

## GUIDELINE

# STAKEHOLDER CONSULTATION AND ENGAGEMENT GUIDELINES

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## SUMMARY

This document has been formulated as an extension to the [Stakeholder Consultation and Engagement Requirements](#). While the requirements document contains a set of rules that must be complied with when conducting stakeholder engagement, this document is created to assist project developers in drafting a stakeholder engagement plan that will support compliance with the requirements. This document is not prescriptive rather a guide. It also contains a case-study at the end to facilitate a better understanding.

## TABLE OF CONTENTS

<b>SUMMARY .....</b>	<b>1</b>
1  Scope and applicability .....	3
2  definitions .....	3
3  Guidance to support requirements.....	3
3.1   General overview.....	3
3.2   Timing of Stakeholder Consultation.....	6
3.3   Minimum group of stakeholders to be consulted .....	7
3.4   Means of inviting stakeholders .....	8
3.5   Information to be made available to stakeholders.....	9
3.6   physical meeting(s) and feedback round .....	9
Physical meeting(s) .....	9
Feedback round .....	11
3.7   Consideration of comments received .....	12
3.8   Continuous input and grievance mechanism .....	13
3.9   Stakeholder consultation documentation .....	14
3.10   Ongoing reporting.....	14
4  Poa-specific guidance .....	14
4.2   PoA level consultation .....	14
4.3   VPA level consultation .....	15
5  expert stakeholder engagement.....	15
<b>Annex- 1: Case study for conducting a stakeholder consultation .....</b>	<b>16</b>
Document History .....	24

## 1| SCOPE AND APPLICABILITY

- 1.1.1 | This document provides a step-by-step guide to help conduct a stakeholder consultation in an effective and meaningful manner. It also presents guiding questions to consider when developing the stakeholder consultation process. This guidance document supports the Gold Standard [Stakeholder Consultation and Engagement Requirements](#), however, if and where any conflict appears the '[Stakeholder Consultation and Engagement Requirements](#)' supersedes the guidance document.
- 1.1.2 | Stakeholder Consultations provide a critical opportunity to engage stakeholders in a meaningful manner to improve project design and its outcomes. It also enables project developers to identify, avoid and minimise adverse impacts and establish ongoing communications with relevant stakeholders.
- 1.1.3 | Involving the relevant stakeholders at an early stage of the project cycle helps them to understand the project, participate in decision-making and exchange views and/or concerns regarding the project impacts and opportunities. This generates a sense of ownership and helps to improve the long-term results of the project.

## 2| DEFINITIONS

- 2.1.1 | In addition to definitions contained in the Gold Standard for the Global Goals (GS4GG) [glossary of terms](#), some additional ones can be found in the [Stakeholder Consultation and Engagement Requirements](#),

## 3| GUIDANCE TO SUPPORT REQUIREMENTS

### 3.1 | General overview

- 3.1.1 | It is important to review the [Principles & Requirements, Stakeholder Consultation and Engagement Requirements](#) and the applicable [Activity Requirement](#) (if any) to prepare a formal "Stakeholder Consultation plan".
- 3.1.2 | Careful planning will help ensure a successful consultation and project developers should consider the key elements while planning for these consultations.

A list of suggested guiding questions for the preparation of stakeholder consultations are:

- a. What are the objectives of the stakeholder consultation?
- b. Who are your relevant stakeholders? Are you planning to involve everyone? Who else is missing?
- c. How will you engage them? What is the most appropriate format?
- d. Have you identified the potential impacts and risks of the project?

- e. Have you prepared the mitigation plan to avoid and minimise the adverse impacts of the project?
- f. Have you prepared an appropriate communication plan to share project information with stakeholders before and after the consultations? Is the information in a language spoken by the stakeholders? Is it presented in an understandable, non-technical way?
- g. How can you maximise the participation in stakeholder consultation along with ensuring that every section of the community is appropriately represented?
- h. Can your project impact a specific gender or section of the community more than the others? If yes, what can you do to ensure their representation in stakeholder consultation?
- i. Are there any national or regional laws applicable to your project in terms of stakeholder consultation?

3.1.3 | The project developer should ensure that the information is presented in a way that is understood by all and is best suited for the target audience. In cases where the stakeholders come from different cultural and/or socio-economic backgrounds, information in one language and/or style of narration might not be understood by all.

3.1.4 | The project should consider different gender relationships and roles in the project area while preparing for consultations. Women and men typically fulfil different roles and responsibilities, depending on the context and the country. Virtually no role is always exclusively performed by just women or men. Since women, in some societal set-ups, are assigned a social status, not at par with men, women may show lower confidence, less influence and less involvement in the design, decisions and engagement with projects. In developing a project, “taking gender issues prevalent in the region of implementation of the project into account” requires that local stakeholder consultation processes reach a wide range of community representatives in ways that ensure equal and effective participation of women and men, and that gender issues are fully factored into comprehensive social and environmental impact assessments.<sup>1</sup> Project Developers are referred to the Gold Standard [Gender Equality Requirements & Guidelines](#) and Gold Standard [Gender Policy](#).

