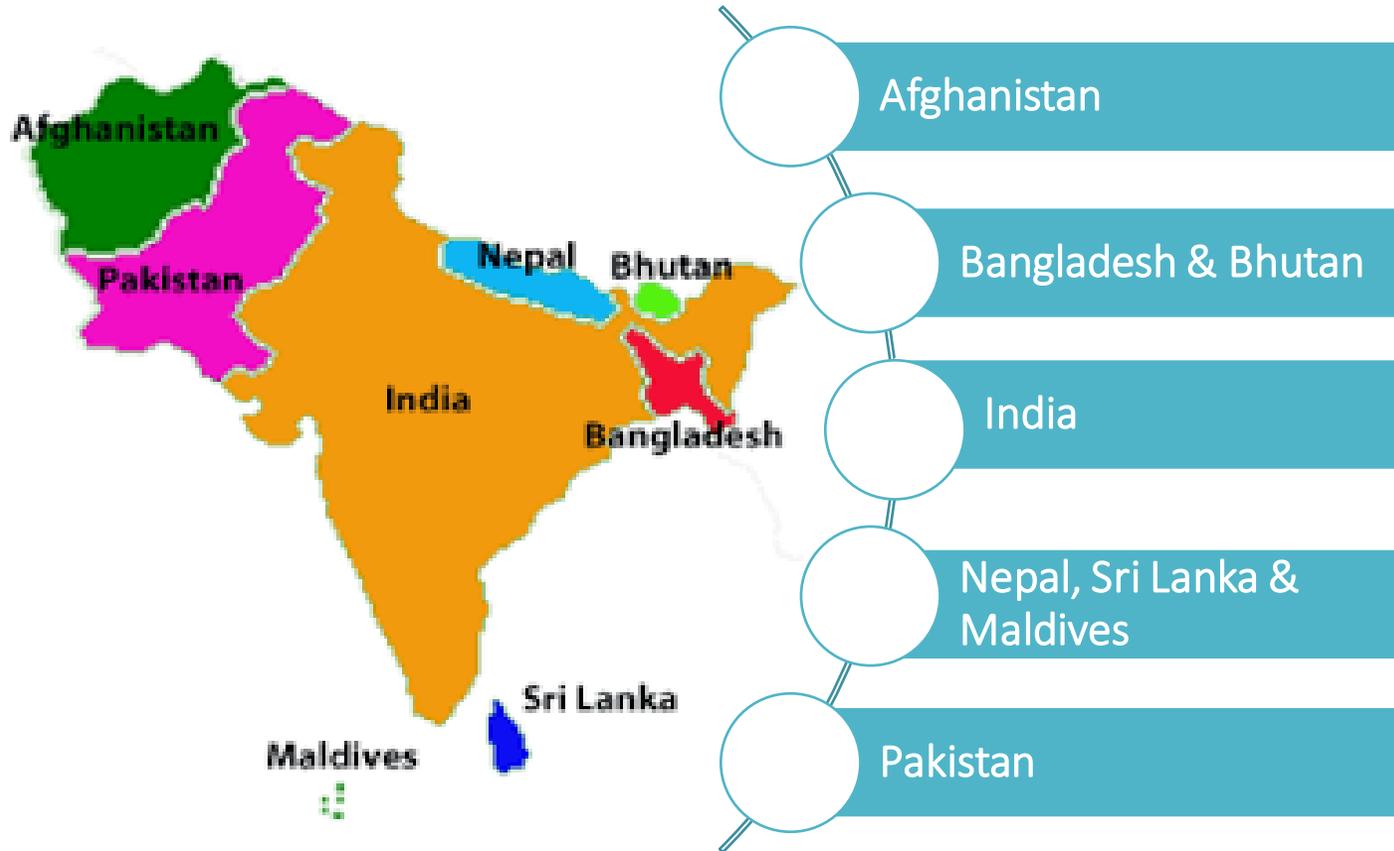


Our work in South Asia



South Asia Regional Challenges



Mixture of low and middle income countries

Fragile contexts e.g. Afghanistan

Difference in scale of operations

- Small: Bhutan and Maldives
- Large: India, Pakistan and Bangladesh – reaching millions of people

