



Republic of Türkiye

Ministry of Environment, Urbanization and Climate Change

**TURKIYE SECOND ENERGY EFFICIENCY IN PUBLIC BUILDINGS
PROJECT
(P500777)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

FEBRUARY 2024

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Abbreviation and Acronyms

CİMER	Presidency's Communication Center
EE	Energy Efficiency
EEPB2	Türkiye Second Energy Efficiency in Public Buildings
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
EU	European Union
GBV	Gender Based Violence
GDCA	Directorate General of Construction Affairs
GHG	Greenhouse Gas
GM	Grievance Mechanism
GRS	Grievance Resolution Service
IIP	Independent Inspection Panel
LMP	Labor Management Procedures
MoENR	Ministry of Energy and Natural Resources
MoEUCC	Ministry of Environment, Urbanization and Climate Change
MoH	Ministry of Health
MoT	Ministry of Trade
MoYS	Ministry of Youth and Sports
NEEAP	National Energy Efficiency Action Plan
PDoEUCC	Provincial Directorate of Environment, Urbanization and Climate Change
PIU	Project Implementation Unit
POM	Project Operational Manual
PV	Photovoltaic
RE	Renewable Energy
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
UN	United Nations
WB	World Bank

Executive Summary

This document is the Stakeholder Engagement Plan (SEP) for the Turkiye Second Energy Efficiency in Public Buildings Project (EEP2). It is aligned with the World Bank's *Environmental and Social Standard 10 (ESS10) Stakeholder Engagement and Information Disclosure*, and is an integral part of the Environmental and Social Management Framework (ESMF) of the Project and should be read together with the ESMF and Labor Management Procedures (LMP) prepared for the Project.

The EEP2 Project aims to reduce energy consumption in central government buildings and develop sustainable financing mechanisms for a national energy efficiency program. The Project will be implemented by GDCA in MoEUCC, which has the mandate for construction and renovation of central government buildings. The project consists of two components: (i) Energy Efficiency Investments in Central Government Buildings and (ii) Technical Assistance and Project Implementation Support.

This SEP establishes a systematic approach for stakeholder engagement with key objectives including identifying and building constructive relationships with stakeholders, assessing stakeholder interest and support, facilitating effective and inclusive engagement, ensuring timely disclosure of project information, and providing accessible means for stakeholders to raise issues and grievance. In line with the initial stakeholder identification and analysis the potential stakeholders of the Project will be the *administrators, users and staff of the buildings to be included in the project, private parking lot operators within the university campuses, residents of municipalities and neighbourhoods which could potentially be affected by potential environmental and social risks/impacts of the construction/installation activities at the buildings, the companies and their employees who will engage in the implementation of this Project, the ministries which their affiliated buildings will be renovated within the scope of the project*. The details of the stakeholder identification and analysis is available in Section 3.2 of this SEP.

The methodology for stakeholder engagement includes principles of openness, informed participation, and inclusiveness. Vulnerable groups are identified, and specific communication methods and resources required for engagement with each group are outlined. The detailed stakeholder engagement plan is provided in Table 4.

Engagement activities will be ongoing, starting with a consultation meeting in January 2024 after disclosing Environmental and Social Management Framework, Labor Management Procedures and this Stakeholder Engagement Plan. Separate stakeholder engagement meetings for sub-projects will follow, and a variety of engagement techniques will be used (see Table 4), including social media, websites, brochures, and leaflets. This SEP emphasizes open communication channels, education, and feedback mechanisms.

A Grievance Mechanism (GM) to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express their concerns and grievances related to project activities will be made available within the scope of the Project. The GM which is currently operational for the receipt and resolution of the grievances for the Energy Efficiency in Public Buildings Project (EEP, P162762) which is being implemented by the same Directorate General and PIU, will be adjusted and then operationalized for the EEP2 Project. The details of the GM is provided in Section 7 and Annex 5.

The Project will allocate an indicative budget of 750,000 USD under the Component-2 of the Project.

This SEP will be periodically revised based on project developments. Summaries of public grievances, inquiries, and corrective actions will be reported to senior management and stakeholders.

1. Introduction/Project Description

This document is a Stakeholder Engagement Plan (SEP) that describes the planned stakeholder consultation and engagement process to be implemented for the Türkiye Second Energy Efficiency in Public Buildings Project (“EEPB-2” or the “Project”).

This SEP is aligned with the World Bank's *Environmental and Social Standard 10 (ESS10) Stakeholder Engagement and Information Disclosure*, and is an integral part of the Environmental and Social Management Framework (ESMF) of the Project and should be read together with the ESMF and Labor Management Procedures (LMP) prepared for the Project.

The objective of the project is to reduce energy use in central government buildings and inform the development of sustainable financing mechanisms to support a scaled-up, national program for energy efficiency in public buildings. EEPB2 Project aims to renovate 400 buildings approximately, in which, each building will receive a Turkish Energy Performance Class (EPC). Building renovations will result in minimum energy savings of 30 percent and seek to achieve a Turkish Class B EPC or higher. Upgrades of building envelope (facade insulation, windows and doors), space and water heating, cooling, ventilation, air-conditioning, pumps/fans, lighting and installation of on-site RE systems that primarily aim to offset the facility's energy consumption should be included in investment measures.

The project will be implemented by MoEUCC through its Directorate General of Construction Affairs (GDCA). Within GDCA a separate department, the Department of External Investments has been established in 2019 to work as the dedicated Project Implementation Unit (PIU) to manage the ongoing Energy Efficiency Public Buildings Project (EEPBP). The same PIU will also be responsible for the implementation of the EEPB-2 Project.

The proposed EEPB-2 Project has two components: (i) energy efficiency investments in central government buildings and (ii) technical assistance and project implementation support.

Component 1: Energy efficiency investments in central government buildings

Under this component, MoEUCC will finance the preparation and implementation of renovations of central government and central-government affiliated buildings (i.e., public buildings under central line ministries) to save energy and increase renewable energy (RE) use. The Project aims to renovate about 400 buildings each of which will receive a Turkish Energy Performance Certificate (EPC). Building renovations would result in minimum energy savings of 30 percent and seek to achieve a Turkish Class B EPC or higher¹.

Component 2: Technical assistance and project implementation support

This component will include subproject development costs such as marketing and outreach, screening of subproject candidates, and review of energy audits and technical designs; technical support to develop and assess approaches for deeper renovations, comprehensive electrification of buildings, and improvements in water efficiency; day-to-day project management such as preparation and management of procurements, contract management, and supervision of renovation works; implementing financing requirements in compliance with the Bank's fiduciary policies and guidelines; ensuring satisfactory implementation of the

¹ In case it is technically or financially not feasible to achieve EPC Class B due to the specific characteristics of an existing building, the MoEUCC PIU may be granted an exception to include the building in the Project on a case-by-case basis provided the renovation results in at least 30 percent energy savings and an EPC Class C.

Bank's Environmental and Social Framework (ESF); energy and water savings monitoring; Project monitoring and evaluation; training, capacity building, and knowledge sharing for the Project Implementation Unit (PIU) staff, service providers such as energy auditors and designers, construction firms, building administrators, women in the EE field, and any other relevant project stakeholders; Project communications and dissemination of results; equipment needed for day-to-day Project implementation; and incremental operational costs. This component would also include technical assistance (TA) activities.

The project activities will take place in Türkiye (whole country). Specific locations of subproject activities are not known at this stage, because the buildings eligible for energy efficiency renovations will be determined based on eligibility criteria and buildings from variety of regions might be fulfilling the requirements. The subproject locations will be known when environmental, social and technical screening studies are completed.

The detailed information about scope of the Project is available in the Project Appraisal Document² (PAD) and the Environmental and Social Management Framework³ (ESMF) prepared for the Project.

² For further details, please visit <https://projects.worldbank.org/en/projects-operations/document-detail/P500777?type=projects>

³ For further information, please visit www.kabev.org

2. Objective/Description of SEP

Stakeholder engagement is an inclusive process that will be carried out throughout the life of the project. When properly designed and implemented, it supports the establishment of strong, constructive and sensitive working relationships that are important for the successful management of the project's environmental and social impacts and risks.

This SEP provides a framework to support the establishment of a continuous engagement process between the management and users of the beneficiary buildings those who potentially would be impacted or have any kind of interest in the Project (stakeholders) and the Project Implementation Unit (PIU). Besides, it will also help to manage stakeholder expectations and support the management of risks, and therefore reducing potential conflicts and project delays by providing early, frequent and open communication throughout the life of the project.

The key objectives of the SEP can be summarized as follows:

- To establish a systematic approach to stakeholder engagement that will help the Ministry identify stakeholders, and to build and maintain a constructive relationship with all identified stakeholders, especially project-affected parties,
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance,
- To promote and provide means for effective and inclusive engagement with project affected parties throughout the Project life cycle on broader issues of community development and inclusion beyond specific sub-project issues,
- To ensure that technically and culturally appropriate project information on environmental and social risks and impacts is disclosed in a timely, understandable, accessible format, and
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the Ministry to respond to and manage such grievances.