3.1.5 | The project developer should consider the following questions to ensure gender equality while planning for Stakeholder Consultations:

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<sup>1</sup> Cotula, L. and Blackmore, E. (2014) Understanding agricultural investment chains: Lessons to improve governance, Rome and London: FAO and IIED. <https://pubs.iied.org/pdfs/12574IIED.pdf>

- a. What measures and actions need to be put in place to ensure equal gender participation in Stakeholder Consultations?
- b. How should inputs and insights from women and men be sought out, listened to, considered, addressed, and documented?
- c. Is it necessary to make any specific arrangements to ensure that all constituencies are engaged in the consultation? For example:
  - speak to women and men separately.
  - have focus groups for women and men separately before gathering them together to ensure their meaningful participation.
  - adapt timings to fit with men's and women's working schedules.
  - try to employ local women who can facilitate such interactions.

An example of a gender-sensitive consultation approach can be found in:

- USAID: [When to use a Gender stakeholder analysis](#). Integrating Gender into climate change projects ENERGIA: Elizabeth Cecelski; Soma Dutta (2011);

3.1.6 | While preparing for the Stakeholder Consultation, the project developer should also carefully consider the social and other barriers that may prevent participation in consultations. Examples of obstacles<sup>2</sup> to participation by women in public meetings and/or decision-making include:

- a. Ignorance and illiteracy, including ignorance of rights
- b. The mockery, criticism, and other attitudes that confront women who speak out
- c. Distrust from development workers and other members of the community
- d. Traditional roles and power divisions
- e. The higher control by men over information and resources relative to women
- f. Invitations are announced and/or meetings are organised in places and at times not suitable for women
- g. Meetings are conducted in a non-local language
- h. Lack of access to or control over financial resources

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<sup>2</sup> Adapted from ICIMOD (2008): Guidelines for a Gender Sensitive Participatory Approach <https://www.icimod.org/wp-content/uploads/2019/12/Guidelines-for-a-Gender-Sensitive-Participatory-Approach.pdf>

- i. Lack of solidarity among women or conflict within the community
- j. Lack of self-confidence and low self-esteem
- k. Low female representation in the project's workforce
- l. The information regarding the project is not translated to a narrative that the local women understand such as using day to day analogies and idioms
- m. Lack of local people's representation in the organising group might not make women feel comfortable and come out to talk
- n. Social conditioning makes women believe that problems that the project aims to address are a part of life and they need not find a solution for it (such as inhaling polluted air while using traditional cookstoves for cooking)
- o. No time to participate due to household duties

3.1.7 | If the project developer thinks that involving children of the stakeholders in some way may enhance women's participation, then they may employ suitable strategies to do so.

### **3.2 | Timing of Stakeholder Consultation**

3.2.1 | The project developer should assess if there are any specific requirements to be met in the context of the timing of the stakeholder consultation. Refer to Section 3.2 of [Stakeholder Consultation and Engagement Requirements](#) for details.

3.2.2 | To schedule the physical meeting, the project developer should consider the stakeholder's work arrangements, accessibility, cultural or religious sensitivities. Particular attention should be given to women and the needs of marginalised groups to ensure their participation.

3.2.3 | The project developer should ensure that the physical meeting(s) is organised in an atmosphere that allows all participants to express their views and concerns freely.

3.2.4 | When one meeting is not adequate due to social, cultural, logistics and other barriers, the project developer should consider organising focus groups or smaller meetings for specific groups. For example, a woman-only meeting may be required to register their concerns and insights. In some communities, power relations play a part in who may or may not voice an opinion or concern in a meeting. Therefore, excessive representation of a hierarchy in a physical meeting could be intimidating for stakeholder groups. For example, a senior government official and a female widowed farmer may have different perspectives and positions of power, which might affect their contributions in the meeting. In such cases, the developer may need to organise several meetings in different locations to ensure that all stakeholders can participate and contribute to the discussion and share their views or ensure that space is given to those most directly impacted by the project to express their views.

