

Stakeholder Engagement Plan

Ukraine Emergency Housing Support (HOPE) (P181200)

This Stakeholder Engagement Plan (SEP) identifies the main project-affected and interested stakeholders of the Ukraine Emergency Housing Support (HOPE) In Ukraine (P181200). It describes their interests and engagement needs in relation to the project. The SEP describes the emergency context under which relevant national law and World Bank requirements for stakeholder engagement and information disclosure are to be applied and proposes actionable engagement measures to be undertaken during project implementation. The SEP also describes a project-level Grievance Mechanism (GM) designed to facilitate receipt and response to feedback and concerns associated with the project. The SEP may be periodically updated during project implementation to ensure that information is consistent, that methods of engagement remain appropriate and effective, and that any major changes to project activities and schedule are reflected.

Implementation arrangements for the SEP, including the monitoring of output and outcome results will be the responsibility of the Ministry for Communities, Territories and Infrastructure Development of Ukraine (MOCTIDU). The MOCTIDU will monitor the SEP implementation in accordance with the requirements of the World Bank Environmental & Social Framework (ESF) and will ensure the collection of information for regular project reporting. This will include the component output measures on ESF risks and GRM reports. The SEP is to be implemented in conjunction with the project's Environmental and Social Commitment Plan (ESCP) and provisions for labor management in the Project Operations Manual (POM).

Prior consultation. MOCTIDU organized the first round of consultations on May 15, 2023 with various stakeholders, NGOs, international donors and organizations to seek feedback on the potential Project activities and technical design of the components. The consultations were conducted virtually under circumstances of extreme volatility associated with the evolving Russian military invasion and attended by 48 participants. Detailed summary of the consultations outcomes is provided under Annex 1.

The stakeholder consultations will continue to be carried on regularly during the later stages of project implementation and/or upon the stakeholders' requests and feedback received will be reflected in the SEP.

Communication Strategy. The project will rely on existing communication channels maintained by the MOCTIDU.

Traditional and Internet media. For the public at large, identified and trusted media channels, including broadcast media (television and radio), web publications, and print media (newspapers, magazines), are utilized to regularly communicate essential information and guidance to stakeholders. Public notices, electronic publications, and press releases are disseminated through the mass media.

Digital platform Diia – “Country in a Smartphone”, launched by the Ministry of Digital Transformation in 2020, includes a website and mobile application with 17.2 million users. The Diia allows online enrollment in the HUS and social assistance to IDPs programs. The eVidnovlennya (eRecovery) platform, integrated into the Diia, provides comprehensive information about compensation for destroyed or damaged real estate objects. The users of the Diia mobile application regularly receive updates on the available services.

Hotlines. The Government operates a 15-45 toll-free hotline, which processes information requests and grievances from more than 1.3 million persons annually. In addition, the Government runs a hotline for beneficiaries of social assistance programs and persons with disability (15-39) with sign language interpretation service for the hearing impaired; a hotline for the victims of human trafficking and domestic

violence (15-47); and a national hotline to prevent domestic violence and gender discrimination (0 800 500 335). The Ministry of Digital Transformation operates a hotline for IDPs (0 800 331 834).

Evidnovlennya Support Group is an advisory body established under the Ministry of Infrastructure, whose main tasks include monitoring, providing consultation, and issuing recommendations on compensation matters and performing other functions as specified in Decree of Cabinet of Ministers of Ukraine from 21.04.2023 #381 during Component 1 implementation

Local governmental bodies. Under the decentralization reform, the client intake function, including in-person enrollment in the social assistance programs, was shifted to the level of territorial community - to bring public services closer to a potential beneficiary. Local self-government bodies will specifically serve as one of the primary communicators with project beneficiaries.

Project Summary

Project	Emergency Housing Support Project (HOPE) In Ukraine (Pxxxx)
PDO	The Project development objective is to (a) support affected households to regain adequate housing through repair of damaged housing stock; and (b) to support national government in priority policy reform areas
Activity	<p>The project is structured around 4 areas including i) repair of lightly damaged residential units; ii) Preparation of design documents for, and repair of, medium damaged (20-40%) multi-family apartment buildings; iii) Institutional strengthening and capacity building to enable local governments to undertake housing and urban recovery and reconstruction, iv) An additional component (optional) could focus on the design of the housing purchase certificate program for households with fully destroyed residential units, and subsequently finance a subset of the housing purchase certificates. and v) Project management.</p> <p><u>Component 1. Repair of damaged residential units</u></p> <p>This component will fund subsidies to households for the repair of damaged residential buildings.¹ Compensation will be determined based on damage level and will be directly deposited to the eligible households through the DIIA Portal.² For the capital repairs, ranges will be determined based on damage levels and Oblast costs, with a cap determined based on the RDNA needs numbers.</p> <p><u>Component 2. Preparation for, and capital repair of medium damaged residential units</u></p> <p><u>Subcomponent 2.1: Preparation of design and project documentation</u></p> <p>This subcomponent will fund the preparation of Design and Project Documentation (DPD) repair of moderately damaged multi-apartment residential buildings. Detailed prioritization procedure for the eligible damaged buildings to be repaired and rehabilitated will be developed by MoCTID. Following the selection of buildings, the subcomponent will finance: (i) detailed structural engineering assessments; (ii) feasibility study to determine design options; and (iii) design documentation. These technical assessments and project design documents will be prepared either by: (i) the local authority based on the application of the homeowners' association or multi-family apartment buildings management companies;³ or by (ii) the State</p>

¹ This includes Single Family Houses, Apartment units in buildings where no damage was inflicted on the common area of the buildings

² The Diia app allows Ukrainian citizens to use digital documents in their smartphones instead of physical ones for identification and sharing purposes.

³ In 2023 the Verkhovna Rada adopted a draft law in the first reading to improve the procedure for approving homeowners' association decisions. It reduces the number of votes needed to adopt decision to 75% of the total number of votes of all co-owners of the multi-apartment houses and allows online voting.