3. Stakeholder Identification and Analysis

3.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are 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 that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- Openness and life-cycle approach:** Public consultations for the project(s) will be arranged during the whole life cycle, 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 stakeholder feedback, and for analyzing and addressing comments and concerns.

3.2. Affected Parties and Other Interested Parties

Affected parties include local communities, community members, and other parties that may be subject to direct potential impacts and risks from the Project. The projects’ all stakeholders are presented in Table 1 given below.

Table 1. Identified Stakeholders of the Project

Stakeholder Category	Identified Stakeholders of the Project		Description/Explanation
Affected Parties	Administers and staff of the buildings to be included in the project	teachers, healthcare professionals, cleaning staff, employees of the canteen, etc.	Restricted access and mobility in the buildings due to the project related activities to be carried in the building.
	Users of the buildings to be included in the project	students, patients, visitors, and their families	
	Private parking lot operators within the university		Potential environmental and social risks/impacts of the project related activities to be carried in the building.

Stakeholder Category	Identified Stakeholders of the Project	Description/Explanation
	Residents of municipalities and neighbourhoods which could potentially be affected by potential environmental and social risks/impacts of the construction/installation activities at the buildings	Potential environmental and social risks/impacts of the project related activities to be carried in the building.
	<ul style="list-style-type: none"> • Construction companies and their employees • Equipment suppliers and supply workers • Contractors, consultants, supervisors 	The project activities will be carried out by/through the listed parties
Vulnerable/ Disadvantaged Individuals/ Groups	<ul style="list-style-type: none"> • People with physical disabilities • Elderly individuals Immigrants, refugees and non-native Turkish speakers	Individuals/groups have less means and opportunity to express their concerns, or access information to understand their rights or the impact/risks of the Project.
Other Interested Parties	<ul style="list-style-type: none"> • MoEUCC • Ministry of Health (MoH) • Ministry of Energy and Natural Resources (MoENR) • Ministry of Youth and Sports (MoYS) • Ministry of Trade (MoT) 	The project activities will be carried out in the affiliated buildings of the listed Ministries.
	<ul style="list-style-type: none"> • Local authorities (local governors and municipalities) • NGOs – associations on local and national level (Turkish Women in Renewables and Energy, Green Collar Women's Association, etc) • Academia • National and local media (social media, tv channels, printed media etc.) 	The listed stakeholders may be indirectly involved in/affected by the project activities due to scope of their work and common agenda in the energy sector and the proposed project activities.

3.3. Disadvantaged/vulnerable individuals or groups

It is of particular importance to understand whether project impacts disproportionately affect disadvantaged/vulnerable individuals or groups who are often unable to raise their concerns or understand the impacts of a project. Awareness raising and stakeholder engagement activities regarding the project should be implemented taking into account the special constraints and cultural sensitivities of these groups and individuals so that they fully understand the project activities and benefits. Interaction with vulnerable groups and individuals often requires special measures and assistance to ensure that these groups and individuals are well aware of the overall process and their contribution to the process is in balance with other stakeholders and focused on establishing their participation.

Within the scope of this Project, vulnerable individuals and groups can be physically disabled individuals, elderly individuals, elderly people, women, and immigrants, refugees and non-native Turkish speakers. These groups in particular are experiencing certain disadvantages in benefitting from public services and are likely to be directly affected by sub-projects.

The vulnerable/disadvantaged groups/individuals identified at this early stage of the Project may include but are not limited to those who identified in Table 2.

Table 2. Identified Vulnerable Groups and the Way of Communication

Vulnerable Groups and Individuals	Characteristics/ Needs	Preferred means of notification/consultation	Additional Resources Required
People with physical disabilities (mobility, hearing, vision impairment, etc.)	Accessibility, lack of information and funding for training in special needs	Special training needs such as audio devices, accessible venues, etc.	Special training facilitators, sign language translators/interpreters
Women	Accessibility, lack of information	Communication at accessible venues, with appropriate engagement methods	Not required.
Elderly people	Accessibility, lack of information and lower familiarity with online tools, services, and communication channels	Communication at accessible venues, with appropriate engagement methods	Not required.
Immigrants, refugees Non-native Turkish speakers	Accessibility, lack of information and lower familiarity with online tools, services, and communication channels	Support of alternative language	Translator

In order to incorporate the view of vulnerable groups;

- Engagement with local organizations and NGOs representing the interests of persons with disabilities will be carried out,
- Separate consultations in places of easy access will be conducted for women, elderly population, youth and disabled persons and any other vulnerable groups in the targeted provinces,
- Information on the project will be provided in individual meetings, in different languages (Arabic, Kurdish etc.) and or in braille if required,
- Any written or printed project related material to disseminate information will be prepared in culturally proper, easy to understand language and translated before dissemination on sites also known to and accessible by the project's vulnerable groups.

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

The EEPB 2 Project recognizes the rights of the local communities and as key stakeholders in the project. During the life of the Project, stakeholder engagement will be free of manipulation, interference, and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information, in a culturally appropriate format. It involves interactions between identified groups of people and provides stakeholders with an opportunity to raise their concerns and opinions and ensure that this information is taken into consideration when making project decisions.

Within the scope of the Project, stakeholder engagement activities will be initiated as early as possible and will be carried out throughout the life of the Project and this SEP will be updated accordingly to include and effectively address the outcomes of the consultations into the Project design (Project's preparation, construction and operation).

All environmental and social documents prepared for the Project (ESMF, ESCP, SEP and LMP) were disclosed (both in Turkish and English) on the official webpage⁴ of EEPB2 project for the review and feedback of the stakeholders on January 15, 2024 prior to the online public consultation meeting.

Notification for the date/time, venue and purpose of the consultation meeting to be held with the participation of ministries, beneficiaries and representatives of public institutions and universities was sent to the relevant institutions with an official cover letter dated January 16, 2024 (nb. E-69693089-755.01-8513759).

On January 25, 2024, a consultation meeting was held, moderated by the Head of Department of External Investments, with the participation of approximately 170 people.

Initially, Head of Department of External Investments gave information about the financial resources, aims, objectives, components and tasks of the project and institutions, eligibility criteria for building selection and outputs of the project. She also presented examples of buildings completed under EEPB1.

The participants were then briefed by Environmental Consultant, Social Consultant and OHS Consultant about the World Bank's Environmental and Social Standards, Project's Environmental and Social Assessment documents, benefits of the project, potential environmental and social impacts and risks of the Project and mitigation measures, environmental and social management of the Project, stakeholder engagement processes, grievance mechanism and labor management procedures.

Participants had no objections to the Project and related management procedures. Questions from the participants and PIU's responses are listed in Annex 6.

Participant information is recorded by the PIU however, participant information will not be disclosed and published within the scope of the Personal Data Protection Law.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

A variety of engagement techniques will be utilized to engage and consult with stakeholders, as well as to gather information from and deliver information to stakeholders. The level of impact, in addition to the needs and concerns of the stakeholders, will determine the basis of the communication tools and methods selected to engage with certain groups. The language of communication throughout the Project is expected to be Turkish; however, different languages will be also taken into consideration, if need be, to increase the

⁴ <https://www.kabev.org/kabev2-cevresel-sosyal/>

efficiency of the engagement activities and ensure the involvement of all stakeholder groups. The engagement activities will be carried out in a culturally appropriate manner and will include the best approaches to interact with stakeholder groups that establish effective relationships for stakeholder engagement.

The engagement methods and their purposes are presented in Table 3 given below.

Table 3. Engagement Methods to be employed under the Project

Engagement Method	Application/Purpose of the Method	Target Stakeholder
Correspondences (Letters, Phone, Emails)	<ul style="list-style-type: none"> - Information sharing (in particular technical) on project requirements and impacts - Invitations to meetings and key events during project implementation - Arrangements for obtaining permits, licenses, transfer, - Information and data requests that will be utilized for project implementation 	Other relevant state authorities and government officials, NGOs, local government, academia, national and local media and organizations/agencies
Face-to-face/one-on-one meetings	<ul style="list-style-type: none"> - Information collection on an individual basis allows stakeholders to voice their concerns/opinions about sensitive issues - Establishing personal connections with key actors 	Representatives of relevant state authorities and government officials, NGOs, local government, academia, organizations/agencies, contractors and consultants
Formal meetings	<ul style="list-style-type: none"> - Collective information sharing on project requirements and impacts - Receiving comments, feedback, views and perception of the project from a group of public institutions - Establishing relations with public institutions 	Different national and local government authorities and officials, NGOs, academia, and organizations/agencies, national and local media
Consultation meetings	<ul style="list-style-type: none"> - Information sharing (especially non-technical) to a large group of stakeholders, especially communities about the scope and timeline of the Project and sub-project activities. - Receiving comments, feedback, views and perception of the project from a group of stakeholders - Collecting grievances and concerns related to the project - Establishing relations with affected communities, and groups 	Any stakeholder group identified throughout the project including the affected communities and groups, local NGOs, national and local government representatives/authorities, businesses, organizations/agencies, etc.
Focus group discussions	<ul style="list-style-type: none"> - Information sharing on a specific topic to a certain group of people including vulnerable groups - Receiving comments, feedback, views and perception of the project from a certain group 	Stakeholder groups relevant to the information to be shared and discussed during the meeting, vulnerable groups