### 3.3 | Minimum group of stakeholders to be consulted

- 3.3.1 | Identification of relevant stakeholders is a critical step for a successful consultation. The project developer should transparently identify the stakeholders, ensuring that all relevant (both affected and/or interested stakeholders) are provided with an opportunity to participate in consultations. A list of required stakeholders who shall be invited to the consultation is provided in [Stakeholder Consultation and Engagement Requirements](#).
- 3.3.2 | The project developer should ensure all stakeholder groups are engaged, particularly the stakeholders that are often marginalised, including women, youth, the poor informal sector workers, ethnic minorities, indigenous peoples, disabled or elderly people, and members of the LGBTQ community.
- 3.3.3 | Where it is not appropriate to engage with stakeholder groups, for example, indigenous peoples, the project should make provisions to engage with their legitimate representatives (this may include community leaders, regional or national political groups and NGOs).
- 3.3.4 | Stakeholder mapping is one effective way to explore gender gaps. The project developer should ensure that gender-sensitive stakeholder mapping is conducted, and the selection of stakeholders is complemented with sex-disaggregated census data, where available.
- 3.3.5 | Suggested guiding questions:
- Who are the local stakeholders? Do they include women, men, or both? Do they include different socio-economic groups?
  - Are there stakeholder groups from which women or men are excluded?
  - Which ones? Why? What do they lose through non-participation? Additionally, what would the project lose without their participation and feedback?
  - Are there stakeholder groups composed of women exclusively or men exclusively? If so, what is the focus of these groups? What do women/men gain from them?
  - What project activities are men and women involved in and when and where do these activities take place?
  - Who is most dependent on the resources at stake (women or men)? Is this a matter of livelihood or economic advantage?
  - Who has access to and control of resources and services and decision making? How are decisions made?
  - How do target groups interact with the project developer?
  - What are the constraints to access and participation?
  - Who can contribute to gender equality in the project?
  - Who can hinder efforts of gender equality in the project?

### 3.4 | Means of inviting stakeholders

- 3.4.1 | When inviting stakeholders for physical meetings, the project developer should ensure that all stakeholders are invited proactively and with sufficient time for stakeholders to make arrangements to participate (as per the [Stakeholder Consultation and Engagement Requirements](#)). A project developer should always consider if local circumstances demand an even longer notice period than as per the stakeholder requirements and accommodate wherever possible.
- 3.4.2 | The invitation should clearly state the objectives of the consultation, physical meeting date, venue along with details on how feedback can be submitted for those who are unable to attend the physical meeting. The project developer should provide an email address, postal address, contact details of a local representative, which stakeholders can use to submit their concerns and/or questions and get project information.
- 3.4.3 | The project developer should select an invitation method considering local and national circumstances, including appropriate language and measures to ensure a gender-sensitive communications process.
- 3.4.4 | The invitations should include both oral and written invitations – for example
- a. Door to door announcements
  - b. Emails, phone calls or text messages to stakeholders
  - c. Announcements in media: newspapers, radio, or television
  - d. Announcements in public meetings
  - e. Announcements at places that stakeholders visit frequently, for example, community centers, cultural centres, health clinics, post offices, municipality offices, schools, and places of worship (churches, shrines, temples, mosques, etc.)
  - f. Any other suitable method identified by the Project Developer
- 3.4.5 | The project developer should use adequate and appropriate means of invitations considering the local context. For example, the written notice is not a useful mode of communication with an illiterate group of stakeholders. In cases, where most stakeholders are illiterate, the project developer should use oral means – like radio announcements or hand-delivered invitations in the local language.
- 3.4.6 | Project developers should track all the invitations sent out and/or registrations/responses. If stakeholders do not respond to the invitation, the project developer should follow up via email, letter or phone. In many cases, where phone numbers are unknown, visits to the project area may be required. This is important for cases where a project developer has identified a potential risk to a particular stakeholder group or local authority, as a justification will need to be provided on how they were consulted.



3.4.7 | Where the project developer does not have a local presence, they should endeavour to engage local representatives as contacts for the invitation process.

### **3.5 | Information to be made available to stakeholders**

3.5.1 | The scope of the stakeholder consultation is to engage affected stakeholders and to discuss potential environmental, social, and economic impacts (both positive contributions and potential risks) that projects may have during design, planning and implementation, and to establish an ongoing mechanism for feedback.

3.5.2 | The project developer is not obliged to disclose confidential commercial information.

3.5.3 | The project developer should consider some key points to decide the format in which project information should be prepared and presented to stakeholders:

- a. level of technical detail
- b. local language and dialects
- c. cultural sensitivity
- d. the roles of women and men, including the impact of the project on gender relations
- e. the ethnic composition of communities
- f. literacy levels, community leadership structures, and local methods of disseminating information within stakeholder groups

### **3.6 | physical meeting(s) and feedback round**

#### **Physical meeting(s)**

3.6.1 | For a successful consultation, it is crucial to ensure that participants understand the information shared during the physical meeting. Therefore, the project developer should consider common issues and plan accordingly. For example

- a. keep the agenda of the meeting clear and crisp
- b. explain the project and its potential impacts and risks in a manner that is simplified and easy to understand
- c. include a discussion on potential adverse impacts that a project may cause and how the Project Developer will address these
- d. include a question-and-answer session to provide an opportunity for stakeholders to seek more information or raise any questions about the project
- e. arrange for an interpreter if more than one language is used in the project area, or if the project developer is not fluent in the local language

- f. be sensitive to those stakeholders who are unable to read, write, see, or hear and provide assistance to them
- g. where appropriate, employ creative modes of information transfer such as enactment, role plays, small skits in a local language which the PD thinks may be appropriate for the stakeholders to understand the project and its impacts.