	<p>Reconstruction Agency, when capacity within the local self-government (LSGs) bodies is not available</p> <p><u>Subcomponent 2.2: pilot capital repair of multi-family apartment buildings</u></p> <p>This subcomponent will finance capital repairs of multi-apartment buildings, that require necessary engineering assessments and project design documentation. These capital repairs will be undertaken directly through contracts procured by local self-governments, and when LSG's capacity is low, by the state reconstruction agency and its oblast level subsidiaries. The amount of grants will be defined according to the nature of damage and the of needs of construction works for restoration, with national caps not exceeding a percentage of the buildings' replacement cost.</p> <p><u>Component 3. Institutional strengthening and capacity building for integrated housing and urban recovery and reconstruction</u></p> <p><u>Sub-component 3.1: Support to critical legal and policy documents at the national level</u></p> <p>This subcomponent will support the central government in establishing the enabling policy and institutional framework and mechanisms necessary for EU alignment and to boost implementation capacity at the local level. The objective of this subcomponent is to (i) strengthen the relevant policy and regulatory environment and (ii) enhance the capacity of local governments to plan and implement integrated local self-government development recovery works that are aligned with EU requirements and sustainability principles. As such, the subcomponent would finance the following:</p> <ul style="list-style-type: none"> a. <u>Establishment of a National Housing and Local Self-Government Recovery Framework.</u> This component will support the establishment of the short to medium term priorities, phasing, financial strategy, methodologies for LSGs, to guide housing and urban recovery investment priorities. b. <u>Drafting of key policy documents and legislation such that they are aligned with EU requirements.</u> These include housing policy and housing subsidies, LSG planning and investment prioritization, revising building codes, housing management and communal services, land, property and its registration, etc., and would also support any necessary studies. This component would also include the drafting of the housing and urban recovery program. c. <u>Establishing an Interim guidance for local governments during the finalization of necessary policy reforms and legislation:</u> This would entail explicit guidance on building standards, property registration mechanisms and housing policy by the central government to hromadas as they undertake recovery planning and implementation <p><u>Sub-component 3.2: Support selected communities in recovery and reconstruction planning at the local level</u></p> <p>This subcomponent will support the formulation and adoption of Comprehensive Recovery Programs (CRP) and Comprehensive Plans of Spatial Development (CPSD)⁴ and digitization of territorial reconstruction including update of cadasters in</p>
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⁴ These spatial and development plans are an important basis for responding to the crisis conditions of territorial communities affected by the war, and for the prioritization and sequencing of recovery works and need to consider both short term and long-term perspective and for example, long term demographic changes, needs for demining etc.

	<p>selected LSGs. For systematic territorial reconstruction and the prioritization of recovery and reconstruction of housing and infrastructure synchronization of land and property data with spatial and strategic plans at the local level would be essential. Updates to spatial planning documents and development of recovery plans can be paired with a system of reconstruction of cadaster and registry records with pilots developed in urban municipalities which in turn need to be aligned with the registry of damaged assets currently being developed by the Ministry This subcomponent would therefore finance the (i) development of CRPs, including multi-sectoral needs assessment, and developing an action plan to address needs (ii) revision of CPSDs to support the action plan and to enable investments to be made and (iii) Updates to the underlying digital cartographic base and its alignment with the national register. Procurement of all the necessary software, hardware, and operational costs necessary to update and digitize planning documents and cadasters would be</p> <p>Component 4: Project Management <u>Subcomponent 4.1: Project Implementation Unit Support (US\$ XX million)</u></p> <p>This subcomponent will finance building project implementation capacity at the central level, through the establishment of a Project Implementation Unit, at the MoCTIDU level, and in coordination with the State Reconstruction Agency. This will include capacity building, human, financial and equipment resources to carry out the implementation of the abovementioned components, in terms of project supervision, ESF, procurement and financial management, and monitoring and reporting. <u>The subcomponent is also expected to finance at the national level a sub-unit for hromada recovery</u> within the Ministry's reconstruction project planning office that is dedicated to supporting local governments in the planning and implementation of recovery works including operational support, providing guidance on policies, financial management, disbursement, grievance redressal, communication and outreach and M&E.</p> <p><u>Subcomponent 4.2: Support to LSGs involved in housing units repair and reconstruction</u></p> <p>This subcomponent will provide technical assistance, and capacity building to LSGs to undertake selection, verification, and supervision of works. This includes support to the LSGAs to establish commissions for selection, of eligible projects for component 1, verification of applications, selective inspections to ensure the intended use of funds and the implementation of relevant construction works is done according to plan. ESF, Procurement support, FM, and monitoring and reporting with support from the State agencies subsidiaries will also be included.</p>
Beneficiaries	<p>The primary beneficiaries of the project will be people whose homes have been destroyed or damaged as a result of hostilities, terrorist acts, sabotage, and the armed aggression of the Russian Federation. Also, local self-government bodies and communities whose infrastructure has also been destroyed or damaged.</p> <p>Prior to the war approximately 12.9 million people were estimated to live in Oblasts that previously or are currently experiencing Russian ground invasion after February 24, 2022. As of May, 2023 more than 75000 real estate objects were included to the State registry of damaged or destroyed real estate objects. Among them, more than 12000 objects – multistory buildings. The registry is currently in the process of being filled out.</p>

Implementing Agency	Ministry for Communities, Territories and Infrastructure Development of Ukraine supported by PIU which has to be established
Project Context	<p>The Russian aggression has affected over 36% of Ukraine’s territory and has been concentrated in the highly urbanized east and in the area around Kyiv with housing being the most affected sector. As of February 2023, the total damage cost to the housing sector is estimated to be over US\$50 billion, increasing by around 70 percent from June, 2022. The war is estimated to have impacted about 1,450,000 residential units (11% of total residential units stock), directly affecting approximately 3.5 million residents of the country. Nearly 87% of housing units damaged were in multi-family apartment buildings (MFBs) and four out five damaged units were in urban areas — reflecting the urban focus of the war. Over 64% of housing damage is concentrated in one of three oblasts (Kharkiv, Donetsk and Luhansk) with an additional 28% in Kyivska, Mykolaivska, Chernhivska, Dnipropetrovska and Kyiv Oblasts.⁵</p>
Environmental and social risk classification	<p>The project’s environmental and social impact is expected to be substantial due to the fact that conditions created by war add considerably uncertainty. The Project envisages rehabilitation or construction of residential buildings and areas, public buildings, communications as well as supply of materials and equipment to rehabilitate the damaged objects.</p> <p>The project is mainly associated with overall positive social impacts as it involves (i) the rehabilitation of damaged buildings affected by the war which will be selected following prioritization procedures; (ii) necessary recovery and reconstruction planning documents to allow for inclusive, climate-resilient and more sustainable urban environment. The grants for repairs under the proposed project will greatly reduce the economic burden of the affected population.</p> <p>The main environmental risks associated with the project may include: (i) consumptions of energy, water, and building materials (paints, cement, steel, sand, electrical supplies, etc.) for residential units and buildings rehabilitation; (ii) the generation of solid waste domestic, demolition, and hazardous waste; (iii) nuisance, related to dust generation, air quality, water quality, vibration, and noise; and (iv) occupational health and safety (OHS) as workforce hazards, including the increased risk of accident from inadequate working conditions at construction sites (risk of falling from height settings, etc.) and from COVID-19 infection, (vi) community health and safety (CHS) hazards resulting from work activities particularly for residents leaving in or neighboring the proposed rehabilitation housing buildings, (vii) increased traffic.</p> <p>The social risks can be summarized as follows: (i) there is the risk of perception of exclusion of certain vulnerable groups like refugees, displaced people, poor households, female-headed households, persons with disabilities, and the elderly - this may result in social tensions due to perceptions of elite capture, discrimination or other potential conflict arising from the project benefits; (ii) issues on assessment of damages, (iii) ownership issues where damages have occurred; (iv) weak communication and outreach and transparency on the eligibility criteria under Components 1 and 2; and (v) inadequately functioning grievance mechanism to handle complaints and concerns.</p> <p>Social risks and impacts associated with project-related civil works include community health and safety risks and lack of workers’ awareness on OHS requirements, such as the use of Personal Protective Equipment (PPE) and safe workplace practices. These</p>