The Social Sustainability and Inclusion Practice Group supports communities and governments by focusing on:



Inclusion

Opportunities for of all people

Irrespective of income level, geography, gender, ethnicity, disability, religion, sexual orientation or other grounds of discrimination



Resilience

Opportunities to overcome

Socio-economic shocks, fragility climate extremes and natural hazards



Empowerment

Opportunities to shape

Their own futures and have a meaningful voice in government



The South Asian Regional Context

Some of the challenges we are trying to tackle

- **SAR is home to a third of the world's poorest people:**
 - Multi-dimensional poverty
 - 54% of South Asia's population lives on less than \$3.20 / day
 - vulnerable to falling back into poverty after COVID

- **Large and Persistent Disparities** in income and development outcomes
 - Despite economic growth
 - Discrimination & exclusion from opportunities (such as labor markets)
 - Female labor force participation dropping from a low 32% in India*
 - Exclusion due to physical or mental disability
 - 80% of adults in Afghanistan suffer impairment*
 - (24.6% mild, 40.4% moderate, and 13.9% severe)*
 - Some 40% of women across the region report Gender-Based Violence
 - High rates of child marriage (Dalit caste of India, Nepal etc.)

Some of the
challenges we are
trying to tackle

Millions of people in SAR are missing out!

On their social, economic and political rights and opportunities due to poverty, fragility and conflict

Access to basic services are limited

- Over one million Rohingya refugees in Bangladesh
- Cox's Bazaar is home to the largest refugee camp in the world
- The crisis in Afghanistan expected to result in a large exodus

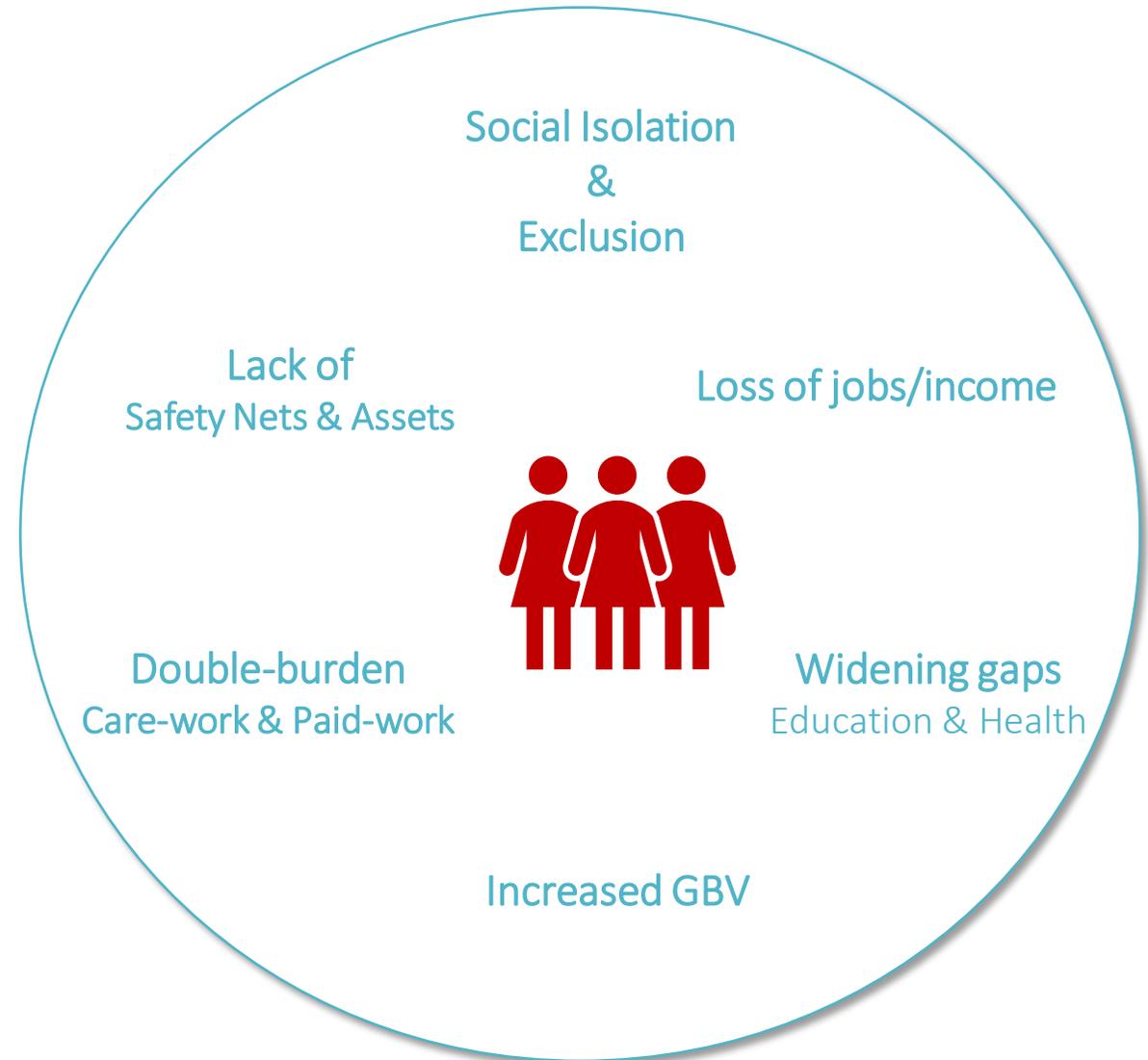
Some of the Gender Challenges in South Asia

