



Update of the Feasibility Study. ESIA and update of the Detailed Design for the construction of the road N9 Prishtinë - Pejë (SEETO Route 6 B), section from Kijevë – Klinë to Zahaq (30KM)

Stakeholder Engagement Plan (Draft)

Infrastructure Projects Facility for Western Balkans

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Contents

1. INTRODUCTION.....	6
2. THE PROJECT	7
2.1. Project Area.....	8
3. LEGAL AND POLICY FRAMEWORK FOR STAKEHOLDER ENGAGEMENT	13
3.1. Kosovo* EIA Legal Framework	13
3.2. Other Legislation	14
3.3. EBRD Policy Framework.....	14
4. PREVIOUS STAKEHOLDER ENGAGEMENT	16
5. IDENTIFICATION OF STAKEHOLDERS, COMMUNICATION METHODS & ENGAGEMENT PLAN.....	19
5.1. Consultation & Disclosure of the ESIA, NTS, SEP, LARF and ESAP	19
5.2. Other Public Consultation Processes.....	19
6. INFORMATION DISCLOSURE & STAKEHOLDER ENGAGEMENT PROGRAMME	30
6.1. Project Documentation Disclosure & Consultation Activities	30
6.2. Consultations with Project Affected Land (& Asset) Owners & Users	31
6.3. Stakeholder Engagement during the Project Life	31
6.4. Information Provided by the Contractor	32
6.5. Formal Request for Information	32
7. GRIEVANCE MECHANISM.....	33
8. MONITORING AND REPORTING.....	36
9. CONTACT DETAILS AND RESPONSIBILITIES FOR IMPLEMENTATION	37
Annex A Project Stakeholders	38
Annex B Grievance Forms	41

1. INTRODUCTION

The Ministry of Infrastructure (MI) of Kosovo* is planning to undertake a Project to improve part of the national road N9 by constructing an offline Motorway section Kijevë – Klinë - Zahaq (31km). The Project is in line with the overall plan for improvement of the national road network, outlined in the national Multi-Modal Strategy (2012-2021) and Action Plan (2012-2016)¹, The Project is part of SEETO² Route 6 B (Figure 1).



Figure 1 Location of the Project on SEETO Route 6 B

EIB and EBRD, in line with their policies³ and strategic Agreements with Kosovo*⁴, are promoting and supporting regional transport integration and development of strategic connections with neighbouring

¹ http://www.seetoint.org/wp-content/uploads/downloads/2014/01/Kosovo_Multimodal-Transport-Strategy-2012-2021.pdf

² Core Transport Network and in the South-East Europe Transport Observatory (SEETO).

³ EIB Transport Lending Policy (<http://www.eib.org/infocentre/publications/all/eib-transport-lending-policy.htm>) and EBRD Strategy for Kosovo* (<http://www.ebrd.com/downloads/country/strategy/kosovo-strategy.pdf>)

⁴ EIB Framework Agreement with Kosovo*

(<http://www.kuvendikosoves.org/common/docs/ligjet/Law%20on%20ratification%20of%20Agreement%20bet%20ween%20Kosova%20and%20European%20Investement%20Bank.pdf>)

countries. This includes the development of Route 6 B, which runs from Pejë to Pristina, connecting to Corridor VIII in FYR Macedonia in the south and to Corridor X in Serbia via Route 7 in the north; it also links Pristina, via Pejë (an administrative and economic centre of Kosovo's western region), to route 4 in the Eastern part of Montenegro.

The Route of the Project Motorway Kijevë – Klinë – Zahaq, is shown in Figure 2 below.



Figure 2 Section of Route 6 B, motorway Kijevë – Kline – Zahaq

2. THE PROJECT

The current N9 road between Kijevë – Klinë - Zahaq is a 2-lane single carriageway pavement over its full length 930km), with a width of between 6.5 m and 7.0 m.

The Project (planned motorway) will be a dual-lane carriageway designed to comply with national and international standards and specifications, with a design speed of 100-120 Km/hr. The Alignment of the Project is located at a distance of up to 1.5 km and runs on the north to the existing road N9. The existing road N9 will be used as a parallel and servicing road. No interventions on the existing road are planned with the Project.

The motorway crosses territory of the municipalities Klina and Peje. The larger towns which are located along the wider Route are Pristinë and Pejë.

The Alignment starts near Kijevë (38 km west of Prishtinë) north to the village of Kijevë and ends at the village of Zahaq, 7 km east of the town of Pejë. It crosses two valleys: Fusha e Kosovës, formed by the Drenica creek, (a tributary of the Sitnica River) and Dukagjini Valley, shaped by the rivers Drini I Bardhe and Bistrica e Pejës.

A Right-of-Way (or 'road reserve') 20 m each side of the Project will be established with restrictions being placed on certain activities within this 60 m width.

The Route crosses one regional (R 104) and several local. Six new grade-separated interchanges are planned in the Project Conceptual Design. In addition, several structures – one bridge (over Drini I Bardhe River), two viaducts, underpasses/overpasses, pipe / box culverts - are installed along the route.

The grade-separated interchanges will enable traffic flow to the existing N9 road and the regional road R-4. Local communities will thus be able to access local roads and by extension their properties and agricultural land plots. Overpasses / underpasses will ensure continuity of the traffic along the local roads.

The design of Project structures will be detailed throughout the next stages, namely, the Preliminary and Detailed Design phases.

2.1. Project Area

The starting section of the Alignment is formed upon a flat plateau; the terrain then gradually decreases towards the Drini I Bardhe riverbed and then climbs mildly to higher altitudes, towards Pejë. The difference between the lowest (370 m) and the highest (615m) elevations of the corridor is 245m.

The predominant land use is agricultural plots and orchards, formed on flat and open terrains, as well as pastures and scattered forests, covering hilly terrains. According to the available information, most of the land is in private ownership. (Figures 3 and 4).

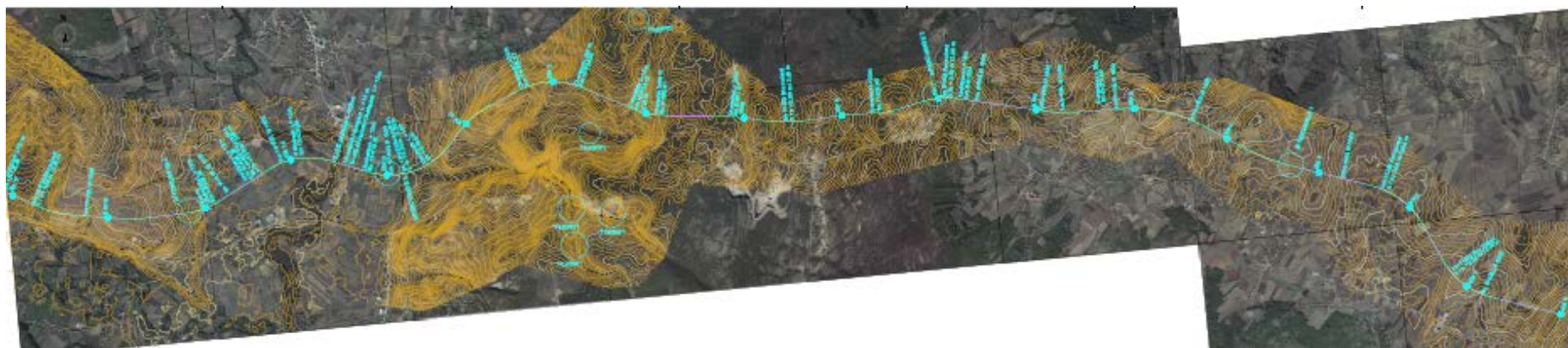


Figure 3 Outline of the Section Km 0+000-Km17+000



Figure 4 Outline of the Section km17+000-km 31+000

13 settlements are located along the motorway Project: Dollc, Zajm and Drenoc (bisected) and Drsnik, Jabllanicë, Kliçinë, Leshan, Lugagji, Gllaviqicë, Ramun and Zahaq. The Route also crosses the northern part of the villages Pjetërq I Epërm, Pjetërq I Poshtëm, leaving a number of properties disconnected from the rest of the settlement.