3.6.2 | The project developer should identify a respected local facilitator(s) to assist with engaging all stakeholders present and avoid allowing a single person or stakeholder group to set an atmosphere that prevents others from sharing their views and concerns. Particular attention should be given to encouraging women to voice their opinions and if this is not possible given local customs, consider conducting a separate meeting, for example, a separate consultation for women only.

3.6.3 | When conducting the physical meeting, the project developer may deviate from a pre-defined agenda; however, all mandatory elements listed in the recommended agenda in section C.2 of the [stakeholder consultation report template](#) must be covered. The below provides additional guidance on the recommended agenda.

- a. Opening of the meeting with an introduction of the project developer and stakeholders and objective of the meeting.
- b. Explain the project in non-technical terms, providing project details including the location, project technology, implementation timelines, etc. Also, it is good practice to disclose relevant information about the Project Developer, implementers and other parties involved in the project.
- c. Explain the expected sustainable development impacts of the project, both positive and negative, in a simplified manner. The project developer should ask stakeholders if they think there are any other relevant impacts of the project.
- d. Discuss any potential adverse risks of the project, asking obvious questions for the Safeguarding Principles Assessments.
- e. Follow the discussion with the positive impacts and invite stakeholders to provide views on project contributions; if the project is doing too little/enough/too much for identified impact and invite their reasoning. Consider prompting people by asking them first to think in terms of their priorities and day-to-day realities and then of the priorities of future generations. Try to reach a consensus on the assessment of the impacts during the discussion before continuing to the next agenda item. The exercise is challenging, so take care not to confuse and ask too much of your stakeholders. Gather as many comments as possible to improve and balance the project's impacts.
- f. Discuss the monitoring plan for sustainable development impacts by inviting stakeholders to share ideas on how this could be done in a cost-effective and participatory way. What are the most appropriate ways for

stakeholders to monitor the project? Again, consider the abilities and capacity of your stakeholders and be reasonable in expectations.

- g. Discuss the mechanism for input during the Stakeholder Feedback Round.
- h. Discuss the mechanism for continuous input and grievance with the stakeholders to decide what are the best methods to raise concerns and/or seek recourse for impacts that occur during the project implementation. At the physical meeting, the Project Developer should discuss potential options for filing a grievance and the associated procedures and protocols to ensure that stakeholders agree with the selected grievance mechanism.
- i. Arrange a question-and-answer session to provide stakeholders with an opportunity to ask questions to understand the project. Provide pen and paper for stakeholders to write down any questions and/or concerns and encourage people to do so. Invite stakeholders to discuss their concerns and how these concerns could be addressed. Discuss the mitigation plan to address the risks and ask if there are any suggestions to improve the mitigation measure(s). Try to reach a consensus among the stakeholder regarding the final proposed measure(s) to mitigate or minimise the risk in time.

3.6.4 | At the end of the meeting, invite the stakeholders to complete an evaluation form (see [stakeholder consultation report template](#)). Explain the follow-up action plan and how stakeholders can access the minutes of the meeting. It is also important to let attendees know how their comments are recorded and how they may find out about the follow-up actions to address the comments. Also, share the information on the Stakeholder Feedback Round. Close the meeting and collect Stakeholder Meeting Evaluation Forms using, for example, the following format. It may be adapted to the context of the project.

3.6.5 | The project developer should record the minutes of the meeting and gather evidence as pictures or if appropriate record a video; these are useful for keeping a record of questions and comments received and as evidence during the certification cycle. Keep the meeting minutes short and focus on comments received during the meeting. Where appropriate, the project developer may appoint a trusted individual who is familiar with the participants' names (for example, a community nurse or school principal) in advance to record the minutes of the meeting.

3.6.6 | The project developer should record the participant list (see [stakeholder consultation report template](#)) to register their name and contact details, job or position and signature to indicate they were present.

### **Feedback round**

3.6.7 | The Stakeholder Feedback Round (i.e., the second round of consultation) covers all the issues raised in the first round of consultation (i.e., physical

meeting). The project developer must provide feedback to the stakeholders on how comments from the physical meeting have been considered and provide another opportunity to seek comments from stakeholders.

- 3.6.8 | Often stakeholders prefer not to raise their comments during a physical meeting, or the discussion may prompt further comments after the meeting. It is therefore important to give enough space and opportunity to stakeholders to submit their comments
- 3.6.9 | The Stakeholder Consultation documentation and revised project documentation should be made accessible via a website or online platform. In addition to publishing the project documents via a website, the project developer should consider providing hard copies of the documents available at community places, for example, the local post office or municipality office, library, community health centre, or nursery or primary school.