Great progress in women's health and education outcomes across the region. Yet, some challenges remain in these areas

- ✓ There are wide gender gaps in access to economic opportunities
- ✓ Gender-based violence remains a serious issue in SAR

Impacts of COVID

- ✓ Women and girls disproportionately affected by COVID 19
- ✓ Widening gender gaps within the region



In the *Eye Of The Storm*.... With COVID-19



Domestic violence



Migrant workers





SAR SSI

What we do

Different ways in which the WB/SSI supports SAR Governments:

1. Lends to governments and provides technical advice in designing and implementing projects

SSI supports every Bank project with the implementation of the Bank Social and Environmental Framework – to ensure project benefits reach those intended, and no one is harmed by our projects

2. Provides policy advice to governments on a range of social policy issues, including gender, citizen engagement, social inclusion.

3. Carries out research and shares new evidence with policy-makers regarding what makes for good development and strong impacts.



SSI helps other sectors apply the Environmental and Social Framework (ESF)



Protecting People and the Environment in Investment Projects

What are the Environmental & Social Standards?

Designed to help Borrowers

- manage project risks and impacts
- improve environmental and social performance
- consistent with good international practice (*national and international obligations*)

Include objectives

That define the environmental and social outcomes to be achieved



Include requirements

Help Borrowers achieve ESS objectives

Through means appropriate to nature, scale and risks of the project

Ten Environmental and Social Standards



ESS1

Assessment and Management of Environmental and Social Risks and Impacts



ESS2

Labor and Working Conditions



ESS3

Resource Efficiency and Pollution Prevention and Management



ESS4

Community Health and Safety



ESS5

Land Acquisition, Restrictions on Land Use and Involuntary Resettlement



ESS6

Biodiversity Conservation and Sustainable Management of Living Natural Resources



ESS7

Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities



ESS8

Cultural Heritage



ESS9

Financial Intermediaries



ESS10

Stakeholder Engagement and Information Disclosure

Why is the ESF a *Step Forward* for the WB?