Engagement Method	Application/Purpose of the Method	Target Stakeholder
	<ul style="list-style-type: none"> - Collecting grievances and concerns related to the project from a certain group - Monitoring project activities' environmental and social risks and impacts on a certain group of stakeholders - Establishing relations with certain groups 	
MoEUCC website	<ul style="list-style-type: none"> - Sharing project-relevant information and update on progress - Disclosing project/subproject related documentation and communication tools: Environmental and Social Management Plan (ESMP), grievance mechanism (GM), presentations, brochures, etc. - Announcements of key events (date/time, venue) 	Any stakeholder group identified throughout the project including affected communities and PAPs, national and local media, academia, NGOs, businesses, and organizations/agencies
Digital communication tools social media (<i>Facebook, Twitter, Instagram accounts, WhatsApp groups</i>), national/local television channels, radio stations, SMS, etc.	<ul style="list-style-type: none"> - Non-technical information sharing and progress updates - Announcements of key events, dates and published documents related to the Project 	Any stakeholder group identified throughout the project including affected communities and PAPs, national and local media, academia, NGOs, businesses, and organizations/agencies
Project information brochures/leaflets	<ul style="list-style-type: none"> - Sharing brief project information to provide regular updates - Informing the stakeholders on certain issues such as land acquisition, land entry and exit, project implementation schedule, the scope of project activities and subprojects, etc. - Disseminating site-specific project information 	Any stakeholder group identified throughout the project including affected communities and PAPs, businesses and organizations/agencies
Online meeting (alternative tool if needed)	<ul style="list-style-type: none"> - Information sharing on a specific topic to a group of people including vulnerable groups - Receiving comments, feedback, views, and perception regarding the project from a certain group 	Any stakeholder group identified throughout the project, including project-affected people, vulnerable groups, etc.

Engagement Method	Application/Purpose of the Method	Target Stakeholder
	<ul style="list-style-type: none"> - Collecting grievances, concerns and feedback related to the project from a group - Monitoring project activities' environmental and social impacts and risks on a group - Establishing relations with local communities 	
Grievance Mechanism (GM)	<ul style="list-style-type: none"> - Receiving and resolving any requests (such as suggestions, complaints, compliments, inquiries for information or whistle-blower complaints) received by all project stakeholders 	Any stakeholder group identified throughout the project
Survey	<ul style="list-style-type: none"> - Satisfaction with the project process and results 	Users of the buildings

4.3. Stakeholder Engagement Plan

The overview of the stakeholder engagement process to be followed during the life of the Project is provided in Table 4 given below.

Table 4. Stakeholder Engagement Program

Project Stage	Estimated Date/Time Period	Topic of Consultation Message	Method Used	Target Stakeholder	Responsibilities
Preparation	<p>Before the commencement of component activities</p> <p>Throughout the life of the project</p>	<ul style="list-style-type: none"> • Inform the stakeholders about the scope and needs of the Project. • Consult the stakeholders about <ul style="list-style-type: none"> ○ project design, ○ eligibility criteria, ○ E&S risks&impacts, ○ proposed mitigation measures, • Building back better • ESMF, LMP, GMs 	<ul style="list-style-type: none"> • Opening meeting • Public announcements • Non-technical project summaries/presentations • Electronic publications • Social media • Press releases • Consultation meetings (virtual/face-to-face) • Digital communication tools • GM • Poster, brochure, leaflet, etc. 	<ul style="list-style-type: none"> • Project Affected Parties • Disadvantaged/Vulnerable individuals or groups • Other interested parties 	<ul style="list-style-type: none"> • MoEUCC PIU

Project Stage	Estimated Date/Time Period	Topic of Consultation Message	Method Used	Target Stakeholder	Responsibilities
			<ul style="list-style-type: none"> • SMS 		
Implementation & Construction	<ul style="list-style-type: none"> • Prior to start of implementation of the project, and as needed during the project lifecycle 	<ul style="list-style-type: none"> • Inform the stakeholders about the project scope and ongoing activities, including any emerging issues and/or problems • E&S documents (ESMF, ESMP, OHSP, etc.) • GMs 	<ul style="list-style-type: none"> • Public announcements • Non-technical project summaries/presentations • Electronic publications • Social media • Press releases • Consultation meetings (virtual/face-to-face) • Digital communication tools • Grievance Mechanism • Poster, brochure, leaflet, etc. • SMS 	<ul style="list-style-type: none"> • Project Affected Parties • Disadvantaged/Vulnerable individuals or groups • Other interested parties 	<ul style="list-style-type: none"> • MoEUCC PIU • Supervision Consultants • Contractors
Operation	<ul style="list-style-type: none"> • After completion of sub-project activities, during the one-year warranty period 	<ul style="list-style-type: none"> • GMs • Stocktake stakeholders' views and perceptions about the energy efficiency retrofitting (to inform future activities and/or to identify remedial measures if needed) 	<ul style="list-style-type: none"> • Closing Meeting • Consultation meetings • Disclosure meetings, • Digital Communication Tools/social media • Poster, brochure, leaflet, etc. • SMS • Satisfaction survey 	<ul style="list-style-type: none"> • Project Affected Parties • Disadvantaged/Vulnerable individuals or groups • Other interested parties 	<ul style="list-style-type: none"> • MoEUCC PIU • Utilities

The PIU will provide and disclose all project related information (including E&S documentation) about the EEPB-2 Project to the public through its official project webpage (www.kabev.org) and also its social media accounts.

The language of communication throughout the Project is expected to be Turkish; however, different languages will be also taken into consideration, if need be, to increase the efficiency of the engagement

activities and ensure the involvement of all stakeholder groups. The engagement activities will be carried out in a culturally appropriate manner and will include the best approaches to interact with stakeholder groups that establish effective relationships for stakeholder engagement. Information prior and during project implementation will be also made available through brochures or leaflets to be distributed in regions where activities will be carried out.

The MoEUCC/PIU will be responsible for the disclosure of SEP (any other E&S documentation) and GM before the commencement of the any project activity, so that the stakeholders will be made aware of intake channels to raise their complaints.

The MoEUCC/PIU will disclose all site specific ESMPs for 10 business days for each sub-project to provide sufficient information to all stakeholders about how the sub-project will be carried out and how grievances/concerns/suggestions can be submitted by the stakeholders.

Sub-project/building specific disclosure/informative meetings will be held by the PIU with the support of the Supervision Consultants. The announcement for the organization of consultation meeting events for draft versions of all framework documents will be communicated via e-mails, website and social media and will be published in newspapers. The PIU will attend all meetings and the social specialist of PIU will be in touch with the contact person in each building.

5. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

5.1. Resources

The PIU, which has been established within the GDCA for the EEPB Project, will be responsible for the overall implementation of the Project including this SEP. The existing PIUs implementing different WB financed projects under the GDCA have qualified technical staff who have experience in managing design and construction.

The estimated budget for the effective implementation of this SEP is 750.000 USD and is included in Component 2 of the project.

Table 5. The budget for the SEP

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs (USD)	Remarks
1. Estimated staff salaries and related expenses (during the life of the Project)					
1a. Individual Consultants: one Environmental Specialist, Social Specialist, Stakeholder Engagement and Communications Specialist, Occupational Health and Safety Specialist	1	137.000	5 years	685,000	
1b. Travel costs for staff	1	500	30 Times	15,000	
2. Events					
2a. Organizations to share the energy sector experiences of female engineers	1	2.000	3 Times	6,000	
3. Communication campaigns					
3a. Print communication materials	5.000	2	5 years	10,000	
3b. Social media campaign	1	5.000	2 years	10,000	
4. Trainings					
4a. Capacity building	1	10.000	2 Times	20,000	
5. Beneficiary surveys					
5a. End-of-project perception survey (for each subproject to be implemented)	1	100	40 Times	4,000	
6. Grievance Mechanism					

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs (USD)	Remarks
6a. Training of responsible staff on GM	10	0	5 years	0	Will be delivered by the social specialist of the PIU
6b. Suggestion boxes in buildings and GM communication materials	400	0	5 years	0	Will be the under the responsibility of the Contractors
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				750,000	

5.2. Management Functions and Responsibilities

Table 6 given below presents the roles and responsibilities of different PIU specialists and consultants on SEP implementation.