⁵ World Bank, 2023, Rapid Damage and Needs Assessment

	risks are site-specific and temporary; however, these risks may be exacerbated by potential targeted or indiscriminate aerial bombardments and other military actions. Additional threats to workers are posed by explosive remnants of war (ERW). This adds an element of extreme uncertainty and risk of fatality or serious injury to project workers and nearby communities that cannot be entirely mitigated by environmental and social management measures.
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Stakeholder Identification and Analysis

Stakeholder group	Interests	Influence	
		Interest	Impact
Project-affected parties			
Component 1 <u>Repair of damaged residential units</u>			
Component 2. <u>Preparation for, and capital repair of medium damaged residential units</u>			
Citizens of Ukraine whose residential property was damaged	<ul style="list-style-type: none">• Providing compensations for Restoration of residential property• Speed of delivery – demand for benefits quickly• Minimizing levels of disruption to livelihoods• Fast opportunities to come back their homes• Minimizing risk of Project benefits lost to corruption	H	H
Local governments / military administration (during Martial Law)	<ul style="list-style-type: none">• Rehabilitation of residential property of local population• Economical recovering in communities affected by the war• Decreasing number of displaced persons• Social tensions decreasing• Raising capacity to manage recovering process	H	H
Local contractors	<ul style="list-style-type: none">• Commercial considerations (installation and repair works financed directly by government)• Potential jobs and employment opportunities from recovery / reconstruction	H	H
Civil society organizations	<ul style="list-style-type: none">• Speed of delivery – demand for benefits quickly• Minimizing risk of Project benefits lost to corruption• Third party monitoring	M	M
Component 3. <u>Institutional strengthening and capacity building for integrated housing and urban recovery and reconstruction</u>			
Local governments / military administration (during Martial Law)	<ul style="list-style-type: none">• Economic recovering in communities affected by the war• Decreasing number of displaced persons• Social tensions decreasing• Raising capacity to manage recovering process in their communities	H	H

Domestic and international consultancies (for feasibility studies, designs, ESMF, etc)	<ul style="list-style-type: none"> • Inclusion in the project somehow • Commercial considerations (desire to win design contracts) • Mitigating payment risks arising due to wartime disruptions • Fairness of procurement processes 	H	H
International donors	<ul style="list-style-type: none"> • Mitigating risk of redundant effort and overlap with other donors / IFIs • Interest in financing new projects prepared once they are ready to a high standard • Interest in ensuring compatibility with their own processes and requirements (fiduciary + E&S) • Interested in robust information flow from / to government 	H	M
Other interested parties			
Cabinet of Ministers of Ukraine Ministry of Finance of Ukraine	<ul style="list-style-type: none"> • Speed of delivery – demand for results quickly • Managing any fiscal impacts of project on constrained budget • Providing meaningful support for relief & recovery in war affected communities 	H	H
Ministry of Infrastructure of Ukraine; Project PIU	<ul style="list-style-type: none"> • Minimizing any unforeseen roadblocks that could delay implementation • Preserving public confidence in delivery capabilities 	H	H
Non-governmental and community-based organizations	Concerned that financing is utilized for correct purposes in transparent manner under emergency circumstances	M	L
National and local media	<ul style="list-style-type: none"> • Minimizing risk of Project benefits lost to corruption • Transparency, accountability, and robust public information flow about reconstruction activities 	M	H

Proposed Strategy for Information Disclosure

Stakeholder Group	Project Information Shared	Means of communication/disclosure
Cabinet of Ministers of Ukraine Ministry of Finance of Ukraine	<ul style="list-style-type: none"> • Summary project objectives and general information; regular updates on implementation; • Environmental and Social Commitment Plan (ESCP); 	Disclosure on official websites, social networks and national media, Governmental and public notices, publications and press releases on the official websites in both
Ministry of Infrastructure of Ukraine; Project PIU		

	<ul style="list-style-type: none"> Stakeholder Engagement Plan (SEP); Grievance Mechanism (GM) Environmental and social management Framework and other ESF related documents 	Ukrainian and English languages
Non-governmental and community-based organizations	<ul style="list-style-type: none"> Summary project objectives and general information 	Public notices. Electronic publications and press releases on the official web-sites. Public information according to the Law of Ukraine "On access to public information".
National and local media		
Local authorities		Public notices in local media and offices, communication with local population and other local stakeholders

Proposed Strategy for Consultation and Stakeholder Engagement

Method / Tool	Description/Use	Contents	Dissemination Method	Target Groups
Information Provision				
Publications on official web sites and other official channels in social media	Used to convey information on the Project and regular updates on its progress	Disclosure of official project information and ESCP, SEP, GM submission channels, etc submission channels, etc.	Publication of information in local language	All project stakeholders
Publication information on local media and in public places at the settlements	Informing of public servants	Project information, compensation procedure, GM submission channels, organizational issues, time and venue of public consultations, etc	Informational boards, publications in local media available, information in local administrations in local languages	All stakeholders
Consultation and Participation				
Public dissemination of information through social and mass media and provision of contact information	Detailed discussion on project design and project activities. Informing of local stakeholders (including vulnerable	Summary information on the activities and facilitating of questions from audience	Announcement of public consultation period, targeted Invitations; Public disclosure of Project materials in advance of consultation period. Free access to register comments and	All stakeholders

	groups) on project implementation progress, potential ES risks and mitigation measures provided, etc		suggestions during disclosure period	
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Grievance Mechanism

Objective:	To strengthen transparency and accountability to beneficiaries and provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities.
Aims:	Identification and resolution of issues affecting the project; reduce the risk of the project inadvertently affecting citizens/beneficiaries; obtain feedback and learning to help improve project impact
Activities:	Receive, record, evaluate and address complaints and concerns from project affected parties and citizens at project level and escalate for further response as needed.
Scope:	GM will be available for project stakeholders (especially project beneficiaries and those directly or indirectly affected, positively or negatively, by the project) and other interested parties to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all project-funded activities.
Management:	The GM is managed by the MoCTIDU
Legal basis:	Citizens' appeals, complaints and recommendations procedure is specified in the Law On Citizens' Appeals and amendments to the latter through the 2015 amendment on Electronic Petitions. According to the mentioned law and Constitutional Article 40, the Project and its additional financing proposes the following channels through which all interested parties can make complaints regarding project-funded activities

