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Conducting public awareness and GRM during COVID-19 Pandemic – an example from iRoad 2 program

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Key facts on integrated road investment 2 program

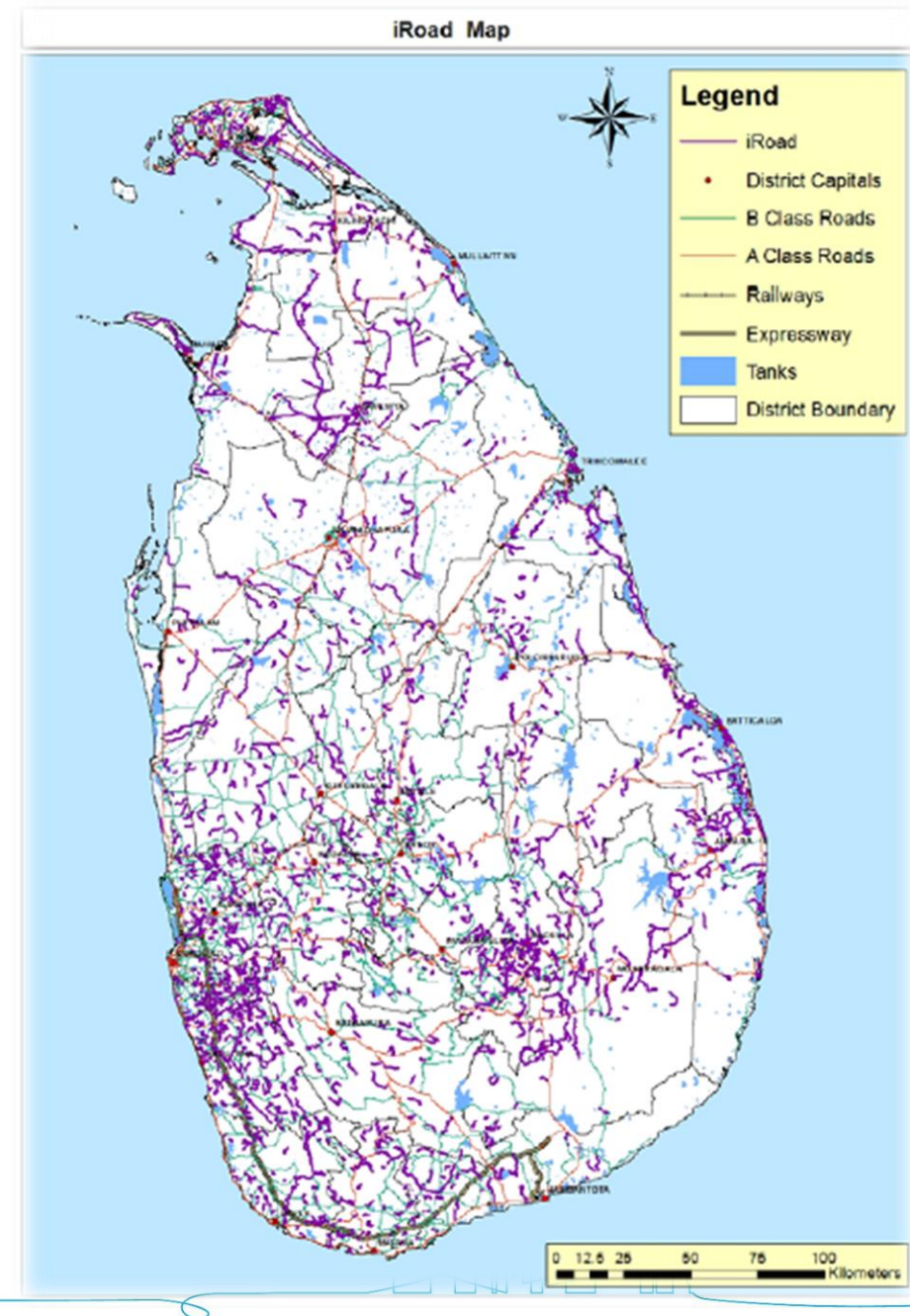
- Implemented in Northern, Eastern, Uva and Western provinces
- MFF modality
- 3,000 km of roads
- EA - Ministry of Highways, IA - RDA

Impact: Connectivity between rural communities and socioeconomic centers.

Outcome: Transport efficiency on project roads increased.

Outputs: (a) Road conditions between the selected rural communities and socioeconomic centers improved, and (b) Capacity of road agencies enhanced.

- Concept of “Context Sensitive Design” and GRM have been effectively used
- Both activities include creating awareness and stakeholder involvement



Mobilization of PIC and contractors for WP happened during COVID-19 lockdown challenge:

Creating awareness about the project and establishing the GRM



Before COVID-19



Issues:

1. Need to update information on public requests and suggestions to be considered at level 2 designs.
2. If the GRCs at DS and GN level have not been formed, there is no proper system to forward grievances.
3. FAM and RF: It is mandatory to form GRCs prior to the commencement of project activities.



Overcoming challenges and issues when construction reopened...

- RDA developed a guideline in reopening construction sites
- SLRM developed a guidance note on health and safety procedures
- VC was organized with the relevant staff of PIU, PIC, Contractor
- Agreed on new ways to conduct community / GRC meetings under COVID-19 pandemic



Precautionary measures before the meetings



Create **awareness** among the public (residents) on **health guidelines** (through public addressing systems)



Provided facilities for hand washing and hand sanitizers at meeting places



Assigned one officer from contractor's staff to **monitor and record temperature** of participants



Issued instructions to the residents to **wear masks properly**



Maintained **registers** of participants at every community meeting place



Reduced number of meetings and participants



No beverage or food items during meetings



Procedure followed to hold community meetings / GRC meetings

- Initial discussion between PE, PD and SE to agree on conducting initial public meetings
- PE consulting DS and GN to confirmed the dates for community / GRC meeting
- PE informs date, time and venue of meeting to the PIC and contractor
- Contractor informs the police station, health authorities and GN of the area (participation of police inspector, PHI for the meeting)
- Community meetings were organized at grass root level by the contractor
- Public Addressing Systems (PASs) were used to create community awareness
- Necessary precautions were taken in line with guidelines



Following COVID-19 Guidelines During Meetings



First community meeting at *Old closed road of the Wetex ground GA 02, Gampaha* was conducted by the staff of PIU, PIC, Contractor



First GRC meeting at GN level was conducted for *Old closed road of the Wetex ground GA 02, Gampaha*



COVID-19 is not considered as a barrier for information dissemination in iRoad.