### **3.7 | Consideration of comments received**

- 3.7.1 | Feedback evaluation and follow up actions are a crucial part of the consultation process.
- 3.7.2 | The project developer should compare its sustainable development and safeguarding assessment with the outcome of the stakeholder consultation meeting. All the differences should be identified, and the project documentation should be updated accordingly.
- 3.7.3 | If one or more aspects of the project are considered negative and consensus could not be reached in the meeting, the Project Developer should revisit the impact assessment with an independent third party.
- 3.7.4 | The project developer's judgment is key at this stage and will ultimately determine changes to the final Project Design, implementation, and other relevant aspects. For example, if women provided feedback on the design of a cookstove, it is important to account for and understand the rationale behind the feedback considering that women are the primary user of the technology.
- 3.7.5 | If some stakeholders' concerns seem unwarranted, make a case as to why this is so. Negative stakeholder comments are not necessarily a reason to stop a project's progress, however, all stakeholder concerns should be addressed and accounted for or justified. It may highlight unintended risks or harms from a gender perspective. Make sure to document individual

differences<sup>3</sup> as they relate to priorities, concerns, and potential impacts (positive or negative). These should be categorised and evaluated separately.

- 3.7.6 | After assessing the comments, the project developer should decide whether to change or amend the Project Design. Changes to the Project Design generally increase local ownership of and interest in the project and enhance sustainable development.
- 3.7.7 | The project developer shall document any alterations that will be made to the Project Design resulting from the Stakeholder Consultation meeting in the respective section of the project documentation.
- 3.7.8 | The project developer should document any comments, criticisms or improvements that were made to the input and grievance expression methods discussed at the physical meeting.

### **3.8 | Continuous input and grievance mechanism**

- 3.8.1 | The roles and responsibilities of the person/team managing the mechanism should be formally laid out and communicated effectively.
- 3.8.2 | The project developer may develop a Standard Operating Procedure (SOP) for managing the feedback received. This SOP should be accessible to everyone involved including the stakeholder and the project development team so that the process doesn't become person dependent. The process should be able to run in absence of a dedicated representative.
- 3.8.3 | Project developer may maintain a database to analyse the kind/trend of feedback received.
- 3.8.4 | The best possible method should be employed to maintain anonymity/confidentiality when the stakeholder demands so.
- 3.8.5 | The stakeholders should be assured that they are in safe hands when making feedback.
- 3.8.6 | Gender, caste, creed, social hierarchical and other cultural sensitivities should be taken care of when devising methods of the grievance mechanism. No section of society should become inaccessible by the nature of the mechanism.

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<sup>3</sup> Are responses different or are there similarities across gender lines?

### **3.9 | Stakeholder consultation documentation**

3.9.1 | The consultation must be reported using the [stakeholder consultation report template](#). A complete stakeholder consultation report is required to initiate the preliminary review.

### **3.10 | Ongoing reporting**

3.10.1 | Project developers must use two reporting templates to provide a transparent and regular account of all formal stakeholder interactions during the project's lifetime. These two templates are:

- a. The [annual report](#) and
- b. The project [monitoring report](#)

3.10.2 | Annual reports are normally only required in years when verifications are not completed, please see [Principles & Requirements](#) for the detail of this requirement.

## **4 | POA-SPECIFIC GUIDANCE**

4.1.1 | The section below lays out some guidance applicable specifically to PoA and VPA level stakeholder engagement only. For generic guidance or related to aspects common with project-level consultation, please refer to the sections above.

### **4.2 | PoA level consultation**

4.2.1 | For the PoA level, the project developer may employ any method for consultation. Physical stakeholder engagement is not mandatory, however if the project developer thinks that physical engagement shall be most fruitful for a consultation then it is highly encouraged to be conducted.

4.2.2 | The project developer should identify the stakeholders very carefully keeping in mind the real-case VPAs they plan to design.

4.2.3 | Since the PoA-level design consultation may not be a physical session, it is very important to ensure that the channel to provide feedback is well-explained and accessible to the stakeholders. A non-physical session should not pose as a hindrance in collecting feedback.

4.2.4 | If in a multi-country PoA:

- a. If a project developer chooses to conduct a single design consultation for all the countries, then special care must be taken of the similarities and differences amongst all the involved countries. Aspects such as language, culture, political and economic situation, food habits, etc. have a deep impact on stakeholder perspective thus the influence that the PoA might have on them may differ. The project developer must be respectful of this fact when conducting the consultation.

- b. If a project developer is conducting a single virtual design consultation, then a translator may be useful to interpret languages spoken by representatives from the different countries involved.
- c. It is good to set a clear agenda and scope for the consultation in the beginning of the session to alleviate any disagreements amongst different stakeholder groups.
- d. The information made available to the stakeholders can be drafted separately for each country in a language and method best suited to them.

