



Stakeholder Engagement Plan (SEP)

Kayseri Wastewater Treatment Plant Phase-2 Construction and Collector Line Project

January 2026



Stakeholder Engagement Plan (SEP)

Project Information

Project	Details
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Table of Contents

List of Tables	5
List of Figures	5
List of Abbreviations	6
EXECUTIVE SUMMARY	7
1 INTRODUCTION	8
1.1 Project Description	8
1.2 Objective of the Stakeholder Engagement Plan	8
2 STAKEHOLDER IDENTIFICATION AND ANALYSIS	9
2.1 Methodology	13
2.2 Project Affected Parties	13
2.3 Other Interested Parties	14
2.4 Disadvantaged/Vulnerable Individuals or Groups	15
3 STAKEHOLDER ENGAGEMENT PROGRAM	16
3.1 Summary of Stakeholder Engagement Done During Project Preparation	16
3.2 Summary of Methods, Tools and Techniques for Stakeholder Engagement	20
3.3 Stakeholder Engagement Program	20
3.4 Disclosure of Information	23
3.5 Proposed Strategy for Incorporating the Views of Vulnerable Groups	23
4 RESPONSIBILITIES AND RESOURCES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES	23
4.1 PIU Implementation Arrangements	23
4.2 Budget	28
5 GRIEVANCE MECHANISM	29
6 MONITORING AND REPORTING	37
6.1 Summary of how SEP Implementation will be Monitored and Reported	37
6.2 Reporting Back to Stakeholder Groups	37
ANNEXES	38
ANNEX-A: TEMPLATE FOR MINUTES OF MEETING*	39
ANNEX-B: STAKEHOLDER ENGAGEMENT SURVEY TOOLS	40
ANNEX-C: CONSULTATION FORM	47
ANNEX-D: SEP BUDGET TABLE	48
ANNEX-E: GRIEVANCE SUBMISSION FORM	51
ANNEX F: GRIEVANCE CLOSING FORM	52
ANNEX-G: GRIEVANCE DATABASE FORM	53



ANNEX-H: GRIEVANCE TRACKING-MONITORING FORM	54
ANNEX-I: SUMMARY TABLE FOR MINUTES OF MEETINGS	55
ANNEX-J: STAKEHOLDER CONSULTATION MEETING	56



List of Tables

Table 1. Stakeholder Groups.....	11
Table 2. Stakeholder Engagement Program	21
Table 3. PUB Personnel List	25
Table 4. Roles and Responsibilities	27
Table 5. Classification of Complaint	35

List of Figures

Figure 2-1 Project Area	9
Figure 2-2 Sludge Storage Site Access Roads	10
Figure 2-3 Molu Neighborhood and Project Vicinity Map	11
Figure 3-1 Consultation Photo	19
Figure 5-1 Grievance Mechanism Flowchart of Project Related Grievances	29
Figure 5-2 KASKİ Contact Page - I	30
Figure 5-3 KASKİ Contact Page-II	31
Figure 5-4 KASKİ Contact Page-III	32



List of Abbreviations

Aol	Area of Influence
CIMER	Presidency's Communication Center [Cumhurbaşkanlığı İletişim Merkezi]
Consultant	POSEİDON Environmental Social Consulting Engineering Trade Co. Ltd.
E&S	Environmental and Social
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
GBV	Gender-Based Violence
GM	Grievance Mechanism
GMCP	Grievance Mechanism Contact Person
GRS	Grievance Redress Service
İLBANK	İLBANK Trade Incorporation [İller Bankası Anonim Şirketi]
IsDB	Islamic Development Bank
İŞKUR	Turkish Employment Agency [Türkiye İş Kurumu]
KASKİ	Directorate General of Kayseri Water and Sewerage Administration [Kayseri Su ve Kanalizasyon İdaresi Genel Müdürlüğü]
Km	Kilometer
m	Meter
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
OIP	Other Interested Parties
OIZ	Organized Industrial Zones
PAP	Project Affected Parties
PIU	Project Implementation Unit
PMU	Project Management Unit
POSEİDON	POSEİDON Environmental Social Consulting Engineering Trade Co. Ltd.
SCM	Stakeholder Consultation Meeting
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
TurkStat	Turkish Statistical Institute [Türkiye İstatistik Kurumu]
WWTP	Wastewater Treatment Plant
YIMER	Foreigners Communication Center [Yabancılar İletişim Merkezi]