The education level of population⁵ is with completed primary and secondary education (11.2% and 14.2%), while the religious affiliation is mostly Muslim (80%) and Catholic (17%). The vast majority of population, i.e. 96.55% is with the Albanian ethnic background whereas 4.45% belong to other ethnic groups; out of the others, Egyptian and Roma are represented with the highest share (2.34%).

Source of income of population in the affected settlements are employments, family run agricultural production and, to a lesser extent, seasonal works. Population does not benefit from wood harvesting in monetary terms, however, it is an important indirect contributor to livelihoods. The unemployment in the affected municipalities is 47%. The share of employed females is 14.23% whereas in the employment in males it reaches 38.85%. It is significantly higher compared to the unemployment rate of Kosovo which is 24.7%. Employment figures differ among the affected settlements; the highest unemployment rates are seen in Pjetërq I Poshtëm, Jabllanicë, Gllaviqicë and Ramun. At this stage of the design, there isn't information with regard to the ratio of employed / unemployed within the Project footprint, subject to land take. This information shall be obtained at the Preliminary and Design stages. Many young people from villages, located along the Alignment's section closer to Pristina, left their homes in the last 5 years. The migration in villages located near Pejë is not considerable.

The majority of businesses are located along the existing road. Commercial establishments which provide service to passengers (car shops, petrol stations, restaurants, motels etc.) are considered to be "avoided communities", due to the fact that the major traffic will transfer onto the planned motorway. According to the present knowledge, active commercial and industrial facilities are not present within the immediate Project corridor. The presence / absence of active businesses in the Project footprint will be validated at the Preliminary Design stage, for the refined Route.

Vulnerable groups identified on the project affected settlements are: Unemployed/Job seekers/Long term unemployed, People with debt; Young People under the age of fifteen and People at social assistance. Some people with chronicle diseases and with disabilities were also identified. At this point, there is no information about the profile and extent of vulnerability of persons affected by the Project. The presence of Egyptian and Roma ethnic groups in the Project footprint is also yet to be confirmed. The settlements crossed or approached by the Alignment are shown in Figure overleaf.

⁵ Statistical information has been obtained from the preliminary Socio-economic Survey, which was executed in the first quarter of 2016.

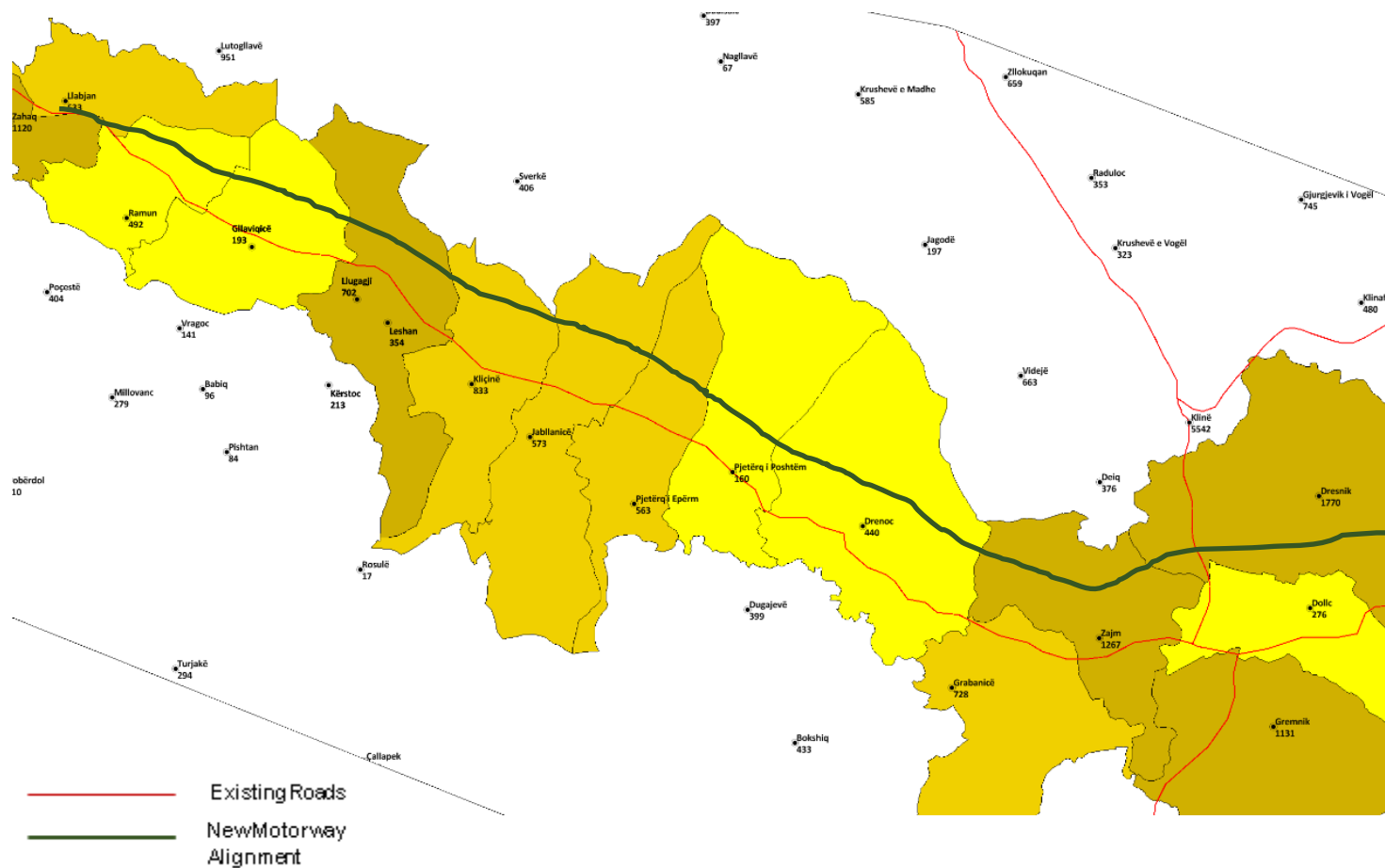


Figure 5: Settlements Affected by the Project

3. LEGAL AND POLICY FRAMEWORK FOR STAKEHOLDER ENGAGEMENT

Stakeholder engagement for the Project will follow the national legislative requirements in Kosovo* as well as applicable EBRD requirements. These are summarised below:

3.1. Kosovo* EIA Legal Framework

The public consultations during the ESIA process are governed by the following Kosovo* legislation:

- **Law on Environmental Protection** No. 03/L-02526 provides the obligation of the central and local institutions and all other authorized organizations to regularly, timely and objectively inform the public on the environmental status, environmental quality and emission, warning measures, and pollution which may pose threat to human life and health. It also ensures the participation of the public in the decision making processes.
- **The Law on Environmental Impact Assessment** No. 03/L-21437 regulates the Environmental Impact Assessment (EIA) procedure, including the obligation of authorities to hold public hearings for projects that require an EIA. EIA Law requires that Environmental Impact Assessment Report be subject to public debate, and that the results of these consultations have to be taken into consideration in reaching the decision on the environmental consent.
- **Administrative Instruction No.09/11 on information, public participation and interested parties in the environmental impact assessment procedures**, sets the methods for notifying the interested public and enabling their participation throughout the EIA process.

Consultation during Land Acquisition/Expropriation

Law on Expropriation of Immovable Property No. 03/L-13978 regulates land acquisition and resettlement in Kosovo and includes provisions on the communication and information procedure during land acquisition:

- Submission of necessary documents to affected property right holders and receiving their feedback

⁶ Official Gazette of the Republic of Kosovo, Year IV/No. 50/06, April 2009

⁷ Official Gazette of the Republic of Kosovo, Year V/No. 83/29, October 2010

⁸ Dated 23 April 2009, and amended by the Law on Expropriation of Immovable Property No. 03/L-205 (Official Gazette of the Republic of Kosovo, Year V/No. 91/10, December 2010)

- Holding public hearings in each municipality where the properties subject to expropriation are located.