Grievance Procedure	
Dissemination of GRM	Information included in SEP and available at the MOCTIDU website, disseminated in communications with stakeholders.
Channels for submitting complaints	<ol style="list-style-type: none"> By the MOCTIDU hotline number: (044) 351-40-48, (067) 322-49-06 By the Governmental hotline 15-45 By the Evidnovlennya support group (for Component 1) hotline By E-mail: info@mtu.gov.ua Through the following web page: www.mtu.gov.ua, In writing to MOCTIDU 14, Beresteysky ave, Kyiv, Ukraine, 01135 Appeal to local administration responsible for project implementation Other: Written complaints to project staff (through project meetings) Local centers of administrative services providing <p>Anonymous complaints: may be submitted without personal details. Anonymous complaints will be investigated but the complaining party must initiate contact with the MOCTIDU to obtain a response to the complaint investigation. Confidentiality will be ensured in all instances, including when the person making the complaint is known</p>
Receipt	Submit to special dedicated GRM focal point at the MOCTIDU

	<p>Entered immediately into tracking system for sorting and redirecting to appropriate department/staff responsible for investigating and addressing the complaint</p> <p>The Project Coordinator is responsible for determining who to direct the complaint to, whether a complain requires an investigation (or not), and the timeframe to respond to it.</p> <p>The Project Coordinator should ensure that there is no conflict of interest, i.e. all persons involved in the investigation process should not have any material, personal, or professional interest in the outcome and no personal or professional connection with complainants or witnesses.</p>
Recording	<p>Once the investigation process has been established, the person responsible for managing the GRM records and enters this data into the GRM log.</p> <p>The number and type of suggestions and questions should also be recorded and reported so that they can be analyzed to improve project communications.</p>
Investigation	<p>Appeals not requiring additional evaluation – response immediately and no later than 15 days after receipt</p> <p>appeals requiring additional evaluation are considered and resolved no later than 30 days after receipt (Article 20 of the <i>Law of Ukraine on Citizens' Appeals</i>)</p>
Evaluation	<p>The person responsible for investigating the complaint will gather facts in order to generate a clear understanding of the circumstances surrounding the grievance. The investigation/follow-up can include site visits, review of documents and a meeting with those who could resolve the issue.</p> <p>results of investigation and the proposed response to the complainant will be presented for consideration to the Project Coordinator, who will decide on the course of action.</p> <p>Investigation deadline may be extended by 30 working days by the Project Coordinator, and the complainant informed about this fact, in the event that:</p> <ul style="list-style-type: none"> a) additional consultations are needed to provide response to the complaint; b) the complaint refers to a complex volume of information and it is necessary to study additional materials for the response.
Handling of SEA/SH complaints	<p>Ensure (i) referral of survivors to support services (health, legal, psychosocial, security and other assistance), based on the consent, needs and wishes of survivors; (ii) linkage to the domestic legal system (based on the consent of survivors unless the reporting to the law enforcement agencies is mandatory in Ukraine). Unlike other types of issues, SEA/SH Grievance Mechanisms do not conduct investigation, make any announcements, or judge the veracity of allegations; and (iii) determination of the likelihood that SEA/SH allegations relate to the Project and its additional financing. If a SEA/SH incident is confirmed, an employer is expected to take a corrective action against the perpetrator. Conclusion on a SEA/SH case is used to assess the overall effectiveness of SEA/SH preventive measures undertaken by the MOCTIDU.</p>
Escalation	<p>Appeals that cannot be resolved within one month referred to the head or deputy of the organization to define necessary time for its consideration, and report about it to the person who filed the appeal (entire term for resolving issues raised in the appeal may not exceed forty-five days).</p>
Response to complainant	<p>The complainant will be informed about the results of verification via letter or email, as received. The response shall be based on the materials of the investigation and, if appropriate, shall contain references to the national legislation.</p>
Monitoring and reporting	<p>Project coordinator will provide a monthly/quarterly snapshot of GRM results, including any suggestions and questions, to the project team and the management, and review the status of complaints to track which are not yet resolved and suggest any needed remedial action.</p>
Progress reports submitted to	<p>In the semi-annual project implementation reports submitted to the Bank, MoF will provide information on the following:</p>

the World Bank	<ul style="list-style-type: none"> • Status of establishment of the GRM (procedures, staffing, awareness building, etc.); • Quantitative data on the number of complaints received, the number that were relevant, and the number resolved; • Qualitative data on the type of complaints and answers provided, issues that are unresolved; • Time taken to resolve complaints; • Number of grievances resolved at the lowest level, raised to higher levels; • Any particular issues faced with the procedures/staffing or use; • Factors that may be affecting the use of the GRM/beneficiary feedback system; • Any corrective measures adopted.
Referral to World Bank GRS	<p>Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to the above project-level GM or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit: http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service.</p>

Annex 1: glossary of terms

Affected Parties	persons, groups and other entities within the Project Area of Influence (Aoi) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
Other Interested Parties	individuals/groups/entities that may not experience direct impacts from the Project and its additional financing but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way;
Vulnerable Groups	persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).
Consultation	The process of providing stakeholders with opportunities to express their views on project opportunities, risks, impacts and mitigation measures by gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.
Disclosure	The provision of information as a basis for consultation with project stakeholders. Involves prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;
Engagement	A continuous two-way process in which an implementing agency, company or organization builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader stakeholder engagement strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project and its additional financing.
Principles for stakeholder engagement:	Openness and life-cycle approach: public consultations for the project(s) will be arranged during the whole lifecycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation; Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns; Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects(s) is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders; Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly including diverse ethnic groups.

Annex 1. Public consultations regarding the project

MINUTES OF MEETINGS

From public consultations about HOPE project design

	Date	15.05.2023	
	Time	10:30	
	Project name	HOPE	
	Venue	Remote consultations	
	Moderators	Natalya Kozlovska – deputy Minister	
	Number of participants	48	List of participants attached
	Main course of consultations	Providing stakeholders with key information regarding the objectives of the Project, its components, channels for submitting inquiries and proposals, implementation timelines, and budgetary aspects.	
The issues raised by stakeholders and their corresponding answers.			
1. Sergiy Mytkalyk, NGO "Anti-Corruption Headquarters"			
<i>Question: Requesting the Ministry to conduct public discussions on projects more frequently. Cabinet of Ministers' Resolution has adopted the "ERecovery" service provision procedure. Are there any plans to develop changes to the "ERecovery" procedure? What specific changes will be made apart from the compensation amount being reduced from 500,000 UAH to 200,000 UAH, and can our proposed changes to the procedure, which were submitted to the Ministry, be considered?</i>			
<p>Answer: Yes, changes will be made to Resolution No. 381. Documents for compensation can be submitted through “Diia”, the Social Protection Departments, and Administrative Service Centers. This will be the first component added to the Resolution. Additionally, improvements will be introduced to regulate the work of commissions in terms of transparency and receiving appeals from individuals dissatisfied with commission decisions and the review procedure. These changes have been prepared and are under review by the World Bank.</p>			
<i>Question: We understand why there is a differentiation between minor damage, major repairs, and housing certificates. However, for people living in rural areas whose houses have destroyed, a sum of \$5,000 may not be sufficient. How do you plan to develop the Resolution for the second component and housing certificates, and what are the approximate timelines?</i>			
<p>Answer: The second component will have two parts - multi-apartment residential buildings and single-apartment buildings. If a multi-apartment residential building is damaged and requires major repairs, typically both individual apartments and common areas are affected. In such cases, compensating the household owner would be illogical as it is unclear how to restore the common areas. In these situations, standard project documentation for repairs and major renovations will be provided. Approximately 100 buildings have already been restored in this format using other sources of funding. Single-apartment buildings are more complex - we understand that the amount may exceed 200,000 UAH. Therefore, we</p>			

are developing an electronic defective act that will allow a qualified specialist to assess the extent of damage and calculate the compensation amount.