#### **4.3 | VPA level consultation**

- 4.3.1 | The consultation requirements at the VPA level are the same as that for a project activity, thus, it is recommended that project developers read the sections above that provide guidance for project-level consultation.
- 4.3.2 | If the project developer is conducting a grouped stakeholder consultation for several corresponding VPAs, the developer may take care of the following:
  - a. If the host country is multicultural and multilingual, the project developer should prepare the information provided to the stakeholder in the language and method most suitable to the specific stakeholder group.
  - b. If need be, project developers may prepare soft/hard copies of VPA information in multiple languages and also involve a translator on ground during the physical round.

### **5 | EXPERT STAKEHOLDER ENGAGEMENT**

- 5.1.1 | Expert stakeholders are not necessarily the group of people/community which are directly/indirectly impacted by the implementation of PA/PoA/VPA, however, they can, owing to their expertise in the field, provide constructive inputs to make implementation more successful.
- 5.1.2 | Even if it is not mandatory to seek expert opinion at the time of stakeholder consultation, it may still be beneficial to engage with them at this early stage so that the project design becomes robust from the start.
- 5.1.3 | Some projects require mandatory expert opinion at the time of validation against the assessment questions for technology-specific eligibility criteria. For example, Annex A of [Renewable Energy Activity Requirements](#) lists down various aspects of the project implementation which must be backed by expert opinion during validation. Thus, while in the planning phase itself, the project developer may identify this need and involve the expert stakeholder so that the comments can be incorporated into the project design as early as possible.



## ANNEX- 1: CASE STUDY FOR CONDUCTING A STAKEHOLDER CONSULTATION

The Gold Standard has published this guidance document in conjunction with the [Stakeholder Consultation and Engagement Requirements](#) to make it easier to interpret and implement the requirements. Below is a case study that illustrates the implementation of each requirement and guidance. This case study is a hypothetical example that considers common challenges faced by project developers on the ground. The information/means/methods mentioned in the case study are by no means binding (beyond the Requirements) and are only for reference.

### ***Project/situation description (Project idea)***

The hypothetical project intends to provide more efficient thermal appliances for non-renewable biomass by introducing more energy efficient biomass-fired cookstoves in India. The project developer aims to install mudbrick cookstoves in individual households thereby replacing the traditional three-stone fired stoves, leading to a reduction in indoor pollution and GHG emissions. The project is a small-scale project activity that follows AMS.II.G which is a CDM approved small-scale methodology, also eligible to be applied under Gold Standard for the Global Goals.

### ***Planning and preparations***

As a part of the preparation for stakeholder consultation, the project developer analysed the relevant stakeholders, risks, opportunities and how to conduct the most effective consultation round. The project developer noted, in the context of the applied technology, that the objective of the stakeholder consultation shall be to:

- a. Identify the priorities and opinions of the target population of the project i.e., lower-income groups and marginalised people of remote areas with limited access to basic means and facilities.
- b. Advertise the project to the masses to attain a good demand for the implemented technology.
- c. Bust various myths still living in the perceptions of the people which refrain them from switching to efficient cooking practices.
- d. Enlighten the population on the various ill-effects of cooking on a traditional three-stone fired stove.
- e. Include all relevant sections of the communities in decision making to facilitate successful project implementation and maintain a continuous demand.
- f. As an organisation, gain the trust of the stakeholders.

### ***Identification of stakeholders***

After a preliminary consultation with NGOs working with the target communities, the project developer established the relevant stakeholders to be:



- a. The potential end-users with a focus on women, as they are the predominate users of the technology
- b. The local district magistrate
- c. Representatives of local NGO(s)
- d. The employees of Pradushan Hatao India Initiative
- e. Representative(s) from the Gold Standard Foundation

### ***Sending invitations to the stakeholders***

Considering that most of the end-user population is illiterate, the project developer chose a verbal form of invitation in the local language i.e., Hindi. The project developer employed the following methods of invitation to the end-users:

- a. An announcement in the project area using a loud-speaker system installed on a moving van.
- b. Continuous announcements in common areas such as religious places, schools, bus stands, panchayat meetings and other common community locations.
- c. Verbal door-to-door message by local representatives of the project mainly through female staff to ensure good communication with women.

For the state and district officials, a formal letter was sent over email and by post and acknowledgement was sought.

### ***Venue of the stakeholder meeting***

Keeping in mind the wide variety of stakeholders, project developer decided to conduct three separate local stakeholder consultations in three different districts of Bhind, Barwani and Dindori. This was done to maximise stakeholder participation and not discourage participation due to distance. Each of the three consultations were hosted at a hall in a government hospital to ensure it was central and accessible to every caste, creed and sect of the society. Also, it was considered a safe place by everyone in the community.

### ***Creating information material for stakeholder***

Once the objective, design and involved stakeholders of the project were drafted, the project developer made a non-technical summary of the project in both English and Hindi, to ascertain an efficient information transfer as most of the population of the region spoke Hindi as their mother tongue.



