



# Kerala Infrastructure Investment Fund Board (KIIFB)

## Stakeholder Engagement Process

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## PURPOSE, PRINCIPLES AND OBJECTIVES OF STAKEHOLDER ENGAGEMENT

Stakeholder Engagement is the basis for building strong, constructive and responsive relationships. Effective Stakeholder engagement ensures that the concerned individuals and organizations are kept fully informed and can meaningfully participate in monitoring. It also facilitates the identification of avoidance, mitigation, minimization and compensation measures that are appropriate.

## STAKEHOLDER DEFINITION AND IDENTIFICATION

The first step in the process of stakeholder engagement is stakeholder identification – determining who your project stakeholders are, and their key groupings and sub-groupings.

KIIFB's stakeholders may be put in the following two broad buckets:

- Direct stakeholders viz landowners, families, adjacent communities and/or settlements
- Potentially influential stakeholders viz lending Institutions, government (national, state and local), local politicians (Members of Parliament, Members of Legislative Assemblies et al), local Civil Society Organizations, Investors, media & opinion leaders, NGOs et al.

KIIFB, given its incorporation as a statutory body created under the Kerala Infrastructure Investment Fund Act 1999 - an act of the state legislature to provide investment for critical and large infrastructure projects in the State of Kerala, has established direct channels of communication with the indirect stakeholders viz governments and local politicians.

With regard to engaging the direct stakeholders, KIIFB has set up robust channels as detailed out in this document.

## ENGAGEMENT METHODS AND TOOLS - CHANNELS

### KIIFB – GRIEVANCE REDRESSAL PORTAL

KIIFB website provides a portal for stakeholders to raise their grievances/ complaints related to the infrastructure projects financed and monitored by KIIFB.

The complainant/ stakeholder shall create a new query request giving his/her coordinates for further communication /correspondence.

The portal also provides a means for the complainant/ stakeholder to check the status of the query raised.

### PORTAL SCREENSHOTS:

#### New Query:

The screenshot shows the 'New Query' form on the KIIFB website. At the top, there is a 'Contact Info' section with the following details: KIIFB, 2nd Floor, Felicity Square, MG Road, Statue, Thiruvananthapuram - 695001, Kerala, India. Contact numbers are +91 (0471) 2780900. Email addresses are financeadmin@kiifb.org and appraisaldivision@kiifb.org. Below this, there are two tabs: 'NEW QUERY' (selected) and 'QUERY STATUS'. The form fields include: Name, Mobile No. (with a 'SEND OTP' button), Email-ID, Subject, and Message. At the bottom, there is an 'OTP' field and a 'SUBMIT' button.

#### Query Status:

The screenshot shows the 'Query Status' form on the KIIFB website. At the top, there is a 'Contact Info' section with the same details as the 'New Query' form. Below this, there are two tabs: 'NEW QUERY' and 'QUERY STATUS' (selected). The form fields include: Email-ID, Mobile No. (with a 'SEND OTP' button), and OTP. At the bottom, there is a 'SUBMIT' button.

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## KIIFB'S KERALA NIRMITHI INITIATIVE

Kerala Nirmithi initiative is aimed at apprising the stakeholders of KIIFB's projects in the pipeline as well as for updating the stakeholders on the status quo of projects which are in the execution phase.

The program will be held across all the districts in Kerala with an aim, among others, to directly interact with the stakeholders and address their concerns. The nature of the program will be in the form of a multi-day event where KIIFB brings to its stakeholders' first-hand information on the projects in execution/pipeline. At the program venue KIIFB will showcase models of pipeline projects in the area as well as a facilitate project reviews by people's representatives on the progress achieved in the projects which are in execution phase. With representatives from the top management at KIIFB present at all venues, the concerns of the stakeholders will be accurately captured, and satisfactory redressal steps shall be initiated on priority.

The first such event was successfully held from 20<sup>th</sup> to 22<sup>nd</sup> December 2019 in the capital district of Trivandrum.

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## STAKEHOLDER ENGAGEMENT AT SPV LEVEL

At the time of DPR preparation/ appraisal, KIIFB impresses upon the Special Purpose Vehicles- SPVs (project implementing agencies) the importance of a comprehensive Environment & Social Impact Assessment (ESIA) in addition to having channels for stakeholders to raise their concerns.

SPVs entrusted with the implementation of the projects have public relations and grievance redressal cells accessible to all the stakeholders.

## GRIEVANCE REDRESSAL MECHANISM

KIIFB will receive and consider all comments and complaints associated with the infrastructure projects financed in the state of Kerala. A sample of the Public Grievance/Complaints Form is provided at the end of this document (Appendix A). Any person or organisation may send comments and/or complaints in person, by phone or via post or email using the contact information provided at the end of the document.

All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.

All grievances will be registered and acknowledged within 5 working days and responded to within

- 10 working days if the information pertaining to the complaint/ grievance is available with KIIFB
- 20 working days if KIIFB must investigate the matter to satisfactorily address the complaint/grievance.

Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

Senior Management at KIIFB will monitor the way in which grievances are being handled by the concerned department and ensure that the grievances are properly addressed within deadlines specified above.

KIIFB will keep a grievance log of all grievances (including those received and addressed, based on which grievance management reports will be produced.

In cases when the complainant is not satisfied with the way his / her grievance has been responded to or handled and re-submits it, KIIFB will invite representatives of the relevant local community to participate in the process so that a mutually agreed solution is identified and implemented.

## CONTACT DETAILS FOR THE STAKEHOLDERS

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### ADDRESS:

#### **Kerala Infrastructure Investment Fund Board**

2nd Floor, Felicity Square, MG Road, Statue,

Thiruvananthapuram - 695001

Kerala, India.

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### WEBSITE:

<http://kiifb.org/>

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### EMAIL:

[financeadmin@kiifb.org](mailto:financeadmin@kiifb.org)

[appraisaldivision@kiifb.org](mailto:appraisaldivision@kiifb.org)

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### PHONE:

+91 (0471) 2780900