Table 6. Responsibilities of Key Actors/Stakeholders in SEP Implementation

Responsible Party	Responsibilities
PIU	<ul style="list-style-type: none"> • Incorporating all stakeholder engagement activities into the overall environmental and social management systems • Developing an internal system to communicate progress and results of stakeholder engagement to the senior management and staff members • Accelerating and monitoring the formation of PIUs to ensure proper implementation of the processes related to the grievance mechanism and stakeholder engagement issues • Coordinating the parties for proper implementation of processes related to grievance mechanisms and stakeholder engagement issues
Social Specialist (PIU)	<ul style="list-style-type: none"> • Planning and implementation of subproject-specific stakeholder engagement activities in line with this SEP • Ensuring that the stakeholder engagement is understood by PIU members and other stakeholders • Supporting other PIU staff that may have interaction with stakeholders • Coordinating interface and reporting to/from World Bank to implementation of this SEP • Updating this SEP periodically and upon major Project changes • Acting as the GM focal point of the PIU: <i>recording and following up on grievances relevant to the Project, managing and coordinating the resolution of grievances within the Project, reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding stakeholder engagement and other Project activities and coming up with actions, consolidating Project related grievances from all different GM levels, informing the PIU and the management about the resolution process, preparing consolidated GM reports of the Project</i> • Coordinating and supervising the GM focal points of the consultant and contractor

Responsible Party	Responsibilities
Environmental Specialist (PIU)	<ul style="list-style-type: none"> • Consolidated reporting on overall SEP activities and the project progress • Carrying out the social and environmental monitoring
Procurement Specialist	<ul style="list-style-type: none"> • Ensuring that relevant E&S instruments are incorporated into the tender documents
Supervision Consultant	<ul style="list-style-type: none"> • Preparing respective site specific E&S instruments (ESMP, OHS Plan, etc.) for the project activities • Ensuring that the project adheres to the methodology and other requirements which are mentioned in E&S Documents (ESMP, OHSP, SEP) during the implementation of sub-projects • Monitoring the contractors' activities on site (including recording and resolution of grievances, and reporting these to PIU in their monthly progress reports) • Contacting with PIU GM Focal Points for the follow-up of the grievances

6. Citizen Engagement

The Project not only aims to increase energy efficiency in public buildings but also places special emphasis on encouraging citizen participation and taking their views into account. This is considered as a crucial element in the successful implementation of the project and for ensuring that the outcomes of the project are embraced by the community. During the life of the project different level of stakeholder engagement activities with different scopes will be applied by means of varied visual and event-oriented stakeholder engagement tools. Besides, a strong citizen engagement approach is envisaged under this Project, which has been developed based on lessons learned from the EEPB Project and will ensure the active participation of citizens and closing the feedback loop:

- i) **disseminating subproject information** (e.g., energy audit result, subproject scope, design, plans for construction works) to subproject beneficiaries and relevant stakeholders;
- ii) **collecting feedback to capture their expectations and concerns** during preparation and implementation of the subprojects;
- iii) **reporting to beneficiaries how their feedback was incorporated and the result of subprojects and measuring their satisfaction about engagement processes.** The citizen engagement activities will focus on selected public facilities that are particularly important to citizens and subject to use by various members of the community, such as hospitals or universities. The following instruments will be used:
 - a. **public consultation meetings** as part of this SEP
During the public consultation meetings the Project (i.e. its technical details, potential environmental and social risks/impacts of the Project, E&S mitigation measures to be taken, roles and responsibilities of different parties for the implementation of the Project, etc.) will be introduced to the stakeholders and then their suggestions, concerns, questions will be received both to clarify them and also to strengthen the scope of the project through integrating them in the project design.
 - b. **monitoring meetings before the commencement of construction works and after the completion of construction works**, including stakeholder engagement satisfaction surveys at the end of the monitoring meeting.
During the pre-renovation monitoring meetings, stakeholders will be informed about the project and their suggestions will be taken; while during the post-renovation monitoring meetings, the stakeholders will be informed on how their suggestions are included in the process and project design. The post-renovation monitoring meeting will also evaluate the satisfaction of the stakeholders with the renovation process and its results.
 - c. **post-renovation surveys (conducted both face-to-face and virtually)**
post-renovation satisfaction surveys will be conducted in the buildings where monitoring meetings are held in order to reach a wider participation while evaluating satisfaction with the process and results.

6.1. Indicators for Citizen Engagement

For Citizen Engagement, the following indicators will be monitored during the life of the Project:

- (i) **Percentage of survey participants** satisfied with the citizen engagement processes, renovation processes, and results; and
- (ii) **number of building blocks** with pre- and post-renovation monitoring meetings organized. The Project aims to conduct monitoring meetings in 50 percent of the renovated building blocks.

7. Grievance Mechanism

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. All stakeholders, including the public, will be able to use the Grievance Mechanism (GM). The goal of the GM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express their concerns and grievances related to project activities. Detailed information of **GDCA Grievance Mechanism** is included in the Annex-5.

7.1. Description of the Project- Level Grievance Mechanism

Table 7. Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>Complainants can utilize different GMs available at the national level in the country: <i>Presidency’s Communication Center (CIMER), Foreigners Communication Center (YIMER).</i></p> <p>a. MoEUCC will be responsible to collect, record, and resolve all concerns and grievances raised by its stakeholders through the CIMER, YIMER. MoEUCC is responsible for resolving the received concerns and grievances within 15 days and informing the complainant about the resolution. Additionally, the complainant will be informed within two (2) days that the grievance has been received.</p> <p>b. Provincial Directorates of Environment, Urbanization and Climate Change (PDoEUCC) will be responsible for receiving, recording and immediately informing the PIU about the applications to be received. The PDoEUCC will also be responsible for taking the necessary measures to address the concerns and grievances received regarding the activities carried out within the scope of the EEPB-2 Project to the extent possible. The PIU will also be informed about the status of the applications received (resolved, pending, escalated to other level of GM intake channels, etc.)</p> <p>c. Supervision Consultant’s Project Manager will be responsible for the management of the applications that cannot be addressed at the contractor level. The Project Manager will remind the responsibilities of the contractor by issuing a status report and ensuring that</p>	<p>2 days (notification period)</p> <p>15 days (resolution)</p>	<p>PIU Supervision Consultant Contractor</p>

Step	Description of Process	Time Frame	Responsibility
	<p>necessary measures are/will be taken to solve the problem and ensure the implementation of required corrective actions. If the Project Manager is not able to resolve the concerns and grievances, he/she is obliged to immediately direct them to the PIU for their successful resolution.</p> <p>d. Awarded Contractors will be responsible for developing and ensuring maintenance of a grievance mechanism for their workforce (including sub-contractors) before the commencement of any construction work.</p> <p>The Contractors will also be responsible for receiving, recording and if possible, resolving the concerns and grievances raised by any stakeholder (right holders, local communities, project workers, etc.) due to the civil works executed within the scope of the EEPB-2 Project. <i>If the Contractor is not able to resolve the concerns and grievances, they are obliged to immediately direct them to the relevant Supervision Consultant.</i> Contractors will also submit the records including solved and unsolved concerns and grievances to the PIU on a weekly basis.</p>		
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • MoEUCC Call Center: Alo 181 • Telephone: + 90 312 586 49 06 • E-mail: yigmenerji@csb.gov.tr • KABEV Grievance Forms disclosed on the official webpage of the respective PDoEUCC • Forms that will be made available by the Contractors at construction sites (see Annex 3 and Annex 4) • Grievance Forms available on the Project's webpage https://kabevanket.csb.gov.tr/sikayet.jsp • At National Level https://www.cimer.gov.tr https://www.yimer.gov.tr 	Upon receipt of complaint during the life of the Project	<p>PIU Supervision Consultant Contractor Building Management (forward to PIU)</p>

Step	Description of Process	Time Frame	Responsibility
Acknowledgment and follow-up	Receipt of the grievance will be acknowledged to the complainant by those who received the grievance (contractor/consultant/PIU/PDoEUCC)	Within 2 days of receipt	PIU Supervision Consultant Contractor
Sorting, processing	<p>Any complaint received will be forwarded to relevant expert or Supervision Consultant will be logged into the grievance log, and categorized according to the following complaint types:</p> <ul style="list-style-type: none"> i. renovation-related, ii. environmental issues, iii. restriction of access to building entrances iv. damage v. complaints about workers' behaviors vi. accidents, vii. working conditions, viii. employee rights, ix. sexual exploitation and abuse, sexual harassment x. complaints from workers. <p><i>These categories can be redesigned during the project implementation to meet the needs of the Project.</i></p>	Upon receipt of complaint	PIU Supervision Consultant Contractor
Verification, investigation, action	<p>Investigation of the complaint will be carried out by PIU/Supervision Consultant/Contractor according to the level of the complaint.</p> <p>The proposed solution will be formulated by PIU/Supervision Consultant/Contractor and communicated to the complainant by PIU/Supervision Consultant/Contractor.</p>	Within 15 calendar days	Complaint Committee <i>composed of PIU's Social Specialist, an authorized person in the PDoEUCC, Contractor's Site Chief, Social Specialist of the Supervision Consultant</i>
Monitoring and evaluation	<p>Data on complaints will be received through complaint boxes, e-mail address of the Project, social media accounts of the Project, telephone, CIMER and YIMER.</p> <p>Contractors will be responsible to receive and report the complaints to the Supervision consultant with weekly report.</p> <p>Complaints will be reported to the PIU by the Supervision Consultant with a monthly progress report.</p>	<p>Monthly for the Contractor and Supervision Consultant</p> <p>Quarterly for the Contractor</p>	PIU Supervision Consultant Contractor

Step	Description of Process	Time Frame	Responsibility
	PIU will also report to the grievances to the World Bank on quarterly basis.		
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution will be collected by contacting the complainant through the communication channel preferred by the complainant. In addition, provision of feedback will be received through the monitoring meetings and post renovation survey.	After the complaint is resolved After the completion of the renovation works	PIU Supervision Consultant Contractor
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows: Operation of the complaint resolution mechanism, procedures for receiving and closing complaints	Before commencement of any construction works on site	PIU Supervision Consultant

The GM will provide an appeals mechanism if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they will be advised of their right to legal recourse.