Question: I have suggestions that would address public control issues. Therefore, I propose including the possibility of live streaming commission meetings in Resolution No. 381. Alternatively, we could provide more details regarding commission decisions. Because we understand that the protocols you mandated to be published on authorized bodies' websites may be generalized, and it would be challenging for the public to understand the basis of commission decisions. Therefore, I request expanding the level of detail in point 9 of Resolution No. 381 and obliging the commissions to publish it.

Answer: This was rejected because not all local self-government bodies have facilities to conduct such streaming. Allocating financial resources to provide technical capabilities for live streaming would cost us half of the project budget. Therefore, I believe that we need to find another way to ensure access to these decisions, but live streaming is not a viable option. This is because the majority of liberated territories have experienced extensive destruction. We need to be realistic.

Question: Let's then specify the information they should publish.

Answer: We can include this recommendation in the manual developed by USAID, stating that local self-government bodies should publish the required information. We will also include it in the general recommendations. They will implement this.

Question: Another suggestion concerns automating and reducing discriminatory functions in the review and rejection of applications by the commissions. Currently, the commissions are required to check individuals in two registries - the sanctions registry and the criminal record registry. Is it possible to automate the check in these registries? This would reduce the workload on the commissions and minimize the potential for errors.

Answer: "Diia" has developed an application where individuals can obtain a certificate of no criminal record. Unfortunately, only the individual themselves can request and receive information regarding

2. Vladimir Gorbaldze, United Nations High Commissioner for Refugees in Ukraine

Question: Am I understanding correctly that in the future, there is expected to be either the adoption of a separate regulatory act or amendments to Resolution No. 381 to cover those individuals whose losses exceed 200,000 UAH? Specifically, we are talking about properties with moderate and severe levels of damage, individual residential houses.

Answer: There will be several decisions by the Government. The compensation procedure for destroyed houses is in the final stage of development. It will be a separate procedure that will involve issuing housing certificates in accordance with the law or compensation with the possibility of reconstruction on the owners' territory. The next Cabinet of Ministers resolution will provide for reconstruction in the form of major repairs for damages exceeding 200,000 UAH. This will be a separate decision by the Government. There will also be a specific procedure for houses destroyed in occupied territories. The method of confirming house destruction to local self-government bodies will be unconventional.

Question: Is there a position from the Ministry regarding what to do with people who have received humanitarian assistance to rebuild their houses? Will the amount of this humanitarian assistance be

deducted from the compensation?

Answer: The philosophy of the resolution on "ERecovery" states that the local self-government body records the damage as of a certain date. Currently, based on our experience working with donors, they provide assistance either for minimal emergency repairs or for what can be done physically, such as providing roofing materials, windows, and wood, which allows people to restore their houses but not to the full extent. The resolution states that local self-government bodies, as of the inspection date, record what has not been restored, and compensation is provided for what needs to be restored. As for compensation for work carried out at the owner's expense, we have the task of developing this compensation philosophy for the work, but it will be done after we launch all three components of our project, understand the resources, donors, and put everything together. Then we will consider whether we are moving towards reparations or separate compensations.

Question: According to the Law on Compensation, which was adopted in February, two mechanisms of compensation are provided for destroyed housing - the provision of certificates and materials for reconstruction works. At the same time, the law clearly stipulates that for damaged housing, the state provides only materials and carries out the works. There is no provision for providing funds for purchasing materials. We would like to draw attention to this. There is just a slight concern about the technical and legal discrepancy.

Answer: We understand that there is a discrepancy between the interpretation of the second and tenth articles. Once we streamline all the processes and if there is a need to improve the law, we will do it.

3. Celin Denis, NGO "Public Control Platform"

Question: What will be the system for monitoring the funding of major repairs of multi-apartment residential buildings? Because there have been known cases in Dnipro where the cost of works was inflated twice, and the city council prevents any inspections. There is corruption, everyone knows about it, but nothing can be done.

Answer: There is a general system of approaches regulated by the construction legislation, including the development of project documentation, expertise, and the execution of restoration works depending on who the customer is, whether it's a restoration agency or a local self-government body, and it depends on whom the residents of the building delegate the functions of the customer to. The local authorities cannot simply come to a multi-apartment building and announce that they will be in charge of the construction because the apartments in the building are jointly owned. The transfer of customer functions is possible only through a decision made by either an OSBB (housing cooperative) or a management company, and the residents of these buildings themselves determine to whom they can delegate these functions. There is also a list of construction and installation works and technical supervision carried out to ensure compliance with the approved project documentation.

Question: I can provide specific examples when this doesn't work, when the state audit service is denied access, and prices are inflated twice. This is direct corruption. We talk and write about it, but no action is taken. I asked how the Ministry currently plans to control corruption risks to reduce them. To include provisions for inspections by the Ministry and to hold accountable those who prevent audits, and so on. When we undertake restoration in the Dnipropetrovsk region, it will be a similar situation. So, I'm asking what measures the Ministry plans to take to reduce corruption during the reconstruction of multi-apartment buildings?

Answer: If you believe that the existing legislation, taking into account Dnipro's experience, needs to

be regulated, let's do it together. Because at the moment, we understand that local self-government bodies operate within the framework of the existing legislation. If you believe that the current regulations are insufficient and additional control measures are needed for local self-government bodies, let's do it together. If you have any proposals or suggestions, we would be very grateful if you could send them to us in your appeal, and we will work on them together.

4. Vitaliy Selyk, Brave Foundation

Question: Together with the "Brave" Foundation, we are starting a project with an Italian donor regarding the assessment of damages in private houses. Essentially, we are creating the same defect report. How can we connect this with the defect report you are developing, or how will this process take place? Our report will be prepared by a certified engineer, and in two months, we will already have a stack of a hundred similar documents. I also know of at least two other foundations that are doing almost the same thing - assessing damages to present them to donors. We are considering both current repairs and major renovations, or houses completely destroyed down to the foundation

Answer: Regarding the "ERecovery" process, it is clear that we are not going with the defect report route, and this document will not be necessary for calculating compensation amounts. It was unnecessary based on the Government's decision made last year. The defect report is a simplified form of project documentation that was only required for major renovations. Therefore, within the framework of Resolution No. 381, for amounts up to 200,000 UAH, this document will not be needed. So, you either need to exclude this component from your work because it won't be used or focus on the electronic defect report for the restoration of multi-apartment buildings. We can work together on its components, and your representatives can be involved in the commissions that will use them. This document will be the basis for calculating the compensation amount by local self-government bodies. The documents must be verified so that they understand where they can put their signature. It is necessary to consider the territory of your activities and how to integrate it. We cannot integrate it automatically because local self-government bodies need to understand what they are agreeing to when they sign.