EXECUTIVE SUMMARY

The project implemented by the Kayseri Water and Sewerage Administration (KASKİ) aims to increase the capacity of advanced biological wastewater treatment in order to meet the needs of the growing urban population in the central districts of Kayseri and to support environmental sustainability. The Project is being carried out within the framework of the policies and guidelines of the Islamic Development Bank (IsDB). In this context, a comprehensive Environmental and Social Impact Assessment (ESIA) and Stakeholder Engagement Plan (SEP) have been prepared.

The Project includes the construction of biological treatment pools, sedimentation tanks, sludge treatment units, and auxiliary facilities, as well as the installation of a new collector line of approximately 400 meters. These investments will enhance wastewater treatment capacity, contribute to environmental and public health, and provide significant support for the sustainable urban development of Kayseri.

No land acquisition, physical or economic displacement is anticipated under the Project. Both the main WWTP site in Boğazköprü Neighborhood and the dump site in Molu Neighborhood are under public administration control, and their land status has been clarified through title deed records, zoning plans, and institutional transfer documents (see ESIA Annex-H).

The SEP envisions the timely, clear, and accessible sharing of information with stakeholders, the collection of their views, and the establishment of a grievance mechanism through which they can express concerns and submit complaints. In this context, meetings have been held with neighborhood mukhtars, local residents, public institutions, and non-governmental organizations, and the expectations and concerns of stakeholders have been recorded. In addition, a grievance mechanism accessible at every stage of the Project ensures that stakeholders can provide feedback, raise issues, and be involved in resolution processes.

The Project Implementation Unit (PIU) is responsible for overseeing environmental and social issues, facilitating stakeholder engagement, operating the grievance mechanism, and carrying out reporting duties. With the implementation of the Project, it is aimed to improve environmental performance, strengthen stakeholder participation, and provide long-term benefits to the people of Kayseri.



1 INTRODUCTION

1.1 Project Description

This Stakeholder Engagement Plan has been prepared for the Kayseri Wastewater Treatment Plant Phase-2 Construction and Collector Line Project (the Project), to be implemented by Kayseri Metropolitan Municipality. The Project will be co-financed through a loan from the Islamic Development Bank (IsDB). İller Bankası A.Ş. (ILBANK) will be the borrower of the IsDB loan and the intermediary recipient of grant funds, acting as the project implementation agency and providing financial intermediation. At the local level, the Kayseri Water and Sewerage Administration (KASKİ) will be responsible for the implementation of the Project.

The main mission of KASKİ is to provide the people of Kayseri with clean, high-quality, and safe drinking water, to use and protect water resources in the most efficient way, to ensure proper wastewater treatment, and to deliver high-standard services by adopting a modern management approach in its institutional development.

The Project aims to improve access to safe and sustainable municipal services for the people of Kayseri. The existing Wastewater Treatment Plant (WWTP), commissioned in 2004 with a capacity of 110,000 m³/day, has become insufficient due to the connection of three additional districts. Upon completion of Phase 2, the WWTP will have a design capacity of 220,500 m³/day and will serve a population of approximately 1.4 million.

The Project area is located within the Kocasinan district of Kayseri province, and no additional land acquisition is required. Within the scope of Phase 2, new units will be constructed to increase the capacity of the WWTP, and a 400-meter collector line will be built. In subsequent phases, the construction of approximately 15,440 meters of additional collector line and a sludge incineration plant is also planned. During construction, around 100 workers are expected to be employed.

Treated wastewater will continue to be discharged into the Karasu Creek and subsequently into the Kızılırmak River. With Phase 2, the Project will address the increasing wastewater treatment needs of Kayseri and deliver significant environmental and public health benefits.