7.2. World Bank Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms 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>.

Project affected communities or individuals can also raise their grievances to the World Bank Independent Inspection Panel (IIP). This panel determines whether the person or communities that made the complaint were harmed because of the breach of one or more of the WB’s performance criteria. The panel can directly convey its concerns about the received complaints to the WB. At this stage, WB would have an opportunity to respond to the complaints. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

8. Monitoring and Reporting

8.1. Summary of how SEP implementation will be monitored and reported

Stakeholder engagement activities will be monitored periodically and reported in the E&S Progress Reports to be submitted to the WB on quarterly basis. Documentations of the stakeholder engagement activities will be kept in the archive of the MoEUCC. Information about the consultation activities will be reported to the Bank within the E&S Progress Reports and will include (but not limited to),

- Number, type of consultations
- Number of participants, type of stakeholders engaged
- Critical issues discussed, raised during the consultations,
- Number of grievances received (disaggregated data: gender, province, category of grievance, status of the grievances [closed, pending, resolved, etc.], etc.)

8.2. Reporting back to Stakeholder Groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

Annexes

Annex 1. Sample Table for the Records of Meetings and Consultations

Annex 2. Grievance Form

Annex 3. Grievance Closeout Form

Annex 4. Grievance Log

Annex 5. GDCA Grievance Mechanism Procedure
Annex 6. Records of Meetings and Consultations

Annex 1. Sample Table for the Records of Meetings and Consultations

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

Annex 2. Grievance Form

Reference No	
Full Name (not mandatory, you can submit anonymously*)	
Please mark how you wish to be contacted (mail, telephone, e-mail).	
Province/District/ Location	
Date	
Category of the Grievance	
1. On abandonment (public)	
2. On assets/properties impacted by the project	
3. On infrastructure	
4. On decrease or complete loss of sources of income	
5. On environmental issues (ex. pollution)	
6. On employment	
7. On traffic, transportation and other risks	
9-Other (Please specify):	
Description of the Grievance What did happen? When did it happen? Where did it happen? What is the result of the problem?	
What would you like to see happen to resolve the problem?	

**Although giving name and address is not compulsory, it should be kept in mind that during the feedback process regarding the grievance some problems may occur due to lack of information.*

Signature:

Date:

Annex 3. Grievance Closeout Form

Grievance closeout number:	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	<input type="checkbox"/> YES <input type="checkbox"/> NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

COMPENSATION AND FINAL STAGES

This part will be filled and signed by the complainant after s/he receives the compensation fees and/or his/her complaint has been remediated.

Notes:

[Name-Surname and Signature]

Date: ___ / ___ / ____

Of the Complainant:

Representative of the Responsible Institution/Company

[Title-Name-Surname and Signature]

Annex 4. Grievance Log

Grievance and Suggestion Register Number	Details on Grievance/Suggestion In-Take Channel				About the Complainant			About the Complaint/Suggestion					Action Taken					Supporting Documents for Grievance/Suggestion on Close-Out	Please provide details If the Complaint could not be Closed/Resolved (referral was made to another institution/person etc.)		
	How Complaint is Received (Grievance Form, Community Meeting, Telephone, Alo 181 etc.)	Date of Complaint Received	Person Receiving Complaint/Suggestion Name/Surname and Position Level of Grievance (Contractor, MoEUC Provincial Directorate Level, PIU Level, Ministerial Level, etc.)	Level of Grievance (contractor, supervision consultant, provincial directorates, Ministry, Alo 181, etc.)	Name and Surname of the Complainant*	Gender of the Complainant	Complainant's E-mail*	Complainant's Phone Number*	Province which the C/S is Relevant	Building/Institution Related to Complaint/Suggestion (Sub-Project)	Project Component Related to Complaint/Suggestion	Complaint Category (Renovation-related, environmental issues, restriction of access to building entrances, damage, complaints about workers, accidents, working conditions, employee rights, sexual exploitation and abuse, sexual harassment, etc.)	Summary of Complaint/Suggestion	The date when the complainant is informed that the complaint/suggestion has reached the system and it is under evaluation	Status of the Complaint Open, Closed, Pending	Person/Department to whom Complaint/Suggestion is directed for	Action Planned	Due Date for Addressing the Grievance		Closed Date of Grievance	

Annex 5. GDCA Grievance Mechanism Procedure

Introduction

The Grievance Mechanism (GM) is a process that enables any stakeholder to submit a complaint or a suggestion about how the project is being planned, constructed or implemented.

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation, which forms an integral part of the more detailed community consultations that will pave the way for corrective action, as well as builds stakeholder engagement and ownership of the project. Specifically, the GM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants;
- Supports accessibility, anonymity, confidentiality and transparency in handling complaints and grievances; and
- Reduces the need to resort to judicial proceedings.

The operational flow of Grievance Mechanism for the stakeholders is given in Figure 1.



Figure 1. Operational Flow of Grievance Mechanism

The overall process for the GM usually is described in detail in the Project Operational Manual (POM) and is comprised of 6 steps: (1) uptake; (2) sorting and processing; (3) acknowledgment and follow up; (4) verification, investigation and action; (5) monitoring and evaluation; and (6) feedback.

Purpose

The GM can be used to enable the stakeholders to raise their any type of requests (complaints, compliments, feedback, inquires for information, etc.) related to the overall management and implementation of the project, as well as issues pertaining to services that are being financed and supported by the project, including:

- mismanagement, misuse of Project Funds or corrupt practices,

- violation of project policies, guidelines, or procedures, abuse or any misbehavior/misconduct [including sexual exploitation and abuse/sexual harassment (SEA/SH)]⁵ in workplace),
- disputes relating to resource use restrictions that may arise between or among affected communities, and
- grievances that may arise from members of communities who are dissatisfied with the project activities, or actual implementation of the project.

General feedback, questions, suggestions, compliments: The Project Implementation Unit (PIU) of the Ministry of Environment, Urbanization and Climate Change (MoEUCC) established a transparent and comprehensive project level GM with the aim of resolving and administering the requests that could be encountered during renovation of public buildings as well as to address other social issues pertaining to transfer of staff and relocation once the public buildings are operational, if needed.

The individuals and communities directly or indirectly affected or likely to be affected by the Project may have concerns regarding the actual benefits or the temporary impacts of renovation. In this respect, the mechanism will allow overall public communities to express their concerns and requests. The GM will establish clearly defined timelines for acknowledgement, update and final feedback to the complainant. These timelines will be disseminated widely to Project stakeholders.

Scope

The GM will be accessible to a broad range of Project stakeholders who are likely to be affected directly or indirectly by the project. These will include beneficiaries, employees (including PIU members), administrations, users of the buildings that are strengthened and wider public, project implementers/Design, Supply, Installation Consultants/service providers etc.—all of whom will be encouraged to refer their grievances and feedback to the GM. In addition, care will be taken to ensure that the grievance mechanism to be established is accessible to vulnerable groups.

Responsible Parties

Ministry of Environment, Urbanization and Climate Change/Project Implementation Unit (MoEUCC/PIU) would assume overall responsibility for the GM and serve as the main implementing agency. For this mechanism to function in a proper and timely manner, PIU will also assign a GM contact person.

The GM contact person who will oversee the entire process will be assigned as a part of the project team of the MoEUCC. GM's Contact Person (Social Expert) will also be responsible for reporting the grievance redress process of the project for monitoring purposes. This person will also be responsible to coordinate the GM to ensure its smooth functioning within the scope of the project.

The below Table presents the responsible parties and their roles/responsibilities for the GM implementation.

⁵ Measures to be taken in the context of the consent of the survivor in the future complaints on sensitive issues such as this will be carried out on the basis of the principle of confidentiality and by putting the safety of the survivor at the center.

