	Q3–Q4 2025	<ul style="list-style-type: none"> - Project objectives, ESCP/SEP overview - Project E&S principles - Grievance Redress Mechanism 	<ul style="list-style-type: none"> - Formal meetings (virtual/in-person) - Focus group discussions - Written disclosure (website, flyers, 	<u>Affected Parties:</u> <ul style="list-style-type: none"> • BB Employees within IAs • Depositors and clients (esp. DPS users) • ICT vendors and service providers • Employees of State-Owned Banks (SOBs) 	BB & PIUs

Project Stage	Estimated Date/ Time Period	Topic of Consultation / Message	Method Used	Target Stakeholders	Responsibilities
		(GRM) - Digital transformation goals	emails) - Mass/social media - Workshops	<ul style="list-style-type: none"> Financial sector regulators <u>Disadvantaged/Vulnerable Groups:</u> <ul style="list-style-type: none"> Women Elderly depositors Low-income individuals and micro-entrepreneurs People with disabilities Rural populations Ethnic minorities and Indigenous Peoples (if present) <u>Other Interested Parties:</u> <ul style="list-style-type: none"> Government officials (ERD, FID, FD, IMED) Commercial Banks Deposit insurance participants Certifying authorities Consulting firms and experts Financial consumers 	
Implementation	Q1 2026–Q4 2028	- Project updates and implementation status - Reforms in ICT and banking regulations - Risk mitigation measures - GRM awareness - Special sessions for	- Community meetings - Training/workshops - Helpline/FAQ sessions - Online platforms and BB website - Monthly newsletters	Same as above, with targeted engagement for: <ul style="list-style-type: none"> ICT vendors during procurement BB technical staff SOBs during reform rollouts Elderly and rural populations via mobile units or local centers Financial consumers and small borrowers via financial literacy sessions 	PIUs and BB

Project Stage	Estimated Date/ Time Period	Topic of Consultation / Message	Method Used	Target Stakeholders	Responsibilities
		vulnerable groups		<ul style="list-style-type: none"> Continued outreach to ethnic minorities and Indigenous Peoples (if present) 	
Operation & Maintenance	From 2029 onward	<ul style="list-style-type: none"> Feedback on system usability and reforms Continued communication on grievance handling Monitoring satisfaction, especially from vulnerable users 	<ul style="list-style-type: none"> Surveys User feedback forms (online/in-branch) Helpline follow-up Targeted outreach to elderly, rural, and disabled users 	Same as above, with continued attention to: <ul style="list-style-type: none"> Low-income and digitally excluded groups New account holders and borrowers Users of digital financial services NGOs and CSOs monitoring financial inclusion Ethnic minorities and Indigenous Peoples (if present) 	PIUs, BB Monitoring and Evaluation Unit

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress throughout the project

5. Resources and Responsibilities for Implementing Stakeholder Engagement

The Project Implementation Units (PIUs), along with the implementing agencies (IAs), will be responsible for the implementation of stakeholder engagement activities as outlined in this Stakeholder Engagement Plan (SEP). The PIUs will oversee the management of environmental and social (E&S) risks and impacts, including the coordination and execution of stakeholder engagement processes throughout the project life cycle. Dedicated E&S specialists within the PIUs will lead the SEP implementation, supported by relevant staff from the IAs. The overall responsibility for SEP implementation lies with the PIUs, in collaboration with other institutional stakeholders as needed.

To ensure effective and inclusive engagement, the project will establish appropriate institutional arrangements and allocate necessary resources. These arrangements will support the implementation of the SEP and other relevant social and environmental management instruments. While the project is

currently at the preparation stage, the key institutions likely to be involved in SEP implementation include the Bangladesh Bank as the lead executing agency and other participating financial sector stakeholders, depending on their roles in specific project components.

The Implementing Agency (IA) and Project Implementation Unit (PIU)

BB as an IA will establish a dedicated PIU, which will have overall responsibility for managing and implementing the project activities under throughout the Project. The PIU will be led by a Project Director (PD) and will include officials from relevant departments/divisions within BB or other participating institutions, as well as technical experts hired or delegated for project implementation.