## **Pradushan Hatao India Bhind, Madhya Pradesh**

### **Stakeholder Consultation Meeting "Improved Cook Stoves in India"**

### **Non-technical Summary of the Project**

#### **General description**

The objective of the project is the installation of mud brick cook stoves in individual households in the districts of Bhind, Barwani and Dindori of Madhya Pradesh in order to substitute the traditional three-stone fired cookstoves with an improved cookstoves for clean cooking which will lead to an improved indoor air quality in the household.

Fuel wood is the primary source of energy for majority of the population in India. It is also widely used in traditional stoves for cooking food.

The traditional three-stone fired cookstoves are responsible for high indoor air pollution with high concentration of smoke gases. Therefore, they have several drawbacks for the users:

- the fireplace acts as a constant source of irritation to the eyes and throat
- it creates a permanent environment filled with smoke
- it may lead to development of chronic illnesses pertaining to the eyes, nose and throat of the residents
- the cooking is very inefficient and large amount of fuel wood is used
- women and children are the worst affected since they stay in proximity of these cookstoves for a larger duration

The projects aims at replacing such inefficient and problem-causing stoves with efficient cookstoves built with mud which shall reduce the indoor pollution levels. The efficient stove shall have an outlet which will throw away all the pollutants outside the premises of the house. Thus, keeping the indoor surroundings clean

and breathable. It will also lead to a considerable reduction in the requirement of fuel wood thereby helping the women of the family further.

**Description of the technology**

The improved cookstoves shall be made directly in the cooking space of the household using mud bricks and it will also have a chimney with an outlet for the gases outside the house. This project is promoted and developed by Clean Air Private Limited under the "Pradushan Hatao India" initiative. This initiative aims at employing energy efficient means of cooking thereby improving the indoor air quality in the involved households. The improved cook stoves will not only reduce the air pollution but also will lead to reduction in fuel wood consumption and time of cooking. It is a tried and tested technology in various parts of the world and will now make a difference in many parts of the country.

The stoves shall have 3 models:

1. One-pot variant
2. Two-pot variant
3. Three-pot variant

The efficiency of these improved cookstoves have been indicated to be 25% and shall lead to a reduction in fuel consumption by 30-50% when compared to the traditional baseline stoves.

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## प्रदूषण हटाओ इंडिया भिंड, मध्य प्रदेश

### हितधारक परामर्श बैठक "भारत में बेहतर कुक स्टोव"

#### परियोजना का गैर-तकनीकी सारांश

##### सामान्य विवरण

परियोजना का उद्देश्य भिंड, बरवानी और डिंडोरी जिलों में अलग-अलग घरों में मिट्टी के ईंट के चूल्हे की स्थापना करना है ताकि पारंपरिक तीन-पत्थर से चलने वाले चूल्हों को साफ खाना पकाने के लिए एक बेहतर कुकस्टोव के साथ प्रतिस्थापित किया जा सके जिससे घर में हवा की गुणवत्ता बेहतर हो सके।

भारत में अधिकांश आबादी के लिए ईंधन की लकड़ी ऊर्जा का प्राथमिक स्रोत है। खाना पकाने के लिए पारंपरिक स्टोव में भी इसका व्यापक रूप से उपयोग किया जाता है।

पारंपरिक तीन-पत्थर से चलने वाले चूल्हे धुएँ के गैसों की उच्च सांद्रता के साथ उच्च इनडोर वायु प्रदूषण के लिए जिम्मेदार हैं। इसलिए, उनके पास उपयोगकर्ताओं के लिए कई कमियाँ हैं:

- फायरप्लेस आंखों और गले में जलन के निरंतर स्रोत के रूप में कार्य करता है
- यह धुएँ से भरा एक स्थायी वातावरण बनाता है
- इससे निवासियों की आँख, नाक और गले से संबंधित बीमारियों का विकास हो सकता है
- खाना बनाना बहुत अक्षम है और बड़ी मात्रा में ईंधन की लकड़ी का उपयोग किया जाता है
- महिलाएँ और बच्चे सबसे अधिक प्रभावित होते हैं क्योंकि वे इन चूल्हों के पास अधिक समय तक रहते हैं

परियोजनाओं का उद्देश्य ऐसे अक्षम और समस्या पैदा करने वाले स्टोव को मिट्टी से बने कुशल कुकस्टोव से बदलना है जो इनडोर प्रदूषण के स्तर को कम करेगा। कुशल चूल्हे में एक आउटलेट होगा जो घर के परिसर के बाहर सभी प्रदूषकों को फेंक देगा। इस प्रकार, इनडोर परिवेश को स्वच्छ और साँस लेने योग्य रखना। इससे ईंधन की लकड़ी की आवश्यकता में भी काफी कमी आएगी जिससे परिवार की महिलाओं को और मदद मिलेगी।