1.2 Objective of the Stakeholder Engagement Plan

KASKİ has prepared a Project-specific Stakeholder Engagement Plan (SEP) to provide stakeholders with timely, relevant, understandable, and accessible information, and to consult with them in a culturally appropriate manner that is free of manipulation, interference, coercion, discrimination, or intimidation. In addition to reflecting good international practice, the SEP is aligned with the Islamic Development Bank (IsDB) Integrity Principles and Guidelines, including its commitments to transparency, accountability, integrity, and anti-corruption.

Therefore, the overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire Project cycle. The SEP outlines the ways in which KASKİ will communicate with stakeholders and includes a grievance mechanism by which people can raise concerns, provide feedback, or make complaints about the Project and any activities related to it. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of Project benefits.

The SEP will be revised and updated as necessary during Project implementation, in line with the IsDB Group Integrity and Anti-Corruption Guidelines.



2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

As part of the stakeholder identification and analysis process, a 1-kilometer area of influence was delineated around the Project site to assess potential environmental and social impacts. This area was examined in terms of potential effects such as air emissions, dust, noise, and traffic-related risks. In addition, for the sludge storage site, a 250-meter wide corridor along the designated access road was assessed as a specific area of influence, considering similar impacts (Figure 2-1 and Figure 2-2).

The identification of stakeholders within these defined areas aimed to ensure that all potentially affected communities or individuals were taken into account, and that appropriate engagement measures were designed.

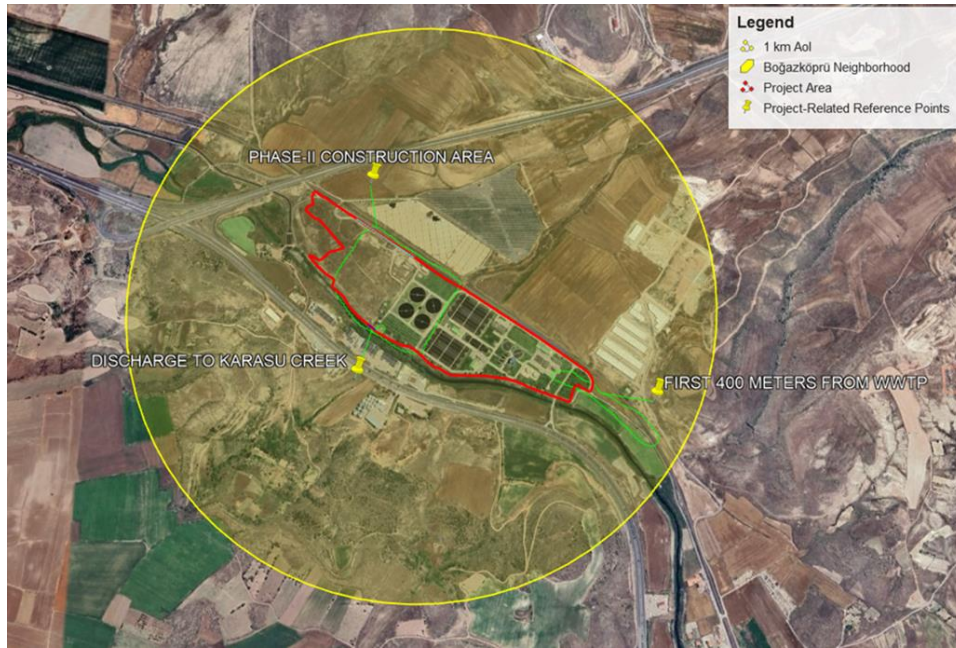


Figure 2-1 Project Area

The Boğazköprü Neighborhood falls within the 1-kilometer area of influence. Sensitive receptors within the neighborhood were examined, and it was determined that they are not located within the direct impact zone of the Project. For further information, please refer to the Environmental and Social Impact Assessment (ESIA) Report Section 4.7..



Figure 2-2 Sludge Storage Site Access Roads

The dump site located in Molu Neighborhood is situated on a non-cadastral stony area under public administration control; therefore, no land acquisition or user displacement is foreseen in relation to this component.