3.2. Other Legislation

In Kosovo* there are other laws which foresee disclosure of project information or support access to information, encompassing processes for raising grievances and appeals, including:

- **Article 41 of the Constitution of the Republic of Kosovo**, stipulates that every person enjoys the right to access public documents; the only restriction is set for the access to private information, business secrets and any protected and classified data.
- **Law on Access to Public Documents** No.03/L-21519 (LAPD) guarantees the right of every natural and legal person to have access, without discrimination on any grounds, following a prior application, to official documents maintained, drawn or received by the public institutions. The grounds for limited access are translated from Art. 4 of the Constitution.

Kosovo* is not party to the Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (1998). However, most of principles of the Convention have been implemented in the national legislation.

3.3. EBRD Policy Framework

EBRD has adopted a comprehensive set of specific Performance Requirements (PRs) that projects are expected to meet. EBRD's PR 10: Information Disclosure and Stakeholder Engagement recognizes the importance of an open and transparent engagement between the client, its workers, local communities directly affected by the project and other stakeholders as an essential element of good international practice and corporate citizenship. Stakeholder engagement involves stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, consultation and participation, grievance mechanism, and ongoing reporting to relevant stakeholders.

In summary, the following system of stakeholder engagement is applicable to the project:

- Identification of project stakeholder groups. Identification of stakeholders, including members of the public who could be affected by the project construction and operation.
- Stakeholder engagement process and information disclosure. During this stage, it is necessary to ensure that identified stakeholders are appropriately engaged on environmental and social issues

⁹Official Gazette of the Republic of Kosovo, Year V/No. 88/25, November 2010

that could potentially affect them through a process of information disclosure and meaningful consultation.

- Meaningful consultation. The consultation process will be based on the disclosure of information relevant to the project activities and operations. The consultation process will be undertaken in a manner that is inclusive and culturally appropriate for all stakeholders.
- Grievance mechanism. Maintaining a grievance process by which the general public and other stakeholders can raise concerns, and which will be handled in a prompt and consistent manner.

Under PR 10, EBRD requires that stakeholder engagement is an ongoing process which involves:

- public disclosure of appropriate information so as to enable meaningful consultation with stakeholders;
- meaningful consultation with potentially affected parties; and
- a procedure or policy by which people can make comments or complaints (grievance mechanism).

EBRD's Public Information Policy-PIP (2014)

EBRD's PIP sets out how EBRD discloses information and consults with its stakeholders so as to promote better awareness and understanding of its strategies, policies and operations. The project documentation will be enclosed for public on the EBRD website in accordance with this Policy.

4. PREVIOUS STAKEHOLDER ENGAGEMENT

The Project to improve the National road N9 Section Kijëvë – Zahaq (31km) at motorway standards has been under development for a number of years, with the original proposal being for a Motorway scheme based on extension of the existing road N9. During 2015 and 2016, the Project beneficiary approved the proposal to develop an offline Motorway scheme located on the north to the existing road N9.

The engagement activities with the public undertaken to-date are mainly related to those carried out in mid-2015 and 2016 in connection with the preparation of the Preliminary Environmental and Social Impact Assessment (ESIA) at Conceptual design phase and preparation of the Feasibility Study.

Formally recorded public consultation is related to the Scoping Workshop, as well as discussions with national stakeholders (MI and MESP) within the framework of the final Route selection. No other formally recorded consultations have been undertaken to date.

Even though not recorded, there have been several thematic meetings on the Motorway proposal and on the environmental and social issues with the Municipalities of Pejë, Malisheva and Klinë. In addition, meetings with municipal Social welfare and regional employment centres took place.

Interaction with the local government /affected municipalities took place at several occasions. and for two main purposes:

- Introducing the Project to authorities and general public and collecting their views
- Gathering relevant information on Baseline Conditions of environmental and social resources.

Baseline related information has been obtained through a survey of municipal administration: tailored questionnaires have been submitted requesting information on the local urban planning, environmental protection (including communal services), demographic information, employment, sources of income, social facilities, social protection, vulnerable groups etc.

The interaction with relevant national stakeholders (MESP, Kosovo Environmental Protection Agency - KEPA, Ministry of Culture Youth and Sport, etc.) comprised of formally submitted letters requesting relevant information on Environmental and Social Resources` Conditions. Formal correspondence has been maintained with these institutions throughout the ESIA development.

Population in settlements directly affected by the Project was involved by way of participating in a preliminary Socio-economic Survey. The target groups (covering 335 representatives of affected communities) were the following:

- Households of the affected settlements for two alternatives (existing road N9 and Northern Alternative) separately
- Businesses located in the footprints of both alternatives
- Representatives of affected Settlements

The table below summarises the previous engagement undertaken to-date with regard to the previous Stakeholder engagement activities:

Table 1 Summary of Previous Stakeholder Engagement Activities

Stakeholder	Date	Method of Engagement/ Place	Summary of Engagement Activities
Mol	15.05.2015	Meeting / Pristina Site visit	Discussions on the project concept, ESIA requirements and plans.
MESP,	21.05.2015	Meeting / Pristina Site visit	Meeting with the representatives of the MESP with the aim to discuss: <ul style="list-style-type: none"> • Agree on the ESIA procedure and public participation process; • Identify relevant sources of information to be used for the Environmental Resources` Baseline conditions; • Scope of ESIA, especially the requirement to undertake samplings
KEPA	21.05.2015	Meeting / Pristina	Meeting with the representatives of KEPA and Hydro-meteorological institute with the aim to: <ul style="list-style-type: none"> • Obtain information on baseline environmental resources
Mol	21.05.2015	Meeting / Pristina	Meeting with the representatives of the MI with the aim to discuss: <ul style="list-style-type: none"> • Relevant data collection process with regard to available designs; • Scope of ESIA, especially the requirement to undertake samplings
Municipality of Malisheva	04.06.2015	Meeting / Municipality of Malisheva Site visit	Meeting with the representatives of the municipality of Malisheva with the aim to: <ul style="list-style-type: none"> • collect their views on the Project • understand the land acquisition processes and the role of municipalities, if any; • collect information on urban development planning
Water supply and waste management company in Malisheva	04.06.2015	Meeting / Municipality of Malisheva Site visit	Meeting with the representatives of water supply and waste management companies with the aim to: <ul style="list-style-type: none"> • collect information in the domain of their operations • identify problems and possible interactions with the Project;
Municipality of Pejë	05.06.2015	Meetings / Municipality of Pejë and Klinë	Meeting with the representatives of the municipality of Pejë with the aim to: <ul style="list-style-type: none"> • collect their views on the Project • understand the land acquisition processes and the role of municipalities, if any; • Discuss the ending section of the Project and possible conflicts with planned development of a ring road for Pejë
Water supply and waste management companies in Pejë	05.06.2015	Meetings / Municipality of Pejë and Klinë	Meeting with the representatives of the water supply and waste management companies of Pejë with the aim to: <ul style="list-style-type: none"> • collect information in the domain of their operations