### तकनीक का विवरण

सुधरे हुए चूल्हे सीधे घर के खाना पकाने के स्थान में मिट्टी की ईंटों का उपयोग करके बनाए जाएंगे और इसमें घर के बाहर गैसों के निकास के साथ एक चिमनी भी होगी। इस परियोजना को " प्रदूषण हटाओ इंडिया" पहल के तहत क्लीन एयर प्राइवेट लिमिटेड द्वारा प्रचारित और विकसित किया गया है। इस पहल का उद्देश्य खाना पकाने के ऊर्जा कुशल साधनों को नियोजित करना है जिससे शामिल घरों में इनडोर वायु गुणवत्ता में सुधार हो। बेहतर कुक स्टोव न केवल वायु प्रदूषण को कम करेगा बल्कि ईंधन की लकड़ी की खपत और खाना पकाने के समय में भी कमी लाएगा। यह दुनिया के विभिन्न हिस्सों में आजमाई हुई और परखी हुई तकनीक है और अब यह देश के कई हिस्सों में बदलाव लाएगी।

स्टोव में 3 मॉडल होंगे:

१. एक बर्तन प्रकार
२. दो बर्तन प्रकार
३. तीन बर्तन प्रकार

इन उन्नत चूल्हों की दक्षता २५% बताई गई है और इससे पारंपरिक बेसलाइन स्टोव की तुलना में ईंधन की खपत में ३० -५०% की कमी आएगी।

किसी भी अन्य जानकारी के लिए कृपया संपर्क करें:

श्री दुबे

पीओ बॉक्स नंबर १२३४

भिंड, मध्य प्रदेश , ४७७००१

फोन नंबर: +९१ १२३४५६७८९०

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In addition to a non-technical summary, the project developer created small pamphlets illustrating the summary of the economic, social and environmental impacts of the project as per Safeguarding Principles & Requirements and; means and methods to provide feedback for those who would not be able to join the consultation meeting.

### ***Conducting the face-to-face Stakeholder Consultation Meeting***

After the establishment of the objectives and invitees (stakeholders) the project developer had to identify the mode of the most effective communication with the people of the area. The local employees working for the initiative analysed that a recent event organised by the government under the “Beti Bachao Beti Padhao” initiative was very well received by the local people since they used the form of enactments that involved children from the same area. The project developer decided that public inclusion is the best form of communication, as established in the past. Thus, the project developer, with the help of local staff called for children to take part in a play that enacted the negative impacts of traditional practices of cooking on a chulha.

After one month of an invitation campaign, the local stakeholder consultations were carried out at all three districts within one week. The invitations were sent through email, letters through the post, visual and audio displays of the event details. Posters were stuck on the announcement corners of all major places frequented by the community such as government schools, hospitals, dispensaries, bus stands and other similar places. The audio projection was done through loudspeaker announcements in the areas where most of the probable end-users lived. All the required classes of stakeholders attended the event and gave their feedback/comments. Since the children from the same community were involved, there was very high female participation as mothers were keen to see their children participate in the act. As a result of this successful stakeholder engagement round, the project developer could, to an extent, break the societal conditioning and lack of knowledge of the masses.

The project developer made sure to note every feedback and draw a mitigation strategy to address each one of the applicable comments. The project developer made sure that several female employees took part in the meetings which facilitated a better interaction with women attending the event. The meeting was concluded with an evaluation form which was provided to each member present. As many women could not read and write well, the employees allowed the stakeholders to come to them to record their opinions and evaluation at the end of the meeting. Once the interview was done, the results were read out loud to the stakeholder and only then signed.

The project developer emphasised the fact that a grievance mechanism was in place in form of a logbook with every local representative and a list of contact numbers was also displayed at all the commonly accessed places. A stakeholder suggested that the office of the microfinance institution would be an additional good place to place a complaints book and the list of contact numbers, and to provide numbers for all local phone providers to allow for lower costs of communication. The project developer



noted these suggestions and implemented them, as the cost of implementation was reasonable for the impact.

### ***Completing the Stakeholder Feedback Consultation***

All the stakeholders who were a part of the initial local stakeholder consultation were also invited to contribute to the stakeholder feedback consultation. The project developer reached out to every contributor of the local stakeholder consultation and explained how her/his comments were incorporated into the project design. Since most of the end-users were illiterate, most of this communication was verbal, however confirmation that the information is dispersed was documented in the form of acknowledgements from the end-users. To all the authorities relevant, a documented version of the same was shared. The window for seeking feedback was for one month. No further issues/concerns were shared by any of the stakeholders.

## DOCUMENT HISTORY

Version	Date	Description
2.0	04 /05/2022	<ul style="list-style-type: none"> <li>- Consultation guidelines for PoAs and VPAs added</li> <li>- Editorial changes</li> <li>- Addition of case-study</li> <li>- Guidance on expert stakeholder engagement added</li> <li>- Guidance on grievance mechanism added</li> </ul>
1.2	23/10/2019	
1.1	01/03/2018	
1.0	01/07/2017	