Table 1. Responsible Parties in Grievance Mechanism Implementation at Each Defined Level

Responsible Party	Responsibilities
Ministry of Environment, Urbanization and Climate Change/Project Implementation Unit (MoEUCC/PIU)	<ul style="list-style-type: none"> • The PIU will be responsible for the overall implementation, management, and coordination of this Standard Operating Procedure (SOP). • PIU will also guide and assist the relevant responsible parties to ensure successful implementation of this SOP. • PIU will be responsible for continuous monitoring of each process of the stakeholder's requests to assure compliance with the GM Procedure.
GM Contact Person of the PIU	<ul style="list-style-type: none"> • Acting as the GM contact person in the PIU. • Reviewing, and classifying whether the grievances are genuine/eligible and related to Project activities or not together with relevant member(s) of the PIU. • Establishing the main register and monitoring system for this SOP and following up all grievances relevant to the Project. • Managing and coordinating the resolution of grievances within the Project. • Reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding the stakeholder engagement and other Project activities and coming up with actions. • Coordinating and monitoring the GM contact persons at Supervision Consultant level. • Consolidating Project related requests received from different GM levels. • Informing the PIU and the management about the resolution process. • Preparing consolidated GM reports of the Project.
GM Contact Person of the (Provincial Directorate of Ministry of Environment and Urbanization (PDoMoEUCC)	<ul style="list-style-type: none"> • Receiving the project related requests (complaints, compliments, feedback, inquires for information, etc.). • Evaluating and addressing the complaints whichever falling into their area of responsibility by taking confidentiality and security measures. • Recording each request whether they are addressed or not on the register and monitoring system and convey the register log to the MoEUCC on monthly basis. • Immediately notifying the MoEUCC/PIU if complaints have great significance (sexual abuse, workplace accident, etc.).
Social Specialists of the Supervision Consultant	<ul style="list-style-type: none"> • Receiving, recording and if possible, resolving the concerns and grievances. • Recording the requests through the: Grievance/Suggestion Form (Annex 2) and the Grievance Closeout Form (Annex 3). • Recording verbal concerns and grievances to Complaint and Suggestion Form. • Submitting the record of the concerns and grievances to the Project Manager of the supervision consultants. • Recording and resolution of grievances and reporting these to the Supervision Consultant in their monthly progress reports.
Supervision Consultant	<ul style="list-style-type: none"> • Evaluating and addressing the received applications together with the Contractor's Social Specialist/OHS Specialist or if deem necessary the management of the contractors' and the Project Managers (of supervision consultants) will involve the resolution process of the applications. • Monitoring the contractors' recording and resolution of grievances and reporting these to PIU in their monthly progress reports.

Dissemination of the Grievance Mechanism

MoEUCC will provide leaflets and other means of information (official letters, notice boards, official website of MoEUCC, consultation meetings, etc.) to inform the communities about the project, project activities to be carried out and renovation/retrofitted of the public buildings.

The Grievance/Suggestion Form for the project will be publicly available on the project website, on the webpage of the relevant government institutions and on the construction sites of the sub-projects.

MoEUCC/PIU will also conduct numbers of GM consultation meetings with representatives of the beneficiaries, the supervision consultants and contractors.

During the implementation of the Project, once the civil works commence, printed copies of the Grievance/Suggestion Form will also be available in the buildings/government authorities included to the Project and at the PDoEUCC's.

Submission of a Request

Who May Use the Grievance Mechanism?

The targeted audiences of the GM include but not limited to are:

- Project's beneficiaries;
 - Staff of PV Panel installed buildings (teachers, healthcare professionals and contracted workers at the buildings, etc.)
 - Beneficiaries of PV Panel installed buildings (students, patients, visitors, and their families, etc.)
- Communities which could potentially be affected by the construction/renovation/retrofitted activities at the buildings (visitors, surrounding residence etc.)
- Employees of Contractor, feasibility consultants and Supervision Consultants
- Members of the PIU
- Other parties (NGOs, etc.)

The GM will allow anonymous applications through its different request/suggestion/grievance intake channels established within the scope of the project. In case, the request/suggestion/grievance is submitted anonymously, same process will be followed as non-anonymous request. However, since no contact information can be recorded in anonymous requests/suggestions/grievances, the applicants should be informed that information on how the grievance process will end cannot be transmitted.

How to Submit a Request?

The Ministry of Environment, Urbanization and Climate Change (MoEUCC) has a hotline `Alo181` which is both accessible via phone and website. This hotline serves also as a ministerial level grievance mechanism for its employees, partners and wider public. Request/suggestion/grievance about all environmental and urban services provided by MoEUCC are responded by a professionally managed call center.

The applicants can submit their request/suggestion/grievance in any of the ways NGOd below:

MoEUCC Call Center	Alo 181
Telephone	+ 90 312 586 49 06
Grievance Forms	
E-mail	yigmenerji@csb.gov.tr
Provincial Directorates of Environment, Urbanization And Climent Change (PDoEUCC)	Alo 181 EEPBP Grievance Forms disclosed on the official webpage of the respective PDoEU.
Contractors	Forms that are available at construction sites (Annex 2-3)

In addition to the above-mentioned communication channels, the stakeholders may also utilize the Presidency's Communication Center (CIMER) to submit their concerns and grievances about the project implementation. The communication channels of CIMER are given below.

Webpage <https://www.cimer.gov.tr>
<https://giris.turkiye.gov.tr/>

Hotline	Alo 150
Phone	+90 312 590 2000
Fax	+90 312 473 6494

Grievance Mechanism Process

Within the scope of EEPB 2Project, request/suggestion/grievances will be handled at different levels: (a) Contractor level; (b) Supervision Consultant level; (c) MoEUCC Provincial Directorates level; (d) National level MoEUCC Project Implementation Unit (PIU).

- a) **Contractor Level:** Each contractor appointed for conducting the civil works will be responsible for receiving, recording and if possible, resolving the concerns and grievances due to the renovation works executed within the scope of the EEPB 2. The PIU will also require contractors to develop and implement a grievance mechanism for their workforce including sub-contractors, before the start of work. If the Contractor is not able to resolve the concerns and grievances, they are obliged to direct them to the Supervision Consultant. Contractors will also submit the records including solved and unsolved concerns and grievances to the Supervision Consultant on a weekly basis
- b) **Supervision Consultant:** The Supervision consultants will be responsible for supplying grievance boxes, installing them in each building, designing and printing posters and brochures about the grievance mechanism and the project, registering. Each Supervision Consultant will be responsible for receiving, recording and if possible, resolving the grievances/concerns/suggestions that are raised by any stakeholder (public building management, building users, visitors, host communities, or beneficiaries, etc.) due to the installation works within the scope of the EEPB 2 Project. The Supervision Consultant will record the grievance/concern/suggestion through the Complaint and

Suggestion Form and the Grievance Clos-out Form (provided in Annex 2 and 3 respectively). If the Supervision Consultant is not able to resolve the requests/suggestions/grievances, they are obliged to direct the issue to the PIU. The Supervision Consultant is obliged to send the record of the grievance/concern/suggestions to the MoEUCC on monthly basis.

- c) **Provincial Directorates of Environment, Urbanization and Climate Change Level:** Provincial Directorate of Environment, Urbanization and Climate Change (PDoEUCC) will be responsible for taking the necessary measures to address received requests/suggestions/grievance regarding the activities carried out within the scope of the EEPB 2 Project to the extent possible. The Provincial Directorates will also immediately forward all received requests/suggestions/grievances to the Administration, whether the issues are addressed or not. The PDoEUCC is obliged to send the record of the grievance/concern/suggestions to the MoEUCC on monthly basis. The MoEUCC Provincial Directorates responsible for supervision works will also be responsible for the implementation of the GRM Procedure.
- d) **MoEUCC:** Within the scope of EEPB 2 Project, MoEUCC is the main responsible party to collect, record, and resolve all requests/suggestions/grievances raised by stakeholders through the above-mentioned levels. There will be a central grievance record to be kept by the social specialist of PIU. MoEUCC is responsible for resolving the collected requests/suggestions/grievance within 30 days and informing the owner of the requests/suggestions/grievances about the result.

Registration

The requests/suggestions/grievances raised by any stakeholder (including but not limited to; workers of the EEPB 2 Project, public building management, building users, visitors, surrounding residents, or beneficiaries, etc.) due to the executed civil works will be logged in the Grievance Table (Annex 2) within 3 business days from the date of receipt by PIU, Consultants and PDoEUCC.

The grievance contact person (supervision consultant and PDoEUCC) may delegate responsibilities to other staff, but is ultimately responsible for:

- Investigating the grievance,
- Consulting relevant technical persons within the project,
- Defining and implementing resolution actions,
- Making sure resolution actions are completed,
- Tracking progress of individual grievances,
- Informing the Complainant once the grievance is registered in the system and then when the grievance is resolved,
- Documenting resolution actions, and
- Gaining necessary approvals from and reporting to relevant management.

The anonymous grievances will be logged and reported with other grievances to facilitate continuous improvement of the GM and project implementation. In order to ensure the confidentiality and life safety of the survivor's identity info, necessary measures will be taken to log in to the system (where the complaint mechanism is followed) with a username and password especially in cases of gender-based violence, sexual exploitation and harassment.

The Supervision Consultant and PDoEUCC will record the request/suggestion/grievance through the Grievance/Suggestion Form and the Grievance Close-Out Form (provided in Annex 2 and 3 respectively). Verbal request/suggestion/grievance will be recorded by the responsible personnel of the Supervision Consultant and PDoEUCC by filling out the Grievance and Suggestion Form. The Supervision Consultant is obliged to send the record of the request/suggestion/grievance to the PIU on monthly basis.

Grievance Registration Process of Alo 181

Headquarter of Alo 181 has been informed about the EEPB 2 Project and it currently receives, and records all inquiries received on EEPB 2 Project and conveys them to the PIU of the EEPB 2 Project. The officer of ALO 181 will record the grievance and will ask the complainant if a response is requested or not. If the complainant requests feedback about the result of her/his complaint, then the complainant is asked to provide her/his phone or e-mail information. Even if the complainant would prefer to stay anonymous, her/his complaint is recorded by the representative of Alo 181. Thereafter, all type of the recorded complaint will be sent to the relevant department of MoEUCC.