Stakeholder	Date	Method of Engagement/ Place	Summary of Engagement Activities
			<ul style="list-style-type: none"> identify problems and possible interactions with the Project
Municipality of Klinë	05.06.2015	Meetings / Municipality of Klinë	<p>Meeting with the representatives of the municipality of Klinë with the aim to:</p> <ul style="list-style-type: none"> collect their views on the Project understand the land acquisition processes and the role of municipalities, if any; collect information on urban development planning
Water supply and waste management companies in Pejë	05.06.2015	Meetings / Municipality of Pejë and Klinë	<p>Meeting with the representatives of the water supply and waste management companies of Pejë with the aim to:</p> <ul style="list-style-type: none"> collect information in the domain of their operations identify problems and possible interactions with the Project
Joint visit of the Project corridor with an Archaeologist; interaction with local population.	22.07.2015	Site visit	The locations of cultural and historical heritage sites have been mapped out with the assistance of an employee of the Ministry of Culture, Youth and Sport; local villagers were requested to provide their insights in existing sites of local importance.
Mol(MESP was invited but did not attend)	06.10.2015	Workshop / Pristina	Progress workshop (including the presentation on the considered alternatives) for the motorway N9, section Kijevo – Zahaq. Discussions on the project concept, ESIA requirements and alternatives considered.
Municipality of Pejë	02.12.2015	Meetings / Municipality of Pejë	Meeting with the representatives of the municipality of Pejë and Municipality of Klina on data baseline for the municipalities demographic, social, economic and other data.
Municipality of Klinë	02.12.2015	Meetings / Municipality of Klinë	Meeting with the representatives of the municipality of Klinë on data baseline for the municipalities demographic, social, economic and other data.
Households, Natural persons, business along the alignment	02.2016	Survey / Villages along the alignment	Conducting Social Survey with the affected stakeholders – inhabitants of the villages along the planned motorway alignment. The survey has been conducted with personnel interviews, questionnaires and surveying methods. Within the survey 20 settlements were visited, 300 people were interviewed and 33 business were visited.
Mol(MESP was invited but did not attend)	18.02.2016	Workshop / Pristina	Presentation on preliminary ESIA and analyses of Alignment's Alternatives
Mol, MESP, representatives of the municipality of Klinë	27.10.2016	Workshop / Pristina	<p>Scoping Workshop in compliance with EBRD requirements with the following objectives:</p> <ul style="list-style-type: none"> Disclose relevant Project information; Understand the local circumstances regarding the social and economic development of the region / municipalities and opportunities for further development after the Project implementation; Discuss the possible environmental sensitive areas along the motorway corridor and any "hot" environmental issues already identified earlier; and Discuss the best suitable consultation methods and ways in which the public can participate in open, proactive manners.

5. IDENTIFICATION OF STAKEHOLDERS, COMMUNICATION METHODS & ENGAGEMENT PLAN

Stakeholder engagement will be ongoing throughout the course of the Project's future planning, construction and operation. External stakeholders have been identified by MI with the support of the Municipalities of Klinë and Pejë.

5.1. Consultation & Disclosure of the ESIA, NTS, SEP, LARF and ESAP

The ESIA, NTS, SEP, LARD and ESAP Report are disclosed publically in accordance with PR10 and applicable national requirements. Disclosure is in Albanian and English languages. All reports are available at the websites of the MI (<http://www.mi-ks.net>) and EBRD (<http://www.ebrd.com>). For public sector operations there will be a minimum of 120 days between the release of the disclosure of documents and the date of Board consideration.

Figure 6 Summary of Public Consultation & Disclosure Process



5.2. Other Public Consultation Processes

Public hearings will be held as required by the local legislation to consult the public with regards to the land acquisition, as described in earlier sections of this document.

Residents and business in the Project area directly affected by any road closures and disruptions in access to their properties will be informed through letters / leaflets about the duration, timing and extent of planned works.

Access to information for vulnerable groups will be facilitated by the Project Implementation Unit (PIU), as appropriate for each person/household according to their specific needs and/or situation, in cooperation with Municipal departments for social affairs.

The MI, together with other relevant Municipalities, will schedule and hold regular meetings with the representatives of different stakeholder groups, as follows:

- Public consultative meetings are foreseen to take place at least once prior to the commencement of the construction works, and at least once during the construction works. Such meetings are aimed at providing regular gatherings of all stakeholders and are open for all interested parties. During these meetings, the MI will present the Project, the expected impacts and the planned mitigation measures. The participants will be able to present their opinions and remarks with regards to the Project, as well as to suggest possible solutions of the issues raised, which will be documented and addressed appropriately in monitoring reports for grievances received and follow up action taken to be prepared by the MI. If necessary, separate meetings will be held to ensure that stakeholder engagement is gender responsive.
- Local community consultative meetings are aimed at engaging individuals, households and businesses affected by the construction activities into the consultation process, and will be organized on a needs basis in local communities.
- Individual consultative meetings are aimed at engaging individual stakeholder groups regarding specific issues, and will be organized on a needs basis. This type of meetings can be initiated by the MI, or by any identified stakeholder groups.

The table below identifies the key 'external' and 'internal' stakeholder groups for the Project and provides an overview of the individual stakeholders identified to-date as well as the purpose and methods of communication which will be used with each group. The current timeframes for engagements are indicated in the table.

This table and the SEP will be updated periodically to include any newly identified stakeholders, as well as planned engagement activities and timeframes. Socio-economic surveys/census of people and villages whose land, assets and access are potentially affected by the Project will be undertaken as part of the future land acquisition planning process. The method of engagements will be refined in this table from the findings of these surveys, especially the targeted methods of engagement with potentially vulnerable and marginalised groups (e.g. elderly and very low income households in the Project area whose access and/or land may be affected) and representatives of Egyptian, Ashkali and Roma ethnic groups.

Below a Stakeholder Communication Plan is presented with tools and methods of communication for each group of stakeholders. Available contact details for identified external stakeholders are contained in Annex A: Project Stakeholders.

Table 2 Stakeholder Engagement Action Plan (Stakeholder Groups, Communication Methods & Activities and Timeline)

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
EXTERNAL STAKEHOLDERS					
Local Stakeholders:					
1	Project Affected People: Local Communities/Residents of the towns and villages along the N9 motorway between Kijevo and Zahaq	<p>Leaders/Representatives of local communities (listed below) (i.e. Village Councils etc.)</p> <p>Municipality of Klina: Drsnik, Dollc, Zajm, Drenoc, Pjetërq i epërm, and Pjetërq i poshtëm.</p> <p>Municipality of Peja: Jablanicë, Klliqinë, Leshanë, Lugaxhi, Gllaviçicë, Ramun and Zahaq.</p>	<ul style="list-style-type: none"> Information on the nature of the Project, duration of the Project, potential impacts on the environment, social and economy, including on local access arrangements during construction and with the completed motorway. Opportunities for the community to be actively involved in the preparation or implementation of the Project. Mechanisms for grievances and complaints. Discussing potential severance impacts (e.g. increased journey times due to motorway cutting off existing roads and diversions etc.) and any community safety issues. Road safety awareness raising with local villages in the use of an motorway. Preparation for socio- 	<ul style="list-style-type: none"> Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media. Direct information through the Municipalities of Peja and Kline. Direct information via a contact person or person responsible for the implementation of the SEP. Public meetings in municipal centres (i.e. Peje, Kline) and a few villages along the route (i.e. Iglarevo, Zahaq, Jablanice etc). Existing community structures (e.g. Village Counsels and Representatives) will be used in the methods of engagement. Individual meetings/engagements with directly affected households during socio-economic surveys/census. Communication through bulletin boards (placed in appropriate places in communities) and posting project information/notices there. Information about the Project (e.g. ESIA, ESAP, NTS, SEP & LARF) published on MI website: http://www.mi-ks.net and EBRD website: http://www.ebrd.com. Specific targeted information for villages and children on road construction activities and dangers associated with these activities. MI will prepare simple leaflets on construction dangers and road safety for motorway will be prepared containing simple text and drawings, as far as possible. These shall be distributed and present in villages/community meetings and via schools (if possible). 	<ul style="list-style-type: none"> Throughout Project implementation. Engagements pre-construction with Non-Technical Summary (NTS) and design information of access arrangements etc.: <i>Planned to start during 4th Quarter 2018 and finish 1st Quarter 2022.</i> Engagements prior to & During Construction: <i>Planned to commence during 4th Quarter 2018 and continue during construction (i.e. for 3 years).</i> During Operation of motorway: engagement will continue from end of construction.