5. Sergiy Bulakivsky, DRC

Question: The law states that the consideration of compensation applications may be suspended in case of lack of funds for compensation, but it does not specify the notification procedure or the procedure for resuming this process. Can you comment on when and how this will be done in case the consideration of an application is suspended due to lack of funds?

Answer: We all understand that state budget funds are limited, and we are discussing our cooperation with the World Bank, which will allow us to feel less constrained in this matter. Therefore, we understand that we cannot provide State obligations in the absence of guarantees of corresponding funding. That is why such a provision appeared in the law. As for how this work will be resumed, budget funding involves monthly financing. You understand the amount of funds available for use in a particular direction each month. Therefore, if in the current month we realize that the number of applications for compensation payment has been exhausted, notification of the suspension of calculations will be made, and this will happen automatically. As soon as we enter the next calendar month and realize that we have expenses, the resumption will be automatically communicated through the "Diia" application. All interactions between local self-government bodies and the State will take place in electronic form, and all the processes we are implementing are highly automated.

Question: Perhaps you already know, based on preliminary calculations, how likely such a lack of

funds is?

Answer: Considering that we started on May 10, we have not yet received any decision from the commission regarding the calculations. Therefore, we have not yet felt this influx. As of now, we already have about 9,000 applications for consideration by local self-government bodies for compensation allocation, and we are observing how quickly they will handle it. Therefore, we can only talk about any statistics next month.

Question: The law stipulates that the commission may assist in obtaining documents, but it does not specify the procedures through which the commission can provide such assistance. Could you describe what exactly the commission will do if it receives a request from a person for assistance in restoring legal documents?

Answer: It depends on the specific documents that are missing. If it is an elderly person who does not use the "Diia" application, but their children helped them submit an application through "Diia," and they failed to provide, for example, a certificate of no criminal record, representatives of law enforcement agencies should be involved in the commission, and they can independently verify this information. Regarding legal documents, if any legal actions were taken regarding the real estate object since 2014, this information is available in the register of damaged and destroyed property. If no actions were taken after 2014, there are no relevant legal documents in the register of damaged and destroyed property. Therefore, local self-government bodies will advise the person on where the administrative service center is located and what documents are needed to register their real estate in the register of property rights. The local self-government body will also assist with their own land shares, which are mostly in communal ownership. If it is understood that there is no such communal ownership with all the archives, assistance will be provided to the person to file a lawsuit in order to determine their ownership. Thus, the range of these issues is quite broad, and we have provided appropriate methodological recommendations to local self-government bodies regarding consultation to citizens regarding the procedure if they lack any document in this regard. The USAID "Hoverla" project has assisted us in this, which has developed detailed methodological recommendations for local self-government bodies on how they should act if a person lacks documents to receive compensation. We will publish these documents on our website for you to review.

Question: Am I understanding correctly that the consideration of compensation for real estate properties that have been restored at the owners' expense will not take place before 2025?

Answer: You misunderstand. We are talking about the implementation of the Law, which we expect to accomplish within three months and move on to the issue of compensation for the restoration work. It requires a political decision, and it certainly won't be in 2025.

Question: How reasonable is it to set deadlines for the use of funds?

Answer: The deadlines set by the Law did not take into account our further cooperation with the World Bank. In my opinion, the deadlines in the Law are set to encourage people to provide information about themselves so that as many people as possible can restore their houses before the heating season. As for the one-year deadline for "Recovery," it is a similar situation to incentivize people to restore their houses before the heating season, so that we know we are providing it to those who are willing to do so.

Question: Is there a plan to provide compensation rights for foreigners or stateless persons?

Answer: Not at this time.

Question: Is compensation planned for residential premises owned by legal entities?

Answer: Not at this time.

Question: Is compensation planned for movable property? And will there be compensation for lost property for tenants?

Answer: Currently, the project's philosophy is to provide people with shelter. Compensation for other movable and immovable property of a different purpose is not considered.

6. Vita Dumanska, «Chesno» Movement

Question: Are there mechanisms for tripartite monitoring or other formats of public monitoring during the first and second components? How will the results of this monitoring be taken into account and what impact can it have?

Answer: We have worked on the monitoring component with the World Bank, and this component will cover not only compensation for destroyed property but also "Erecovery." We have included the possibility of involving a third party to review complaints, including those received through the hotline, in order to respond to any issues that may arise. So, this mechanism is envisioned for all three components.

Question: Are you currently working with complaints, or will there be selective monitoring?

Answer: Selective monitoring is also part of the plan, especially to review the correctness of decisions made by local government bodies regarding the first component. In some cases, this will be done randomly.

Question: Who will conduct the verification?

Answer: We are working with colleagues and donors to form a team of lawyers and experts who will carry out such monitoring. They will be independent individuals.

Question: Another question regarding the third component, about spatial development plans. How will the wishes of citizens regarding recovery be taken into account?

Answer: In 2021, a law was passed that regulates the development of spatial development plans by local government bodies. This law was developed with the assistance of USAID Agro, and all the necessary actions are outlined in both the law and the Cabinet of Ministers resolution. I recommend reviewing the law and resolution as they provide detailed descriptions.

Question: How will new damages be taken into account? Will a new plan be developed? Clarification?

Answer: We have two documents - a recovery program and a community spatial development plan. The recovery program is an analytical document that describes what you have mentioned: the number of citizens, the number of objects, sufficiency or insufficiency, and the nature of damages, including residential, social, energy, housing and communal, administrative, and other infrastructure damages. It is about analysis and how local government bodies envision their further development. For example, if it was an agricultural community and we understand that all the fields are mined, and there is no

understanding of when demining will happen, the local government body needs to consider the economic component of their development and the direction of their functioning, including job opportunities for people. This document can be reviewed depending on how the situation changes. Community spatial development plans, on the other hand, are classic urban planning documentation.

7. Evgen Tridub, a citizen of Ukraine

Question: I am a resident of a destroyed house in the Kharkiv region, city of Lyubotyn. A Russian missile completely destroyed my house and all the buildings. Currently, I have a notification in the "Diya" application that I submitted. There is an examination report of the building conducted by the city council commission. There is an extract from the state register of pre-trial investigations. The Law No. 2923 comes into effect in a week. What is the procedure for me to follow with the city council? Where should I go? Who should I contact?

Answer: To receive compensation for the destroyed property, you will need to submit an application expressing your desire to receive such compensation. All these actions will be regulated by the Cabinet of Ministers of Ukraine (CMU). I hope that it will be adopted next week. You will need to submit an application. The law allows for the possibility of submitting the application through the "Diya" application, through the Administrative Service Centers (ASC), or through a notary. Subsequently, based on your information and the characteristics of the object you had, the local self-government body will calculate the compensation amount. The formula for this calculation has already been developed and will depend on the territorial aspect, the nature of the house, the year of construction, the number of rooms, etc. Based on this, the local self-government body will determine the compensation amount.

Question: Has the commission for considering compensation been formed?

Answer: They will be formed after the CMU resolution is adopted.

Question: Questions about the housing certificate. What are the issuance timelines for the certificate? Will there be a general queue throughout Ukraine? Or is there a separate queue for our locality?

Answer: It will be a general queue throughout Ukraine. Every Friday, we will remove the information from the registry and send it for payment. Based on our understanding, the resources are more than sufficient. Currently, we are not concerned about limitations in payments.

Question: Will the certificate be issued only after it is confirmed and funded?

Answer: The certificate will not be issued without funds. The generation of the certificate is possible only after we understand that there is financial support. In your case, for a private residential house, we consider two options - a certificate for the possibility of purchasing new housing or the possibility of rebuilding on your own land plot.

Question: The law states that the compensation calculation will take into account the total living area of the house, multiplied by the average cost per square meter in the region. Now you are saying that the age of the building and its walls will also be taken into account. I didn't read about that in the law.

Answer: The law mentions that the calculation is carried out by commissions, and the indirect value of the constructed housing is taken into account. It is included in this formula, along with many other factors. I hope that the corresponding resolution, which will approve the appropriate mechanism, will be adopted by the Government next week.

Question: Where will this information be available so that I can go to our council?

Answer: The information will be posted on the Ministry of Regional Development's website and the Government's website. We have been actively promoting the launch of «Erecovery». This information will also be available in all mass media outlets.

8. Representatives of the Red Cross and Red Crescent Federation.

Question: Will the "Recovery" program and all other initiatives remain valid after the lifting of martial law?

Answer: Currently, there are no provisions in the law regarding the cancellation of the law's effect. Our main goal is to achieve full restoration of damaged residential premises and provide people with the opportunity to obtain housing. Therefore, it is not directly related to martial law. It's somewhat separate.

Question: What about individuals whose property was destroyed and who are currently abroad? Will they be eligible to apply for compensation?

Answer: They will be able to apply, but I would like to remind you that the deadline for using the compensation is limited to one year. I will reiterate that the funds can only be used for the purchase of building materials and payment for construction and installation works. Withdrawing cash from the account is not possible.

Question: Is there a fixed amount of money allocated for the purchase of these materials? Will the Government somehow monitor uniform prices? Because the cost of these works can vary in each region. What is the methodology for calculating the cost of these services?

Answer: Regarding the list of works in the checklist approved by Resolution No. 381, we understand that the market is currently in a state of war, and prices are unstable. Therefore, we plan to periodically review both the estimated cost and the amounts specified in the checklist.

Question: Will there be any specific support for certain population groups, for example, people with disabilities? Will they receive any special assistance in the application and process?

Answer: Currently, local self-government bodies and commissions have been delegated the authority to provide any support to citizens in the provision of compensation.

9. Anastasiia Burau, Charity Foundation "Right to Defense."

Question: Both Law 2923 and the resolution on "Recovery" contain restrictions stating that compensation is provided to those whose property was destroyed or damaged after February 24, 2022. Is there any conceptual vision within this program or separately on how the situation will develop for those whose housing was destroyed before this time? We know that certain mechanisms were previously in place, but not everyone could receive compensation, and some may not have applied for compensation. How will the situation develop for such people?

Answer: This issue is being addressed by the Ministry for the Reintegration of Temporarily Occupied Territories, and the procedures you are referring to are being accompanied by them. Therefore, I cannot comment on how they envision the development in this direction.

Question: Currently, according to the provisions of Resolution No. 381, the recipient of compensation

is a natural person, a citizen of Ukraine who has reached the age of 18 and has submitted an application and is the rightful owner. What should a person who has not reached the age of 18 but has inherited property do?

Answer: In this case, the law on representation comes into effect, and the minor person represents their interests in this process through a representative authorized for these actions.

10. Victoria Opryshchenko, Corporate Service Manager of the Red Cross Federation.

I would like to draw the Ministry's attention to the existence of the ABAC (anti-bribery-anti-corruption) compilation. This document reflects the best international approaches and practices. It may be interesting for someone to familiarize themselves with it and incorporate these practices into their processes. Additionally, I would like to comment that our colleagues are unable to participate in similar meetings because they do not speak Ukrainian. Perhaps there is a possibility of providing the opportunity to listen to consultations in English.

Response: In fact, we utilize recommendations related to anti-corruption practices based on the philosophy of the World Bank in this area. If the World Bank is using the handbook you mentioned, I believe we are on the same path.

11. Alexander Kalinchuk, Shelter "Cluster"

Question: Will obtaining a certificate of termination of property rights on a destroyed residential object be a mandatory requirement? What is the fate of the land plot in such a case?

Answer: Property rights will not be terminated. It is a recommendation from the Ministry of Justice. This is because they have difficulties in applying reparations to objects with terminated property rights. The law allows for the termination of property rights upon the owner's request, but the Ministry of Justice strongly advises against doing so. As for the land plot, it is also a form of property rights. If the owner has rights to the land plot, they will continue to use it.

Question: In the event that an affected individual orders an independent assessment, will the results of such an assessment be considered, and how will this practically happen?

Answer: Currently, it is not provided for consideration. This is because there is no methodology for conducting an independent assessment on a destroyed object. Therefore, there is no legal basis for the appraiser to perform such actions. They cannot perform a conventional form of evaluation. However, we understand that some appraisers do conduct such assessments, and in the future, it will be necessary for the Ministry of Justice to consider them for reparations calculation.

12. Irina Stepanova, Public Council at the Donetsk Regional State Administration

I have a proposal regarding monitoring. A representative of the World Bank mentioned that civil society organizations will be involved in the monitoring process. Therefore, I would like to make a small suggestion to emphasize that each region and ministry have public councils. These are consultative bodies comprised of representatives elected from civil society organizations who possess significant expertise. Therefore, I kindly request that you engage directly with the public councils to enable our full participation in this monitoring process.

13. Victor Mozirchuk, Fiscal Policy Research Center.

Question: I would suggest that the World Bank consider including the issue of auditing this project by the Supreme Audit Institution in the project concept. And that one of the elements of the audit be the audit of effectiveness. Another comment is to have information about commission protocols in one place and in machine-readable text. If this is done, with this information, things related to efficiency can be done, including the efficiency of fund utilization. And another question regarding the information that will be provided, it will partly involve fraud. How is the minimization of this fraud envisaged in order to effectively utilize these funds?