Assessment, Addressing and Closure Process of the Requests

The complaints will be registered within three (3) business days from the date of receipt. During these three (3) days, grievances will be reviewed to be classified whether they are genuine and related to Project activities or not by responsible person. If the issues/disputes raised are not related to the Project, guidance is provided to the Complainant to contact relevant party.

The requests will be addressed, and corrective actions will be taken to resolve the complaint within *15 working days*. If the resolution period takes more than 15 days (the resolution period will take maximum 30 calendar days) this should be agreed between the Supervision Consultant/PIU and the complainant. The applicant should be informed about the closure of the request.

All parties of GM is responsible for assigning a grievance owner to liaise with the stakeholder/s and work on a resolution. Grievances will be screened to determine who the responsible party for further assessment will be and how the grievance is approached. Steps to be taken for assessing, addressing and closing the request at each level of GM are provided in Table .

Table 2. Steps to be taken for Assessing, Addressing and Closing the Request for all parties of GM

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
Work Contractor	When contractor's worker issues a complaint	Social Specialists of the Supervision Consultant	The complaint will be directed to the management of the contractor.	Project Manager of Supervision Consultant PIU	If the worker is satisfied with the explanation provided and actions taken , the Close-Out Form with corrective actions and explanations will be signed by complainant.	<p>In case of disagreement, the complaint will be directed to the PIU.</p> <p>PIU will organize a meeting with the worker and to further assess potential corrective actions those can be taken and additional information to be provided, as appropriate.</p> <p>If the worker is still dissatisfied with the recommended additional actions or explanation, s/he will be informed about appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
			<p>The Project manager of the supervision consultant will be immediately informed about the grievance received.</p> <p>If the grievance can be resolved immediately, the Contractor will identify and take necessary actions. If not, the grievance will be escalated to the Supervision Consultant and/or the PIU for necessary actions to be identified and taken.</p> <p>If the grievance is repetitive, extensive and high-profile that may jeopardize the Project or the reputation of the Bank then the grievance will be escalated to the PIU and necessary actions to be taken will be identified.</p> <p>The response with appropriate solution and actions to be taken will be prepared and shared with the complainant.</p>				
Supervision Consultant	If an answer/ corrective action can be provided immediately	Social Specialist of the Supervision Consultant	<p>If the complaint verbal, it will be recorded in Grievance/ Suggestion forms (this action will be taken for all type of grievances).</p> <p>Social specialist will draft a response with explanations corrective actions.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p>	Management of Supervision Consultant	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant</p>	<p>Further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <ul style="list-style-type: none"> • If the complainant does not satisfy with the solution, s/he will be informed about the appeal process. 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If it cannot be ensured whether the complaint is eligible or not	Social Specialist of the Supervision Consultant	<p>Further-assessment will be made by the management.</p> <p>If the management decides the grievance is relevant to EEPB 2 Project activities and is eligible for assessment, the Social Specialists of the Supervision Consultant will assess the application and will draft a response to the Complainant with explanations and corrective actions to be taken.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p> <p>If the management decides the complaint is NOT relevant to EEPB, and guidance will be provided to contact relevant party(-ies).</p>	Management of Supervision Consultant	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <ul style="list-style-type: none"> • If the complainant does not satisfy with the solution, s/he will be informed about the appeal process. 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
	If the submitted grievance or concern is indefinite or is not clear enough	Social Specialist of the Supervision Consultant	<p>Social Specialists of the Contractor will assist and provide advice in formulating/ redrafting the submission, to ensure that the grievance is clear enough for assessment in the best interests of persons affected by the Project.</p> <p>After necessary revisions are made on the complaint to ensure it is detailed enough for assessment and the complaint is assessed; feedback including necessary actions taken will be sent to the complainant.</p>	Management of Supervision Consultant	If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by complainant.	<p>Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If the issues/disputes are related to the project but cannot be addressed at Supervision Consultant level	Management of Contractor and Project Manager of the Supervision consultant	<p>Draft assessment will be sent to GM contact person of the PIU by the Supervision Consultant.</p> <p>Considering the draft assessment shared by the Supervision Consultant, GM contact person of the PIU will draft a response with explanations and corrective actions to be taken.</p> <p>The final response will be prepared and shared with the complainant.</p>	PIU/MoEUCC	If the complainant is satisfied with the explanation provided and actions taken , the Close-Out Form with corrective actions and explanations will be signed by complainant.	<p>If there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	When Supervision Consultant's worker issue a complaint	Project Manager and/or headquarter of Supervision Consultant	<p>If the grievance can be resolved immediately, the Project Manager or the HQ of the Supervision Consultant will identify and take necessary actions. If not, the grievance will be escalated to the PIU for necessary actions to be identified and taken.</p> <p>If the grievance is repetitive, extensive and high-profile that may jeopardize the Project or the reputation of the Bank then the grievance will be escalated to the PIU and necessary actions to be taken will be identified.</p> <p>The response with appropriate solution and actions to be taken will be prepared and shared with the complainant.</p>	Project Manager of Supervision Consultant PIU/MoEUCC	If the worker is satisfied with the explanation provided and actions taken , the Close-Out Form with corrective actions and explanations will be signed by complainant.	<ul style="list-style-type: none"> • Virtual or individual meeting would be conducted with the worker in order to discuss, propose and agree on any other correction actions. • If agreement is ensured, the proof documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by the worker. • If the worker is still dissatisfied with the recommended actions of explanation, s/he will be informed about the appeal process. 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
Provincial Directorate of MoEUCC	If an answer/ corrective action can be provided immediately	GM Contact person of the PDoEUCC	<p>If the complaint verbal, it will be recorded in Grievance/ Suggestion forms (this action will be taken for all type of grievances).</p> <p>Social specialist will draft a response with explanations corrective actions.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p>	Management of PDoEUCC	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant</p>	<p>Further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close- Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If it cannot be ensured whether the complaint is eligible or not	GM Contact person of the PDoEUCC	<p>Further-assessment will be made by the management.</p> <p>If the management decides the grievance is relevant to EEPB 2 Project activities and is eligible for assessment, the Social Specialists of the Supervision Consultant will assess the application and will draft a response to the Complainant with explanations and corrective actions to be taken.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p> <p>If the management decides the complaint is NOT relevant to EEPB , and guidance will be provided to contact relevant party(-ies).</p>	Management of PDoEUCC	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting face meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close- Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If the submitted grievance or concern is indefinite or is not clear enough	GM Contact person of the PDoEUCC	<p>Social Specialists of the Contractor will assist and provide advice in formulating/ redrafting the submission, to ensure that the grievance is clear enough for assessment in the best interests of persons affected by the Project.</p> <p>After necessary revisions are made on the complaint to ensure it is detailed enough for assessment and the complaint is assessed; feedback including necessary actions taken will be sent to the complainant.</p>	Management of PDoEUCC	<p>If the complainant is satisfied with the answers and taken actions, the Close- Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close- Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
	If the issues/disputes are related to the project but cannot be addressed at PDoEUCC level	GM Contact person of the PDoEUCC	Draft assessment will be sent to GM contact person of the PIU by the Supervision Consultant. Considering the draft assessment shared by the Supervision Consultant, GM contact person of the PIU will draft a response with explanations and corrective actions to be taken. The final response will be prepared and shared with the complainant.	PIU/MoEUCC	If the complainant is satisfied with the explanation provided and actions taken , the Close-Out Form with corrective actions and explanations will be signed by complainant.	If there is still a disagreement with the actions taken, further assessment will be taken by the PIU. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If the complaint is related to the activities of an on-going sub-project	GM Contact person of the PDoEUCC	In case an answer/corrective action can be taken immediately ; the responsible person will take the required corrective action to resolve the grievance and inform the PIU/MoEUCC about grievance and the corrective action taken via GM Register Table. Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.	Contact person of the PDoEUCC	If the complainant is satisfied with the explanation provided and corrective actions taken, the Close-Out Form including the corrective actions and explanations will be signed by the complainant.	If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUCC for further assessment. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another correction action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	When PDoEUCC's officer issue a complaint	Project Manager and/or headquarter of PDoEUCC	If the grievance can be resolved immediately, the Project Manager or the HQ of the PDoEUCC will identify and take necessary actions. If not, the grievance will be escalated to the PIU for necessary actions to be identified and taken. If the grievance is repetitive, extensive and high-profile that may jeopardize the Project or the reputation of the Bank then the grievance will be escalated to the PIU and necessary actions to be taken will be identified. The response with appropriate solution and actions to be taken will be prepared and shared with the complainant.	Project Manager and/or headquarter of PDoEUCC PIU/MoEUCC	If the worker is satisfied with the explanation provided and actions taken , the Close-Out Form with corrective actions and explanations will be signed by complainant.	<ul style="list-style-type: none"> • Virtual or individual meeting would be conducted with the worker in order to discuss, propose and agree on any other correction actions. • If agreement is ensured, the proof documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by the worker. <p>If the worker is still dissatisfied with the recommended actions of explanation, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
PIU/MoEUC	When an answer/ corrective action can be provided immediately.	Contact Person of the PIU	If the complaint is verbal, it will be recorded in online grievance & suggestion form (this action will be taken for all type of grievances). Feedback including explanation and corrective necessary actions to be taken will be prepared and shared with the complainant by the GM Contact person of the PIU.	PIU/MoEUC	If the complainant is satisfied with the explanation provided and corrective actions taken, the Close-Out Form including the corrective actions and explanations will be signed by the complainant.	If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUC for further assessment. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another correction action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant. If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If it cannot be ensured whether the complaint is eligible or not	PIU/MoEUC	Further-assessment will be made by PIU/MoEUC. If the PIU & MoEUC decides the grievance is relevant to EEPB 2 Project activities and is eligible for assessment, the PIU contact person will assess the application and will draft a response to the Complainant with explanations and corrective actions to be taken. Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant. If the PIU & MoEUC decides the grievance is NOT relevant to EEPB 2 Project activities and is NOT eligible for assessment, the Complainant will be informed; accordingly, and guidance will be provided to contact relevant party(-ies).	PIU Director	Feedback including necessary actions taken will be sent to the complainant. If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.	If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUC for further assessment. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another correction action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant. If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	When the submitted grievance or concern is indefinite or not clear enough	GM Contact Person of the PIU	The GM Contact Person of PIU (Social Specialist) will assist and provide advice in formulating/ redrafting the submission, to ensure that the grievance is clear enough for assessment in the best interests of persons affected by the Project. After necessary revisions are made on the complaint to ensure it is detailed enough for assessment and the complaint is assessed; feedback including necessary actions taken will be sent to the complainant.	PIU Director	If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by complainant.	Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or individual meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant. If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	When member/s of PIU issues a complaint	MoEUC General Directorate of Personnel	The PIU member will submit their grievances to the General Directorate of Personnel with a petition. General Directorate of Personnel will forward the grievance to any other department (rather than "External Investments Department Directorate") within the ministry.	General Manager GDoCA of	If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will	<ul style="list-style-type: none"> • If the complainant does not satisfy with the solution, s/he is informed about appeal proses 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
			<p>This department will select an "Assessor". Assessor will evaluate the grievance, make necessary inquiries, and reveal a summary report with corrective action(s).</p> <p>Summary report will be assessed by Head of Department of External Investments- General Directorate of Construction Affairs (EIDGDoCA). General Manager will make a final decision and complainant will be informed about the decision.</p>		be signed by complainant.		<ul style="list-style-type: none"> Ombudsman https://ebasvuru.ombudsman.gov