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
			economic surveys/census in affected villages and to identify/inform strategy for surveys.	Support from the municipalities shall be requested in relation to road safety and construction safety awareness raising with local communities etc. <ul style="list-style-type: none"> Consultation is to be undertaken in Albanian and information generally prepared in Albanian. 	
2	Vulnerable & Marginalised Groups in Project affected local communities/villages:	Potential groups identified to date: <ul style="list-style-type: none"> elderly and very low income households in the villages along the route and up the escarpment near the N9 whose access and/or land may be affected by the Project; Women in more conservative villages. Other vulnerable and marginalised groups will be added as identified through the socio-economic survey/census and RAP development process.	<ul style="list-style-type: none"> As stated for Group No. 1 above - plus to apply targeted engagement methods for <i>potentially</i> vulnerable and marginalised groups so they have access to Project information and can participate in the engagement process. Purpose is to ensure such groups are not disproportionately affected by the Project and specific assistance measures can be identified and applied if needed. 	MI (& Contractor during Construction) will adopt targeted measures to engage with <i>potentially</i> vulnerable and marginalised groups. The socio-economic surveys/census will be a good method to communicate with vulnerable groups. Methods will be refined for this group following socio-economic surveys but are likely to include: <ul style="list-style-type: none"> Specific focus group meetings with elderly and very-low income households in affected villages – i.e. Project Contact Person(s) for SEP will undertake in the villages direct engagements with vulnerable households, and especially with regard to effects on their land and access arrangements in order to identify any additional assistance. Culturally appropriate mechanisms and approaches to engage with women in the villages who may not wish to attend public meetings or travel to other villages – MI (& the Contractor) will seek to support and advice of the local municipalities who engage with these communities and Village representatives and (as far as possible) utilise existing engagements methods and channels with these groups. 	As indicated for Group 1. <ul style="list-style-type: none"> A key mechanism for engagement with vulnerable groups/people in the small/very small villages is the socio-economic survey/census. It is anticipated these will be undertaken in the 3rd and 4th Quarter of 2017.
3	Owners and users of land and assets (including those with legal & no legal rights) which will be acquired for the Project, who	Local residents and Local Businesses/companies. <i>(To be confirmed during future land acquisition planning process).</i>	<ul style="list-style-type: none"> Planning and implementation of the requirements of the Land Acquisition & Resettlement Framework (LARF) and the Resettlement Action Plan (RAP) for expropriation of 	<ul style="list-style-type: none"> Consultation meetings for the development of the Resettlement Action Plan, to present the detailed project footprint and affected land and assets, to announce the socio economic survey/census and valuations of properties, present the LARF & entitlements matrix and type and method of compensation. 	<ul style="list-style-type: none"> Access to land can only occur once compensation has been paid, therefore RAP needs to be prepared and implemented prior to construction which is indicated to start in the 2nd

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
	may be physically and/or economically displaced – including those whose access is affected.		<p>the land (and assets).</p> <ul style="list-style-type: none"> Hold direct consultations with affected parties (including formal and informal land owners and users affected by the Project) regarding compensation for land expropriation, loss of access and restoration of livelihoods, in accordance with the SEP and LARF, and to inform RAP. 	<ul style="list-style-type: none"> Socio-economic survey and valuation of properties. Individual meetings as required under Kosovo legislation as part of the expropriation process. Consultation will be carried out on certain specific issues including: effects on access to land (e.g. agricultural land during construction & operation etc.); restrictions in the shelter belt; etc. During the consultation process with commercial facilities that will remain within the shelter belt/road reserve provide clear information on: how and when they need to seek permission to remain in the shelter belt. Clear explanation of the restrictions placed on their land from being within the shelter belt will be provided and disclosed. 	<p>Quarter of 2016.</p> <ul style="list-style-type: none"> Consultation meetings with affected land (and asset) owners and users anticipated to occur in the 2nd Quarter of 2018 and continue for few months.
4	Businesses/ Companies	<p>Local companies – <i>identified to-date from discussions with municipalities and site visits:</i></p> <p>Municipality of Klina:</p> <ul style="list-style-type: none"> Company Gllareva AMORETI – Klinë-Zajm-Gllarevë Benita Company-Gremnik Mirshua Company- Klinë Seeds Factory -Klinë Beer factory “Grimbrr” Gremnik <p>Municipality of Peja:</p> <ul style="list-style-type: none"> "Elkos Group" Sh.pk, industrial zone, Peja, trading and manufacturing 	<ul style="list-style-type: none"> Information on the use of the road in order to adapt to the new conditions arising as a result of the preparation and implementation of the Project. Discussion of the potential impacts on business trade, including affects on access during construction and operation. 	<ul style="list-style-type: none"> Meeting with the business owners, face-to-face interviews with them before beginning the construction of the road. Announcements in local and national media at least two weeks prior to the start of the construction works. Information about the Project (e.g. ESIA, ESAP, NTS, SEP & LARF) published on MI website: http://www.mi-ks.net and EBRD website: http://www.ebrd.com. 	<ul style="list-style-type: none"> Engagements pre-construction with Non-Technical Summary (NTS) and design information of access arrangements etc.: <i>Planned to start during 4th Quarter 2018 and finish 1st Quarter 2022.</i> Engagements prior to & During Construction: <i>Planned to commence during 4th Quarter 2018 and continue during construction (i.e. for 3 years).</i> During Operation of motorway: engagement

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		<ul style="list-style-type: none"> "BirraPeja" JSC, rr.Zhujë Salam, Peja, manufacturer "Devoll Group" Sh.pk, Industrial area, Peja "Devoll Corporation" Sh.pk, Industrial Zone "Dukagjini" Sh.pk, FehmiAgani "Alba Qeramika" Ferizaj/Pejë 			will continue from end of construction.
Local Authorities:					
5	Municipalities	<ul style="list-style-type: none"> Municipality of Klina Municipality of Peje 	<ul style="list-style-type: none"> Planning and implementation of the Project. Public consultations. Support with socio-economic surveys and engagements with local communities, including vulnerable and marginalised groups (see Group 2 above). 	<ul style="list-style-type: none"> Official correspondence & regular update meetings. Invite municipality representatives to Public Meeting and keep them updated on meetings with community members, land owners; companies, vulnerable groups etc. Communication through the bulletin boards (placed in the Municipality centres and certain villages). Information about the Project (e.g. ESIA, ESAP, NTS, SEP & LARF) published on MI website: http://www.mi-ks.net and EBRD website: http://www.ebrd.com. 	Throughout Project implementation – started from 2 nd Quarter of 2015.
6	Local Community Services	<p>For both Municipalities of Klina and Peje</p> <ul style="list-style-type: none"> Emergency Services: Fire Brigade & Police Health& Social Assistance Services 	<ul style="list-style-type: none"> Raising awareness of stakeholder group on the Project. Identifying issues during construction and operation of the motorway which may affect their service provision and need 	<ul style="list-style-type: none"> Announcements in local and national media prior to the start of the construction works. Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media. Direct information through the Municipalities of Klina and Peje. Official correspondence & meetings (as/if required) on 	

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		<ul style="list-style-type: none"> Utility Owners & Operators Communal services 	coordination.	specific issues. Information about the Project (e.g. ESIA< ESAP, NTS, SEP & LARF) published on MI website: http://www.mi-ks.net and EBRD website: http://www.ebrd.com .	
Local Non-Governmental Organisations (NGOs) and other organisations					
7	Local NGOs/Associations of Citizens:	Municipality of Klina: <ul style="list-style-type: none"> “Koha” “Zana” “Ardhmeria” “Elena Gjika” “Eko-Klina” “Youth Steps for Change” Municipality of Peje: <ul style="list-style-type: none"> “Syri I Vizionit” “Shpëtimtari” “Let’s do it Peja” Qendra për mirëqenjen e gruas “Operacioni i mëkembjes” “Era” Promotion of Heritage Management –West 	<ul style="list-style-type: none"> These organisations can potentially help to identify key issues pertaining to the local community (vulnerable groups) and the local environment. Informing local NGOs & other organisations of project activities. These organisations can potentially help to identify possible assistance measures for the local community affected by Project - e.g. agricultural development agencies etc. 	<ul style="list-style-type: none"> Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media. Public meetings in the Municipal centres and villages. Information about the Project (e.g. ESIA, ESAP, NTS, SEP & LARF) published on MI website: http://www.mi-ks.net and EBRD website: http://www.ebrd.com 	Throughout Project implementation – started from 2 nd Quarter of 2015.
National Stakeholders:					
9	Kosovo Government Authorities	<ul style="list-style-type: none"> Ministry of Environment and Spatial Planning and Kosovo Agency for Environment Protection 	<ul style="list-style-type: none"> Approval of the ESIA and other necessary approvals/opinions. Organise and conduct 	<ul style="list-style-type: none"> Official correspondence. Direct meetings. On the spot visits Public hearings/meetings. 	Regularly throughout Project implementation.