Answer: All World Bank projects are subject to mandatory audits. We have various types of audits that a project must undergo. If a project fails the audit, the World Bank will not allocate funds to it. The Supreme Audit Institution audit is a mandatory audit even at the national level. But in addition to the Supreme Audit Institution, there will be a separate audit by our financial specialists. If any violations are found, the World Bank will not allocate funds.

Comment: I am not referring to the audit of funds but to the audit of effectiveness.

Answer: One of the types of audits is the audit based on project-specific indicators. It is automatically included in every project. Currently, we are working on these indicators.

14. Ksenia Hertz, «Right to Defense» Foundation.

Question: Is there a solution for individuals who reside in non-privatized housing but have the right to privatize?

Answer: Currently, all verification regarding property rights should be registered in the real estate registry. If people have the right to privatize but the housing has not been privatized, they do not have a legally established document for the property. We cannot consider it their property at this time.

List of participants⁶


No.	Name	Organization	Remark
1	Kalinchuk Oleksandr Anatoliyovych	Cluster on Housing and Non-Food Commodities.	
2	Саєнко Дмитро Олександрович	International Rescue Committee	
3	Repko Mariya	Center for Economic Strategy	
4	Bulakivs'kyi Serhiy Mykhaylovych	DRC Ukraine	
5	Selez'nova Anna Vadymivna	International Organization for Migration	
6	Shumelyak Kateryna Vadymivna	International Organization for Migration	
7	Tarasenko Yaroslava Volodymyrivna	International Federation of Red Cross and Red Crescent Societies in Ukraine	
8	Myroslava Sushchenko	Intersos	
9	Orlova Alina Anatoliyivna	International Organization for Migration	
10	Kupina Olena Mykolayivna	Institute of Legislative Ideas	We are collaborating with the Ministry on transparent and accountable recovery efforts, including conducting anti-corruption assessment of regulatory acts projects. We kindly request that you send us the draft normative decisions concerning the implementation of the concept. In turn, we will promptly prepare the assessment conclusions.
11	Trydub Yevhen Heorhiyovych	Citizen of Ukraine	My house was totally destroyed
12	Selin Denys Viktorovych	NGO Public Control Platform	Currently, there is no detailed system in place for monitoring funds allocated to local communities. Here are some proposed measures:

⁶ Not all participants filled in the registration form

			<p>The European Investment Bank (EIB) can be involved. If the State Audit Service of Ukraine (SASU) identifies any violations in procurement, the contract should not be signed until the identified violations are rectified according to the findings of SASU. Additionally, the following provisions should be included: If SASU or the Accounting Chamber is denied access to conduct financial audits in the procuring entity, then no disbursement or funding should take place for contracts related to the reconstruction of multi-apartment buildings.</p> <p>All public procurement contracts, acts, and other relevant documents should be published in the DREAM system starting from July 1, 2023, to ensure greater transparency and public oversight.</p>
13	Dumans'ka Vita	Movement "Chesno"	It is important to prepare and publish the details of the third party monitoring, as well as the methods of considering its results.
14	Oleksandra Betliy	Institute of Economic Research and Political Consultations	In general, there were questions from other participants. There were inquiries regarding housing for those who lost or had their homes damaged before February 24, 2022 (because the current compensation is somewhat unfair for those who lost their homes earlier). And the second question was about compensations for internally displaced persons from territories that remain occupied for now.
15	Mytkalyk Serhiy Ivanovych	Anti-corruption headquarters	Proposals to Resolution No. 381 of the Cabinet of Ministers of Ukraine: 1) Require the Commissions to conduct their meetings via video conferencing or specify the requirements for publishing commission decisions. 2) Automate the verification of affected individuals

			against the sanctions and convictions registry.
16	Horodets'ka Iryna Serhiivna	Helpcode Italia in Ukraine	
17	Herasymenko Andriy Yuriyovich	Charitable Foundation "Rokada Chernihiv"	
18	Burau Anastasiya Kostyantynivna	NGO "Right to Defense"	According to the NGO "Right to Defense," it is important to pay attention to the opportunities and procedures for compensating those affected who have already begun or completed the restoration/repair of their real estate properties independently. Regarding the question of compensation for those who have occupied housing based on an order and have not carried out/completed the privatization of the housing due to armed aggression, and subsequently, such housing has been destroyed or damaged and is uninhabitable: if such individuals do not have the right to receive compensation and do not have alternative housing and are generally facing difficult life circumstances, it is advisable to focus on developing possible solutions to ensure the housing rights of such individuals.
19	Vitaliy Selyk	NGO "Smylyvi"	
20	Stepanova Iryna Yuriyivna	Public Council at Donetsk Regional State Administration, NGO "Angels of Salvation"	<p>1. Involvement for discussion of organizations representing persons with disabilities, particularly those with visual and hearing impairments, as well as individuals with mental disabilities.</p> <p>2. Involvement of representatives from advisory bodies - public councils at regional administrations, relevant ministries, state agencies, etc. - for monitoring and consultations.</p>

Screenshot from the official website of the Ministry with the announcement of public consultations:



The screenshot shows a webpage with a header in orange and grey. The main title is in red, and the date is in grey. There are two dark grey buttons with white text. The text of the announcement is in black, with a list of components and a Zoom link at the bottom.

Повідомлення про проведення публічних консультацій щодо спільного із Світовим Банком Проєкту «НОРЕ»

9 Травня 2023, 15:30

Оголошення Міжнародні зв'язки

Міністерство розвитку громад, територій та інфраструктури України запрошує всі зацікавлені сторони долучитися до обговорення концепції нового спільного зі Світовим Банком Проєкту «НОРЕ», метою реалізації якого є надання можливостей громадянам відновити або отримати компенсацію за об'єкти житлової нерухомості, які були пошкоджені внаслідок бойових дій, терористичних актів, диверсій, спричинених військовою агресією російської федерації.

Планується, що Проєкт буде складатись з наступних компонентів:

- Компонент 1. Надання громадянам компенсацій за пошкоджене житло в рамках програми «ЄВідновлення».
- Компонент 2. Відновлення багатоквартирних будинків та прибудинкової інфраструктури
- Компонент 3. Підтримка органів місцевого самоврядування в рамках підвищення їх спроможності подолання наслідків військової агресії російської федерації.

Впродовж публічних консультацій, спеціалістами Міністерства буде презентовано концепт Проєкту та збір відгуків та пропозицій від зацікавлених сторін та стратегію залучення стейкхолдерів до реалізації Проєкту.

Публічні консультації відбудуться 15 травня 2023 року о 10-30 у форматі відеоконференції.

Долучитися до публічних консультацій можуть всі бажаючі за посиланням: <https://us02web.zoom.us/j/83342248291?pwd=VkJUenhZQ3d6a2xpUk1sSVVjN1VtUT09>

Screenshots from public consultations