- First policy on social impact assessment
- Stronger emphasis on integrated environmental and social assessment and risk management
- Broader coverage of social issues, including:
 - ✓ Inclusion and non-discrimination:
 - explicit protection for disadvantaged & vulnerable groups
 - ✓ Clearer and broader focus on gender issues
 - ✓ Labor and working conditions
 - ✓ Introduction of Free Prior and Informed Consent (FPIC) for
Indigenous Peoples/Historically Underserved Traditional Local
Communities
 - ✓ Expanded community health and safety provisions, including road safety
 - ✓ Introduction of loss of ecosystem services as a social impact





Application of ESF

Sri Lanka COVID-19 Emergency Response and Health Systems Preparedness Project

Social Risks: Exclusion of vulnerable groups, health & safety risks, risks of GBV during isolation, lack of meaningful consultations leading to social tensions during establishment of treatment facilities, rumours affecting vaccine uptake etc.

Project objective: To respond to and mitigate the threat posed by COVID-19 and strengthen national systems

ENSURED INCLUSION OF VULNERABLE AND AFFECTED GROUPS

Mobile health services, vaccinations to prioritize elderly, sick & disabled, access in remote locations

Trained & equipped around 100 staff at elder care homes on prevention and care measures.

Social and financial support provided to high-risk groups and those in quarantine.



STRENGTHENED GBV PREVENTION AND RESPONSE SERVICES

Operationalized hotlines and expanded GBV services through Mithuru Piyasas (i.e. Hospital-based GBV care centres) - 9400 women have accessed services so far.



Application of ESF in Sri Lanka COVID-19 Emergency Response and Health Systems Preparedness Project (P173867) ...

Engaged Communities and received their Feedback

- Consultations done with affected & vulnerable groups and interested parties to understand project risks and impacts to plan mitigation measures.
- Mobilized community groups attached to hospitals (i.e. 'Friends of the Facility committees') to share information and receive feedback.



Risk and Behavior Change Communication Campaigns implemented

- Risk Communication campaigns targeting vulnerable groups and their concerns implemented.
- Campaigns to address public misperceptions and vaccine hesitancy implemented.



Grievance Management System evolved into a national system

- Grievances can be received through postal mail, e-mail, short cord hotline (1907) and social media (WhatsApp & Viber)
- The national call center is adequately staffed and can receive complaints in the two local languages as well.





Some of our
SSI-led
projects in SAR



Community-Driven Development Operations

Community-driven development (CDD) programs empower citizens to collectively define key priorities for their communities, design their own solutions, and control how resources are used.

These projects can respond to a variety of urgent needs including access to clean water, rural roads, school and health clinic construction, and support for micro-enterprises.



Citizens' Charter Afghanistan Project

Project Objective: Citizens' Charter is a promise to deliver a basic package of minimum service standards to every Afghan citizen (and community).

Key Activities:

- (1) Assist communities to collectively identify their development needs and manage projects to address them.
- (2) Provides grants to communities for:
 - ❖ Community infrastructure projects;
 - ❖ Labor intensive public works;
 - ❖ Women's livelihoods projects;
 - ❖ Grain banks (sharing and re-distributing food and non-food items for vulnerable families);

COVID-19 Relief Effort for Afghan Communities and Households



Project Objective: Distribute food/hygiene items to vulnerable households through the existing Community Driven Development platform to meet their basic needs during the COVID-19 outbreak.