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
			public hearing/s <ul style="list-style-type: none"> State environmental inspections Issuing Construction Permit for the Project. 		
		<ul style="list-style-type: none"> Ministry of Agriculture 	<ul style="list-style-type: none"> Inform Government Authority about Project and undertake official correspondence. Engage on land related matters. 	<ul style="list-style-type: none"> Official correspondence and meetings. 	Throughout Project implementation.
		<ul style="list-style-type: none"> Ministry of Culture, Cultural Heritage Protection Office Institute for Protection of the Monuments of Culture and Museum 	<ul style="list-style-type: none"> Inform Government Authority about Project and undertake official correspondence. Approval of Chance Find Procedure and notification process for excavations. 	<ul style="list-style-type: none"> Official correspondence and meetings. 	<ul style="list-style-type: none"> Throughout Project implementation. Specific consultation by Contractor on Chance Find Procedures and notification process for excavations – start of Construction from 4th Quarter of 2018.
		Other ministries, as relevant: <ul style="list-style-type: none"> Ministry of Finance Ministry of Economy Ministry of Labour & Social Policy State Labour Inspectorate Spatial Planning Agency 	<ul style="list-style-type: none"> Inform Government Authority about Project and undertake official correspondence. 	<ul style="list-style-type: none"> Official correspondence and meetings. 	<ul style="list-style-type: none"> Throughout Project implementation.

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
10	National NGOs and associations for activities in the field of environment:	<ul style="list-style-type: none"> All active national NGOs in Kosovo in the field of Environment 	<ul style="list-style-type: none"> These organisations can potentially help to identify key issues pertaining to the local community (vulnerable groups) and the local environment. Informing national NGOs of Project activities 	<ul style="list-style-type: none"> Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media. Information about the Project (e.g. ESIA, ESAP, NTS, SEP & LARF) published on MI website: http://www.mi-ks.net and EBRD website: http://www.ebrd.com. 	<ul style="list-style-type: none"> Throughout Project implementation.
INTERNAL STAKEHOLDERS					
11	Ministry of Infrastructure /Project representatives – e.g. Project Implementation Unit/Various Departments within MI/ Supervising Engineer		Inform group on: <ul style="list-style-type: none"> Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct, EBRD PRs, etc. 	<ul style="list-style-type: none"> Individual meetings or internal workers' meetings. Monthly newsletters, the Committee on Safety at Work, bulletin boards, etc. Information from representatives in the field/on site regarding the following: human resources policy; internal grievance mechanism; health and safety procedures; codes of conduct; Implementation of ESIA, ESAP, LARF and SEP measures; SEP grievance mechanism 	<ul style="list-style-type: none"> Throughout Project implementation.
12	Trade Union representatives		Inform group on: <ul style="list-style-type: none"> Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct. 	<ul style="list-style-type: none"> Official correspondence Meetings Information on request to union representatives 	<ul style="list-style-type: none"> Throughout Project implementation.

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
13	Contractor/s (Design and Build Contract)	Construction company (companies) Subcontractors Transportation contractors	<ul style="list-style-type: none"> Inform group regarding protocols and requirements for interaction with the local community. Inform group on the the standards and expectations with respect to environment protection, health and safety at work and code of conduct in local communities etc. 	<ul style="list-style-type: none"> Official correspondence, meetings, code of conduct, information in contract on standards and expectations with respect to: environmental protection; health and safety at work; security; access to sites; and interaction with the community. Regular monitoring performance of contractors in the implementation of the above. Provision of relevant documents in tender: e.g. ESAP, SEP, NTS, ESIA, LARF etc. 	<ul style="list-style-type: none"> During tendering and contract signature Throughout project implementation

6. INFORMATION DISCLOSURE & STAKEHOLDER ENGAGEMENT PROGRAMME

6.1. Project Documentation Disclosure & Consultation Activities

MI intends to provide all relevant information to the public. As of December 2016, all interested and affected stakeholders/parties will be able to find the following documents on the MI website (<http://mi-ks.net/>) and the EBRD website (www.ebrd.com). These will be made available in the Albanian and English languages, as follows:

- Non-Technical Summary (NTS)
- Stakeholder Engagement Plan (SEP) including Grievance Mechanism
- Land Acquisition and Resettlement Framework (LARF)
- Environmental and Social Action Plan (ESAP)

The Environmental Impact Assessment for Motorway section Kijevë – Klinë - Zahaq (31km) will also be available on the MI website (<http://mi-ks.net/>).

In addition, hard copies of these documents will be available at the address of the Ministry of Infrastructure:

MINISTRY OF INFRASTRUCTURE, Address: Ex-Germia Building, 10000, Prishtina,

The Ministry and the involved Municipalities use the following channels for regular and direct communication with stakeholders:

- Official website of the Ministry of Infrastructure (<http://mi-ks.net/>)
- Official website of the Municipality of Kline (<https://kk.rks-gov.net/kline/>)
- Official website of the Municipality of Peja (<https://kk.rks-gov.net/peje/>)
- Telephone, mail, fax or e-mail inquiries to the Public Information Office within the Ministry of Infrastructure
- Public announcements communicated to the media (local radio and television stations, daily newspapers)

Given the presence of Roma and Egyptian community in the affected settlements, and in the absence of local electronic and written media in Roma language, channels of communication should include national TV and radio stations Radio Television of Kosovo 1 and 2 (RTK1 and RTK2), and/or Radio Kosovo 1 and

Radio Kosovo 2 (RK 1 and RK 2) broadcasting time in Roma language to communicate important information to affected Roma and Egyptian population.

Republic of Kosovo Announcements will be made in the local media (newspapers & radio) to inform the public on the time, date and location of public meetings. Prior to construction public consultation meetings are planned in the following locations, these will be confirmed in discussion with the municipalities.

Meetings will be set up in co-operation with the Municipalities; local community representatives and residents, as well as, business owners in the Project area will be invited to attend. These meetings at a village level will also be used to introduce and identify affected households/villages on which the socio-economic surveys will be undertaken. During these meetings an introduction on the land acquisition process and entitlements for affected land owners and users will be provided.

Information Boards will be installed at the entrance of every affected settlement (i.e. village along the route) and at relevant locations along the Motorway section Kijevë – Klinë - Zahaq and/or in other villages by the main Contractor, and will serve as a media tool/channel for communications with the local residents. Information in relation to access and traffic management during construction will be provided on the boards. The Grievance Mechanism and Contractor contacts will also be included. The Contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

6.2. Consultations with Project Affected Land (& Asset) Owners & Users

Consultation meetings for the development of the Resettlement Action Plan (RAP) will be held with owners and users of project affected land and assets. A socio-economic survey will also be organised, as well as individual meetings to discuss compensation, as required under Kosovo* legislation as part of the expropriation process. More information on stakeholder engagement in relation to land acquisition can be found in the LARF.

6.3. Stakeholder Engagement during the Project Life

MI and the Contractor(s) engaged to undertake the Project will continue to engage with stakeholders and this Stakeholder Engagement Plan will be continually updated to reflect Project progress. Particular attention will be placed on communication with any identified vulnerable & marginalised groups (through focus group meetings, project leaflets or in other appropriate ways), to ensure Project impacts on them are appropriately mitigated and relevant assistance provided.

6.4. Information Provided by the Contractor

During the construction works, **the contractor will submit monthly information to the MI regarding the progress of works.** The schedule of works and potential amendments to the schedule of works will also be submitted approximately 2 weeks prior to the commencement of construction works to Municipal authorities. The schedules will provide information on the commencement and finalization of the works, which may impact the affected groups (such as changes in the transport/ water/ electricity supply regime, and access, noise and dust due to construction works). The MI in Cooperation with Municipalities will be responsible for timely informing the public about planned construction works in line with the updates from the Contractor. The Contractor is obliged to develop project specific engagement plan, including a grievance mechanism for public, as part of the Construction Environmental and Social Management & Monitoring Plan and implement it in relations to the works he/she is contracted to deliver.

