

**TÜRKİYE EARTHQUAKE,
FLOODS AND WILDFIRES
EMERGENCY
RECONSTRUCTION
PROJECT (TEFWER)**



**ANTALYA DRINKING
WATER
REHABILITATION
PROJECT FOR WILDFIRE
AREAS**



STAKEHOLDER ENGAGEMENT PLAN

SEPTEMBER 2024

PREPARED BY

ALDAŞ

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ABBREVIATIONS

ACCI	Antalya Chamber of Commerce and Industry
ALDAŞ	Aldas Infrastructure Management and Consultancy Services Industry and Trade Inc.
ASAT	General Directorate of Antalya Water and Wastewater Administration
CİMER	Presidency's Directorate of. Communications
CMP	Contractor Management Plan
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Report
EMPR	Emergency Preparedness and Response Report
ESS	Environmental and Social Standards
GBV	Gender-Based Violence
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
IIP	World Bank Independent Inspection Panel
ILBANK	İller Bank INC.
NGOs	Non-Governmental Organisations
OHS	Occupational Health and Safety
OIPs	Other Interested Parties
PAPs	Project Affected Parties
PIU	Project Implementation Unit
PMU	Project Management Unit
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
TCCE	The Turkish Chamber of Civil Engineers
TEFWER	Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction Project

TMP	Traffic Management Plan
WB	World Bank
YİMER	Foreigners Communication Center

1. INTRODUCTION/PROJECT DESCRIPTION

The Stakeholder Engagement Plan (SEP) of Antalya Metropolitan Municipality, General Directorate of Antalya Water and Wastewater Administration (ASAT), has been prepared for Antalya Province, Manavgat District and surrounding districts; **Antalya Drinking Water Rehabilitation Project for Wildfire Areas**, ASAT4-W1 Contract: Construction of Manavgat Ulukapı Force Main and Drinking Water Storage Tank, ASAT4-W2 Contract: Rehabilitation of Manavgat Ilıca Drinking Water Transmission and Network Lines and Construction of Drinking Water Storage Tank in Manavgat Çolaklı/Evrenseki District, ASAT4-W3 Contract: Construction of Drinking Water Network and Water Storage Tank in Districts affected by the Wildfire (Manavgat Gündoğdu, Hocalar, Kısalar and Demirciler Districts) within the scope of the **Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction Project (TEFWER)**, financed by a World Bank (WB) loan to be channelled through İller Bank Inc. (İLBANK) with a budget of € 28.000.000. The Project will be managed by Infrastructure Management and Consultancy Services Industry and Trade Inc. (ALDAŞ) under the coordination of İLBANK. ALDAŞ INC. hereinafter referred as Supervision Consultant.

The SEP includes stakeholder consultation activities and stakeholder engagement period. The Stakeholder Engagement Plan has been prepared in accordance with the World Bank's ESS10 standard of Stakeholder Engagement and Stakeholder Engagement Plan (SEP) which is a framework document prepared by İLBANK. Stakeholder engagement is an inclusive activity that will be carried out throughout the project life and supports the establishment of strong, constructive, and responsive working relationships, which are essential for successful management of the environmental and social impacts and risks of the project. This SEP provides a structure to support the establishment of a continuous engagement between İLBANK and those who may be potentially directly or indirectly affected by the project or have any interest in the project. It will also help to manage stakeholder expectations and support the management of risks by ensuring early, frequent, and open communication throughout the project life, thereby reducing potential conflicts and project delays.

2. OBJECTIVE/DESCRIPTION OF STAKEHOLDER ENGAGEMENT PLAN

The Stakeholder Engagement Plan has been prepared to ensure that people affected by the project and other stakeholders are provided with appropriate, timely and accessible information so that they can express their views and concerns about the project and its impacts.

The goals of the Stakeholder Engagement Plan can be summarized as follows:

- To identify stakeholders who are directly or indirectly affected by the project and interested in the project,
- To identify and plan stakeholder engagement activities that will start during project preparation period and continue during the implementation of the project,

- To ensure that relevant project information about environmental and social risks and impacts is shared with the stakeholders in a timely, understandable, accessible, and appropriate manner and format,
- To establish a Grievance Mechanism providing project-affected parties accessible and inclusive means to raise issues and grievances and allow timely response to and management of such grievances at every stage of the project.

Stakeholder engagement plays a critical role for the completion of projects which includes a large group of stakeholders ranging from local people, women's communities, refugees, vulnerable groups, municipal institutions, to the local and international non-governmental organisations.

The Stakeholder Engagement Plan provides the framework for stakeholder engagement and details the methods and timing of engagement of different stakeholder groups. The Stakeholder Engagement Plan identifies not only various stakeholder groups, but also how they are affected by the sub-projects by identifying their needs and status. Stakeholder Engagement Plan takes special care to identify disadvantaged and sensitive/vulnerable groups and ensures their involvement in the stakeholder engagement activities.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

The stakeholder analysis is based on Environmental and Social Standard (ESS) 10 “Stakeholder Participation and Information Sharing” in the World Bank's Environmental and Social Framework (ESF). The stakeholder analysis addresses the following questions: Who may be positively or negatively affected by the project? Who are the vulnerable parties among affected groups? Who are other interested parties. t?

3.1. Methodology

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

- **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 analysing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. 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.

- **Flexibility:** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

For the Project, the following stakeholders were identified and analyzed per project component. These stakeholders include project affected parties (PAPs), other interested parties (OIPs) and disadvantaged/vulnerable individuals or groups.

3.2. Affected Parties and Other Interested Parties

Table 1: Stakeholders of the Project

Project Affected Parties	
Stakeholder Category/Group	Relation To Project
• ILBANK	To provide project management as Project Management Unit (PMU) within the scope of TEFWER Project.
• General Directorate of ASAT	General Directorate of ASAT is the main authority to sign the sub-loan agreement and execute the sub-projects in this project. To participate in construction site work progress meetings. To participate in stakeholder engagement activities.
• ALDAŞ Infrastructure Management and Consultancy Inc.	Within the scope of the project, ALDAŞ Inc. will serve as the project management unit and will be responsible for both technical and administrative progress of the contract packages on behalf of the Administration. ALDAŞ INC. will act as Supervision Consultant. If necessary, to define again the stakeholders who are directly or indirectly affected and/or interested in the project, and to review the SEP document in order to monitor implementation of methods, tools, timing and participation levels defined in the SEP. To conduct meetings with ASAT and other groups involved in the stakeholder engagement period to review progress and identify critical issues. To review grievance records to identify significant non-conformances or issues related to stakeholder engagement and other project activities and reveal actions. To interact with various stakeholders to obtain their views on SEP implementation.