The Molu Neighborhood falls within the 250-meter area of influence along the access road to the sludge storage site. No sensitive receptors were identified along the route to be used. However, to ensure responsiveness in the event of any complaints related to dust, noise, or traffic during transport operations, residents and the mukhtar of Molu Neighborhood should be informed about the Project grievance mechanism and how to access it.

Access to the sludge storage site under the Project will be provided via the D260 Northern Ring Road and internal roads within the Molu Neighborhood. Although the access route passes through Molu's administrative boundaries, the center of the Molu Neighborhood is located approximately 7 km from the main Project site and around 4 km from the sludge storage site (see Figure 2-3).



Figure 2-3 Molu Neighborhood and Project Vicinity Map

The stakeholder groups identified within the scope of the Project are presented in the table below.

Table 1. Stakeholder Groups

Stakeholder Groups	Stakeholder Type			
	Type of Impact	Cause of Impact/Interest	Affected Party	Other Interested Party
Project Owner				
<ul style="list-style-type: none"> ▪ Kayseri Metropolitan Municipality Directorate General of Kayseri Water and Sewerage Administration ▪ Contractors and Employees. 	Direct/Positive Impact	Project Development, Implementation and Employment	√	
Government / Authorities				
<ul style="list-style-type: none"> ▪ Kayseri Provincial Directorate of Environment, Urbanization and Climate Change ▪ Kayseri Provincial Health Authority, ▪ Directorate General for State Hydraulic Works, ▪ Kayseri Provincial Directorate of Environment, Urbanization and Climate Change, ▪ Kayseri Directorate of Culture and Tourism, ▪ Kayseri Provincial Directorate of National Education 	Indirect/Positive Impact	Relation of the Project with Healthcare, Environmental and Social institutions during construction and operational phases		√



Stakeholder Engagement Plan (SEP)

Stakeholder Groups	Stakeholder Type			
	Type of Impact	Cause of Impact/Interest	Affected Party	Other Interested Party
<ul style="list-style-type: none"> ▪ Mukhtar of Boğazköprü Neighborhood ▪ Kocasinan District Governorship ▪ Provincial Directorate of Agriculture and Forestry ▪ Boğazköprü Mukhtar's Office ▪ Molu Mukhtar's Office 				
Municipalities				
<ul style="list-style-type: none"> ▪ Metropolitan Municipality of Kayseri, ▪ Kocasinan Municipality 	Direct/Positive Impact	Project Development, Implementation and Employment	√	
Local Communities				
<ul style="list-style-type: none"> ▪ Residents of Boğazköprü and Molu Neighborhoods within the Aol of the Project ▪ Vulnerable/disadvantaged individuals/groups living in Boğazköprü and Molu Neighborhood within the Project Aol which is: <ul style="list-style-type: none"> ○ People over 65 years, ○ Children, ○ People with chronic diseases, ○ Persons with disabilities, ○ Refugees/Migrants 	Direct /Negative Impact	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	
Businesses				
<ul style="list-style-type: none"> ▪ Kayseri Mega Collective Workplace Construction Cooperative ▪ Beyran Furniture ▪ Miscup Custom Logo Printed Paper Cup ▪ Combed Mattress ▪ Fatihhan Plastic ▪ Kaytaş Feed Industry ▪ Çopur Automotive ▪ Kayborsan Plastic Irrigation Systems ▪ Pastırmacı Eren 2 – Restaurant ▪ Erg Woodwork 	Direct /Negative Impact	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	
NGO				
<ul style="list-style-type: none"> ▪ Kayseri City Council ▪ TEMA - Türkiye Erozyonla Mücadele Ağaçlandırma ve Doğal Varlıkları Koruma Vakfı 	Indirect Impact	The pollution load of the discharged irrigation		√



Stakeholder Groups	Stakeholder Type			
	Type of Impact	Cause of Impact/interest	Affected Party	Other Interested Party
[Türkiye Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats]		will be reduced.		
Media				
▪ International, national, and local media	Indirect Impact	Informing the public		√
Universities				
▪ Erciyes University ▪ Kayseri University ▪ Abdullah Gül University	Indirect/Positive Impact	It will assist the Project, research and development studies of relevant departments of universities.		√

2.1 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 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.
- Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the Project 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.
- 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. These stakeholders include Project affected parties (PAPs) (as defined in section 2.2), other interested parties (OIPs) (as defined in section 2.2) and disadvantaged/vulnerable individuals or groups (as defined in section 2.4).