6.5. Formal Request for Information

In case the MI receives a formal request for access to information, it will apply the provisions and procedures set out by the Law on Access to Public Documents No. 03/L-21514¹⁰ described in more detail under Chapter 2: Regulatory Requirements. All applications/requests for access to documents shall be addressed to the Ministry's Public Information Office, set up in accordance with the Law. In case this Office does not have the information requested or access to such information, it is required, within 5 calendar days of receipt, to forward the request to the competent organization, and notify the requester about the undertaken measure. Public authorities are required to provide a response to the applicant within 7 days, either granting access to the requested documents or notifying the applicant of the reasons for total or partial refusal. In case of total or partial refusal, the applicant is entitled, within 15 days, to submit a new application for review of the issue.

In case of dissatisfaction with the decision of the public authority, **applicants are entitled to address the Ombudsperson Institution¹¹ - an independent authority** with a designated official responsible for providing free assistance to citizens in gaining access to the necessary documents being refused to them.

The Ombudsperson Institution has its headquarters in Prishtina, and regional offices in representative offices in Prizren, Gjilan, Pejë, Mitrovicë, Ferizaj, Gjakovë and Graçanicë.

¹⁰Official Gazette of the Republic of Kosovo, Year V/No. 88/25, November 2010

¹¹The Constitution Kosovo sets forth the role and competencies of the Ombudsperson which include monitoring and protection of human rights and freedoms of legal and natural persons from unlawful and irregular actions or inactions of public authorities. The Ombudsperson conducts investigations, issues recommendations, publishes reports, and provides services free of charge and public advocacy to all citizens of Kosovo.

Contact information:

Main Office in Prishtina

Free calls for applicants: 0800 15555

Tel: +381 (0) 38 223 782; +381 (0) 38 223 783 or +381 (0) 38 223 784; +381 (0) 38 223 789

Fax: +381 (0) 38 223 790

E-mail address:

info@ombudspersonkosovo.org

Address:

Ombudsperson Institution

"Sunny Hill" neighbourhood, Str. "Enver Maloku", no. 28

10000 Pristina, KOSOVO

Website:

www.ombudspersonkosovo.org (accessible in Albanian, Serbian, Turkish and English)

7. GRIEVANCE MECHANISM

The purpose of the grievance mechanism is foremost to give access to a problem solving mechanism to project affected people. EBRD PR2 requires that there is employee grievance mechanism within the HR function. The requirements also applies to non-employee workers The MI will establish a registry of grievances. Any comments or concerns can be brought to the attention of the MI or the Contractor verbally or in writing (by post or e-mail) or by filling in a grievance form, without any costs incurred to the complainant. All grievances will be recorded in the registry and assigned a number, and acknowledged within 7 calendar days.

The grievance process will follow the following key steps:

- Identification of grievance will be through personal communication with the MI, by phone, letter, grievance form, during meetings, or any other route. Grievance will be recorded on the Grievance Form and then it will be collected in Grievance Record which will be held at the PIU.
- Complaints submitted directly to Municipalities will be redirected to PIU.

- Grievance procedure starts with formal acknowledgment through a personal meeting, phone call, or letter as appropriate, within 5 working days of submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.
- A response is going to be developed by the PIU under the auspices of Ministry of Infrastructure. Required actions are implemented to deal with the issue and completion of these is recorded on the grievance record.
- The response is signed-off by the Ministry of Infrastructure. This sign-off may be a signature on the grievance log or in correspondence which should be filed with the grievance.
- The response to the complainant is recorded to help assess whether the grievance is closed or whether further action is needed.

In the figure below the grievance flow chart is provided.

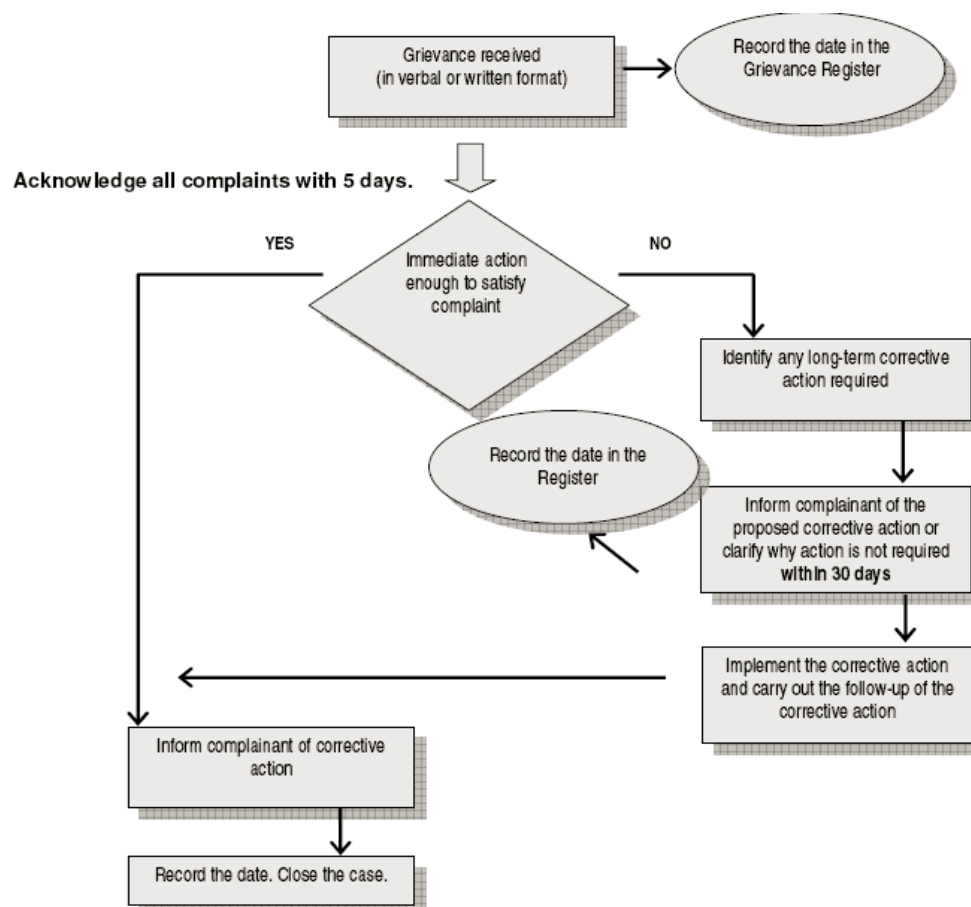


Figure 7: Grievance Process

The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available as described above. In particular, all workers will be informed of the Grievance Process and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards.

Each grievance will be recorded in the registry with the following information:

- description of grievance,
- date of receipt acknowledgement returned to the complainant,
- description of actions taken (investigation, corrective measures), and
- date of resolution and closure / provision of feedback to the complainant.

The MI will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the Ministry is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 30 calendar days upon the acknowledgement of grievance.

If the MI is not able to address the particular issue raised through the grievance mechanism or if action is not required, it will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person/ organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

At all times, complainants may seek other legal remedies in accordance with the legal framework of Kosovo*.

8. MONITORING AND REPORTING

The results of the stakeholder engagement process will be included in the monitoring reports to be prepared by the MI. The first report will be produced 3 months after the beginning of the Project, and will continue on a quarterly basis. The reports will be made public on the website of the MI, with the following information:

- Place and time of carried out consultative meetings (including other types of engagement activities) with information on the participants;
- Issues and concerns raised during consultative meetings and information on how the issues raised during the meetings were taken into consideration by the MI, including the implemented corrective measures meant to address the grievances;
- Number and types of grievances raised in the reporting of MI, with indication of opened, resolved and closed grievances.

In addition, the Ministry will submit Annual Environmental and Social Reports to EBRD summarising environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism.

The Ministry's Project Implementation Unit will be responsible for monitoring all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to EIB and EBRD.