Key Activities:

- (1) Mobilize and support community groups to identify eligible households in each community;
- (2) Provide grants to community groups to purchase and distribute food and hygiene products to eligible households

Bangladesh Low Income Community Housing Support Project

- Improves living and housing conditions for residents of low-income slum settlements
- Community members mobilize to identify what they perceive as most pressing social and infrastructure problems
- Settlement upgradation plans developed based on community priorities e.g., roads, drains, streetlights, toilets, community centers, parks, lakes, recreational spaces
- Concessional loans and support to low-income families to make housing improvements and access secure housing

Settlement planning session with community members



Community members get land deeds to secure their housing plots



Construction of a retaining wall to prevent seasonal flooding and waterlogging



Bangladesh Low Income Community Housing Support Project

Before



Before



A newly constructed drain



After



After

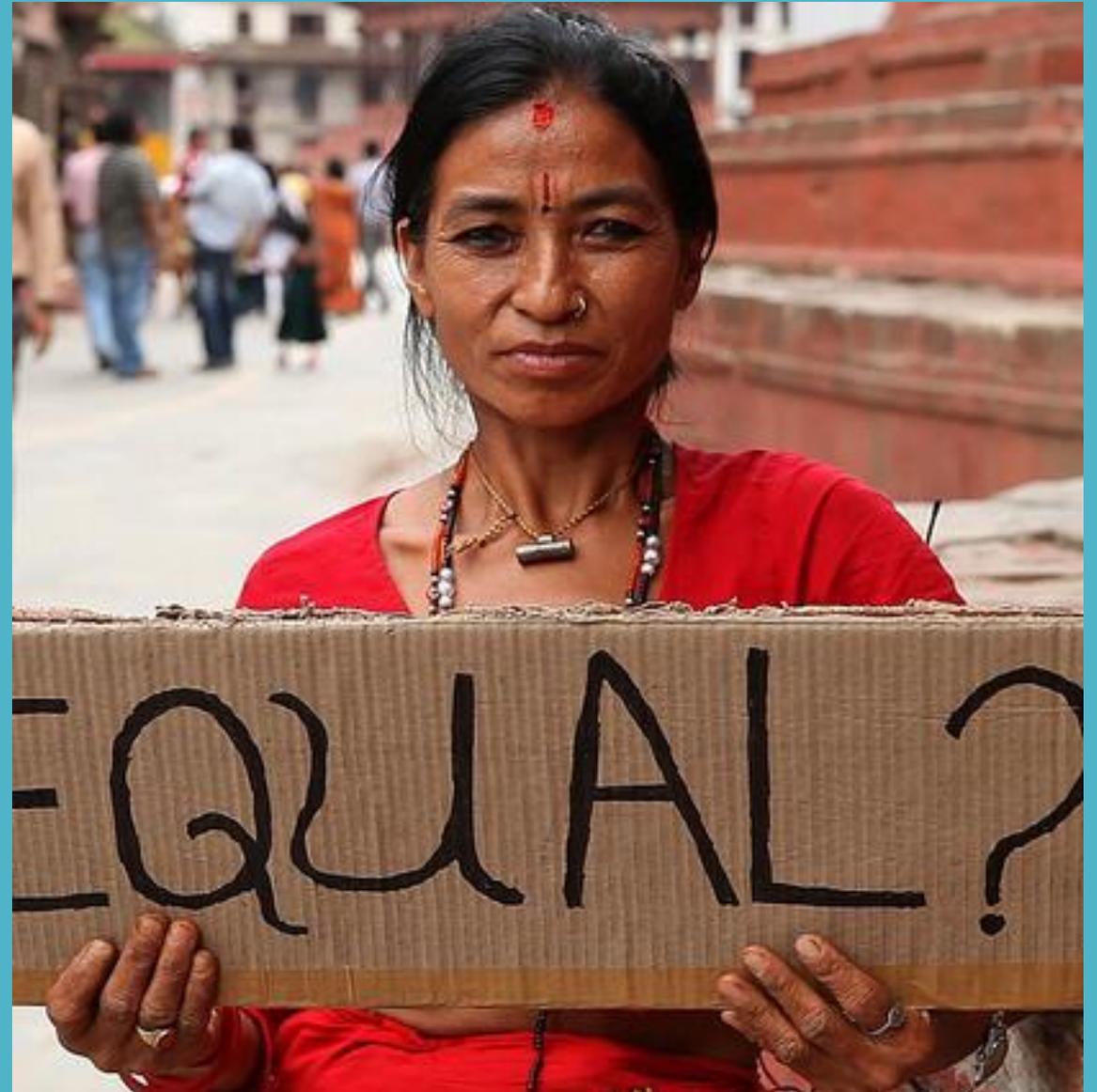


A new school boundary wall



Gender

SAR SSI



A Sharper Focus On Gender in WB work

1. In the last 10 years, WB has been trying to have a greater focus on gender, as reflected in the The World Bank Gender Strategy
2. In SAR, we have been trying to do this in several ways:
 - ✓ By providing more research and analysis showing disparities along gender lines and the economic and social costs of such practice;
 - ✓ By supporting governments to develop more gender equitable policies;
 - ✓ Making WB projects more gender sensitive and/or gender focused;
 - ✓ By addressing issues such as Gender Based Violence more rigorously.



The Bangladesh Health and Gender Project

Overall Objective:

1. Strengthened integrated sexual and reproductive health and rights (SRHR) and
2. Gender-based violence (GBV) prevention and response services and
3. Information for the host and the displaced Rohingya population in Cox's Bazar district.

Specific Objectives:

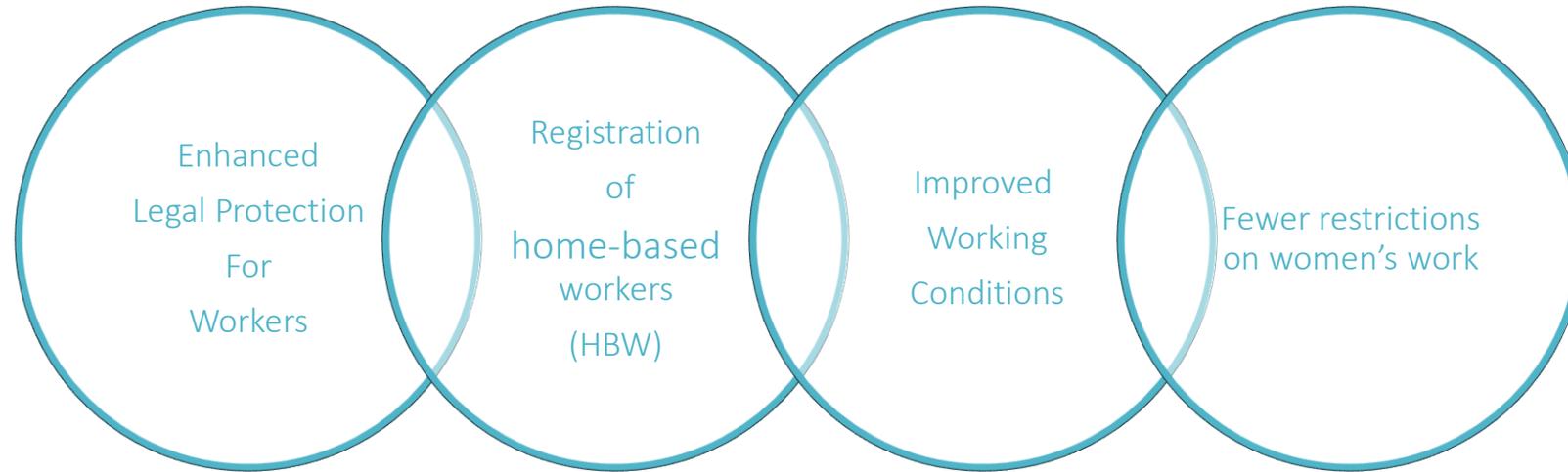
1. Strengthened integrated SRHR and GBV prevention and response services and information in all tiers of healthcare facilities
2. Strengthened government system's capacity to deliver enhanced integrated SRHR and GBV prevention and response

What we expect to achieve through the Bangladesh Health and Gender Project by 2023:

- 20 Government facilities in Cox's Bazar will provide 24/7 care for pregnant women
- 84 health facilities in Cox's Bazaar will provide GBV response services
- At least 15,500 women and girls from the host community will utilize GBV response services
- At least 1,890,000 women and girls from the Rohingya camps will utilize GBV services from health facilities

Pakistan: Development Policy Credit Series

Supporting Policy Reforms on Gender



Next steps

- Research and data collection
 - For impact evaluation of HBWs policy reforms in provinces (KP & Balochistan)
- Technical Assistance for Govts' implementation of laws
 - for protection and well being of women HBWs (Sindh, KP & Balochistan)
- Capacity building of labor departments

Cutting Edge Research



Gender Research and Analytics Program, World Bank, South Asia

- Diagnostic research to understand what drives gender inequalities
- Impact evaluations of innovative interventions
- Gather evidence on effective solutions to narrow gender gaps

A growing portfolio of more than 25 ongoing evaluations, evidence reviews, and synthesis papers



Impact Evaluation of COVID lockdown on girls in Pakistan

Evaluation of innovative behavioral interventions to minimize school dropouts

- **SMS and WhatsApp** suggestions on remote education, lesson plans and scheduled classes
- **Phone-based text messages** to ensure that girls re-enroll once schools reopen
- **Outreach and reminders to families** on the importance of girls' education

Research will provide the evidence for scaling these low-cost interventions across developing countries to ensure uninterrupted education for girls



Citizen Engagement in South Asia



Citizen Engagement in South Asia

Wealth of experience linked to decentralization processes, access to information, management of public resources, and service delivery at the local level

But the Region

- Scores low on voice and accountability
- Has limited budget transparency and participation
- Includes fragile and post conflict countries
- Faces issues of exclusion



Citizen Engagement Approach

Public Awareness
Campaign

Consultations

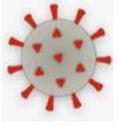
Online Beneficiary
Feedback Mechanism

Satisfaction Surveys

Grievance Redress
Mechanism



Citizen Engagement in Maldives COVID-19 Emergency Income Support Project



Covid-19 caused significant job and income losses with 50% of workers affected



The Project mitigates the economic impact by providing temporary income support for people who have lost a job or suffered a loss of income

Citizen Engagement improves the design and outcomes of the project by engaging with people:

➔ *Results from phase 1 to phase 3: increase of application approvals from 66% to 93% ; increase of female applicants from 23% to 45%.*

Public Awareness Campaign to increase awareness and participation

Representative Committee to improve oversight

Satisfaction Survey to track progress

Consultations to improve project design

Online Reporting on Effects of COVID-19 & Feedback to course correct

Grievance Mechanism to address issues early on



JobCenter

STEP 1 Go to WWW.JOBCENTER.MV & Click reporting module for Maldivians or Foreigners.

STEP 2 **JOBSEEKER LOGIN** Login with eFaas. Click "Create one now" if you don't have an account.

STEP 3 **REPORT TO US** Click submit to report.

STEP 4 **SUBMIT** Fill the form & click 'submit report' at the end.

IF YOUR EMPLOYMENT WAS AFFECTED DUE TO THE COVID 19 PANDEMIC, REPORT TO US!

For more information about

JobCenter

Toll

1475

OPEN HOURS: 9AM - 5PM SUN -THURS

Why Join this SSI team?

If you want to keep the World Bank focused on people and investments that reduce poverty and increase shared prosperity

If you are interested in working to address the critical social problems in complex and diverse South Asian societies.

If you are up for the challenge of dealing with regular political upheaval and fragility – we never know what headlines we will wake up to in the news ...

If you like working as part of a team, learning about different sectors, and different countries, and working alongside South Asian Governments

..... Then SAR SSI is the right place to consider!



SOCIAL SUSTAINABILITY AND INCLUSION



THE WORLD BANK
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