2.2 Project Affected Parties

Project Affected Parties (PAPs) include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:



- Residents of Boğazköprü Neighborhood: The residents of the Boğazköprü Neighborhood where the Project will be implemented will be directly exposed to the impacts of construction activities. Population of Boğazköprü Neighborhood, male 52, female 52, total 104.*
- Residents of Molu Neighborhood: The residents of Molu Neighborhood may be indirectly exposed to potential impacts such as traffic and dust emissions during transport activities to the sludge storage site under the Project. Population of Molu Neighborhood: male 362, female 208, total 570.¹
- Kayseri Metropolitan Municipality Directorate General of Kayseri Water and Sewerage Administration.
- Contractors and employees of the Project.
- Metropolitan Municipality of Kayseri.
- Kocasinan Municipality.
- Kayseri Mega Collective Workplace Construction Cooperative
- Beyran Furniture
- Miscup Custom Logo Printed Paper Cup
- Combed Mattress
- Fatihhan Plastic
- Kaytaş Feed Industry
- Çopur Automotive
- Kayborsan Plastic Irrigation Systems
- Pastırmacı Eren 2 – Restaurant
- Erg Woodwork

2.3 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

Other interested parties include individuals, groups, and others who may have an interest in the Project because of its location, proximity to natural or other resources, or the sectors or parties involved in the Project. This group may include local government officials, community leaders, the media, and civil society organizations, especially those working in or within the affected communities.

- International, national, and local media
- Erciyes University
- Kayseri University
- Abdullah Gül University
- Kayseri City Council
- TEMA - Türkiye Erozyonla Mücadele Ağaçlandırma ve Doğal Varlıkları Koruma Vakfı
- Kayseri Provincial Directorate of Environment, Urbanization and Climate Change
- Kayseri Provincial Health Authority,
- Directorate General for State Hydraulic Works,
- Kayseri Provincial Directorate of Environment, Urbanization and Climate Change,
- Kayseri Directorate of Culture and Tourism,
- Kayseri Provincial Directorate of National Education
- Mukhtar of Boğazköprü Neighborhood
- Mukhtar of Molu Neighborhood
- Kocasinan District Governorship
- Provincial Directorate of Agriculture and Forestry

¹ Turkish Statistical Institute (TurkStat), 2024



2.4 Disadvantaged/Vulnerable Individuals or Groups

Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following:

Boğazköprü Neighborhood

- Person with a Disability: There is one individual with a disability in the neighborhood. This individual may face physical challenges in participating in stakeholder engagement activities unless accessible facilities and transportation are provided.
- Refugees: Approximately 15 refugee individuals, primarily of Syrian and Afghan origin, reside in the neighborhood. Language barriers and limited access to services may hinder their participation in Project -related activities and grievance mechanisms.
- Persons with Chronic Illnesses: There are around 30 individuals with chronic health conditions such as bronchitis and asthma, which may limit their ability to attend consultation meetings or travel to engagement events.
- Children: The neighborhood includes around 50 children. Special attention is needed to ensure that child protection considerations are integrated into community engagement practices.
- Elderly Population: Approximately 30 individuals aged 65 and above live in the neighborhood. Mobility challenges and limited access to information may reduce their ability to participate in engagement activities.

Lack of transportation to events and language differences may create difficulties for vulnerable/disadvantaged individuals and groups to participate in consultation activities. These groups are expected to be included in stakeholder engagement activities on an equal basis with other stakeholder groups.

The proposed strategy for incorporating the views of vulnerable groups is provided in Section 3.5.