9. CONTACT DETAILS AND RESPONSIBILITIES FOR IMPLEMENTATION

The responsible person for the implementation of the Stakeholder Engagement Plan is:

Ministry of Infrastructure – Kosovo*,

Mr Rame Qupeva, Head of Road Infrastructure Department

Address: Ex-Germia Building,

10000, Prishtina,

Republic of Kosovo

E-mail: mi.info@rks-gov.net

Tel/fax: +381 (0)38 211 494

Tel.: +381 (0)38 200 28 ext. 505

Annex A Project Stakeholders

For the purposes of the SEP, a stakeholder is defined as:

“persons or groups who are directly or indirectly affected by a project as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholders may include locally affected communities or individuals and their formal or informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses. “

Identification of stakeholders is based on: a) administrative and territorial distribution of the planned alignment b) published articles and reviews in the media and on internet portals, c) nature of the proposed project; d) interviews and e) other self-identified stakeholders.

Local. The location of the proposed project is in the municipalities of Klina and Peja. Local government is a legal entity with rights and obligations established by the statute of the municipality and the law. The municipal authorities are the Mayor and the Municipal Council, which are elected representatives of population. The Mayor is an executive/governing body of the municipality.

The following municipal Directorates are established in the municipalities: General Administration; Health and Social Welfare; Education; Economics, Finance and Development; Urban Planning, Cadastre and Property; Public Services and Emergency; Inspection; Environmental Protection; and Culture, Youth and Sports.

Local communities are established in each urban area (neighbourhood) and for each village. In the villages, they are known as village councils and are established by the residents of the respective village. Every village council has its own head. The initiative to establish a local community can be taken by citizens and their organizations and associations, as well as by other bodies determined by the Statute of affected municipalities. It is anticipated that there are local communities organized in each affected settlement. These will be contacted at a later stage of the project.

The Albanian ethnic group is predominant in the affected population. The share of Roma and Egyptian ethnic groups is minor. During the Preliminary Design stage the presence of representatives of this ethnic group in the Project footprint will be identified for the refined Alignment by a dedicated survey. This ethnic group will be included in the Project stakeholders' list.

National and regional. The Government of the Republic of Kosovo (GoK) consists of 19 ministries and offices, administrations, services and agencies, and the Office of the Prime Minister.

Ministries of the GoK include: Public Administration; Education, Science and Technology; Justice; Energy and Mining; Finance and Economy; Kosovo Security Force; Environment and Spatial Planning; Local Government Administration; Internal Affairs; Foreign Affairs; Labour and Social Welfare; Community and Return; Health; Culture, Youth and Sports; Infrastructure; Agriculture, Forestry and Rural Development; and Trade and Industry. National agencies, such as the Kosovo Environmental Protection Agency, Agency of Statistics, Institute of Hydro-meteorology, Cadastre etc. will have to be involved in the ESIA process.

The following stakeholders have been identified to date:

Table 3-A: Project Stakeholders

Stakeholders	Municipality of Klina		Municipality of Peja	
NGOs	"Koha"		"Syri I Vizionit"	
	"Zana"		"Shpëtimtari"	
	"Ardhmeria"		"Let's do it Peja"	
	"Elena Gjika"		Qendra për mirëqenjen e gruas"	
	"Eko-Klina"		"Operacioni i mëkembjes"	
	"Youth Steps for Change"		"Era"	
			Promotion of Heritage Management –West	
Local Communities/ Affected Settlements	Name	Population	Name	Population
	Drsnik	1770	Jablanicë	573
	Dolc	276	Kliqinë	833
	Zajm	1267	Leshanë	354
	Drenoc	440	Lugaxhi	702
	Pjetërq i epërm	563	Gllaviçicë	193
	Pjetërq i poshtëm	160	Ramun	492
			Zahaq	1120
Local Businesses	Company Gllareva		"Elkos Group" Sh.pk, industrial zone, Peja, trading and manufacturing	
	AMORETI –Klinë-Zajm-Gllarevë		"BirraPeja" JSC, rr.Zhujë Salam, Peja, manufacturer	

Stakeholders	Municipality of Klina	Municipality of Peja
	Benita Company-Gremnik	"Devoll Group" Sh.pk, Industrial area, Peja
	Mirshua Company- Klinë	"Devoll Corporation" Sh.pk, Industrial Zone
	Seeds Factory -Klinë	"Dukagjini" Sh.pk, FehmiAgani
	Beer factory "Grimbirr" Gremnik	"Alba Qeramika" Ferizaj/Pejë
Public Utilities	Water and sanitation company "HidroDrini" (branch)	Post and Telecom of Kosovo-Office in Pejë
	Waste management company "Ambijenti" (branch)	"Hidrodrini" – the water supply company
		"Ambienti" Waste Management Company KEDS - Electric Corporation
	Post and Telecom of Kosovo office in Klina	'DriniBardhe'- company for maintenance of irrigation channels
Central Level Institutions	Ministry of Infrastructure	
	Ministry of Finance	
	Ministry of Environment and Spatial Planning	
	Ministry of Culture Youth and Sport	
	Kosovo Agency for Environment Protection	
	Executive Agency for Labour Inspectorate	

Annex B Grievance Forms

A separate grievance mechanism is available for workers:

Table 1-B Grievance Form for Workers

Contact information for enquiries and grievances:	Contact information for enquiries:
Attention: Head of PIU – Mr/Ms, Ministry of Infrastructure Address: Ex-Germia Building, 10000, Prishtina, Republic of Kosovo E-mail: mi.info@rks-gov.net Tel/fax: +381 (0)38 211 494 Tel.: +381 (0)38 200 28 ext. 505	Public Information Office: Tel/fax.: +381 (0)38 200 28 ext. 507 Tel/fax.: +381 (0)38 200 28 ext. 041 Tel/fax.: +381 (0)38 200 28 ext. 048

Table 2-B Comment Form

COMMENT FORM			
INFORMATION ABOUT THE PERSON SUBMITTING THE COMMENT			
We would like you to provide your name, address and email if possible, so we can keep you informed about future developments with the Project. However, if you wish to remain anonymous this is not a problem - please just enter ANONYMOUS in the box below– your comments will still be considered by the Ministry of Infrastructure. In case you don't want your personal information to be disclosed to the third parties please enter CONFIDENT in the box below.			
<input type="checkbox"/> ANONYMUS <input type="checkbox"/> CONFIDENT			
Name:	Internal use only: how was the comment lodged: <input type="checkbox"/> In person <input type="checkbox"/> By Phone <input type="checkbox"/> By Mail <input type="checkbox"/> By email <input type="checkbox"/> Other (please describe)		
Date lodged:			
Address:			
Phone:	Do you wish to be kept informed of Project developments?		
Email address:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Municipality/Village:			
YOUR COMMENTS ON THE PROJECT			
Comment logged (Y/N):	Date:	Comment number:	Logged by:
Response required	Yes/No	Person responsible for preparing response:	
Response sent (date):		Response logged (date):	

GRIEVANCE FORM		
INFORMATION ABOUT THE PERSON SUBMITTING THE GRIEVANCE		
Name:	Internal use only: how was the grievance lodged: <input type="checkbox"/> In person <input type="checkbox"/> By Phone <input type="checkbox"/> By Mail <input type="checkbox"/> By email <input type="checkbox"/> Other (please describe)	
Date lodged:		
Recorded by: <input type="checkbox"/> Person submitting grievance <input type="checkbox"/> Other (please specify who)		
Address:		
Phone:	Do you wish to be kept informed of Project developments? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Email address:		
Municipality/Village:	Internal use only: Confirm that the Grievance has been acknowledged and a copy of this form provided to the complainant? <input type="checkbox"/> Yes. Date:	
Signature of Complainant confirming receipt of completed Grievance Form copy:		
INFORMATION ABOUT GRIEVANCE		
Describe the Grievance:		
INTERNAL USE ONLY: RECORDING AND RESPONSE		
Grievance Reference Number:	Date logged in Grievance Log	
Name of staff member recording the grievance:	Xxx Yyyy	Copies provided to: <input type="checkbox"/> Ministry of Infrastructure <input type="checkbox"/> Person lodging grievance/Complainant <input type="checkbox"/> Contractor
Action required (to be updated as needed as the grievance is progressed):		
Deadline for reporting back to Complainant on progress (to be updated as necessary):		
Date:		
INTERNAL USE ONLY: STATUS OF GRIEVANCE		
Date:	Status of Grievance (add further rows as needed):	
Grievance Closed:	Date:	Signed off - MI: