

# Stakeholder Engagement Plan

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NOVEMBER 2021

DRAFT FOR PUBLIC DISCLOSURE

**Republic of the Philippines: Agus-Pulangi Hydropower Complex Rehabilitation  
Project 1**

National Power Corporation

# Contents

1	INTRODUCTION	3
2	PROJECT DESCRIPTION	3
2.1	Project Overview	3
2.2	Location	4
2.3	Rehabilitation Works and Activities	9
2.4	Potential Impact	10
3	SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES TO DATE	10
3.1	Stakeholder Engagement during scoping and screening	10
3.2	Stakeholder Engagement during finalization of ESIA and SEP	12
4	STAKEHOLDER IDENTIFICATION AND ANALYSIS	12
4.1	Stakeholder Identification and Classification	12
5	STAKEHOLDER ENGAGEMENT PROCESS	20
5.1	Principles of Stakeholder Engagement	20
5.2	Stakeholder Engagement Strategy	20
5.3	Recording Results of Stakeholder Engagement	26
5.4	Information Disclosure	26
6	GRIEVANCE REDRESS MECHANISM (GRM)	28
6.1	Existing GRM Within the Philippines	29
6.2	NPC GRM via the Public Assistance Desk	29
6.3	Project's GRM Introduced to Supplement Existing System	29
7	IMPLEMENTATION ARRANGEMENT	32
8	MONITORING AND REPORTING	33
8.1	Monitoring Methods	33
8.2	Reporting	33
•	ANNEXES	34



## ABBREVIATIONS AND ACRONYMS

APHC	Agus-Pulangi Hydropower Complex
BARMM	Bangsamoro Autonomous Region in Muslim Mindanao
CBO	Community based organization
CSR	Corporate Social Responsibility
DA	Department of Agriculture
DENR	Department of Environment and Natural Resources
DOH	Department of Health
E&S	Environmental and Social
EIA	Environmental Impact Assessment
EIS	Environmental Impact Statement
EMB	Environmental Management Bureau
ESS	Environmental and Social Standards
FGD	Focus group discussion
HPP	Hydroelectric power plant
IEC	Information, Education and Communication
KII	Key informant interview
LGU	Local government unit
MINDA	Mindanao Development Authority
MinGen	Mindanao Generation Office
MMT	Multipartite Monitoring Team
NGO	Non-government organizations
NPC	National Power Corporation
PIU	Project Implementation Unit
PO	People's Organizations
PWD	Persons with disability
SEP	Stakeholder Engagement Plan
WB	World Bank

# 1 INTRODUCTION

1. NPC's engagement with stakeholders is defined by its corporate social responsibility statement on corporate public involvement. The statement reads: "As an expression of the commitment of the National Power Corporation (NPC) to meet its corporate social responsibilities and pursue environmental stewardship, NPC shall implement a proactive public involvement program, whose philosophy shall be based on an ethical commitment to public participation and on a genuine and sincere concern for the people welfare. Public involvement programs shall aim at reconciling the vast differences of opinion and conflicting needs of various stakeholders and developing the necessary public support for NPC operations and projects."
2. This Stakeholder Engagement Plan (SEP)<sup>1</sup> outlines the framework and strategy for engaging project stakeholders under the proposed Agus-Pulangi Hydropower Complex (APHC) Rehabilitation Series of Project 1 (SOP1) to be implemented by the NPC. The objective of the SEP is to ensure that stakeholders (i) understand the project design and its potential benefits and impact; (ii) are able to participate in meaningful ways in decision making that affects them, and; (iii) are able to provide feedback and input during project design, and into implementation. This document describes both past and future approaches to participation, consultation and disclosure activities with the community, government units, other project affected parties and interested parties, from preparation and continuing through to implementation. A general purpose Grievance Redress Mechanism (GRM) is likewise included<sup>2</sup>.
3. The SEP is a live document and will be updated throughout the project preparation process, and continuing through to project implementation, to suit the existing stakeholder engagement conditions at the time. Among other important principles, ESS 10 requires Borrowers to undertake systematic identification of project stakeholders; to determine their interests and influence on project activities, goals and outcomes; to ensure meaningful consultation with all stakeholders to provide the information in accessible, understandable, timely and relevant approach; and to solicit feedback on overall project performance.

## 2 PROJECT DESCRIPTION

### 2.1 Project Overview

4. The Agus-Pulangi Hydropower Complex (APHC) consists of seven hydropower plants with a total installed capacity of about 1,000 MW. Six (6) of the seven (7) hydropower plants (HPPs) of the APHC are located on the Agus River that flows for 36.5 km from Lake Lanao to Iligan Bay encompassing Lanao del Sur and Lanao del Norte. The seventh hydropower plant is the Pulangi IV, located on the Pulangi River in the province of Bukidnon. The APHC is owned by the Power Sector Assets and Liabilities Management Corporation (PSALM) and is operated by the National Power Corporation (NPC).
5. The total installed generation capacity of the Agus HPPs is 746.1 MW which is composed of Agus 1 (2 x 40MW); Agus II (3 x 60MW); Agus IV (3 x 52.7 MW); Agus V (2 x 27.5 MW); Agus VI (3 x 50 MW and 2 x 34.5 MW); and Agus VII (2 x 27 MW).
6. A rehabilitation project covering four (4) of the six (6) HPPs of the existing APHC on the island of Mindanao is being prepared by the Government of the Philippines (GOP) for World Bank support. These four HPPs are the Agus IV, Agus V, Agus VI (except units 1 and 2) and Agus VII assigned as the Series of Project 1 (SOP 1). The rehabilitation will support enhancement of the reliability of clean energy generation, provide more affordable power, and enhance system reliability in Mindanao, without

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<sup>1</sup> Preparation of this SEP is informed by guidance found in the World Bank's Environmental and Social Framework (ESF), and specifically the "Environment and Social Standard (ESS) 10: Stakeholder Engagement and Information Disclosure" guidance note.

<sup>2</sup> The general purpose Grievance Redress Mechanism (GRM) is separate from the GRM system for workers described in the "Environmental and Social Standards (ESS) 2: Labor and Working Conditions" of the World Bank Environmental and Social Framework (ESF).

increasing the APHC's current rated capacities. The NPC serves as the entity overseeing program preparation activities.

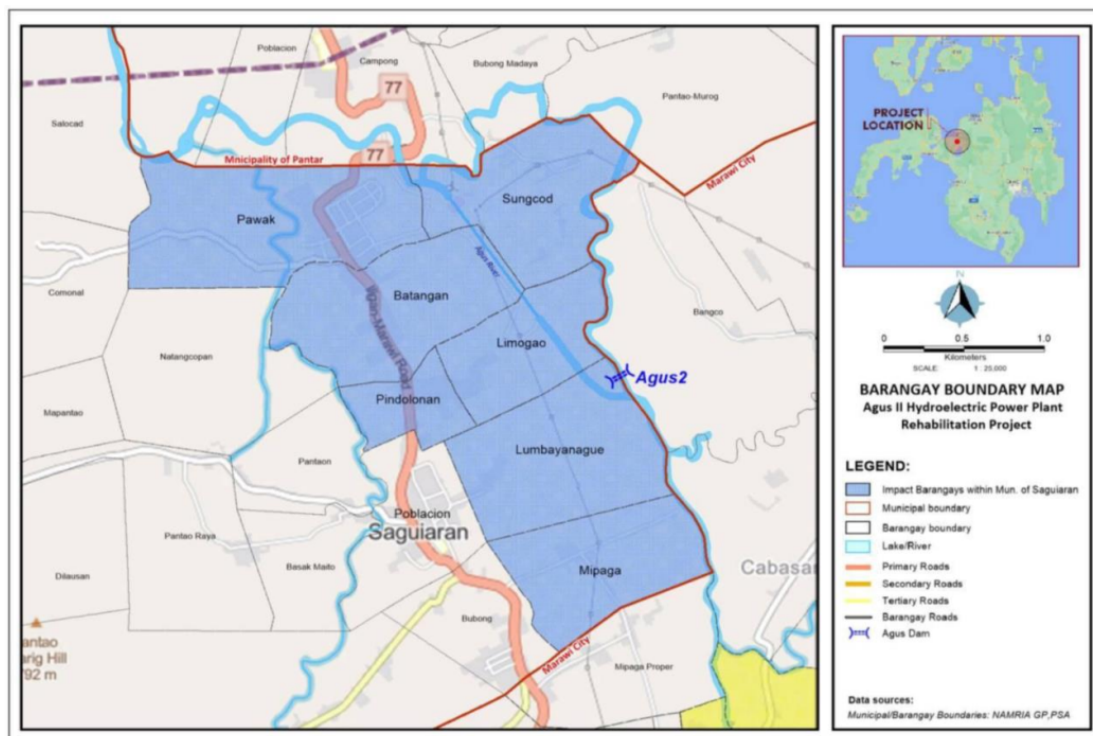
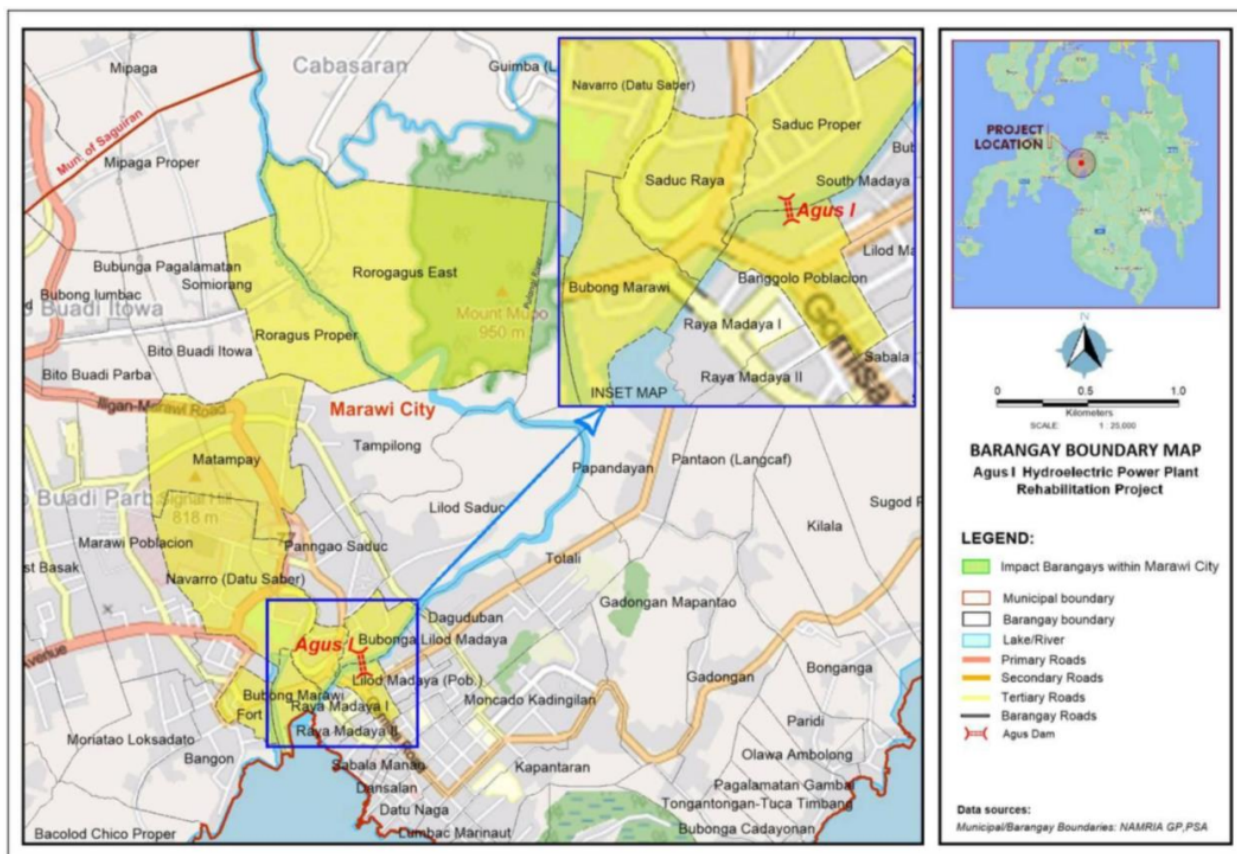
7. All the HPPs of the APHC are run-of-the river hydroelectric power plants utilizing the water from Lanao Lake as a natural reservoir. The total installed generation capacity of the Agus HPPs is 738 MW which is composed of Agus 1 (2 x 40MW); Agus II (3 x 60MW); Agus IV (3 x 52.7 MW); Agus V (2 x 27.5 MW); Agus VI (3 x 50 MW and 2 x 34.5 MW); and Agus VII (2 x 27 MW).
8. The rehabilitation work aims to: (i) restore the rated capacity of the plants; (ii) extend their operating life to a targeted 30 years; (iii) to ensure the safety of the power complex; (iv) address, mainly through repairs, equipment issues that currently constrain production and reliability (including obsolescence issues), and; (vi) upgrade their operational performance and conditions with installation of state-of-the-art monitoring, control, protection, and dispatch systems. The proposed rehabilitation will not result in an increase in the generation capacity of any of the HPPs.

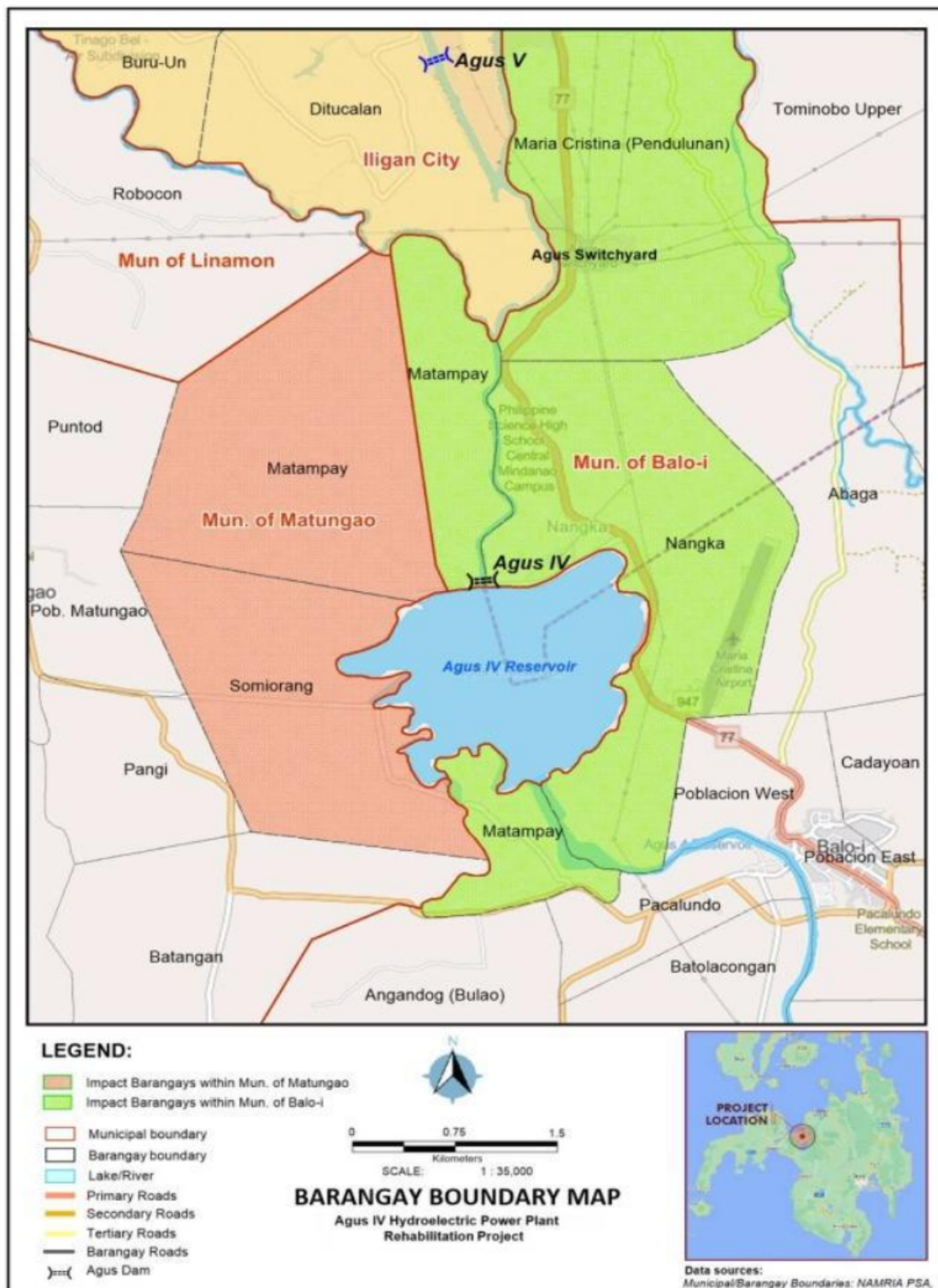
## 2.2 Location

9. The Agus HPPs are located on the island of Mindanao. The six HPPs are located on the Agus River that flows for 36.5 km from Lake Lanao to Iligan Bay. The Agus I HPP is situated in Marawi City at an elevation of 702 meters above mean sea level (amsl). It is the upstream most of the six hydropower plants along Agus River. The Agus II HPP is located downstream of Agus I plant and is situated about 5 km from Marawi City. The Agus IV HPP is located at Balo-i, Lanao del Norte while the Agus V HPP is located west of Iligan City, Lanao del Norte. The Agus VI HPP, formerly known as the Maria Cristina Falls Hydroelectric Power Plant is located 8.5 km southwest of Iligan City. The Agus VII is located downstream of Agus VI near the Agus River discharge to Iligan Bay.
10. Rehabilitation works under SOP1 will be limited to the Agus IV, V, VI, and VII HPPs. Table 1 below presents each HPP and their host municipalities and barangays.

**Table 1:** Agus HPPs and host Local Government Units (LGU)

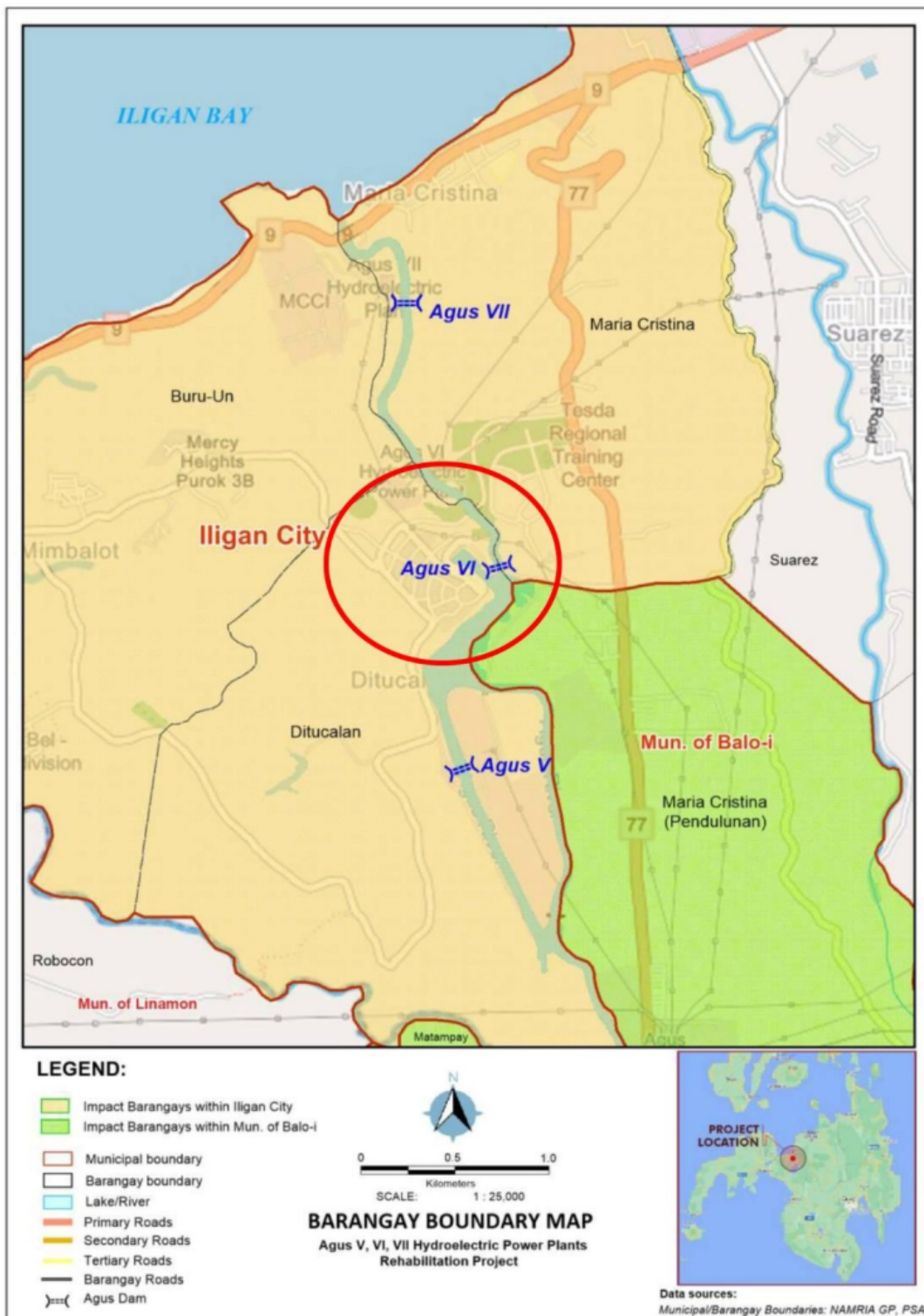
Agus HPP	Province	Municipality	Barangays
Agus IV	Lanao del Norte	Balo-i	Maria Cristina Matampay Nangka
		Matungao	Matampay Somiorang
Agus V	Lanao del Norte	Iligan City	Ditucalan (disputed)
		Balo-i	Maria Cristina (disputed)
Agus VI	Lanao del Norte	Iligan City	Buru-un Ditucalan Maria Cristina
Agus VII	Lanao del Norte	Iligan City	Buru-un Ditucalan Maria Cristina













## 2.3 Rehabilitation Works and Activities

- The proposed rehabilitation for the four (4) Agus HPPs will involve the repair or replacement of existing hydromechanical and electrical equipment to address equipment issues that currently constrain production and reliability, including obsolescence issues. Repair of existing equipment will be prioritized

over replacement. In cases where new and more efficient generators will be used (instead of refurbishment) the new generators will retain the respective rated capacities of the old units.

12. Rehabilitation works will also include the repair of the diaphragm wall at the downstream embankment shell of the dam at the Agus VI HPP, which was damaged by an earthquake in late 2019 and which resulted in the lowering water level of the reservoir. Since the damage is in the direct vicinity of the contact of the embankment to the spillway concrete structure, the anticipated repair will be at basic level only to reinstate the dam's full functioning. There are no other civil structure repair works envisaged for the other Agus HPPs.

## 2.4 Potential Impact

13. All rehabilitation activities will take place only within the existing hydropower complex footprint and will mainly consist of equipment replacement, repair and system improvements.
14. Potential Environmental Impact. Potential environmental impact will be minimal, temporary, and limited to those directly resulting from repair and rehabilitation works, including: (i) soil and surface water contamination due to spillage of oil and fuel, the latter from heavy equipment and transport vehicles; (ii) degradation of air quality due to emissions from use of equipment and increased use of transport vehicles; (iii) increase in domestic water use; (iv) increased generation of domestic solid waste and waste water from influx of workers; (v) dust, noise and light pollution during rehabilitation works and; (vi) materials runoff from stockpiles of sand and aggregates to be used in civil works in the Agus VI HPP.
15. Potential Social Impact. Potential social impact will be mainly around (i) resource competition (i.e. domestic water use, emergency health services, and solid waste management services) due to the influx of workers to be engaged for rehabilitation works; (ii) occupational health and safety of workers during rehabilitation works; (iii) threat to public health and safety resulting from proliferation of water-borne and other diseases from standing water, domestic waste and degradation of ground and surface water from waste water contamination and spillage of oil and fuel used in rehabilitation works, and transport of heavy equipment to and from the HPPs; (iv) gender-based violence associated with influx of workers and; (v) potential traffic congestion due to increase volume and frequency of vehicles moving heavy equipment to and from the HPP sites.

## 3 SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES TO DATE

### 3.1 Stakeholder Engagement during scoping and screening

16. Stakeholder engagement activities as part of public scoping for the Project were conducted from 04 November 2020 to 04 December 2020 (see Table 2, below). The consultations followed guidelines stipulated in DENR Administrative Order 2017-15 (Guidelines on Public Participation under the PEISS) and EMB Memorandum Circular 2020-30 (Interim Guidelines on Public Participation in the Implementation of PEISS During the State of National Public Health Emergency).<sup>3</sup>

**Table 2:** Schedule of Public Scoping in Host LGUs and Barangays of the Agus IV-VII HPPs

Date	Host LGU	Barangay	Scoping Venue	No. of Participants
04 Nov 2020	Matungao	Somiorang	Matungao Municipal Hall	8
04 Nov 2020	Matungao	Matampay	Matungao Municipal Hall	11
04 Nov 2020	Matungao	Municipal Level	Matungao Municipal Hall	28
19 Nov 2020	Iligan City	Ditucalan	Ditucalan Barangay Hall	14
19 Nov 2020	Iligan City	Maria Cristina	Maria Cristina Barangay Hall	15
25 Nov 2020	Balo-i	Municipal Level	Balo-i Municipal Hall	17

<sup>3</sup> Guidelines on public participation can be found here:

<http://eia.emb.gov.ph/wp-content/uploads/2020/07/EMB-MC-2020-30-Interim-Guidelines-on-the-Public-Participation-in-the-Implementation-of-the-PEISS-PD-1586.pdf>

26 Nov 2020	Lanao del Norte	Provincial Level	Lanao del Norte Provincial Capitol	6
01 Dec 2020	Balo-i	Nangka	Nangka Barangay Hall	14
01 Dec 2020	Balo-i	Ma. Cristina	Maria Cristina Barangay Hall	29
02 Dec 2020	Balo-i	Matampay	Matampay Barangay Hall	54
03 Dec 2020	Iligan City	Buru-un	Buru-un Barangay Hall	8
04 Dec 2020	Iligan City	City level KII	Iligan City Hall	2
			Total	206

17. Activities included:

- **Courtesy visits** to key host local government unit (LGU) officials (e.g. governors and mayors or their representatives), legislative councils, concerned government agencies (including line and regulatory agencies) were undertaken to inform said offices about the Scoping Activities, to initially share about the proposed project, ask permission for the entry into the host areas, to set appointments for the IECs/FGDs, and to submit the request for needed documents, data sources, and maps for the ESIA study that followed.
- **Virtual meetings** substituted face-to-face meetings to observe health and safety protocols (such as physical distancing and avoiding large meetings) during the national public health emergency. Internet availability was likewise considered as a limiting factor in organizing virtual meetings.
- **IECs/FGDs** conducted at the barangay-level and organized with the assistance of the provincial LGU and municipal LGU. These consisted of: a) presentation of the proposed project; b) presentation of the Philippine Environmental Impact Statement System, with special emphasis on the scoping process and, the Environmental and Social Framework (ESF) and ESIA requirement of the World Bank; a presentation of the proposed project per HPP; c) introduction/orientation on the FGD Guide Questions classified according to the Environmental and Social Standards of the World Bank and the DENR Scoping Matrix (Project Description, Air, Land, Water, People); d) guided discussion; and e) summary of issues/concerns that were raised.
- **Key Informant Interviews (KIIs)** were conducted with resource persons considered to possess extensive, special or specific knowledge about the project, about the host area, or issues and impacts related to the proposed project. The FGD guide questions were adapted for the KIIs.
- **Exit meetings** with key municipal officials to apprise them of the results of the IECs, FGDs, and KIIs, especially the issues and concerns raised by their constituency and the general attitude of the host communities towards the proposed project.

18. Only KIIs were conducted in Iligan City, the host city of Agus V, Agus VI and Agus VII HPPs since the city mayor refused the conduct of a large group meeting for the city level scoping due to the pandemic. Face-to-face scoping meetings following Covid-19 health and safety protocols were held in the other host LGUs. Officers and staff of NPC MinGen and based in Iligan City and Manila-based Apercu<sup>4</sup> team leader and staff participated in the regional and provincial level IEC/FGD meetings and consultations via Zoom. The list of IEC/FGD participants in the public scoping activities is attached as Annex A.

19. The participants from the consultations expressed openness to the project. They also want the rehabilitation project to proceed to prolong the life of the HPPs. The scoping report attributes this to the long history of benefits, CSR and social development interventions extended to host communities even before the mandatory benefits and share in national wealth as provided by the Electric Power Industry Reform Act (RA 9136) of 2001 and the Local Government Code (RA 7160) of 1991, respectively.

20. The public scoping activities highlighted important stakeholder concerns related to the project design, HPP operations and facilities, management of the Lake Lanao Watershed Reservation, potential impact on land and natural habitats, water-related impacts, flooding and flood prevention, and potential impacts on people including potential displacement, physical cultural resources, and local benefits. Common

<sup>4</sup> NPC consultant firm for the ESIA.



questions/comments about the project pertained to: a) commencement and duration of the proposed project, b) If there will be power interruptions during project implementation, c) they need more details about the project, d) the project is technically difficult to understand, e) will the rehabilitation of the HPPs take place simultaneously, e) why is our share in national wealth decreasing (Matampay), f) Can the HPPs withstand Magnitude 7 earthquakes, g) will increase of 5% discharge cause flooding.

21. Relative to land acquisition undertaken for the establishment of the HPPs between 1952 and 1982, participants to the public scoping activities noted that most of the affected property owners were generally in agreement with the negotiations and payments for their land. Since the property owners preferred to receive cash compensation, no provisions for resettlement were provided. Participants shared that most properties acquired by NPC for the HPPs were unoccupied vacant lots or in the uplands. There are no legacy issues identified for land acquisition for the four HPPs. The public scoping consultations likewise confirmed that based on their current records, there are no ancestral domains in the host areas (Iligan City, Balo-i, and Matungao, and the 8 barangays) where NPC Agus IV, V, VI, VII HPPs and facilities are located.
22. The summary table of issues and concerns raised in the public scoping activities for Agus IV to VII HPPs in the Scoping Report is attached as Annex B.

### 3.2 Stakeholder Engagement during finalization of ESIA and SEP

23. Stakeholder engagement on the draft environmental and social documents, including this SEP and the ESIA, will be undertaken with the public disclosure of the draft documents in October to November 2021. A preliminary draft of the ESIA was disclosed on October 21, 2021 and this SEP, the Environmental and Social Commitment Plan (ESCP) and the Labor Management Procedures will be disclosed on November 19, 2021.
24. NPC Task Force/Safeguards Team to conduct public consultation / stakeholder engagement on the following schedule:

**Table 3-1:** Agus HPPs and host Local Government Units (LGUs)

Agus HPP	Province	Schedule	City / Municipality	Schedule	Barangays	Schedule
Agus IV	Lanao del Norte	Dec. 14, 2021	Balo-i	Dec. 13, 2021	1) Maria Cristina 2) Matampay 3) Nangka	1) Dec. 6, 2021 (PM) 2) Dec. 9, 2021 (AM) 3) Dec. 6, 2021 (AM)
			Matungao	Dec. 7, 2021	1) Matampay 2) Somiorang	1) Dec. 7, 2021 (AM) 2) Dec. 7, 2021 (PM)
Agus V	Lanao del Norte		Iligan City	Dec. 10, 2021	1) Ditucalan (disputed)	1) Dec. 2, 2021 (AM)
			Balo-i	Dec. 13, 2021	1) Maria Cristina (disputed)	1) Dec. 6, 2021 (PM)
Agus VI	Lanao del Norte		Iligan City	Dec. 10, 2021	1) Buru-un 2) Ditucalan 3) Maria Cristina	1) Dec. 3, 2021 (AM) 2) Dec. 2, 2021 (AM) 3) Dec. 3, 2021 (PM)
Agus VII	Lanao del Norte		Iligan City	Dec. 10, 2021	1) Buru-un 2) Ditucalan 3) Maria Cristina	1) Dec. 3, 2021 (AM) 2) Dec. 2, 2021 (AM) 3) Dec. 3, 2021 (PM)

Note: The above schedule is subject to availability / confirmation of concerned stakeholders / LGUs.

## 4 STAKEHOLDER IDENTIFICATION AND ANALYSIS

### 4.1 Stakeholder Identification and Classification

25. Identification and classification of stakeholders under this SEP is guided by the following instruments: (i) Article II (i.e., Public Participation in Defining the Scope and in the Actual Conduct of the EIA Study), Section 5.2 (i.e. Initial Stakeholder Identification) of the DENR Administrative Order (DAO) 2017-15; (ii) the National Power Corporation (NPC) Citizens Charter, Service Pledge, Public Involvement Program (PIP), and Corporate Social Responsibility and Stewardship Program (CRESP); (iii) the Environmental Management Plan (EMP) for the Agus Hydropower Plant Complex (AHPC) and; (iv) the Environmental and Social Standards 10 (ESS10) of the World Bank.
26. **DENR AO 2017-15** or the Guidelines in Public Participation under the Philippine Environmental Impact Statement (EIS) System, specifies that, at minimum, the following groups should be consulted and included in all IEC activities related to the project:
  - a. Local government units in areas where all project facilities are proposed to be constructed/situated and where all operations are proposed to be undertaken.
  - b. Government agencies with a related mandate on the type of project and its impacts.
  - c. Interest groups (non-government organizations/people's organizations (NGOs/POs), preferably those with mission/s specifically related to the type and impacts of the proposed project.
  - d. Households and business activities that will be displaced.
  - e. People whose socio-economic welfare and cultural heritage are projected to be affected by the project especially vulnerable sectors and indigenous populations.
  - f. Local institutions (schools, churches, hospitals)
27. **The National Power Corporation (NPC) Citizens Charter and Service Pledge** states that (i) it is "committed to the delivery of impartial and professional service to the public at all times"; (ii) it "values clients' comments, suggestions and needs through its Public Assistance Desk and takes corrective action to fulfill the pledge;" and; (iii) it "empowers the public through access to information on major frontline services through its website [www.napocor.gov.ph](http://www.napocor.gov.ph).". In addition, the Citizens Charter includes provisions on engaging stakeholders, including project affected persons (PAP) and LGUs on (i) Right of Way (ROW); (ii) LGU concerns, including financial assistance to LGUs; (iii) sustainable livelihood for farmers and other stakeholders, and; (iv) protection of the Lake Lanao Watershed.
28. **NPC's Public Involvement Program (PIP) and Corporate Social Responsibility and Environmental Stewardship Program (CSRESP)** are the main instruments through which the NPC takes a pro-active, holistic and judicious view on community issues. The PIP recognizes the role of Information, Education, and Communication (IEC) in people's participation. NPC believes that (i) the IEC process provides information to stakeholders to guide collective and individual action; (ii) it is through consultation on key issues that stakeholders express their reaction to the information it provides; (iii) affected communities have a role in making decisions on project design, implementation and operation; and (iv) that from the IEC, affected families/stakeholders can initiate action on matters that affect them. NPC also acknowledges the importance of social preparation and community organizing in certain stages of its projects. The CSRESP serves as the platform by which NPC addresses stakeholder-related aspects particular to the Agus Plants, such as (a) unresolved issues and concerns with regards to power plant operations; (b) sustaining operations towards customer satisfaction; and (c) making decisions anchored on the foundation of public trust.
29. **The Environmental Management Plan (EMP) of January 1999** of the Agus Hydropower Plant Complex prepared by the Watershed and Environment Division and the Power Generation Group comprehensively discusses NPC's policies and organizational commitment to environmental excellence, stewardship, social and community development, and public and stakeholder involvement in its project

cycle processes and decision-making, including open communication with host communities and local governments. The EMP covers contingency plans to manage, contain or limit environmental impact, public and worker health and safety risks, and active participation of host communities and the local governments in addressing regional and global environmental issues such as global warming. The EMP also discusses social development programs with ecological, social, governance, and economic aspects. Among others, it intends to improve the quality of life of seven beneficiary sectors, namely: (i) farmers and landless workers, (ii) fisherfolks, (iii) urban poor, (iv) indigenous cultural communities,<sup>5</sup> (v) workers in the formal sectors and migrant workers, (vi) workers in the informal sector, and (vii) disadvantaged groups (women, youth and students, children, elderly, people with disabilities).

30. **The World Bank's ESS 10** classifies stakeholders into two main categories: (i) project affected parties (PAP) and; (ii) other interested parties (OIP). In addition, ESS 10 explicitly requires that specific attention is given to disadvantaged and vulnerable groups (DVG) who may be disproportionately affected by project impacts, and that they are meaningfully engaged in all project activities, beginning with project preparation and continuing through to implementation.
31. Using the above instruments to determine and classify potential stakeholders related to the rehabilitation of the Agus IV to VII HPPs classification, and based on the summary of issues and concerns raised during the public scoping consultations, and informed by the project description in Section 2, and specifically the description of rehabilitation works and activities (Section 2.3) and potential impacts (Section 2.4), the following stakeholder groups shall be engaged in project preparation and implementation, and through to commissioning and regular operation (Table 3).

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<sup>5</sup> Indigenous peoples are present in the area of the Pulangi HPP, not in the Agus HPPs included in Project 1.



**Table 3 – Stakeholder Assessment**

SN	Stakeholder Group	Description	Category			Issues/Concerns re: rehabilitation	Significance (i.e. priority)
			PAP	OIP	DVG		
1	Communities	Downstream riverbank communities from the Agus 4 to 7 HPPC.	X		X	Water contamination from rehabilitation works. Public health and safety concerns. Opportunities for employment and livelihood during rehabilitation work.	High
		Fence-line communities along the perimeter of the NPC property housing the Agus 4 to 7 HPPs.	X		X	Noise, dust and light pollution from rehabilitation works. Temporary access restrictions and other impacts from rehabilitation activities. <sup>6</sup> Public health and safety risks.	High
		Roadside communities and households along the main access roads leading to and from the Agus 4 to 7 HPPC.	X		X	Increased traffic volume leading to traffic congestion and increased risk of vehicle-related accidents. Access issue if Maria Cristina bridge is weakened, damaged or collapses due to transport of heavy equipment during rehabilitation.	High
		Other communities within host barangays and municipalities	X			Employment and livelihood opportunities from rehabilitation works.	Low
2	Poor Households in nearby communities	Poor HHs using water from the river for domestic use.	X		X	Water contamination from rehabilitation works. Public health and safety concerns. Opportunities for employment during rehabilitation work.	High
3	Informal Settler Families (ISF)	ISF within fence line of HPPs.		X	X	Displacement due to clearing of easements for activities related to rehabilitation activities. <sup>7</sup>	High

<sup>6</sup> As designed, the Project is expected to be able to avoid temporary access restrictions as all rehabilitation activities will take place within existing premises of the HPPs.

<sup>7</sup> While there may be some issues of health and safety for ISFs within the fence line of HPPs that would need to be managed through the ESMP and stakeholder engagement, the Project will not require the displacement of ISFs.

		ISF within NPC property housing the Agus 4 to 7 HPPC		X	X	Displacement due to use of settlements for rehabilitation activities. <sup>8</sup>	
4	Road users	Communities and households along the main access roads leading to and from the Agus 4 to 7 HPPC.	X			Increased traffic volume leading to traffic congestion and increased risk of vehicular accidents.	High
5	Women	Women and girls in communities near the HPPs and worker camps, women members of poor HHs (including women-headed HHs), and women engaged in sex work.	X		X	Potential sexual harassment, abuse and exploitation. Gender-based violence.	High
6	Workers	Contract workers			X	Terms and conditions of employment. Occupational Health and Safety.	High
		Workers from outside host municipalities seeking employment in the rehabilitation project.		X		Employment opportunities.	Moderate
7	Local Government Units (LGU)	LGUs of host Barangays		X		Public health and safety. Project benefits.	High
		LGUs of host municipalities (i.e. Matungao, Balo-I and Iligan City)		X		Public health and safety. Project benefits.	High
8	National Government Agencies (NGA)	Department of Environment and Natural resources (DENR)		X		Environmental compliance at project preparation and during rehabilitation works, and commissioning and operation.	Moderate
		Department of Health (DOH)		X		Public health and safety, monitoring of vector-borne and water-borne diseases, increased demand for public health services.	Moderate
		NCCA, National Museum		X		Potential risks to cultural heritage sites. Occurrence of chance finds. Cultural Heritage Management Plan (CHMP) and Chance Find Procedures.	Moderate
9	Non-Government Organizations (NGO) and Civil Society Organizations (CSO)	Community/Neighborhood Associations		X		Project design. Potential social impacts. Project benefits.	Moderate

<sup>8</sup> As above.

		Farmers and Fisherfolk Organizations		X		Project design. Potential impact on water quality. Potential social impacts.	Moderate
		Women's Associations		X		Project design. Potential impact on women, including gender-based violence (GBV). Benefits to women from the rehabilitation works. Participation of women in paid labor work during rehabilitation.	Moderate
		Persons with Disabilities (PWD) Organizations		X		Project design. Potential impact on PWD.	Low
		Senior Citizen's Organizations		X		Project design. Potential impact on older persons.	Low
		Local Arts, Culture and Heritage Councils; MSU Anthropological Society; MSU-IIT Center of Cultural Studies		X		Potential risks to cultural heritage sites. Occurrence of chance finds. Cultural Heritage Management Plan (CHMP) and Chance Find Procedures.	Low

#### **4.2. Mapping of stakeholder information, consultation and engagement needs of disadvantaged and vulnerable groups.**

32. The World Bank ESF identifies vulnerable individuals or groups as those who may be adversely affected by the project and its related activities, those who because of context-specific conditions may be limited in accessing project benefits, and who may be excluded on the basis of age, gender, ethnicity, religion, physical, mental or other disability, sexual orientation and/or indigenous status.
33. All stakeholder engagement activities will be adapted to the particular context and distinct characteristics of target stakeholder groups. The approach, means and tools for engaging disadvantaged and vulnerable groups will be informed by an assessment of stakeholder communication, language and other needs (see Table 4, below).

Table 4: Summary of Vulnerable Project Stakeholder Needs

<b>Disadvantaged/ Vulnerable Group</b>	<b>Description</b>	<b>Language need</b>	<b>Preferred means of notification</b>	<b>Other needs (i.e., accessibility, time and duration of meetings, IEC materials specification, child care, etc.)</b>
Communities	<ul style="list-style-type: none"> <li>Downstream riverbank communities from the Agus 4 to 7 HPPC.</li> <li>Fence-line communities along the perimeter of the NPC property housing the Agus 4 to 7 HPPs.</li> <li>Roadside communities and households along the main access roads leading to and from the Agus 4 to 7 HPPC.</li> <li>Other communities within host barangays and municipalities</li> </ul>	Tagalog, Bisaya, and the local dialect	<ul style="list-style-type: none"> <li>Simple IEC materials in graphic formats in the local language (i.e., posters, pamphlets, and other similar materials).</li> <li>Public consultation meetings.</li> <li>Social media platforms.</li> <li>Project Notice Boards.</li> </ul>	<ul style="list-style-type: none"> <li>Consultation meetings to be conducted at the community, and at schedules which are most convenient to participants to ensure wide attendance and participation (i.e., weekends).</li> <li>Engagement of experienced community facilitators and organizers to lead in consultation activities.</li> <li>Strict compliance to health and safety protocols and requirements related to containment and management of COVID-19.</li> </ul>
Poor households in nearby communities	<ul style="list-style-type: none"> <li>Poor HHs using water from the river for domestic use.</li> <li>Poor HHs engaged in subsistence fishing along the river.</li> </ul>	Tagalog, Bisaya, and the local dialect	<ul style="list-style-type: none"> <li>Same as above.</li> <li>Separate consultations with identified poor HHs will be conducted.</li> </ul>	<ul style="list-style-type: none"> <li>Same as above</li> </ul>
Informal Settler Families (ISF)	<ul style="list-style-type: none"> <li>ISF within fence line communities.</li> <li>ISF within NPC property housing the Agus 4 to 7 HPPC</li> </ul>	Tagalog, Bisaya, and the local dialect	<ul style="list-style-type: none"> <li>Same as above.</li> <li>Separate meetings with leaders and members of ISF groups.</li> </ul>	<ul style="list-style-type: none"> <li>Same as above</li> </ul>

Women	<ul style="list-style-type: none"> <li>• Women and girls in communities near the HPPs and worker camps.</li> <li>• Women members of poor HHs (including women-headed HHs).</li> <li>• Women engaged in sex work.</li> </ul>	Tagalog, Bisaya, and the local dialect	<ul style="list-style-type: none"> <li>• Same as above.</li> <li>• Separate meetings with women in general, women members of poor HHs, and women engaged in sex work.</li> </ul>	<ul style="list-style-type: none"> <li>• Same as above, with special attention on timing of activities to be determined based on convenience and availability of specific groups of women (i.e., mothers, working women, etc.) and protection of minors.</li> <li>• Facilitators specializing in gender and women's concerns will be tapped to lead in consultations.</li> </ul>
Workers	<ul style="list-style-type: none"> <li>• Contract workers engaged in rehabilitation activities.</li> </ul>	Tagalog, Bisaya, and the local dialect	<ul style="list-style-type: none"> <li>• Same as above.</li> <li>• Separate consultations for men and women workers.</li> </ul>	<ul style="list-style-type: none"> <li>• To be conducted as part of recruitment, contracting, and pre-deployment orientations, with regular follow-up consultations during implementation.</li> </ul>

## **5 STAKEHOLDER ENGAGEMENT PROCESS**

34. This SEP outlines the main principles and procedures and serves as the main framework that will be used to inform, consult and collaborate with project stakeholders throughout the preparation, implementation, commissioning and post-rehabilitation operation of the Agus IV to VII HPPs. The stakeholder engagement processes will be carried out on a continuous, incremental basis throughout the project for all project components and activities requiring stakeholder engagement. Opportunities will be provided for stakeholders to express their concerns and suggestions prior to any decision being made on specific activities. These procedures and processes will be shared with stakeholders in advance of such project activities. A mechanism for continuous feedback, including capturing, processing and resolution of grievances, will be established as part of the project's stakeholder engagement commitments.
35. While this SEP cannot anticipate every specific community context, the guidance herein shall ensure that all relevant stakeholders, especially the disadvantaged and vulnerable groups that may experience disproportionate impact from rehabilitation activities, are able to meaningfully engage in the project development and implementation process through the most appropriate and effective means. This SEP will be reviewed on a regular basis, and revised and/or updated based on the evolving needs of the project.

### **5.1 Principles of Stakeholder Engagement**

36. Consistent with DENR AO No. 2017-15 "Guidelines on Public Participation under the Philippine Environmental Impact Statement System (PEISS)" and ESS 10, all stakeholder engagement activities shall be guided by the following basic principles:
- a. Stakeholder participation and engagement shall be initiated early and sustained at the various stages of the Project, including the ESIA Process, from project design to implementation and post-rehabilitation operation.
  - b. Affirmative action shall be undertaken to ensure the specific conditions and needs of disadvantaged and vulnerable groups and individuals, including women, indigenous peoples, persons with disabilities, the poor, and informal settlers inform and guide the design and conduct of all SE activities.
  - c. All SE activities shall be well-planned and designed to involve stakeholders, especially the disadvantaged and vulnerable, in the assessment, management, and monitoring of environmental and social impacts.
  - d. Timely public disclosure of all necessary relevant information shall be undertaken using context-appropriate means, to ensure informed engagement of stakeholders in each stage of the ESIA process.

### **5.2 Stakeholder Engagement Strategy**

37. A wide range of activities will be used to engage different stakeholders at different stages of the Project, with specific methods used in varying ways in specific sites and targeted at distinct stakeholder groups. These will include:
- a. Interviews with stakeholders and relevant organizations and/or one-on-one meetings with some focus groups.
  - b. Face-to-face meetings, workshops and focused group discussions (FGD) on specific topics.
  - c. Community-based participatory methods for consultations and decision-making, and;
  - d. Surveys, polls, and questionnaires, including web-based or social media techniques.

38. The specific approach for engaging different stakeholder groups will vary depending on the nature of the group and of the topic to be covered. Where appropriate, NPC will engage with local community leaders, civil society organizations, LGU representatives, and private organizations in conducting SEP activities. (See Table 5.1).
39. This SEP will be modified in an incremental manner in response to experience, feedback, lessons, concerns and suggestions made during various consultation events. In addition, updated versions of the SEP will be disclosed publicly to allow feedback on the approach to be taken for all planned SE activities at all stages, from project preparation to implementation, and subsequent operation.



**Table 5.1 - Proposed Strategy for Consultation**

Project stage	Target stakeholders	Topic of consultation	Methods to be used	Location	Frequency	Responsibilities
<b>Project design and preparation Stage, including ESIA</b>	<p>All stakeholders (including, but not limited to):</p> <ul style="list-style-type: none"> <li>Barangay representatives and community members</li> <li>Potentially impacted business</li> <li>NGOs and CBOs in Project areas</li> </ul> <p>Provincial, Regional and Municipal/city Government officials and LGUs</p>	<p>Project design</p> <p>Project objectives</p> <p>Specialised and focussed information, consultation, awareness and disclosures (including, but not limited to):</p> <ul style="list-style-type: none"> <li>Legacy Issues</li> <li>Labour Management Health and Safety</li> <li>Community Health and Safety</li> <li>Security Management</li> <li>Environmental Protection sites</li> </ul>	<p>Focus groups</p> <p>Surveys</p> <p>Courtesy visits to key host Local Government Unit officials</p> <p>Community face to face</p> <p>Key Informant Interviews</p> <p>Focus groups</p> <p>One on one with some key groups and individuals</p> <p>Social media: Facebook</p> <p>Pamphlets and presentations</p> <p>Disclosure on NPC and World bank Websites</p>	Host Communities	During IEC/FGD	NPC assisted by the E&S Consultant team

		<ul style="list-style-type: none"> <li>Indigenous and Ethnic Minorities<sup>9</sup></li> <li>Resettlement and Land acquisition issues<sup>10</sup></li> </ul> <p>ACHP Draft and Final ESIA and ESF documents, accordance with DENR-EMB and World Bank ESF requirements</p> <p>Final project design and associated documents</p>	Grievance Redress Mechanism			
<b>Implementation</b>	All stakeholders	<p>Project progress</p> <p>Status reporting</p> <p>Findings of monitoring reports</p> <p>Participation in targeted conversations of special topics</p>	<p>Face to face Public Meetings and Workshops with Barangay officials and community members</p> <p>One on one CBOs / NGOs meetings</p>	NPC or Host communities and other designated places	Quarterly or as the needed	NPC PIU, Implementation Consultant

<sup>9</sup> As noted, it has been established that there are no IPs present in the Project 1 project areas that meet the characteristics of ESS7 or IPRA.

<sup>10</sup> It has been assessed, including through the SE, that there are no land acquisition or legacy issues for Project 1.

			Radio and phone texts  Focus groups and specific Surveys  Key Informant Interviews  Focus groups  One on one with some key groups and individuals  Social media: Facebook  Pamphlets and presentations  Web based disclosure - NPC and World bank Websites  Grievance Redress Mechanism			
<b>Completion and Commissioning<sup>11</sup></b>	All stakeholders	Reporting of aggregated impacts	Consultations  Radio and phone texts	NPC or Host communities and	Upon completion/ commissioning	NPC – initially PIU followed by individual HPP

<sup>11</sup> Decommissioning not considered at this stage, and not part of the Project.

			<p>Focus groups</p> <p>Key Informant Interviews</p> <p>Social media: Facebook</p> <p>Pamphlets</p> <p>Web based disclosure - NPC Website</p> <p>Grievance Redress Mechanism</p>	other designated places		Management / HPP operators.
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### **5.3 Recording Results of Stakeholder Engagement**

40. It is important to ensure that the awareness materials and approaches, types of inquiries, views and opinions of stakeholders and responses of the project owners to the stakeholders are fully recorded, to ensure all stakeholders are aware of the Project, its implications and project grievance mechanisms are fully understood.
41. Several methods of recording stakeholder engagement will be used under this Project:
- a) Minutes of Meetings: each of the Stakeholder Engagement approached in Section 4 above, have had minutes of Meeting prepared. This ensures that opinions of the concerned stakeholders are recorded and used within the Project planning, design and implementation
  - b) Awareness Materials: in the form of brochures and presentations were prepared for the various scoping meetings, for the purpose of explaining the Project and the processes of the Screening and Scoping phase, ESIA phase and implementation. Awareness / presentation materials provide the stakeholder with a basis for comments and questions on the Project.
  - c) Photographs: of the meetings and training sessions show records of the events taking place and photos of the materials being discussed.
  - d) Participant lists: to show which stakeholders have been involved in the Project meetings and training provided. These shall be attached, with presentation/awareness materials along with minutes of meetings and photographs.
42. It is important that the above documentation of Stakeholder Engagement actions be recorded in the Screening and Scoping report(s), ESIA(s) and Monitoring Reports during implementation of this Project. They may include a summary of results in the main text of reports with the detailed records (a-d) Annexed in each report, as required.

### **5.4 Information Disclosure**

43. Disclosure of Project information, in accordance with Philippines and World Bank requirements, will be conducted as recommended in Table 5.2. Approved documents (and any updates) that are endorsed by the NPC and approved by the World Bank shall be disclosed on the NPC website.<sup>12</sup> The World Bank shall disclose the published documents on its own website after NPC disclosure. These documents and/or other adequate information, in full or in the form of Executive Summaries, shall be made available to the affected communities and other stakeholders, in a timely manner at accessible locations. There may also be a need for verbal disclosure through awareness meetings, particularly with vulnerable stakeholders.

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<sup>12</sup> <https://www.napocor.gov.ph/>

**Table 5.2 - Proposed Strategy for Information Disclosure**

Project Stage	List of the information to be disclosed	Target Stakeholders	Methods to be used	Responsible Agency
ESIA / ESMP and other E&S documents	<p>Project Information, its anticipated impacts, mitigation measures (in draft)</p> <p>Brochures, Posters and other awareness materials</p> <p>Stakeholder Engagement Plan (pre-project implementation editions)</p> <p>Environmental and Social Impact Assessment, associated documents and Environmental and Social Management Plan</p>	<ul style="list-style-type: none"> <li>– NPC</li> <li>– Representatives from regional, Provincial, Municipal LGUs</li> <li>– NGOs and CBOs working in the project related natural resources sectors in respective regions</li> <li>– Private sector associations</li> <li>– Barangay officials and local community members and groups in project target areas</li> <li>– Vulnerable People</li> <li>– Private Sector</li> </ul>	<p>Virtual meeting (Social Media) Phone and email.</p> <p>In person consultation meetings (if possible, following the required COVID-19 protocols of the time)</p> <p>Focus Group Discussions (if possible, following the required COVID-19 protocols of the time)</p> <p>Reports disclosed on NPC and World Bank websites</p>	<p>NPC</p> <p>World Bank (disclosure of draft and final documents)</p>

Project Implementation	<p>Project Information</p> <p>Stakeholder Engagement Plan (Editions prepared at ESIA and during Implementation)</p> <p>Environmental and Social Management Plan</p> <p>Project Progress Reports</p> <p>Environmental and Social Assessment Reports</p> <p>Brochures, Posters and other awareness materials</p> <p>Feedback of Consultations</p>	<ul style="list-style-type: none"> <li>– NPC</li> <li>– Representatives from regional, Provincial, Municipal LGUs</li> <li>– NGOs and CBOs working in the project related sectors in respective regions</li> <li>– Private sector associations</li> <li>– Barangay officials and local community members and groups in project target areas</li> <li>– Vulnerable People</li> <li>– Private Sector</li> </ul>	<p>Combination of the following:</p> <p>Focus Group Meetings/ Discussions</p> <p>In person Consultations</p> <p>Formal meetings with structured agendas</p> <p>NPC website</p> <p>Press Release on local media</p> <p>Broadcasting Media</p> <p>World bank Website</p>	NPC and Project PIU.
Project Completion	Project Completion and Evaluation Report	<ul style="list-style-type: none"> <li>– NPC and Government of the Philippines</li> <li>– Project areas LGUs</li> <li>– Barangay officials</li> <li>– Local Community and Local ethnic groups members</li> <li>– Vulnerable People</li> <li>– NGOs and CBOs</li> </ul>	<p>Formal meetings with structured agendas</p> <p>NPC website</p> <p>Press Release on local media</p> <p>Broadcasting Media</p> <p>World bank Website</p>	NPC

## 6 GRIEVANCE REDRESS MECHANISM (GRM)

44. Many grievances and complaints from communities, in relation to a project, can often be resolved through clarification at a local level or through project management providing clarifications. This section outlines the existing GRM in the government and the Project GRM to supplement the government system.

## **6.1 Existing GRM Within the Philippines**

45. Article V (Grievance Redress Mechanisms) Sections 18 to 21 of the DENR AO No. 2017-15 defines the grievance procedures per type of grievance.
46. For non-inclusion among the identified stakeholders of the project, the complainant sends a letter to the Environmental Management Bureau (EMB) with jurisdiction over the processing of the Environmental Compliance Certificate (ECC) of the proposed project, stating the reason for inclusion as stakeholder based on official guidelines, and specific concerns about the proposed environmental impacts. The letter should be submitted before the EIS is submitted for procedural screening. If the complaint is assessed as valid, the complainant is then listed as a legitimate stakeholder.
47. For non-reporting by the Multi-partite Monitoring Team (MMT) of the actual adverse environmental impacts of the project during project implementation, a letter addressed to the EMB Regional Office is submitted soonest. The EMB responds by immediately conducting an investigation.
48. For non-compliance with guidelines by the EMB, a letter of complaint, addressed to the EMB DENR Office next higher level than the one being complained is submitted preferably during or soon after the specific stage of the process where the procedure or requirements being allegedly not complied, the letter should cite specific provisions that were violated. The EMB then responds or will address the complaint in the next state of the EIA process, as appropriate. The NPC adheres to the Grievance Redress Mechanisms of the DENR.
49. This system only relates to the grievances directly relating to the Environmental Impact Assessment System and does not involve the local levels of resolution, including that of Project Management.

## **6.2 NPC GRM via the Public Assistance Desk**

50. The NPC currently adopts different procedures for addressing internal and external concerns. The current procedure employed to address internal concerns are provided in the NPC Circular No. 2020-20 on Revised Policies on the Settlement of Grievances in National Power Corporation. External concerns, in the form of written complaints, are forwarded to the cost center responsible, for example as for Host Community related concerns, it shall be coursed through the concerned division/s (for Agus HPPs), Community Development Department (for MinGen), for accidents within or involving NPC assets/facilities, complaints shall be taken care of by the Committee on Work and Non-work Related Accidents.
51. Processes for the internal concerns are detailed in the NPC Circular No. 2020-20. For external concerns, the investigation and report / recommendation shall be coursed through the Legal Services group for the management's decisions/resolutions/actions.

## **6.3 Project's GRM Introduced to Supplement Existing System**

52. The Project will establish and utilize this Grievance Redress Mechanism (GRM) to identify and solve the problems and concerns related to the Project. It will facilitate the process of receiving, evaluating and handling project-related complaints from citizens, affected persons, or beneficiaries. The GRM aims to: (1) strengthen accountability to the beneficiaries; and (2) provide a means for project stakeholders to provide feedback and/or express complaints related to project activities.
53. By increasing transparency and accountability, the GRM is expected to reduce the risks inadvertently caused by the Project to the citizens and beneficiaries. It also serves as an important feedback and learning mechanism that can help address the project's impact(s). The GRM will not only receive and record complaints but also seek to resolve them. All complaints will be recorded and will go through the basic procedures as required.



54. The GRM design is detailed below:

- **Definition:** A process for receiving, evaluating, and handling complaints and concerns from communities, beneficiaries and other stakeholders
- **Scope:** Complaints handling mechanisms will be provided for stakeholders and other interested parties to raise questions, comments, suggestions, and/or complaints, or provide any feedback from all activities funded by the project. This GRM does not preclude anyone who wishes to file the same complaints in the respective system of LGUs, DENR or NPC for cases that involve their respective employees or staff.
- **Users:** Project beneficiaries, directly and/or indirectly affected parties, interested parties.
- **Management:** GRM will be managed by the Project Implementing Unit (PIU).
- **Submission of Complaints:** Complaints can be submitted at any time during the implementation of the Project.
- **Procedure:**
  1. **Filing Complaints**

The PIU will provide the channels where complaints can be made by anyone through the following:

- a. Social media (accounts to be created before start of Project)
- b. Electronic mail (email address will be created before start of Project)
- c. Letter or existing grievance complaint form (to be sent to the Project Office/PIU)
- d. Hotline numbers (to be created before start of the project)
- e. Verbal (to be assisted by PIU)

The Project will ensure the availability of all channels which will be properly communicated during public consultations and meetings, with GRM IEC materials distributed during the meetings/consultations and in the offices of all agencies or units involved in project implementation. The PIU will establish a GRM management information system (MIS) that will serve as a platform for the whole GRM process.

Complaints can be made anonymously, and all complaints will be treated with utmost confidentiality. The PIU will ensure that, in all cases, conflict of interest will be avoided during the whole GRM process.

It is possible that some affected persons will complain directly to their community leaders or local government officials, or to the contractors themselves, and that their complaints are resolved right there and then. The Project will strive to document those cases using the GRM MIS.

## **2. Receiving and Recording**

The PIU will designate a person in charge for receiving and recording complaints. The person in charge will fill out the complaint form, record it in the complaints list, and ensure that these are saved in the tracking system. The complaints are then sorted and transferred to the officers responsible for handling and investigating complaints.

## **3. Reviewing and Addressing Complaints**

Complaints submitted to the PIU through the channels mentioned above will go through the following review processes:

#### *Fact Checking/Preliminary Investigation*

At least two staff at the PIU will be designated as GRM investigating officers who will perform the task of fact checking and preliminary investigation. The main objective of this review is to establish whether there is truth to the complaint and actions by the LGU GRM Committee is warranted. Complaints that are essentially needing information or clarification can be addressed immediately by the investigating officers. A guide in a form of frequently asked questions (FAQs) will be developed to be used for this purpose.

#### *Review by the PIU GRM Committee*

The investigating officers will endorse the complaints that warrant further investigation and action to the PIU GRM Committee, a committee (of at least 3 members) that will be formed by the PIU Project Director. The committee will review the cases endorsed to them and decide on the next courses of action.

#### *Investigation and Action by the Barangay LGU (BLGU)*

Through an official communication, the PIU GRM Committee will endorse cases that need further investigation and action by the BLGU. The BLGU will be composed of the Punong Barangay (Barangay Chair), two kagawads (council members), a representative from the NPC, and a respected elder in the barangay.

Upon receipt of the communication from the PIU, the BLGU will immediately assemble the team members to review the complaints and plan a course of action. The BLGU shall conduct the investigation with utmost confidentiality and care. All personalities involved in the investigation process will not have material, personal or professional interests in relation to the investigation and there is no personal or professional relationship with the complainant or witness. Investigation may include site visits, document review, and meetings with parties to come up with possible solutions.

The Project GRM aims to resolve complaints immediately and through the lowest possible level. The BLGU is tasked to explore all possible means to resolve the complaints and arrive at decisions that are acceptable to all parties involved.

#### *Investigation and Action by the PIU GRM Committee*

When complaints are not resolved at the LGU level within two weeks, they are then endorsed to the PIU GRM Committee for action.

Complaints are considered resolved and closed when all parties accept the proposed resolution, and the necessary corrective action, if any, is completed. When not satisfied with the action by the Project, complainants may consider options outside of the Project.

The results of the investigation and action will then be submitted to the PIU GRM Committee and documented in the GRM MIS.

The PIU GRM Committee will conduct a periodic review of GRM cases to ensure that the processes and actions taken are consistent with the Project GRM described in the SEP.

#### **4. Responding to Complaints**

The complainants will receive the response from the Project through the channel used by the complainants in sending their complaints. Responses to the complaints are made based on the status and results of the investigation.

## **5. Awareness-Raising**

Information about the GRM will be provided in accessible, easily understood formats and will be available on the NPC and partner LGUs websites and social media pages. All information pertaining to the GRM will also be included in all communication initiatives with stakeholders, particularly during public consultations and community meetings.

## **6. Staff Placement and Capacity Building**

The PIU, in coordination with the Human Resources and Administration Division (HRAD) Manager (for MinGen) and Admin Section Chief (for Agus HPPs), will assign roles and responsibilities to staff who will be assigned to the GRM, including membership in the PIU GRM Committee and the BLGU. These will be documented in the Project Operations Manual and will be regularly updated. The roles and responsibilities include:

- Information and education of stakeholders regarding the GRM
- Management of the entire GRM system
- Receiving and recording of complaints
- Notifying the complainants about receipt and deadlines for review of complaints received
- Sorting/categorizing complaints
- Observing problems, including its impacts to project activities and results
- Propose recommendations based on the observation
- Reporting and handling GRM results

## **7. Transparency, Monitoring, and Reporting**

Regular policies, procedures, and updates on the GRM system, and complaints made and resolved, will be available on the NPC and partner LGUs websites and social media pages and will be updated every three months.

The PIU will assess the GRM on a quarterly basis to: (a) make summaries of GRM results, including suggestions and questions to the PIU; and (b) review the status of complaints that have not been resolved and suggest corrective actions as needed.

## **8. Submission of Midterm and Annual Progress Report to the World Bank**

In the midterm and annual implementation reports, the PIU will include GRM results providing the latest information as follows:

- Status of GRM information (procedures, staffing, awareness-raising, etc.)
- Quantitative data on the complaints received and resolved
- Qualitative data on the types of complaints and responses/resolutions, including unresolved ones
- The time needed to resolve complaints
- Factors that influence the use of GRM
- All corrective actions used

# **7 IMPLEMENTATION ARRANGEMENT**

55. The NPC PIU, led by the Project Director, will oversee and guide implementation of activities outlined under this SEP. These include:

- a. Planning and implementing SEP activities.

- b. Monitoring and regular reporting of stakeholder engagement activities.
- c. Ensuring that the GRM is established and operational and that all project staff and stakeholders are informed of its purpose and how it is used.

The HRAD Manager (for MinGen) and Admin Section Chief (for Agus HPPs) are the dedicated staff who lead in operationalizing procedures pertaining to grievance issues. While, for accidents, the Safety Security Division Manager (for MinGen) and the Safety Officers and Security Officers (for Agus HPPs) lead in operationalizing procedures in addressing work and non-work related accidents.

## **8 MONITORING AND REPORTING**

### **8.1 Monitoring Methods**

There will be several types of Stakeholder involvement before and during the Project implementation. This may be in the form of consultation and awareness meetings, group discussions and surveys to exchange information about the Project and elicit views from the stakeholders. There are several monitoring methods that may be used:

- Minutes of meetings - issues discussed and any outcomes, decisions or responses to stakeholders
- Informal notes - issues discussed and any outcomes, decisions or responses to stakeholders
- Attendance lists of training and awareness meetings
- Grievance register results
- Training and awareness material presented in meetings

Depending on the purpose of the stakeholder engagement activity, these records will need to disaggregate attendees by gender, ethnicity, age, group designations/professions, etc.

### **8.2 Reporting**

Stakeholder meetings and other engagement activities will be reported through the following:

- Directly in minutes of meetings,
- Training reports,
- Attached to quarterly and annual project progress reports to the NPC and World Bank.

## ● ANNEXES

### Annex A List of Participants of Conducted IECs / FGDs APHC for Project 1 Areas: Screening and Scoping

Date	Project/s	Municipality	Barangay	KII / IEC / FGD Participants	
				Name of Stakeholder	Represented Sector
AGUS IV-VII HPPs					
04 Nov 2020	Agus IV	Matungao	Somiorang	Noraima Rosal	Barangay Health Worker
				Macaral Senalo	Barangay Health Worker
				Norhaya Dimatingcal	Barangay Health Worker
				Ali. M. Gabril	Barangay Kagawad
				Jocelyn R. Sialongo	Barangay Health Worker
				Amira M. Mascara	Barangay Secretary
				Mike T. Mangoranka	Barangay Kagawad
				Normala M. Mondaz	Barangay Treasurer
04 Nov 2020	Agus IV	Matungao	Matampay	Ariel B. Tubal	Barangay Captain
				Jocelyn R. Sialongo	Barangay Health Worker
				Marissa M. Sialongo	Barangay Kagawad
				Marygen T. Esguerra	Barangay Kagawad
				Ami O. Generalao	Lupon Tagapamayapa
				Dulcesima M. Gerzon	Teacher/Women's Assoc Pres
				Ainie T. Gerzon	Church Representative
				Mercedes A. Tubal	Barangay Treasurer
				Marcela T. Laspobres	Barangay Secretary
				Soledad T. Gerzon	Barangay Kagawad
Julieta B. Marga	Barangay Kagawad				
04 Nov 2020	Agus IV	Matungao	Municipal Level	Phillip Gene Malacas II	Municipal Admin
				Troy Malacas	Municipal Social Welfare Office
				Angelou F. Cantina	SK Federation/SB Member
				Veronica B. Abbu	DepEd Teacher/SDRRM Coordinator
				Christine Grace A. Cuarto	SB Secretary
				Elisco S. Cuarto, Jr.	PWD Association/Senior

				Leopecilla A. Cuarto	Women's Federation President
				Leah Fe Cuarto	Admin Assistant II
				Mohmira M. Dowa	Admin Assistant
19 Nov 2020	Agus V, VI, VII	Iligan City	Ditucalan	Jasmin T. Pates	Barangay Captain
				Norma D. Tanan	Barangay Kagawad
				Pablito P. Cebusana	Barangay Kagawad
				Fredesvinda S. Omblero	Barangay Kagawad
				Banilyn D. Dimitinan	Barangay Kagawad
				Irene Grace D. Canete	Barangay Kagawad
				Luis P. Beliguio Jr.	Barangay Kagawad
				Ebilie E. Demol	Barangay Nutrition Scholar
				Michelle I. Tabago	Barangay Secretary
				Rowena O. Sailago	Barangay Treasurer
				Consolacion R. Coyoca	Resident of Ditucalan
				Jocelyn T. Lebumfacil	Sunflower Purok President
				Norma S. Cebusana	VAWC, Peace and Order
				Carlito V. Coyoca	Walingling Purok President
19 Nov 2020	Agus VI, VII	Iligan City	Maria Cristina	Sheila P. Limot	Barangay Clerk
				Gina B. Tayros	Barangay Health Worker
				Karen Mae A. Sumile	Barangay Messenger
				Rebecca O. Cabornay	Barangay Peacekeeping Action Team
				Cecilia G. Nambatac	Barangay Record Keeper
				Ruel N. Bantilan	Barangay Secretary
				Luzviminda A. Sabardo	Barangay Staff
				Jessa Farah B. Saganal	Barangay Staff
				Neven F. Dasmarinas	Barangay Treasurer
				Reza S. Omandam	Kalipunan ng Liping Pilipino Women's Representative
				Amevil Arat	Lumad - President
				Edna A. Silud	Lumad-Ex President
				Fe B. Camering	Purok 32 President
				Hazel C. Cuizon	Purok Federation President
				Christine Mae P. Lapad	VAWC Desk Officer

25 Nov 2020	Agus IV, V	Balo-i	Municipal Level	Abdulmalik A. Disomangcop	Vice Mayor
				Mapantas L. Mala	Municipal Engineer
				Lain P. Baseo	Municipal Planning and Development Officer
				Jamaludin Macaumbang	Municipal Social Welfare Development Officer
				Jurmina B. Lope	Barangay Chairman Brgy West Poblacion
				Abdul Rahman C. Palao	Barangay Ma. Cristina Kagawad
				Anariza T. Babia	Barangay Matampay Sub-project Management Committee
				Hernani T. Taifacgar	Barangay Nangka Brgy Captain
				Mohamad Saddick M. Montila	Barangay Nangka Kagawad
				Muawanah S. Amicor	Barangay Pacalundo Brgy Secretary
				Basher C. Mangotava	Civil Service Office
				Mohamad I. Rasol	Deputy Prime Youth Organization
				Najeb M. Dake	PWD Chairman
				Qanaroddin L. Ali	Sangguniang Bayan Counselor Land Conflict
				Gamal Managcao	Women's Federation President
				Muatapna M. Ali	
26 Nov 2020	Agus IV-VII	Lanao del Norte	Provincial Level	Hon. Imelda Q. Dimaporo	Provincial Governor
				Ramon G. Serapio	PG ENRO
				Atty. January M.Alfeche	Provincial Legal Office
				Engr. Juliet M. Amas	Provincial Engg. Office
				Louie C. Mata	ICT
				Noel U. Curay	Provincial Information Office
01 Dec 2020	Agus IV, V	Balo-i	Nangka	Mapantas L. Mala	Barangay Chairman
				Letecia T. Gabisay	Barangay Health Worker
				Jelly M. Cabilao	Barangay Health Worker

				Mea T. Senarillas	Barangay Health Worker
				Jurmina B. Lope	Barangay Kagawad
				Marmina O. Ibrahim	Barangay Kagawad
				Pablito De Gracia	Barangay Maintenance
				Rosemarie B. Boadilla	Barangay Peace and Order
				Cadidato L. Luamw	Barangay Purok Leader
				Alex M. Mohammad	Barangay Treasurer
				Saida D. Barcay	Farmer's Association
				Robert Sinarillas	Fisherfolks
				Estrella F. Tabaniag	Religious/Civil Society Org
				Normalal Amposso Dupo	World Vision Volunteer/NGO
01 Dec 2020	Agus IV, V	Balo-i	Maria Cristina	Abdul Jabbar L. Ali	Barangay Chairman
				Josefina G. Paran	Barangay Clerk
				Susan S. Bacloan	Barangay Health Worker
				Marlene Moreno	Barangay Health Worker
				Leonida E. Ponce	Barangay Health Worker/BNS
				Hernani T. Traifalgar	Barangay Kagawad
				Raisa Ali Admain	Barangay Kagawad
				Alawi M. Natangcap	Barangay Kagawad
				Editha A. Oloroso	Barangay Kagawad
				Zacaria Madid	Barangay Liaison Officer
				Pomeo M. Sanguila	Barangay Police Action Team
				Antolin Canoy	Barangay Police Action Team
				John B. Bacloan	Barangay Police Action Team
				Keken R. Dingding	Barangay Secretary
				Emily G. Cuento	Dressmaker Association
				Analiza T. Babia	Federation Purok President
				Alim M. Saga	Imam/Barangay Treasurer
				Vivian Ramos	Parent Leader
				Marilou J. Arjaw	Purok 10 Leader
				Liza B. Page	Purok 2 President
				Sally B. Luzano	Purok 4 Leader
				Albretch S. Libot	Purok 5 President
				Diega C. Badal	Purok 7 Secretary
				Pacasum G. Salem	Purok 8 President
				Lilingco T. Busran	Purok A President



02 Dec 2020	Agus IV, V	Balo-i	Matampay	Jean S. Canoy	Purok Secretary
				Abdul Haleen G. Admain	SK Chairman
				Dirogonglin A. Tuano	Vice Chairman Farmers Coop
				Roselyn F. Ramos	Water Reader
				Sacar A. Macaraob	Barangay Captain
				Omar C. Mangotara	Barangay Health Worker
				Asliah A. Sandali	Barangay Health Worker
				Rohaida C. Suba	Barangay Health Worker
				Rayansa D. Suba	Barangay Kagawad
				Saida A. Pacalma	Barangay Kagawad
				Jamaloding M. Anarig	Barangay Kagawad
				Marie Grace C. Villacencio	Barangay Kagawad
				Motalib M. Sabino	Barangay Kagawad
				Mansawi A. Saidali	Barangay Police Action Team
				Norkhan R. Aragon	Barangay Police Action Team
				Rosalina T. Tolentino	Barangay Secretary
					Barangay Subproject Management Committee
				Basher C. Mangotara	Barangay Tanod
				Ali C. Dalomangcob	Barangay Treasurer
				Lilingan M. Mondas	Community Member
				Aimah B. Sabino	Community Member
				Norainah S. Dicampang	Community Member
				Monaisah A. Anarig	Community Member
				Mongcao A. Sabino	Community Member
				Corolain A. Alonto	Community Member
				Renante Oscara	Community Member
				Potre S. Disoma	Community Member
				Sige Malang	Community Member
				Norhaya B. Andam	Community Member
				Norolain M. Aragon	Community Member
				Khalid A. Macapinil	Community Member

				Editha T. Bactong	Community Member
				Alberto E. Bactong	Community Member
				Amor Ira	Community Member
				Wahid S. Dauto	Community Member
				Norolam Macmac	Community Member
				Norjehan A. Urandigan	Community Member
				Acmad Mascara	Community Member
				Sarah M. Panontongan	Community Member
				Sapia S. Bongcanawan	Community Member
				Namron Sood	Community Member
				Jonairah Camar	Community Member
				Almera D. Rashid	Community Member
				Omairah I. Anarig	Community Member
				Bainari D. Sabino	Community Member
				Jamel M. Macaya	Community Member
				Abdulrahman M. Macmod	Community Member
				Salamona Sabino	Community Member
				Hassanoor M. Dilabacun	Community Member
				Abdullah Sabino	Farmer/Fisherfolks Rep
				Sandato O. Malang	Farmer's Association President
				Morhidaya D. Arib	Parent Leader
				Jamilah Macapil	Purok Leader
				Dario Tadle	Purok President
				Jalamie S. Japu	Sangguniang Kabataan Chairman
				Ampatua Macacuna	Spokesman
				Jamelah R. Disoma	4Ps member
				Tanambae M. Disoma	4Ps member
				Dayang A. Macaya	4Ps member
03 Dec 2020	Agus VI, VII	Iligan City	Buru-un	Mananita B. Paradela	Barangay Captain
				Orlando P. Gabaya	Barangay Kagawad

				Ma. Ella V. Emnace	Barangay Kagawad
				Malcolm D. Caballero	Barangay Kagawad
				Angelita C. Calleno	Barangay Kagawad
				Robert V. Razo	Barangay Kagawad
				Lorgin R. Ancis	Barangay Kagawad
				Alberto B. Villaruz	Barangay Kagawad
				Hazel C. Villadores	Barangay Secretary
				Roger Alicaway	PWD President

## Annex B Summary of issues & concerns raised in the Public Scoping for Agus IV-VII HPPs

Issue Concern	Matungao <sup>11</sup>			Balo-i <sup>12</sup>				Iligan City <sup>13</sup>			
	1	2	3	1	2	3	4	1	2	3	4
<b>Project Description</b>											
When will the project start?									✓		
What is the duration of project implementation?					✓						
How can the project ensure the safety of the people?				✓		✓					
What can we get from the project?				✓							
Project should have proper solid waste management and should address existing problems on waste management.				✓							
Install street lights for security purposes; it is very dark near the power plant				✓							
I want to clarify if the implementation of the three projects is simultaneous								✓			
The siren does not assure that safety of riverside residents is assured; release of water immediately follows the siren			✓			✓				✓	
Stakeholders are amenable to the implementation of the rehabilitation project	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Stakeholder prefers implementation of Option 3; Build Back Better in line with Sustainable Development Goals	✓	✓	✓	✓		✓		✓	✓		✓
<b>Land</b>											
Project adhered to management plan of Lake Lanao Watershed Reservation			✓		✓	✓			✓		
Landslides were reported but were not attributed to the project							✓		✓	✓	
There are observed changes in soil erosion and should be addressed by NPC and the LGU				✓							✓
There are observed changes in soil quality and fertility	✓										
Agus HPPs affected natural habitats positively and negatively; i.e. cutting of trees before construction; reforestation during operation	✓		✓	✓				✓			
<b>Water</b>											
Project induced flooding in downstream areas – flooding affects the nearest purok when water is released.				✓		✓	✓				✓
Change in stream depth is observed during rainy season; shallowing in downstream areas of HPPS was observed	✓	✓	✓	✓	✓						
Projects resulted in depletion and competition for water resources			✓	✓		✓					
Project caused threat to existence of freshwater species			✓	✓			✓				
NPC has an existing MOA with Balo-i LGU regarding flood control. What happened? We were not informed that DPWH will push through with the project.				✓							
Balo-i Plains Flood Control Project was discussed in 2018; tripartite MOA between Balo-i LGU, NPC and DPWH District Office was executed				✓		✓					
Are there wastes coming from the plant that will affect the freshwater and seawater species?											✓
Blocking the river's natural flow will block the important migration routes of fish.											✓
Projects affected surface and groundwater quality				✓							
Proliferation of water lilies in Agus River		✓					✓				

<sup>11</sup> (1) Matungao Municipal LGU; (2) Barangay Somiorang; (3) Barangay Matampay

<sup>12</sup> (1) Balo-i Municipal LGU; (2) Barangay Nangka; (3) Barangay Maria Cristina; (4) Barangay Matampay

<sup>13</sup> (1) Iligan City LGU; (2) Barangay Ditucalan; (3) Barangay Maria Cristina; (4) Barangay Buru-un

Issue Concern	Matungao <sup>11</sup>			Balo-i <sup>12</sup>				Iligan City <sup>13</sup>			
	1	2	3	1	2	3	4	1	2	3	4
<b>Air</b>											
Address climate change issues because poor families and communities will be affected greatly by this problem.				✓							
Noise levels increased during the construction and operation of Agus HPPs but noise level is tolerable						✓	✓	✓	✓		
<b>People</b>											
Implementation of Agus HPPs resulted in the displacement of settlers and disturbance to properties				✓	✓			✓			
NPC properly addressed land tenure issues prior to the construction of the Agus HPPs	✓	✓	✓	✓	✓		✓		✓	✓	
Project has unresolved ROW/land acquisition issues				✓		✓		✓			✓
Project resulted in proliferation of informal settlers				✓		✓	✓	✓	✓		
The project had impacts on physical cultural resources, i.e. Muslim Cemetery was inundated		✓		✓				✓			
The Agus HPPs posed threat to public health and safety; there are no watchmen, barriers along riverbanks and canals, safety warnings or signages; about two persons die every three to five years				✓		✓					
Local benefits such as enhancement of employment and livelihood opportunities, increased business opportunities	✓		✓	✓	✓	✓	✓	✓	✓		✓
LGU income (from national wealth tax and income tax) increased due to operation of Agus HPPs	✓		✓	✓	✓	✓		✓ <sup>14</sup>	✓	✓	✓
LGU receives and benefits from share identified in EPIRA	✓		✓	✓	✓	✓	✓		✓	✓	✓
LGU benefits from SDP/CSR projects		✓	✓	✓	✓	✓	✓	✓	✓		✓
Community electrification was implemented	✓	✓	✓		✓	✓	✓		✓		✓
LGU/Barangay actively participates in MMT				✓		✓			✓		
Project affected livelihood/yields of farmers	✓	✓		✓			✓	✓	✓		
Project affected livelihood/yields of fisherfolks			✓	✓		✓	✓	✓			
The project affected recreation activities and benefited tourism sector						✓		✓			✓
Project caused changes in peace and order situation				✓		✓		✓	✓		
Project hired locals during construction	✓			✓		✓	✓	✓	✓		✓
Hired workers were properly compensated	✓			✓		✓	✓	✓	✓		✓
Workers were provided decent living spaces	✓			✓		✓	✓	✓	✓		✓
Labor issues are dealt through the labor union									✓		
<b>NPC has good relations with host LGU/barangay</b>	✓		✓	✓	✓		✓		✓		✓

<sup>11</sup> (1) Matungao Municipal LGU; (2) Barangay Somiorang; (3) Barangay Matampay

<sup>12</sup> (1) Balo-i Municipal LGU; (2) Barangay Nangka; (3) Barangay Maria Cristina; (4) Barangay Matampay

<sup>13</sup> (1) Iligan City LGU; (2) Barangay Ditucalan; (3) Barangay Maria Cristina; (4) Barangay Buru-un

<sup>14</sup> Income tax only; Iligan City has no share in national wealth tax according to the City Mayor



Issue Concern	Matungao <sup>11</sup>			Balo-i <sup>12</sup>				Iligan City <sup>13</sup>			
	1	2	3	1	2	3	4	1	2	3	4
<b>Other Issues and Concerns</b>											
What will happen to the people in areas where the project is located?				✓			✓				
Inclusion of additional host barangay/s.				✓							
Is the NPC sincere enough to recognize specifically the women's sector?				✓							
The rehabilitation project will limit the occurrence of brownout, increase employment opportunities and share in national wealth tax, CSR/SDP projects		✓	✓	✓		✓	✓		✓		
The project plays a vital role in supporting further economic growth and poverty alleviation.		✓						✓			
Plant will not function during rehabilitation, therefore host LGU/barangay will not receive share in national wealth tax			✓						✓	✓	
Residents living along the river will be endangered	✓					✓					
Cultural difference should be respected. Iligan City has three cultures: Maranao, Lumads and Christians								✓			
Power interruptions during rehabilitation will affect the residents and businesses		✓						✓	✓		
Prioritize local employment and increase local tax with the implementation of the rehabilitation project				✓	✓		✓	✓			
Residents, LGUs and stakeholders are well informed about Agus HPPs	✓		✓			✓		✓	✓		✓
<b>Other Issues (suggested CSR/SDP projects, etc.)</b>											
Implement projects specific for vulnerable sectors				✓							
Implement water supply projects						✓					
Agus HPPs implement effective environmental management interventions such as reforestation											✓
NPC should communicate with LANECO since power is a	✓										

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<sup>12</sup> (1) Balo-i Municipal LGU; (2) Barangay Nangka; (3) Barangay Maria Cristina; (4) Barangay Matampay

<sup>13</sup> (1) Iligan City LGU; (2) Barangay Ditucalan; (3) Barangay Maria Cristina; (4) Barangay Buru-un