3 STAKEHOLDER ENGAGEMENT PROGRAM

3.1 Summary of Stakeholder Engagement Done During Project Preparation

On July 3, 2025, field visits were conducted as part of the Project, including a face-to-face meeting with the mukhtar of Boğazköprü Neighborhood. The purpose of the meeting was to provide information about the Project, gather insights regarding the socioeconomic structure of the neighborhood, and receive the mukhtar's opinions and suggestions.

On the same day, an individual interview was also conducted with one resident of the neighborhood, who was engaged in livestock activities. Both interviews were held at the mukhtar's house. In terms of livelihoods, the interviewee stated that the Project had not caused any loss of income. It was also indicated that there were no concerns about the Project and that KASKİ officials could be easily contacted either in person or by phone.

In addition to these consultations:

On 15 September 2025, a phone interview was conducted with Beyran Furniture, a business located within the project's Aol.

On 13 and 15 September 2025, individual interviews were carried out with local agricultural land users around the project site.

On 15 September 2025, a consultation was held with the Kayseri Provincial Directorate of Agriculture and Forestry, Rural Development and Organization Branch.

Details of the consultations are provided below. For photo of the consultation, see Figure 3-1.

Mukhtar of Boğazköprü Neighborhood

Population Status:

The population of Boğazköprü Neighborhood reaches approximately 120 people during the summer months, while it decreases to around 50 people in the winter. According to the mukhtar, this seasonal change is mainly due to the fact that most livelihood opportunities are located in Melikgazi District. Residents of the neighborhood move to Melikgazi to work in regular salaried jobs, small businesses, or as public servants.

Livelihoods:

The primary source of livelihood for those residing in the neighborhood is agriculture. Livestock activities are quite limited. A significant portion of the remaining population in the neighborhood is engaged in agricultural production.

Demographic Structure:

The dominant age group in the neighborhood is 40 years and above. Although the young population is limited, the mukhtar stated that most of these younger individuals work in Kocasinan Bazaar and Melikgazi district center.

Access to Health Services:

There is no health center in the neighborhood. The mukhtar stated that residents use the health centers located in Melikgazi District to access healthcare services.

Education:

Although there is a school building in the neighborhood, it is currently not in use. There are approximately 50 children in the neighborhood, around 35 of whom are of school age. Although these children stay in



the neighborhood during the summer months, they reside in Melikgazi with their families during the winter and continue their education there.

Disadvantaged/Vulnerable Groups: According to the information provided by the mukhtar, the identified disadvantaged and vulnerable groups in the neighborhood are as follows:

- Approximately 30 elderly individuals aged 65 and above,
- 30 individuals with chronic illnesses such as asthma and bronchitis,
- Approximately 15 migrants/refugees (mostly of Syrian and Afghan origin, engaged in livestock herding),
- 1 person with a disability,
- 50 children.

Views on the Project:

The mukhtar stated that no complaints had been received from the residents regarding the Project. He also noted that communication with KASKİ officials is smooth, both face-to-face and via telephone, and that any problems or suggestions raised are promptly addressed and resolved.

Resident of Boğazköprü Neighborhood

As part of the field visit on July 3, 2025, an individual interview was conducted with a male resident of Boğazköprü Neighborhood who is actively engaged in small-scale livestock farming. The interview was held at the mukhtar's house.

The resident stated that he was aware of the Project and had received preliminary information from both the mukhtar and KASKİ representatives. He emphasized that the Project activities had not caused any disruption to his livelihood or daily life. In terms of potential impacts, he indicated that there were no concerns about issues such as access to pasture areas, noise, or dust from construction.

He also noted that communication with KASKİ was smooth and effective, and that he would not hesitate to contact the relevant officials if any issues were to arise.

Consultations with Land Users

Date: 13 and 15 September 2025

Format: Phone interview

Consultations were conducted with two land users around the project area.