	To participate in stakeholder engagement activities.
<ul style="list-style-type: none"> Contractor Company 	Within the scope of the Project, the construction works, and the operation stage will be carried out by the Contractor.
<ul style="list-style-type: none"> Workers 	Workers to be employed for the construction activities.
<ul style="list-style-type: none"> Municipalities: Antalya Metropolitan Municipality, Manavgat Municipality 	Coordinated work will be carried out within the project period.
<ul style="list-style-type: none"> Residents in the vicinity of work site 	Before the project starts and during the implementation of the project, the citizens will be informed, and the grievances will be minimized, and the benefit will be maximized.
Other Interested Parties	
<ul style="list-style-type: none"> Other Public Administrations: <ul style="list-style-type: none"> Antalya Governorship, Ministry of Environment Urbanization and Climate Change Antalya Provincial Directorate, Regional Directorate of Highways, Regional Directorate of State Hydraulic Works, Regional Directorate of Forestry, Antalya Provincial Directorate of the Ministry of Culture and Tourism 	Opinions/permissions of other public institutions will be asked if deemed necessary during the execution of construction works.
<ul style="list-style-type: none"> Private Administration (Electricity, Natural gas, Telecommunications Administrations) 	To coordinate with these groups so that other infrastructure facilities will not be damaged during the execution of construction activities.
<ul style="list-style-type: none"> Trade Association Non-Governmental Organisations (NGOs): <ul style="list-style-type: none"> The Turkish Chamber of Civil Engineers (TCCE), The Turkish Chamber of Environmental Engineers, Antalya Chamber of Commerce and Industry (ACCI), 	Consultations with these groups will be held when deemed necessary during the implementation of the project.

<ul style="list-style-type: none">• The Turkish Chamber of Electrical Engineers,• Antalya City Council	
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3.3. Disadvantaged/Vulnerable Individuals or Groups

The vulnerable/disadvantaged individuals/groups for the Project can be defined as children, the elderly, people with disabilities, ethnic minorities and refugees. During the project phases, these groups may be affected due to construction and maintenance works. Especially children, who use public roads every day to go to school; people with disabilities, who may have difficulty recognizing or using general mitigation measures; and special precautions should be taken for refugees, who do not know the local language.

Children:

- **Potential Impacts:** Increased risk of accidents due to construction activities, exposure to hazardous materials or equipment, disrupted routines affecting education and sleep.

People over 65 years of age:

- **Potential Impacts:** Physical strain due to noise and dust, increased risk of falling or tripping around construction sites, disrupted access to healthcare facilities.

People with chronic disorders or special care needs:

- **Potential Impacts:** Disrupted access to medical services, exacerbation of health conditions due to stress or environmental factors, increased vulnerability to infections.

Disabled people:

- **Potential Impacts:** Limited mobility due to blocked pathways or inaccessible infrastructure, heightened risk of accidents or discrimination.

People without health insurance:

- **Potential Impacts:** Financial strain from unexpected medical expenses, reluctance to seek medical help due to cost concerns.

People earning below the minimum wage/receiving donations:

- **Potential Impacts:** Increased economic vulnerability due to potential job loss or reduced income, inability to afford basic necessities during construction disruptions.

Female-headed households:

- **Potential Impacts:** Heightened caregiving responsibilities, limited access to income-generating opportunities, increased vulnerability to harassment or exploitation.

Ethnic minorities and refugees:

- **Potential Impacts:** Language and/or cultural barriers may disrupt their participation in the engagement process related to project activities.”

All kinds of written or printed materials related to the project which will be distributed in the project site will be accessible to the disadvantaged /vulnerable individuals/groups, and these materials will also be prepared in culturally appropriate and easy-to-understand (non-technical) language. In addition, passageways and bridges connecting the construction site and residential areas will be established for disabled and elderly citizens to provide easy access to vehicles used by vulnerable citizens such as wheelchairs.

4. STAKEHOLDER ENGAGEMENT PROGRAM

To ensure effective engagement with various stakeholder groups, a variety of appropriate communication and information methods will be used during pre-construction stage, construction stage, and operation stage of the project, as summarized in the Stakeholder Engagement Plan presented in **Table 2** below.

4.1. Summary of Stakeholder Engagement Done During Project Preparation-Public Consultation Meeting

A Public Consultation Meeting will be held by ALDAŞ INC. after the approval of the draft Environmental and Social Management Plan (ESMP) and Stakeholder Engagement Plan (SEP) by the World Bank and prior to commencement of any project related activities on the ground to give information and consult with the groups affected by the project about the scope and necessity of the project. In this meeting, measures to minimize environmental and social impacts of the project, information about the grievance mechanism, non-technical summary, and presentation of the project, Environmental and Social Standards (ESS) regulations and obligations which will be ongoing throughout the project period will be based on the draft ESMP and SEP documents.

The location, date and time of the meeting will be published in local and national newspapers and on the website of General Directorate of ASAT at least 10 days before. In addition, before the Public Consultation, posters about the project will be hung in mukhtars' office and the districts where construction works will be carried out, and citizens will be informed about the project and the announcements for the public consultation meeting. In addition, posters of the meeting announcement will be published on the official website of General Directorate of ASAT and ALDAŞ INC. to inform the citizens. At the Public Consultation Meeting, opinions, concerns, recommendations, and questions of the participants related to the project will be recorded.

Following the public consultation of draft ESMP and SEP, these documents will be finalized in view of the comments received, and publicly disclosed. Relevant information and documents will be added to the below sub-headings after consultation with stakeholders at the Public Consultation Meeting.

4.2. Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement During Construction Period and Operation Period

The following methods will be used for stakeholder engagement and consultation with stakeholders, as well as to get information from them and to share information with them.

- a) **Communication (Phone calls and e-mail):** To inform about project requirements and impacts, to receive requests for information and data for project implementation and add them to the grievance mechanism system,
- b) **Digital Communication Tools:** To share non-technical information and updates on progress, project implementation timetable and monthly reports,
- c) **Brochures/Leaflets:** Project implementation timetable, distribution of site-specific project information, leaflets including work site plan, targeted start, and work completion dates, and contact information of the authorized person in case of emergency will be prepared and distributed to all vehicle users and relevant mukhtars in that region 10 days before starting of work,
- d) **Grievance Mechanism:** To resolve all kinds of requests (such as recommendations, grievances, project information requests) received by the project stakeholders.
- e) **Structured Agendas:** Structured agendas are formal plans or summaries that are often used to inform meetings or activities with relevant stakeholders. **Focus Group Meetings/Discussions:** Information sharing on a specific topic to a certain group of people including vulnerable groups - Receiving comments, feedback, views and perception of project from a certain group - 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.
- f) **Community Consultation:** Meetings Information sharing (especially nontechnical) 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 project from a group of stakeholders - Collecting grievances and concerns related to the project - Establishing relations with affected communities, and groups.
- g) **Formal Meetings:** Consultation meetings will be held with public institutions when necessary.
- h) **One-on-One Interviews:** Information collection on an individual basis allowing stakeholders to voice their concerns/opinions about sensitive issues.
- i) **Sites Visits:** To take measures for mitigation of social and environmental impacts by monitoring the construction site and project activities with Project Implementation Unit (PIU).

4.3. Stakeholder Engagement Plan

Stakeholder engagement activities that will start during the project preparation period and continue during the construction and operation stages will be determined and planned. These stages can be summarized as following:

➤ Pre-construction Stage:

- Public Participation Meeting will be held with Project Stakeholders to inform them about the scope and necessity of the project as following:
 - ✓ Project concept, Environmental and Social (E&S) regulations, and obligations,
 - ✓ Consultation with stakeholders on the following issues.
 - ✓ Project design,
 - ✓ Environmental and social risks and impacts,
 - ✓ Stakeholders' opinions regarding proposed mitigation measures,
 - ✓ Stakeholders' opinions regarding the project,
 - ✓ Stakeholders' opinions regarding the project,

➤ Construction Stage:

- To inform stakeholders about the project scope and ongoing activities (information about road works in construction areas, etc.)
- To request feedback from stakeholders about arising problems through the Grievance Mechanism and review the issues possible that are open to correction or improvement.

In addition, during the project period, a traffic management plan will be prepared before the works start, and in case of a main street or an area heavily used by citizens (tourism, shopping area, etc.) the roads with traffic route direction will be informed by distribution of leaflets, and citizens will be informed about the duration of construction in that area. Contact information about both the Contractor and the Field Engineers of the Supervision Organization will be included in the leaflets. In case of any grievance, the teams will be informed about the issue via contact phone numbers and will be intervened immediately. After the necessary action is taken and/or grievance is resolved, feedback will be given to the citizens about the issue.

Citizen grievances which are reported to the General Directorate of ASAT directly during the project period will be submitted to the relevant departments according to the work area and project. The relevant department of the General Directorate of ASAT will then inform the Project Manager of the Supervision Organization and ask them to take necessary measures in the field and provide feedback. After the corrective measures are taken in the construction site, the Project Manager will again inform the relevant department of ASAT, and provide feedback to the complainant via e-mail, written petitions, phone messages or interviews.

➤ Operation Stage:

- The Grievance Mechanism will continue during the operation stage and provide feedback by developing remedial measures to solve the problems received from the

relevant Municipalities, Mukhtars and other stakeholders under the responsibility of Antalya Metropolitan Municipality and General Directorate of ASAT.

ASAT, ALDAŞ INC., ILBANK and the Construction Contractor will use appropriate methods (official correspondence, meetings, and official website etc.) to publish information about the project, consult with stakeholders about the potential benefits, impacts and risks of the proposed project, potential negative impacts/risks and positive impacts and mitigation measures to be taken. Disclosure of relevant project information will help stakeholders to understand better the risks, impacts and opportunities regarding proposed project. Information will be shared by using appropriate methods for various stakeholder groups during all project implementation stages.

Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction Project-TEFWER
Antalya Drinking Water Rehabilitation Project for Wildfire Areas
Stakeholder Engagement Plan



Table 2: Stakeholder Engagement Plan

Project Stage	Purpose of Consultation/Message to be Delivered	List of information/document to be disclosed	Methods Used	Target Stakeholders	Estimated Time Period	Responsible Party
Pre-construction	<ul style="list-style-type: none"> To inform the groups affected by the project about the scope and necessity of the project To inform about measures to mitigate the environmental and social impacts of the project, grievance mechanism, non-technical project summary and presentations Within the scope of the project, necessary permissions and procedures to be obtained from the relevant administrations and institutions <p>To keep stakeholders informed about project progress, environmental impacts and mitigation measures, potential restrictions on access to services, and to obtain feedback from stakeholders</p>	<ul style="list-style-type: none"> ESMP and SEP documents and other relevant project documents 	<ul style="list-style-type: none"> Stakeholder Consultation Meetings (<i>if needed with a translator for those who don't speak Turkish, sign language use for the hearing impaired, etc.</i>) 	<ul style="list-style-type: none"> PAPs Disadvantaged/Vulnerable individuals or groups OIPs 	<ul style="list-style-type: none"> Prior to start of project activities 	<ul style="list-style-type: none"> General Directorate of ASAT ALDAŞ INC. Contractor



<p>Construction</p>	<ul style="list-style-type: none"> • Planning and timing of construction activities on roads • Technical details relevant to the stakeholders and PAPs (eg. connecting roads for safe crossings, Types, number and frequency of vehicles to be used during the construction phase, etc.) • Grievance Mechanism 	<ul style="list-style-type: none"> • TMP • ESMP • SEP • GM 	<ul style="list-style-type: none"> • Face-to-face meetings with the mukhtars and all other relevant stakeholders in their offices or public places accessible to all stakeholders • Grievance Mechanism • Announcements on ASAT and ALDAŞ INC.'s official webpage • Mobile Technology such as Phone Calls, SMS, Corporate Website, etc. • Project Brochures • Presentations • Public notices 	<ul style="list-style-type: none"> • Local people • Businesses • Mukhtars 	<ul style="list-style-type: none"> • Once every 6 months and when required (i.e. upon receipt of a grievance, change in project design/implementation/timeline, etc.) 	<ul style="list-style-type: none"> • General Directorate of ASAT • ALDAŞ INC. • Contractor
<p>Construction</p>	<ul style="list-style-type: none"> • Information on the management of environmental and social risks of the project • Environmental and social monitoring program and results • General information about the progress of the project • The subproject-level Emergency Preparedness and Response Plan (EPRP) 	<ul style="list-style-type: none"> • EPRP (Emergency Preparedness and Response Report) • ESMP • SEP • GM 	<ul style="list-style-type: none"> • Face to face meetings • Stakeholder consultation meetings • Grievance Mechanism • Announcements on ASAT and ALDAŞ INC.'s official webpage • Mobile Technology such as Phone Calls, SMS, Corporate Website, etc. • Project Brochures • Presentations • Public notices 	<ul style="list-style-type: none"> • Local people • Businesses • Mukhtars 	<ul style="list-style-type: none"> • Once every 6 months and when required (i.e. upon receipt of a grievance, change in project design/implementation/timeline, etc.) 	<ul style="list-style-type: none"> • General Directorate of ASAT • ALDAŞ INC. • Contractor

Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction Project-TEFWER

Antalya Drinking Water Rehabilitation Project for Wildfire Areas

Stakeholder Engagement Plan



<p>Operation</p>	<ul style="list-style-type: none"> Grievance Mechanisms 	<ul style="list-style-type: none"> GM procedure 	<ul style="list-style-type: none"> Stakeholder consultation meetings Digital communication tools/social media Grievance Mechanism Announcements on ASAT and ALDAŞ INC.'s official webpage Brochures Presentations Public notices 	<ul style="list-style-type: none"> Direct Stakeholders Indirect Stakeholders Disadvantaged/ Vulnerable individuals or groups Other interested parties 	<ul style="list-style-type: none"> After completion of sub-project activities 	<ul style="list-style-type: none"> Relevant Municipalities General Directorate of ASAT
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4.4. Reporting Back to Stakeholders

After the public consultation is held, stakeholders will be informed which of their recommendations have been considered, what risk or mitigation measures will be implemented to address their concerns, and how the impacts of the project will be monitored. The questions asked to the Administration at the stakeholder consultation meeting and their answers will be published on the official website of the Administration to inform the citizens. In this way, all citizens and stakeholders will be informed regarding the project.

In accordance with international best practices envisaged by ESS10, the project is committed to providing stakeholders with project information on an ongoing basis throughout the project development and implementation period.

The Contractor will organize consultation meetings with the Social Expert, when necessary, in the relevant mukhtar's offices and work areas in the municipalities and neighbourhoods affected by the project and leaflets will be distributed to inform the citizens.

Actions to be taken for the grievances and recommendations that are received through the Grievance Mechanism will be communicated to the complainants in writing and verbally and feedback will be provided.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

ALDAŞ INC. will prepare materials that are clear, consistent and provide timely information to stakeholders. All communication materials will be prepared in English and Turkish. Interpreters for different languages will be provided by Aldaş Supervision Consultant when necessary. Prior to the project announcement, ALDAŞ INC. will organize Public Consultation Meetings to define a consultation period ensuring that all stakeholders in relevant groups are given the opportunity to understand and comment on the process related to the project. A sufficient budget will be allocated to communication sources with stakeholders and grievance mechanism.

Table 3: Stakeholder Engagement Plan Implementation Estimated Budget (For 3 Sub-Projects)

ITEMS	RESOURCES AND RESPONSIBILITIES	ESTIMATED COST (EURO)
Grievance Mechanism	<ul style="list-style-type: none">• General Directorate of ASAT• Contractor Company	24.000 €/year

ITEMS	RESOURCES AND RESPONSIBILITIES	ESTIMATED COST (EURO)
Social Expert	<ul style="list-style-type: none"> Contractor Company 	90.000 €/year
Information meeting, information posters, all kinds of information	<ul style="list-style-type: none"> General Directorate of ASAT Contractor Company 	1.500 €/year
Training and Capacity Building	<ul style="list-style-type: none"> Contractor Company 	2.500 €/year

5.2. Management Functions and Responsibilities

ALDAŞ Supervision Consultant will be responsible for carrying out stakeholder engagement activities and grievance management throughout the project. These responsibilities are as following:

- Coordination on all issues related to the implementation of this SEP according to ESS10,
- To review existing resources, identify and communicate the needs for additional resources regarding stakeholder engagement and grievance management activities,
- To review the grievance database (Presidency's Directorate of Communications (CİMER), Foreigners Communication Centre (YİMER), ASAT Call Center (Alo 185), Antalya Metropolitan Municipality, mukhtar's offices, individual applications, etc.) and obtain information about the period of grievances received and how they will be considered,
- To be in contact with the beneficiaries to identify potential project risks at an early stage,
- To update the stakeholder list periodically as new stakeholders are identified for the project,
- To update the Stakeholder Engagement Plan periodically as the project progresses,
- Following each stakeholder engagement activity, to organize an information meeting to agree on actions that require monitoring and coordination with additional institutions for implementation,
- To coordinate and decide for reporting content to the external project stakeholders.

Table 4: Responsible Parties for the Implementation of the SEP

RESPONSIBLE PARTY	RESPONSIBILITIES
ILBANK	<ul style="list-style-type: none"> Monitoring the period to ensure that the grievance mechanism and stakeholder engagement issues are carried out appropriately. Coordination of the parties for appropriate implementation of period regarding the grievance mechanism and stakeholder engagement issues.
General Directorate of ASAT	<p>To publish all documents related to the project and ensure their accessibility to stakeholders.</p> <ul style="list-style-type: none"> To ensure that stakeholder engagement is understood properly by all municipal employees, contractors, consultants, and sub-contractors. To manage the public notification period of all stakeholder engagement activities. Monitoring the stakeholder engagement activities, grievance and feedback period implemented within the scope of SEP. To ensure the implementation of period related to the grievance mechanism and stakeholder engagement. To record, manage and monitor grievances, including response to grievances in time and closing the grievances. Management and resolution of grievances. To check the implementation of corrective actions to resolve grievances. To review and, if necessary, update the SEP and stakeholder engagement system regularly to ensure that it is effective and indicates project conditions and to minimize problems that may arise in the implementation of this document. To participate in meetings regarding responses and dispute resolution, To assist in the implementation, recording and reporting of stakeholder engagement activities defined in this SEP. To assist in the preparation of Environmental and Social Monitoring Reports (ESMRs).
ALDAŞ INC.	<ul style="list-style-type: none"> Planning and implementation of SEP. Management of the stakeholder engagement activities. Management and resolution of grievances. Coordination of reporting to/from the World Bank regarding the activities for implementation of the SEP. If necessary, to define again the stakeholders who are directly or indirectly affected and/or interested in the project, and to review the SEP document in order to monitor implementation of methods, tools, timing and participation levels defined in the SEP. To conduct discussions with ASAT and other groups involved in the stakeholder engagement period to review progress and identify critical issues. To review grievance records to identify significant non-conformances or issues related to stakeholder engagement and other project activities and reveal actions. To check if all conditions and rules in the ESMP/SEP document, which is a part of