Contact persons will lead grievance investigation, when needed, which could include collecting relevant documents, making site visits, consulting appropriate internal staff, contacting external stakeholders, and other activities. Investigation findings will be used to document decision making process and inform proposed remedy.

Feedback

If the grievance has not been resolved, GM's Contact Person (Social Specialist) of PIU will make a statement summarizing the corrective actions taken and inform the complainant of the resolution and other alternatives, if any, including legal alternatives.

Right to Appeal

Applicants whose complaints could not be resolved through existing GM or whose complaints contains sensitive issues can always apply to the relevant legal institutions. Such institutions can be summarized as follow:

- CİMER
- Civil Courts of First Instance,
- Administrative Court,
- Commercial Courts of First Instance
- Labor Courts, and
- Ombudsman (<https://ebasvuru.ombudsman.gov.tr>)

World Bank Grievance Redress Service

Individuals or communities who believe that they are adversely affected by the projects implemented by the Ministry of Environment, Urbanization and Climate Change and financed by WB can send their complaints to d the Ministry or the World Bank's Grievance Service (GS). (<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>) GS ensures that the received grievances are quickly examined in order to eliminate the project-related concerns.

Project affected communities or individuals can also raise their grievances to the World Bank Independent Inspection Panel (IIP). This panel determines whether the person or communities that made the complaint were harmed because of the breach of one or more of the WB's performance criteria. The panel can directly convey its concerns about the received complaints to the WB. At this stage, WB would have an opportunity to respond to the complaints.

Monitoring

As part of project progress reports, GM's effectiveness will be monitored, evaluated and reported to the Bank regularly. The statistics of the grievances should be reported to the WB for every six-months in project progress reports.

A number of Key Performance Indicators (KPIs) will also be monitored and integrated into project progress report by the project on a regular basis, including the following parameters:

- (i) Number of public grievances received within a reporting period (i.e. monthly);
- (ii) Number and percentage of those resolved within the prescribed timeline;
- (iii) Number of grievances that are open more than 30 days with reasons explained;

Reporting

Responsible parties regarding GM reporting and requirements on reporting process are provided in Table 3.

Table 3. GM Reporting and Requirements on Reporting Process

Responsible Party	Reporting Process Requirements
Social Specialists of the Contractor	<p>Submit Monthly Reports to the Project Manager of Supervision Consultants, which shall include a Grievance Table as an annex related to GM including updated information on the following:</p> <ul style="list-style-type: none"> • Quantitative data on number of received applications (suggestions, complaints, requests, positive feedback), and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • Summary of correction measures taken, • Disaggregated data (gender, province, etc.) about the received grievances.
Building Administration	<p>Inform and update the PIU/MoEUCC/Project Manager of Supervision Consultant weekly, in case any grievances are submitted to the Building Administration and conveyed via CIMER.</p>
Supervision Consultants	<p>Submit Monthly Reports to the PIU, which shall include the contractor's report including,</p> <ul style="list-style-type: none"> • Quantitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • summary of correction measures taken, • Disaggregated data (gender, province, etc.) about the received grievances.
PDoMoEUCC	<p>Submit Grievance Table to the PIU on weekly basis.</p>
The PIU's GM contact person	<p>Submit Quarterly Reports to the PIU, which shall include following items related to the management of the received grievances,</p> <ul style="list-style-type: none"> • Quantitative data on number of received applications (suggestions, complaints, requests, positive feedback) from various intake channels (PDoMoEUCC, PIU, meetings, scorecards, Alo 181, online forms etc.) and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • Summary of correction measures taken, • Disaggregated data (gender, province, etc.) about the received grievances.
MoEUCC/PIU	<p>Submit biannually reports to the WB, which shall include a Grievance Table as an annex (Annex 4) related to the GM including updated information on the following:</p>

	<ul style="list-style-type: none">• Status of GM implementation (procedures, training, public awareness campaigns, budgeting etc.),• Quantitative data on number of received applications (, suggestions, complaints, requests, positive feedback), and number of resolved grievances,<ul style="list-style-type: none">• Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken,• Summary of corrective actions taken,• Disaggregated data (gender, province, etc.) about the received grievances.
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Annex 6. Table for the Records of Meetings and Consultations

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
Malatya PDoEUCC	25.01.2024	Do you consider the size of the building while selecting?	We usually prefer buildings with large footprint during bidding and try to find minimum area of 5000m2. However, our main priority is not the area/size, but the buildings with high energy consumption and the extent of savings that could be achieved.		
Edirne Governorship	25.01.2024	We applied for EEPB1. Do we need to submit the information/data again for EEPB2?	The information you submitted is recorded in our database. If it is still valid, you do not need to submit again. However, if you have additional/new buildings and they happen to meet the eligibility criteria, you can also submit the information for those buildings as well.		

Giresun Governorship	25.01.2024	Can we apply using the building-registration certificate of our building started construction in 1991 and completed in?	The building registration certificate does not replace the license and does not give us information about the year of construction. We use the starting date of construction as basis, not the completion date. Therefore, for your building, the pre-2000 building application criteria apply.		
Atatürk SH	25.01.2024	What is the latest situation in Aydin ?	We are planning to visit the sites in Aydin in February 2024. We will provide you the latest information at the end of our sit visit.		
Gaziantep Governorship	25.01.2024	We have a total area of 86,000 m2 at the Regional Administrative Court. The natural gas meters are the same but the electricity meters are different. Can this be counted as a single building?	It would not be right to answer this question at this point without seeing the actual buildings. You can submit the information as individual buildings. If you make your application, we will evaluate it according to the eligibility criteria.		
Anonymous	25.01.2024	Are rental buildings included in the Project?	No, not included. It also does not include any building that is scheduled to be relocated.		
Diyarbakır PDoEUCC	25.01.2024	EEPb1 has a building age requirement (construction year). Does this apply in EEPb2 also?	Recently constructed buildings have little energy efficiency potential. We look at the potential of buildings and we can achieve at least 30% energy efficiency.		

İstanbul	25.01.2024	Do you identify the problems in the buildings? Are the problems identified by the administration also included in the program?	Upon application, we conduct building inspections and energy audits. If the problems specified by the administration of building users are within the scope of our energy efficiency renovation works, we include them and inform you.		
Giresun PDoEUCC	25.01.2024	Do we write down the total square meters of the building during application since we share the building as 75% as PDoEUCC and 25% as Special Provincial Administration ?	We will include this kind of buildings, 25% of which belongs to an administration, in our scope of evaluation.		
Kırşehir Governorship	25.01.2024	An additional clinic was built in our building registered to EEPB (2017). Should we submit the information again ?	You can add it to your existing application.		