The PIU, with support from Environmental and Social (E&S) Specialist(s) and designated E&S Focal Points, will lead the coordination of consultation, stakeholder engagement, and communication activities, in line with the approved SEP. The PIU will also ensure that all project activities comply with national regulations and the World Bank's ESF, including ESS10 on stakeholder engagement and information disclosure.

The core responsibilities of the PIU will include:

- ✓ Coordinating stakeholder engagement activities and ensuring timely information disclosure;
- ✓ Supervising the GRM, integrating feedback into project implementation;
- ✓ Supporting awareness-building and training for project-affected parties, including targeted sessions on SEA/SH prevention and digital inclusion for vulnerable groups;
- ✓ Managing overall training and capacity-building for financial sector actors, including ICT and regulatory bodies;
- ✓ Monitoring project implementation progress and ensuring compliance with the ESCP, SEP, and other E&S documents;
- ✓ Leading M&E activities, including reporting on grievance trends and stakeholder feedback;
- ✓ Preparing and submitting regular project progress reports and completion reports to BB and the World Bank;
- ✓ Facilitating coordination with relevant line ministries, divisions, regulators, state-owned banks, and other stakeholders to ensure project alignment and smooth implementation.

Contracted service providers, consultants, and ICT vendors will support the PIU by providing regular (e.g., monthly) updates on implementation progress, including E&S performance and mitigation measures. These updates, along with quarterly monitoring reports prepared by project consultants, will be consolidated by the PIU and submitted as part of regular project reporting requirements.

Table 5-1: Stakeholder Role and Responsibilities for SEP Implementation

Actor/Stakeholder/Responsible Person	Responsibilities
E&S Specialist / SEP Team	<ul style="list-style-type: none"> - Plan and lead implementation of the Stakeholder Engagement Plan (SEP) - Coordinate all stakeholder engagement activities across implementation phases

	<ul style="list-style-type: none"> - Manage the Grievance Redress Mechanism (GRM), especially related to social risks (e.g., SEA/SH, digital exclusion) - Guide and supervise ICT vendors, consultants, and contractors on SEP-related tasks and raise awareness on Project GRM - Monitor and report on stakeholder engagement to BB's Project Director and the World Bank - Lead the design and implementation of beneficiary satisfaction surveys (with attention to vulnerable groups) - Ensure meaningful inclusion of disadvantaged and vulnerable groups in consultations - Conduct targeted outreach to users (e.g., elderly, rural, disabled, and low-income clients) during implementation
PIU Officials	<ul style="list-style-type: none"> - Support the E&S team in stakeholder engagement coordination - Conduct regular field visits (where applicable) and virtual check-ins for monitoring and evaluation - Ensure timely information dissemination and responsiveness to stakeholder concerns - Facilitate capacity-building workshops and GRM awareness programs for internal and external stakeholders
Implementation Consultants / Technical Advisors	<ul style="list-style-type: none"> - Supervise and monitor contractor/vendor compliance with SEP commitments - Review and validate stakeholder engagement reports and grievance records - Provide technical guidance on communication strategies and inclusion of digital/remote tools for outreach
ICT Vendors / Contractors / Sub-contractors	<ul style="list-style-type: none"> - Engage with users and stakeholders during rollout of digital systems - Inform PIUs promptly of any E&S or stakeholder issues arising during service delivery - Resolve grievances (especially digital access, service quality, or labor issues), and report unresolved cases to the project GRM system - Prepare and implement Contractor's Code of Conduct, -
Other Interested Stakeholders (Govt. Bodies, Regulators, and NGOs etc.)	<ul style="list-style-type: none"> - Participate in consultations and stakeholder engagement sessions at key stages of the project - Monitor project compliance with national laws, financial sector regulations, and environmental/social obligations - Provide feedback to PIUs on E&S risks, equity issues, and access challenges faced by marginalized groups - Support broader public communication, awareness, and policy harmonization

The stakeholder engagement activities will be documented through PIUs (IAs).

Budget

The budget estimate for preparing and implementing SEP is USD 4810. The budget breakdown is attached in Annex 2. However, this budget may be updated before implementation of this SEP.

6. Grievance Mechanism

A Grievance Mechanism (GM) is a system that allows not only grievances but also queries, suggestions, positive feedback, and concerns from project-affected parties related to the environmental and social performance of a project to be submitted and addressed in a timely manner. A two-tier GM (Local and PIU Level) will be established in the BB. Before E &S specialist is hired and formation of GM, existing GMs of IA or designated focal points will handle grievances. PIU will provide monthly GM reports and share with the BB. BB will share the report bi-annually to the bank.

6.1 Description of Grievance Mechanism (GM)

Table 6-1: Description of Grievance Mechanism (GM)

Step	Description of Process	Timeframe	Responsibility
Local level GRC Composition	<p>All local areas where IA has activities:</p> <ul style="list-style-type: none"> - Nominated official by the PD - Convener (from PIUs where complaint originates) - Respected official from the field office (as per nature of complaint) - Member-Secretary(s) (common across GRCs for that IA) - Representative from respective local area (from where complaint originates; female if complainant is female) - Member - Representative from community (teacher, NGO, or local person nominated by complainant) - Member 	Specialists to be hired within 3-6 months of effectiveness. All cases at local level will be heard within 10 days of receipt.	Branch/regional offices of BB (Barishal, Chattogram, Motijheel, Rajshahi, Sadarghat, Bogura, Khulna, Mymensingh, Rangpur, Sylhet)
PIU Level GRC	<ul style="list-style-type: none"> - Project Director - Convener - E&S Specialist/Focal of PIU - Member-Secretary - Local Government Representative 	If resolution fails at local level, complaint referred with minutes to PIU for review. PIU decides and communicates to local	E&S Specialist at PIU, supported by local GRC member secretary, will visit sites periodically, interact with communities, and

Step	Description of Process	Timeframe	Responsibility
	members from the PIU (01 female if complainant is female) - Member Decisions on unresolved cases communicated to PIU level GRC and resolved within 15 working days.	GRC.	register complaints and suggestions.
Grievance Uptake	Face-to-face complaint registration at field offices. Complaint forms filled and signed by staff and complainant. Estimated timeline and tracking number provided. Staff inform local GRC for eligibility check. Ineligible complaints provided with alternative options will be disregarded.	Operates 7 am to 7 pm at project-affected communities. Complaint desk open on working days; virtual channels (phone, SMS, email) used on non-working days.	Complaint desk staff at field office and HQ
Telephone	Cell phone number provided for voice, SMS, WhatsApp with photo/video evidence. Focal point: Liza Fahmida, Director, Financial Sector Support and Strategic Planning Department (FSSPD), Bangladesh Bank Cell: +8801789476049	Operates 6 am to 10 pm 10 am to 06 pm	Designated IA staff receive and manage calls.
Email	Emails accepted at: Project.grm@bb.org.bd handled by nominated PIU staff.	Monitored 12 hours daily.	Complaints handled by nominated PIU staff
Website	https://www.bb.org.bd Complaint registration form available online. Complaints redirected to email with subject "GRM From Web – Date and Time".	Monitored 12 hours daily.	Nominated PIU staff
Letter	Addressed to: Director, Financial Sector Support and Strategic Planning Department	During office hours	Nominated PIU staff

Step	Description of Process	Timeframe	Responsibility
	(FSSPD), Bangladesh Bank, Motijheel, Dhaka..Note: Ineligible complaints returned with alternative options; eligible complaints processed as per actions above.		
Drop-Box	Suggestion boxes placed in front of project offices, open 24/7. Boxes opened during office hours by responsible staff to register complaints.	Open 24/7 for complaints, boxes opened during office hours for registration	Staff at field offices/HQ
Sorting, Processing	Complaints forwarded to local GRC office, logged and categorized by complaint type.	Upon receipt	Local grievance focal points
Acknowledgement and Follow-up	Receipt of grievance acknowledged to complainant via phone or in writing within 2 days.	Within 2 working days of receipt	Local grievance focal points
Verification, Investigation, Action	<ul style="list-style-type: none"> - Investigation led by local GRC. - Member Secretaries document unresolved complaints, handle non-project-related grievances, consider anonymous complaints. - SEA/SH/GBV complaints referred to Gender and GBV Specialist. - Convener and Secretaries coordinate with site managers for resolution. - Unresolved complaints escalate to full GRC for resolution within 10 days. - May escalate to PIU Level GRC or Project Director for field investigation within 15 days. - Complainants can seek legal recourse if unresolved. - Bank complaints reported 	Within 5 working days after acknowledgement	Local GRC

Step	Description of Process	Timeframe	Responsibility
	to GRS and forwarded to Project Director. - Resolution communicated to complainant by suitable means.		
Monitoring and Evaluation	E&S Specialist convenes local GRCs where IAs operate; collects complaint data monthly and reports to PIU.	Within 6-9 months of project effectiveness; data collected monthly	PIUs
Provision of Feedback	Feedback on satisfaction with grievance resolution collected monthly from local GRCs.	Every quarter	Local GRC
Training	Training for PIU staff, contractors, and E&S consultants on grievance intake, sorting, response, recording, addressing, and feedback.	Every quarter	PIUs

Labor GM:

As this project has no refurbishment/civil works, there is no expected labor influx. All contracted workers engaged under the Project through contractors and sub-contractors can use the project level GRM at PIU level or local level GRM at branch offices (whichever is more convenient and appropriate) . All contracted workers will be required to sign the Contractor's Labor CoC upon engagement and will receive orientation and training on the GM procedures, including specific provisions on Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH).

6.2 Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

All SEA/SH-related complaints will be managed with strict confidentiality and survivor-centric principles. The project GRM can have a different channel to handle such confidential complaints. The GM focal point and uptake officers should be trained in how to receive such complaints in a survivor centric manner. The GM will record the nature of the complaint (without personal details), including the age of the complainant and the complainant's relationship to the project. Survivors will be informed of available support services and referred, with their consent, to appropriate service providers including psychosocial, medical, and legal support.

The Project will ensure that all contractors and service providers adopt and enforce a CoC that includes specific provisions on SEA/SH prevention and response. Upon recruitment, all workers will be trained on SEA/SH risks, the contents of the CoC, and how to access the GM.

If the accused perpetrator is found to be associated with the Project, disciplinary action will be taken in accordance with the CoC and national laws. The principle of non-retaliation will be enforced to protect complainants, and anonymity will be preserved where requested.

BB will strengthen the project's GRM system using information and communication technology. A web-based GRM dashboard will be developed to capture and monitor all grievances, including SEA/SH cases, in real-time. A designated administrator will be responsible for managing the digital platform and ensuring that any SEA/SH or Gender-Based Violence (GBV) complaint is immediately flagged, referred, and addressed through appropriate channels.

BB will coordinate with contractors and consultants to take urgent protective and corrective actions in SEA/SH cases, including contract enforcement. All SEA/SH-related activities, grievance handling, and response actions will be regularly documented and reported to the World Bank in line with ESF compliance and the project's agreed monitoring protocols.

7. Monitoring and Reporting

7.1 Summary of How SEP Will be Monitored and Reported Upon

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the project appraisal document (b) issues that have been raised and can be addressed during project implementation; (c) Issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.

7.2 Reporting Back to Stakeholder Groups

The SEP will be periodically revised and updated as necessary during project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to stakeholders in various ways. Specific mechanisms for reporting back to stakeholders include the following parameters -

- ✓ Number of consultation meetings and other public discussions/forums conducted within a reporting period (e.g., quarterly, or annually);
- ✓ Frequency of public engagement activities.
- ✓ Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including settlements in remote areas within the Project Area of Influence (PAI);
- ✓ Number of public grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of grievances resolved within the prescribed timeline.
- ✓ Type of public grievances received.
- ✓ Number of press materials published/broadcast in the local, regional, and national media.

This reporting back to the stakeholders will be compiled and shared/disclosed with the stakeholders' and public using proper media, line ministries websites, social media accounts, communication materials, etc.

Annex 1: Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

Annex 2: SEP Estimated Budget Table

Sl. no	Stakeholder Engagement Activities	Quantity	Unit Cost(US \$)	Times /Months/year	Total Cost (US\$)**
1	Staff/Consultants Salaries				Paid from Project Consulting Service Budget
2	Training on Stakeholder Engagement and GRC issues	2 times	260		520.00
3	Stakeholder/Community Meeting in Project areas	Lump Sum			2600.00
6	Travel expenses	Lump Sum	650		650.00
7	Communication materials (Poster, Brochure, flier, billboards, website)	Lump Sum			390.00
8	GM Guidebook/Manual	Lump Sum			130.00
9	GM/GRC expenses	Lump Sum			520.00
	Sub-Total				
	Total				\$4810.00

**The budget estimate for preparing and implementing SEP is not settled yet. However, a fund of \$4810 has been kept for the component before the finalization of the FSPP-II project's budget.

Annex 4: Grievance Submission Form

Grievance Form			
Grievance reference number (to be completed by Project):			
Contact details (Can be submitted anonymously)	Name(s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like IA or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	Email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of IA's official assigned responsibility			
Resolved or referred to GRC 1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved or referred to GRC 2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:

Completion			
Final resolution (briefly describe)			
	Short description	Accepted ? (Y/N)	Acknowledgment signature
1 st proposed solution			
2 nd proposed solution			
3 rd proposed solution			

Annex 5: Sample Grievance Report Format

Period from.....to.....20.....

Project Phase.....

Case No.	Complainant's name, gender and location	Nature of complaints and expectation of complainant	Date of Petition submitted	Method of resolution with dates	Decisions and date of communication to the complainant	Agreement with And commitment To complainant	Progress (Solved/ pending)	Reason, if pending

Annex 6: Attendance Sheet of the Consultation meetings

World Bank- FSSP II: Pre-Appraisal Mission
Meeting on Deposit Protection Act and Payout Procedure

Date: 17 November, 2024 (Sunday); Time: (10:30AM - 01:00PM)
 Venue: Conference Room, Main Building, 3rd Floor, Bangladesh Bank.

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution & Department	Designation	Contact No. & email ID	Signature
11	Md. Mesbah Uddin	FSSPD, BB	AD	01591743500, uddin.mesbah@bb.org.bd	
12	Md. Lutful Haider Taha	Taskforce, BB	Addl. Director	01911009097, lutful.haider@bb.org.bd	
13	Gulam Mostafa	BB, BRPD	JD	0176612779, gmmostafa@bb.org.bd	
14	Md Shah Naoaj	WB	Fin. Sect. Specialist	mnaoaj@wb.org	
15	Firoz Mahmud Islam	HRD-I, BB	Additional Director	firoz.islam@bb.org.bd 01709-288879	
16	Judice Juma	WB	International Consultant	judice.jumac@fswil.org	
17					
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Meeting with World Bank on Proposed FSSP II (Topic: Activities related to Risk Based Supervision)

Date: December 04, 2024 (Wednesday); Time: (02:00 Pm-03:00 pm)
 Venue: FSSPD Conference Room (17th Floor, 2nd Annex Building), Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1	Md. Amir Hossain	ICTD, BB	Dir (ICT)	01749495057	amir.pal@bb.org.bd	
2	Liza Fahmida	FSSPD, BB	Director (FSSPD)	01709476049	liza.fahmida@bb.org.bd	
3	Dr. Md. Rezaul Karim	ICTD, BB	Add Dir (ICT)	01717377119	rezaul.karim@bb.org.bd	
4	Dr. Md. Rezaul Karim	ICTD, BB	JD (ICT)	01714071069	KARIM-REJAUL.KARIM@bb.org.bd	
5	Md. Hanunur Rauf	DOS	JD	01789641493	rauf.hanunur@bb.org.bd	
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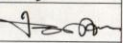
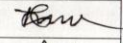




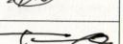
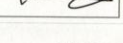
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Meeting with World Bank on Proposed FSSP II
[Topic: IT investments to support Deposit Insurance System (DIS)]

Date: December 04, 2024 (Wednesday); Time: (03:00 Pm-04:00 pm)
 Venue: FSSSPD Conference Room (17th Floor, 2nd Annex Building), Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1						
2	Mr. Amir Hossain	ICT, BB	Dir (ICT)	01749495057	amir.palmon@bb.org.bd	
3	Mr. Saleem Ahmed	DID, BB	Director	01671180803	mdsaleem.ahmed@bb.org.bd	
4	Masuma Begum	ICT, BB	Dir. (ICT)	01796591016	masuma.begum@bb.org.bd	
5	Syeda Sabina Akhter	DID, BB	Add. Director	01764601626	syeda.akhter@bb.org.bd	
6	Mst. Tania Sultana	DID, BB	Joint Director	01764203015	tania.sultana@bb.org.bd	
7	Nure Asma Nadia	DID, BB	Add. Director	01746576135	nure.nadia@bb.org.bd	
8	G.M. Abdullah Salim	DID, BB	Joint Director	01770125704	abdullah.salim@bb.org.bd	
9	Mr. Selim Samad	WB	Consultant	01718063393	msam@worldbank.org	
10	Toshiaki Ono	WB	Senior Specialist	+12023619289	ono@worldbank.org	


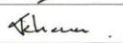


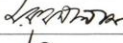

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Meeting with World Bank on Proposed FSSP II (Topic: KYC Registry)

Date: December 04, 2024 (Wednesday); Time: (04:00 Pm-05:00 pm)
 Venue: FSSSPD Conference Room (17th Floor, 2nd Annex Building), Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1						
2	Mr. Amir Hossain	ICTD, BB	Dir (ICT)	01749495057	amir.palmon@bb.org.bd	
3	Latifa Khatoon	Bangladesh	Additional Banks	01716192688	latifa.khatoon@bb.org.bd	
4	Dr. Mohammad Bozlat	ICTD, BB	Add Dir (ICT)	01717377449	bozlat.kunim@bb.org.bd	
5	Mosiruzzaman Khan	ICTD, BB	Add Dir (ICT)	0173583978	mosiruzzaman.khan@bb.org.bd	
6	Razat Islam	BB, BRPD	DD	01717458226	razat.islam@bb.org.bd	
7	Mr. Mostafiz Uddin	FSSSPD, BB	AD	01571743570	uddin.mostafiz@bb.org.bd	
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Meeting with World Bank on Proposed FSSP II

Date: December 12, 2024 (Thursday); Time: (10:30 am-01:00 pm)
Venue: Jahangir Alam Conference Hall (4th Floor, Main Building), Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1	Toshiaki Ono	World Bank	Sr Fin Sec. Specialist	+12023619287	tono@worldbank.org	
2	Nina Modura	World Bank	Sen. Fin. Specialist	+12026150380	nmodura@worldbank.org	
3	Karlis Bauze	World Bank	Sen. Fin. Sec. Specialist		rbauze@worldbank.org	
4	Md. Anwar Hossain	BB (DOS)	Adl. Dir. (BB)	01720227996	anwar.hossain@bb.org.bd	
5	Md. Rashedul Islam	"	"	01911201007	rashedul.islam@bb.org.bd	
6	Md. Enamul Haque	BB (DIP-1)	Joint Dir. (BB)	01716136061	md.enamul@bb.org.bd	
7	M. Munsurul Haque	BB (DIP-1)	Joint Dir. (BB)	01737101748	munsurul.haque@bb.org.bd	
8	Md. Monsum Rana	BB (DOS)	"	01673-561663	monsum.rana@bb.org.bd	
9	Md. Toaha	BB (DOS)	"	01716-424886	md.toaha@bb.org.bd	
10	G.M. Abdullah Saleh	BB (DOS)	"	01770125704	abdullah.saleh@bb.org.bd	

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Presentation on Current situation in the banking sector – liquidity, capital adequacy and BB's response with world Bank

Date: February 9, 2025 (Sunday); Time: (11:45 am – 01:00 pm)

Venue: Jahangir Alam Conference Hall (4th Floor, Main Building), Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1	Toshiaki Ono	World Bank	Sr Fin Sec. Specialist	01749826948	tono@worldbank.org	
2	Djordje Djuric	WB	Consultant	+385517886347	djuric@worldbank.org	
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4	Shah Sanwarin	WB	Consultant	01718063393	msanwarin@worldbank.org	
5	Md. Shah Noor	WB	Fin. Sec. Spe.	01719019908	mnasaj@worldbank.org	
6	Md. Anwar Hossain	BB (DOS)	Adl. Director	01720227996	anwar.hossain@bb.org.bd	
7	Dipti Rani Haza	BB	Director (FSD)	01714079401	dipti.haza@bb.org.bd	
8	Md. Moimul Kabir	BB (DOS-2)	Director	0171814153	moimul.kabir@bb.org.bd	
9	Uttam Chandra Paul	BB (FSD)	JD	0170-275523	uc.paul@bb.org.bd	
10	Al-Amin Sikder	BB (FSD)	JD	01874-615919	alamir.sikder@bb.org.bd	

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Meeting with the world Bank on AQR Planning

Date: February 9, 2025 (Sunday); Time: (02:45 pm – 04:30 pm)

Venue: Mini Conference Room, Main Building (3rd Floor), Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1	Sohel Sarkar	WB	Consultant	01718063393	msarkar@worldbank.org	[Signature]
2	Stephen Day	WB	Financial Sector Specialist	+1 202-631-7907	WDONG1@worldbank.org	[Signature]
3	Jurajica Gjencovic	WB	ICT Specialist	+385 91 788 6341	jurajica.gjencovic@gmail.com	[Signature]
4	Md Shah Nazim	WB	ICT Specialist	017190199804	mnazim@gmail.com	[Signature]
5	Toshiki Ono	WB	Senior Specialist	01249286948	tono@worldbank.org	[Signature]
6	Rafel Ayala	WB	Senior Specialist	+1 202 635 4222	rmayapared@worldbank.org	[Signature]
7	Ismael Ahmad	WB	SPSS	+34 678 663458	isahmadjontar@worldbank.org	[Signature]
8	Md. Zahid Hasan	BB	Director	01817513288	zahid.hasan@bb.org.bd	[Signature]
9	Md. Asaduzzaman	BB	Director	01715024485	asaduzzaman@bb.org.bd	[Signature]
10	Dr. Kazi Arif Ullah Zaman	BB	Add. Director	01823658091	Kazi.arif@bb.org.bd	[Signature]

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Discussion on Proposed FSSP-II (Component 1: IT Investment) with the world Bank

Date: February 10, 2025 (Monday); Time: (11:00 am – 01:00 pm)

Venue: FSSSPD Conference Room (17th Floor, 2nd Annex Building), Head Office, Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1	Md. Murshed Alam	Bangladesh Bank, DOS	Deputy Director	01728180872	md.murshed@gmail.com	[Signature]
2	Md. Shahid Alam	BRPD-2	Addl. Div.	01716441711	md.shahid.alam@bb.org.bd	[Signature]
3	Md. Azharul Islam	BRPD, DIV-2	Joint Director	01912730454	azharul.islam@bb.org.bd	[Signature]
4	Md. Rezaul Karim	ICT, BB	Joint Director	01714071069	REZAUL.KARIM@bb.org.bd	[Signature]
5	Sohel Sarkar	WB	Consultant	01718063393	msarkar@worldbank.org	[Signature]
6	Stephen Day	WB	Financial Sector Specialist	+1 202 631 7907	WDONG1@worldbank.org	[Signature]
7	Md. Asaduzzaman Khan	ICTD, BB	Addl. Director	01735859785	asaduzzaman.khan@bb.org.bd	[Signature]
8	Nure Asma Nadia	DID, BB	Addl. Director	01746576135	nure.nadia@bb.org.bd	[Signature]
9	G.M. Abdullah Saleh	DID, BB	Joint Director	01770125704	abdullah.saleh@bb.org.bd	[Signature]
10	Abul Jannat Jiban	Bangladesh Bank (BRPD, Div-1)	Joint Director	01782-003731	abul.jannat@bb.org.bd	[Signature]

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Discussion on Restructuring and Resolution Department with the world Bank

Date: February 12, 2025 (Wednesday); Time: (11:00 am – 01:00 pm)

Venue: Conference Room (3rd Floor, Main Building), Head Office, Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1	Uzha KHALIL	WB	Le. & FS Spec	+1 202 7579230	Ukhalil@worldbank.org	
2	Toshiaki Ono	WB	Sr FS specialist	01849826948	tono@worldbank.org	
3	Ismael Ahmed	WB	SFSS	+1 202 5623553	ahmadfahim@worldbank.org	
4	Rafel Moya	WB	SFSS	+1 202 6324222	Rmoya@worldbank.org	
5	Shah Nooraj	WB	FSS	01799 019908	mnoraj@worldbank.org	
6	Judyica Gyeno	-/-	Consultant	+38531786341	judyica.gyeno@fuerl.com	
7	Sohel Sarwarin	WB	Consultant	+8801718063333	msarwarin@worldbank.org	
8	Sajeda Zinnat Sultana	BB (Taskforce)	JD	01786655937	Zinnat.sultana@bb.org.bd	
9	Nusrat Jahon Lipi	BB (Taskforce)	JD	01720065063	nusrat.jahan@bb.org.bd	
10	ARIFUL KABIR	BB (FSSRP)	JD	01552253103	ariful.kabir@bb.org.bd	

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Meeting with the World Bank on Review of PBCs and Result Indicators

Date: February 13, 2025 (Thursday); Time: (02:00 Pm – 03:30 Pm)

Venue: Jahangir Alam Conference Hall (4th Floor, Main Building), Bangladesh Bank

Attendance List

The honorable participants are humbly requested to fill in their information and pass on this attendance roster.

#	Name of Participant	Institution	Designation	Contact No.	Email ID	Signature
1						
2	Mohammad Shahrier Siddique	BB	Director (BRPD)	01753078226	Shahrier.Siddique@bb.org.bd	
3	Md. Alauddin	BB	Director (BRPD)	01746603686	md.alauddin@bb.org.bd	
4	ANM Moinal Kabir	BB	Director (BRPD)	0171814153	moinal.kabir@bb.org.bd	
5	Mohammad Abdul Rab	Das-2	Addl. Director	01711200088	abdurab@bb.org.bd	
6	Md. Shafiq Alam	BRPD-2	Addl. Director	01716441711	md.shafiq.alam@bb.org.bd	
7	Dr. Kazi Arif Uz Zaman	Taskforce	Addl. Dir	01823658031	Kazi.arif@bb.org.bd	
8	Subash Chandrasekar	FSD	Addl. Director	01712624840	Subash.chandrasekar@bb.org.bd	
9	Al-Amin Sikder	PSD (BB)	JD	01874-615913	alamir.sikder@bb.org.bd	
10	Md. Delwar Hossain Khan	DBI-3	Addl. Director	01751272126	delwar.khan@bb.org.bd	

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