	<p>the contract document, are implemented.</p> <ul style="list-style-type: none"> • To interact with various stakeholders to obtain their views on SEP implementation. • To participate in stakeholder engagement activities.
Contractor	<ul style="list-style-type: none"> • To comply with the responsibilities specified in this SEP. • The Contractor shall employ a social expert to instruct and consult workers on the implementation of the grievance mechanism and applicable stakeholder engagement activities detailed in this SEP, in accordance with ASAT's social expert and ILBANK PMU. • To organize and manage stakeholder engagement activities. • To provide necessary resources for corrective actions. • Management and resolution of grievances. • To carry out social and environmental monitoring activities. • To communicate and resolve grievances arising from construction activities in cooperation with ALDAŞ INC. Supervision Team and to inform about important construction activities (such as road closures and service interruptions).
Social Expert of Contractor	<ul style="list-style-type: none"> • Planning and implementation of SEP. • To ensure that stakeholder engagement is understood by PIU members and other stakeholders. • Organization/Management Stakeholder Engagement/Consultation meetings and related activities regarding public information. • To update the SEP periodically and in case of major project changes. • Monitoring and supporting PIU regarding communication with stakeholders and stakeholder engagement. • Recording and monitoring grievances about the project. • Management and coordination of the resolution period of grievances related to the project. • To check grievance records for the issues that are determined to be inappropriate or revealing problems regarding stakeholder engagement and other project activities. • Coordination and monitoring of GM. • To collect grievances related to the project from all different GM levels. • To inform the PIU and the management about the grievance resolution period, monitoring, and reporting to PIU by monthly progress reports. • Communication with PIU to respond/find solutions to the grievances.
Environmental Expert of Contractor	<ul style="list-style-type: none"> • The environmental expert, together with the social expert, prepares reports on overall SEP activities and project progress. • Informing stakeholders about the environmental impacts of the project • Evaluating grievances regarding Environmental Impacts
Official Authorities	<ul style="list-style-type: none"> • To provide input and feedback during the preparation and implementation stages

(both local and national level)	of the SEP. • To participate in relevant stakeholder engagement/consultation meetings.
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6. GRIEVANCE MECHANISM

The purpose of this mechanism is to establish a system to consider, address, evaluate and resolve all kinds of grievances, concerns, expectations, opinions, recommendations and rights of the all stakeholders listed above, especially from the nearby surrounding communities and project workers regarding project activities and to minimize the grievances, and to resolve them effectively.

Within the scope of the project, a grievance mechanism will be established separately for worker grievances and grievances of the citizens. The public grievance mechanism is presented in Table 5. For worker grievances, "suggestion/grievance boxes will be placed at the project site. They will be accessible to all project employees and will be placed in appropriate areas to allow employees to submit their complaints or requests anonymously. The workers grievance mechanism is presented in Table 6 **Hata! Başvuru kaynağı bulunamadı.** Thus, evaluation, approval, investigation of grievances, implementation of improvement activities and closure of the grievance will be carried out in a short time.

During the project implementation period, grievances will be addressed through four levels as following:

- (i) **Contractor Level.** The awarded Contractor for civil works will be responsible for receiving, recording and if possible, resolving the concerns and grievances raised by any stakeholder (public building management, building users, visitors, host communities, or beneficiaries, project workers etc.) due to the civil works executed within the scope of this subproject. The Contractor will also establish a grievance mechanism for their workforce prior to the start of works. If the Contractor is not able to resolve the concerns and grievances, they are obliged to direct them to the relevant person/institutions. Contractors will also submit the records including solved and unsolved concerns and grievances to ALDAŞ INC. on weekly basis. The sample grievance forms provided in Annex-1.1 and Annex 1.2. will be made available to the Contractors for their use to receive applications (grievances, requests, suggestions, etc.).
- (ii) **Construction Supervision Level.** The concerns and grievances that cannot be addressed at contractor level will be dealt by the Project Manager who is appointed as Construction Controller. The Project Manager will remind the responsibilities of the contractor by issuing a status report and ensure that necessary measures are/will be taken to solve the problem and ensure implementation of required corrective actions. If the Project Manager is not able to resolve the concerns and grievances, he/she is obliged to direct them to the PIU.
- (iii) **Municipality/PIU Level (Antalya Metropolitan Municipality, General Directorate of ASAT, General Directorate of ALDAŞ INC., ILBANK)**
 - **ANTALYA METROPOLITAN MUNICIPALITY**

- Antalya Metropolitan Municipality Official Website:
<https://www.antalya.bel.tr/Iletisim>
- E-Mail: info@antalya.bel.tr
- Contact Phone: 00 90-242 249 50 00
- Adres: Yüksekalan Neighborhood, Adnan Menderes Avenue No:20 07310 Muratpaşa/ANTALYA

➤ **GENERAL DIRECTORATE OF ASAT**

- General Directorate of ASAT Official Website:
https://www.asat.gov.tr/tr/e_istek.html
- E-Mail: info@asat.gov.tr
- Call Centre ALO 185 and WhatsApp Notification: 0530 676 67 67
- Adres: Fabrikalar Neighborhood, Dumlupınar Avenue, No:5 ANTALYA

➤ **GENERAL DIRECTORATE OF ALDAŞ INC.**

- Aldaş Inc Official Website: <http://www.aldas.com.tr/>
- Contact Phone: 0090-242 259 32 16
- E-Mail: info@aldas.om.tr
- Adres: Gülveren Neighborhood, 3760 Sk. No:15/1 07220 Kepez/ANTALYA

➤ **ILBANK A.Ş.**

- ILBANK Official Grievance Website:
<https://www.ilbank.gov.tr/form/bilgiedinmeuluslararası>
- E-Mail: bilgiuidb@ilbank.gov.tr
- Contact Phone: 0090-312 508 79 79
- Adres: ILBANK Department of International Relations, Emniyet Neighborhood, Hipodrom Street No:9/21 Yenimahalle/ANKARA

(iv) National Level (CİMER, YİMER)

- **Presidency's Directorate of Communications (CİMER)** CİMER Official Website: <https://www.cimer.gov.tr/>
- Call Centre: ALO150
- Contact Phone: 0090-312 590 20 00
- **Foreigners Communication Center (YİMER) provides a centralized grievance system for foreigners.**

- YIMER Official Website: <https://yimer.gov.tr/>
- E-Mail: yimer@goc.gov.tr
- Contact Phone: 0090-312 157 11 22
- Adress: Çamlıca Neighbourhood, 122. Street No: 4 Yenimahalle/ANKARA

6.1. Public Grievance Mechanism

Through the effective operationalization of the Grievance Mechanism respective parties will immediately initiate the grievance resolution process in compliance with TEFWER’s project standards and GM Procedure. The Grievance Mechanism (GM) established for public is given below in Table 5.

Table 5: Process Flow for the Public Grievance MechanismPeriod

Steps in the GM process	DESCRIPTION of Process	RESPONSIBLE PARTY	Time Frame
Receipt of Grievance	<ul style="list-style-type: none"> • The grievance will be received through any communication method described above or by the grievance forms available in the construction site and muhktars office. The grievances are submitted to ALDAŞ PIU. 	<ul style="list-style-type: none"> • General Directorate of ASAT • ALDAŞ Supervision Consultant 	<ul style="list-style-type: none"> • As soon as the grievance is received
Registration of Grievance	<ul style="list-style-type: none"> • If the complainant raised their request verbally or did not filed a grievance form, the Field engineers, social, environmental and OHS experts of the contractor will fill in Annex 1.1: Grievance Form and record the Grievance Form. • Grievances received from other grievance channels will be received and recorded. Also, if the complainant requests the grievance to be handled anonymously, this request will be accepted, and the grievance will be recorded anonymously. • If needed, detailed information regarding the grievance may be requested from the complainant. 	<ul style="list-style-type: none"> • ALDAŞ Supervision Consultant • Contractor 	<ul style="list-style-type: none"> • As soon as the grievance is received or within two (2) working days latest.

Reporting of Grievance	<ul style="list-style-type: none"> The grievance will be forwarded to the relevant persons responsible for resolving the grievance (eg. site manager, PIU experts, specialists at the construction sites, etc.) 	<ul style="list-style-type: none"> ALDAŞ Supervision Consultant Contractor 	<ul style="list-style-type: none"> Within three (3) working days latest.
Evaluation of Grievance	<ul style="list-style-type: none"> Grievances are evaluated as soon as they are received and resolved as soon as possible. However, if the resolution of the grievance requires a longer period of time due its nature and scope, it is evaluated within a maximum of ten (10) working days to determine if it is admissible for the project's GM. is relevant to the Project activities. If the grievance is not valid, the necessary explanation will be made to the complainant and, if possible, the complainant should be advised about the relevant institution to raise their requests. 	<ul style="list-style-type: none"> ILBANK INC. ALDAŞ Supervision Consultant Contractor 	<ul style="list-style-type: none"> As soon as the grievance is received or within ten (10) working days latest
Response to Grievance	<ul style="list-style-type: none"> For valid grievances, the complainant will be contacted to verify whether the resolution actions are sufficient. If the grievance cannot be closed, the complainant will be informed about other available GM channels that he/she can apply to (i.e. ILBANK, CİMER, YİMER, other legal remedies). After notification of this process, the Grievance Closure Form will be filled, and the grievance is closed. All comments and grievances will be responded to verbally or in writing, according to the communication method preferred by the complainant, if the complainant's contact information is provided. In cases where a suitable contact 	<ul style="list-style-type: none"> ILBANK INC. ALDAŞ Supervision Consultant Contractor 	<ul style="list-style-type: none"> As soon as the grievance is received or within fifteen (15) working days latest.

	<p>source is not specified or there is no opportunity to meet face to face with the complainant, Annex 1.2 - Grievance Close-Out Form will be filled out and hanged in the mukhtar's offices where the relevant citizens live or work to provide necessary information.</p>		
<p>Recording Grievance Result</p>	<ul style="list-style-type: none"> Grievance Forms will be kept and submitted to ILBANK by the ALDAŞ INC. Supervision Consultant with the Monthly Environmental and Social Monitoring Reports. 	<ul style="list-style-type: none"> ILBANK INC. ALDAŞ Supervision Consultant 	<ul style="list-style-type: none"> As soon as the grievance is resolved

6.2. Worker’s GM

The process flow of Worker’s GM is given below in Table 6.

Table 6: Process Flow for the Worker’s GM

GRIEVANCE PERIOD	DESCRIPTION	RESPONSIBLE PARTY	Time Frame
Submission of Grievance	<ul style="list-style-type: none"> Grievances will be checked regularly from the suggestion/wish boxes at the construction site or workers will be asked to fill in Grievance Form. 	<ul style="list-style-type: none"> ALDAŞ Supervision Consultant Contractor 	<ul style="list-style-type: none"> As soon as the grievance is received
Registration of Grievance	<ul style="list-style-type: none"> Annex 1.1: Grievance Form will be filled in by the field control engineers and the social expert of the contractor. Also, if the complainant requests the grievance to be handled anonymously, this request will be accepted, and the grievance will be recorded anonymously. All grievances will be recorded on the same day, feedback will be given to the complainant, and detailed information regarding the grievance may be requested from the complainant within this period. 	<ul style="list-style-type: none"> ALDAŞ Supervision Consultant Contractor 	<ul style="list-style-type: none"> As soon as the grievance is received
Reporting of Grievance	<ul style="list-style-type: none"> Grievances are forwarded to the relevant staff (project manager and PIU experts at the construction site) as soon as possible after receipt of the grievance. 	<ul style="list-style-type: none"> ALDAŞ Supervision Consultant Contractor 	<ul style="list-style-type: none"> As soon as the grievance is received
Evaluation of Grievance	<ul style="list-style-type: none"> Evaluating the grievances and determining whether the grievance is related to the Project, Making the necessary explanation to the 	<ul style="list-style-type: none"> ALDAŞ Supervision Consultant Contractor 	<ul style="list-style-type: none"> As soon as the grievance is received or within three (3) working days latest

	complainant in case the grievance is not valid.		
Response to Grievance	<ul style="list-style-type: none"> For valid grievances, the complainant will be contacted to ensure whether the resolution actions are sufficient. To close the grievance by filling out the Grievance Closing Form. All comments and grievances will be responded to verbally or in writing, according to the communication method preferred by the complainant, if the complainant's contact information is provided. The social expert will inform the workers at the construction site about the actions taken for the grievances recorded anonymously and the result of the grievances. 	<ul style="list-style-type: none"> ALDAŞ Supervision Consultant Contractor Workers' representative 	<ul style="list-style-type: none"> As soon as the grievance is received or within fifteen (15) working days latest.
Recording Grievance Result	<ul style="list-style-type: none"> Grievance Forms will be kept and submitted to ILBANK by the ALDAŞ Supervision Consultant with the quarterly Environmental and Social Monitoring Reports. 	<ul style="list-style-type: none"> ILBANK INC. ALDAŞ Supervision Consultant 	<ul style="list-style-type: none"> As soon as the grievance is resolved

6.3. Mechanism for Addressing SEA/SH Related Grievances

Managing grievances related to sexual exploitation or abuse (SEA), sexual harassment (SH), and other forms of gender-based violence (GBV) requires a different approach than other types of concerns raised through project-level grievance mechanisms due to the topic's sensitive nature; the potential for survivors to experience stigma, rejection, or harm; and because of the reluctance of many survivors to come forward and report cases. The specific nature of SEA and SH necessitates tailored measures for the reporting and safe and ethical handling of such allegations through grievance mechanisms¹.

While handling SEA and SH complaints, the GM will ensure; (i) referral to survivor-support

¹ Interim Technical Note, Grievance Mechanisms for Sexual Exploitation and Abuse & Sexual Harassment in World Bank-financed projects, World Bank, April 2020.

services (health, psychological, legal aid, etc.), based on the consent, needs, and wishes of the survivor; (ii) linkage to the domestic legal system; and (iii) internal inquiry ILBANK/PIU, its contractors and sub-contractors to determine the likelihood that the allegation relates to the TEFWER project. When individuals or groups raise these kinds of sensitive issues, the responsible project personnel will ensure that these grievances are filed safely and confidentially in the GM. The TEFWER project will ensure that SEA/SH complaints are treated confidentially and that there will be no retaliation against individuals or groups who report such complaints.

The SEA/SH grievance mechanism will function in accordance with the laws of the Republic of Türkiye and will provide linkages to the legal system of the country. Cases will be referred to the country's regulatory framework for processing if the consent of the survivor is received. Submitting a SEA/SH complaint shall not prevent the survivor from also pursuing an action in the judicial system.

Although the risk arising from project activities is low, the GM includes the management of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) grievances. The GM available to project staff or local public will also be used to manage SEA/SH issues and will have mechanisms for safe and ethical documentation and confidential reporting of SEA/SH issues. If case an employee or a citizen has SEA/SH related applications to the project GMs, **upon receipt of the applicant's consent**, immediate action will be taken within 48 hours of receiving the grievance.

Unless the case requires mandatory reporting under national laws, for incidents of sexual exploitation/abuse, sexual harassment (SEA/SH) in the workplace, or potential cases of child abuse at the project site, the responsible staff will be tasked with receiving SEA/SH-related grievances, recording only the basic necessary² information. This information will then be conveyed to the social specialist/SEA/SH focal point at the PIU and ILBANK for further management. The responsible staff will also inform the survivor about mandatory reporting obligations in Türkiye (if applicable), the operation of the GM, including its limitations, and the availability of GBV services.

All details of the complainant of the sensitive case will be kept strictly confidential. Such grievances will be going through separate process to ensure confidentiality of survivor. Anonymous grievances will only be registered, evaluated and reported to ILBANK's Ethics Committee if the complaint has consent.

6.4. World Bank Grievance Redress System

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

² Information collected by the grievance mechanism will be kept to a minimum to protect the confidentiality of the survivor. Staff intaking SEA/SH complaints at all levels will only ask for the following information: (i) the age/sex of the survivor and the alleged perpetrator (if possible), (ii) the nature of the allegation-what a survivor says in his or her own words without direct questioning, and (iii) if the survivor states that the incident is related to the Project, the services are provided to the survivor and accepted by the survivor.

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.

7. MONITORING AND REPORTING

Table 7: Stakeholder Engagement Activities

PARAMETER	SOURCES	KEY PERFORMANCE INDICATORS	PROJECT STAGE	EVALUATION FREQUENCY	RESPONSIBLE PARTY
Worker's Grievances	<ul style="list-style-type: none"> Number of grievances received (by gender and grievance category), Grievance Closing Time, Grievance Category, Number of Invalid Grievances (Grievance Forms) 	<ul style="list-style-type: none"> Decrease in the number of grievances received, increase in the grievance closing rate (closed grievances / total number of grievances), Reduction in grievance closing time, Zero grievances which are not closed within target time, Target for closing rate of total grievances is 90%. 	Construction	Monthly	General Directorate of ASAT Aldaş Supervision Team Contractor
			Operation	When the grievances have been received and malfunctions have been occurred. On regular maintenance terms	General Directorate of ASAT Water Network and Treatment Department
Stakeholder Grievances	<ul style="list-style-type: none"> Number of grievances Received (By gender and grievance category), Number of open or closed grievances, Grievance Closing Time, 	<ul style="list-style-type: none"> Decrease in the number of grievances received, increase in the grievance closing rate (closed grievances / total 	Construction	Monthly	General Directorate of ASAT Aldaş Supervision Team Contractor
			Operation	Monthly	General Directorate of ASAT

	<ul style="list-style-type: none"> Grievance Category, Number of Invalid Grievances (Grievance forms) 	<ul style="list-style-type: none"> number of grievances) Reduction in grievance closing time, Zero grievances which are not closed within target time, Target for closing rate of total grievances is 90%. 			
Stakeholder Engagement Activities	<ul style="list-style-type: none"> Number of Planned Stakeholder Engagement Activities Type of Planned Stakeholder Engagement Activities Number of Stakeholders Stakeholder Type (Activity records, meeting minutes, records of participants and related reports, documents, etc.) 	<ul style="list-style-type: none"> Increase in the number of activities performed, Increase in the Number of Participants, Increase in Number of Different Stakeholder Types (as groups or individuals). 	Construction	As needed	General Directorate of ASAT Aldaş Supervision Team Contractor
			Operation	-	General Directorate of ASAT

7.1. Summary of SEP Implementation Monitoring and Reporting

The Stakeholder Engagement Plan is a living document that will be revised and updated as needed to record participation meetings held, issues raised, actions taken and to explain changes in the public engagement period until the technical assistance activities in the project are completed. The Municipality will notify ILBANK of any changes regarding this SEP. Quarterly Environmental and Social Monitoring reports regarding stakeholder engagement activities and the implementation of the corrective and preventive actions, as well as public grievances, investigations and related activities will be prepared by the contractor and submitted to the Aldaş Supervision Consultant. ILBANK will submit these monitoring reports to the World Bank on a semi-annual basis as updated information about the project. The WB project team will also visit the project site, as needed, within the scope of project audit.

Environmental and Social Monitoring Reports will include the following information:

- Project construction areas and their progress status,
- Environmental Impact Assessment methods,
- Status of Grievance Mechanism implementation (procedures, training, public awareness, etc.),
- Quantitative data for number of grievances received (applications, recommendations, concerns, requests, positive feedback) and the number of grievances resolved,
- Qualitative data for the category of grievances and responses, the problems and unresolved grievances, the level of satisfaction with the actions taken (responses),
- Summary of corrective actions,
- Data about the grievances received (gender, district, etc.),
- Information about previous stakeholder engagement activities, type of participation, number of participants, information provided, and feedback received.

7.2. Reporting Back to Stakeholder Groups

This SEP is developed to establish an effective platform for efficient interaction with affected parties and other interested parties during the implementation period of the project. Meaningful stakeholder engagement throughout the project life is an essential part of effective project management and provides opportunities to the following:

- Meaningful public participation,
- Feedback to provide information for project design, implementation, monitoring, and evaluation,
- Clarification of project objectives and scope, management of expectations,
- Review and reduction of project risks,

- Improvement of project results and benefits,
- To share and publish information and materials related to the project,
- Consideration of grievances related to the project,

As explained in Section 6, for the feedback received through the Grievance Mechanism, complainants will be contacted and responded to (written and verbal responses).

ANNEXES

- 1) Annex 1.1: Grievance Form
- 2) Annex 1.2: Grievance Close-Out Form
- 3) Annex 2: Consultation Form
- 4) Annex 3: Public Participation Meeting (The activities carried out within the scope of ‘Public Participation Meeting’ will be added later).

1. Annex 1.1- Grievance Opening Form



 		ANTALYA METROPOLITAN MUNICIPALITY / ASAT GENERAL DIRECTORATE Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction Project (TEFWER)		
		GRIEVANCE FORM		
Person filling out the form:		Date and Time:		
Subject:		Reference:		
1. INFORMATION ABOUT COMPLAINANT				
Name-Surname:		Grievance Received By:		
Identity Number:		Telephone <input type="checkbox"/>		
Phone:		Face to face Meeting <input type="checkbox"/>		
Adress:		Web / E-mail <input type="checkbox"/>		
E-mail:		Other (Describe) <input type="checkbox"/>		
Stakeholder				
Public Inst. <input type="checkbox"/>	PEB <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Trade Association <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Groups <input type="checkbox"/>	Industrial Commerce <input type="checkbox"/>	Workers Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. DETAILED INFORMATION ABOUT GRIEVANCE				
Description of Grievance:				
Solution requested by the complainant:				

Figure 1: Grievance Form

2. Annex 1.2-Grievance Close-Out Form

 	ANTALYA METROPOLITAN MUNICIPALITY / ASAT GENERAL DIRECTORATE Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction Project (TEFWER)	
	GRIEVANCE CLOSING FORM	
Reference:		
DETERMINATION OF CORRECTIVE ACTION		
1		
2		
3		
4		
5		
Responsible Departments		
RESOLUTION OF GRIEVANCE		
<i>This section will be filled and signed by the complainant in case the grievance specified in the "Grievance Form" is resolved</i>		
Grievance Closing Date:	Person Closing Grievance Name/Signature:	Complainant's Name/Signature:
...../...../.....		

Figure 2: Grievance Close-Out Form

3. Annex 2- Consultation Form



 	ANTALYA BÜYÜKŞEHİR BELEDİYESİ / ASAT GENEL MÜDÜRLÜĞÜ (ANTALYA METROPOLITAN MUNICIPALITY / ASAT GENERAL DIRECTORATE) Türkiye Deprem, Sel ve Yangın Acil İmar Projesi (TEFWER) (Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction Project (TEFWER))		
İSTİŞARE FORMU (CONSULTATION FORM)			
Formu Dolduran Kişi: (Person filling in the form)			
Tarih ve Yer: (Date/Place)			
Toplantı Gündemi: (Agenda of the Meeting)			
1. İLETİŞİM TÜRÜ (GRIEVANCE RECEIVED BY)			
İletişim Türü (Grievance Received By)	Yüz Yüze Toplantılar (Face to face Meeting)	<input type="checkbox"/>	
	Telefon (Telephone)	<input type="checkbox"/>	
	Çevrimiçi Toplantılar (Online Meeting)	<input type="checkbox"/>	
	Web İletişim Sayfaları (Contact Web Pages)	<input type="checkbox"/>	
	E-Posta (e-mail)	<input type="checkbox"/>	
	Diğer (Açıklama) (Other (Description))	<input type="checkbox"/>	
2. PAYDAŞ TÜRÜ (STAKEHOLDER TYPE)			
Kamu Kurumları (Public Inst.) <input type="checkbox"/>	Vatandaşlar (Citizen) <input type="checkbox"/>	Sivil Toplum Kuruluşları (Non-Governmental Organisation) <input type="checkbox"/>	Meslek Odaları (Trade Association) <input type="checkbox"/>
Muhtarlıklar (Mukhtars) <input type="checkbox"/>	İlgi Grupları (Interest Groups) <input type="checkbox"/>	Sanayi Birlikleri (Industrial Unions) <input type="checkbox"/>	Medya (Media) <input type="checkbox"/>
Akademik Kurumlar (Academic Institutions) <input type="checkbox"/>	İşçi Sendikaları (Workers Union) <input type="checkbox"/>	Özel Teşebbüs (Private Enterprise) <input type="checkbox"/>	Diğer (Other) <input type="checkbox"/>

Figure 3: Consultation Form Page-1

3. SUNUM/KONU ÖZETİ (SUMMARY/SUBJECT OF PRESENTATIONS)				
Sunumu Yapan Kişi(ler): (Person(s) made the Presentation)				
Sunum/Konu Özeti: (Summary/Subject of Presentations)				
4. DAVETLİLERİN LİSTESİ (MEVCUT İŞE)(LIST OF INVITEES) (IF AVAILABLE)				
No	Paydaş Bilgisi (Stakeholder Information) (Mukhtars, Municipalities, NGO's, Public Institutions, etc.)			
1				
2				
3				
...				
5. KATILIMCILARIN LİSTESİ (LIST OF PARTICIPANTS)				
No	Ad-Soyad (Name-Surname)	Paydaş Bilgisi (Stakeholder Information)	İletişim Bilgileri (Contact Information)	İmza (Signature)
1				
2				
3				
...				
6. SORULAR VE CEVAPLAR (QUESTIONS and ANSWERS)				
1	Soru (Question):			
	Cevap (Answer):			
2	Soru (Question):			

Figure 4: Consultation Form Page-2

	Cevap (Answer):	
3	Soru (Question):	
	Cevap (Answer):	
...	Soru (Question):	
	Cevap (Answer):	

7. TOPLANTI TUTANAĞI (MINUTES OF MEETING)

Formu Dolduran Kişinin Adı/Soyadı :
(Person Filled in the Form Name/Surname)

İmzası :
(Signature)

Figure 5: Consultation Form Page-3