The first land user rents parcels 144/2 and 144/37, cultivating a total of approximately 160 decares (16 hectares) of land. The main activity is corn cultivation as the primary source of livelihood, while livestock farming is maintained as a secondary income source. According to the inquiry from the General Directorate of Land Registry and Cadastre, these parcels are currently undergoing a cadastral updating/digitization process at the announcement stage, and therefore the updated location data could not be displayed in the system. However, the updated cadastral parcel numbers have been confirmed as follows:

- 144/2 → 16823/23
- 144/37 → 16823/21

The second land user rents multiple small plots amounting to a total of 40 decares, cultivating wheat and barley. For this stakeholder, agriculture is a secondary source of income, while cattle fattening (livestock breeding) is the primary livelihood activity. The land is located approximately 1 km northeast of the facility.

Both land users were informed about the Project's grievance mechanism and the upcoming Stakeholder Engagement Meeting.



Consultation with Beyran Furniture

Date: 15 September 2025

Format: Phone interview

A phone interview was conducted with Beyran Furniture, a business located within the Project's area of influence. During the consultation, the company representative stated that they were aware of the Project and had no negative stance towards it in general. However, it was emphasized that increased traffic and dust during the construction phase could temporarily affect the company's operations.

Information about the grievance mechanism was provided during the interview, and it was noted that the company would be invited to the upcoming Stakeholder Engagement Meeting.

Consultation with Kayseri Provincial Directorate of Agriculture and Forestry / Rural Development and Organization Branch

Date: 15 September 2025

Format: Phone interview

A consultation was held with the Kayseri Provincial Directorate of Agriculture and Forestry, Rural Development and Organization Branch, focusing on the potential temporary impacts of the Project, particularly during the construction phase. Officials emphasized that dust and noise could have partial adverse effects on agricultural production; however, these impacts were considered manageable. It was recommended that construction activities be concentrated during the October–February period, when agricultural activities are at their lowest level. The grievance mechanism was also confirmed as an effective and accessible tool for addressing potential concerns.

For the consultations summarized above, structured stakeholder engagement tools (Key Informant Interview Forms, Community-Level Questionnaires, and Household Surveys) were applied to ensure consistency and comparability of the data collected. For full versions of the tools used, see ANNEX-B: STAKEHOLDER ENGAGEMENT SURVEY TOOLS.



Figure 3-1 Consultation Photo



3.2 Summary of Methods, Tools and Techniques for Stakeholder Engagement

Different engagement methods are proposed and cover different stakeholder needs as stated below:

Public / Community Meetings

Public consultation meetings will be conducted every 6 months. These meetings aim to inform stakeholders about Project progress, E&S impacts and mitigation measures, potential constraints on access to services and feedback from stakeholders. KASKİ PIU will share Project details and receive feedback from the participants about the Project. Additionally, focus group discussions, face-to-face meetings, and interviews will be conducted to ensure the participation of different stakeholder groups and capture diverse perspectives.

Media Communication

As local media usage rates are high among people of different ages and backgrounds in Project - affected communities, media channels will be used as much as possible to disseminate information.

- Kayseri TV
- TV1 Kayseri
- Gazete Kayseri

Communication Equipment

Written information will be disclosed to the public through various means of communication and various materials, including brochures, flyers, posters, etc. Social media tools will also be utilized to expand outreach and facilitate real-time engagement (see Figure 5-4). KASKİ will also regularly update its website on the E&S performance of the Project. This website² will also provide information on the grievance mechanism for the Project (see Section 5). Complaints will be recorded in writing and followed up by the complaint board to be established in accordance with IsDB standards. Additionally, critical complaints will be reported to İlbank within 24 hours. All stakeholder engagement processes will be recorded, monitored, evaluated, and reported together with the consultation form (ANNEX-C: CONSULTATION FORM) and documentation such as participant sheets, photos, recordings, etc. will be backed up.

Project Tours for Media and Local Representatives

If necessary, site visits or presentation meetings will be organized for selected stakeholders from media or local authorities at appropriate points during the construction phase.

3.3 Stakeholder Engagement Program

The stakeholder engagement program presented in Table 2 outlines the engagement process, methods including sequencing, consultation topics and target stakeholders. KASKİ is the responsible party to implement the stakeholder engagement program.

² <https://www.KASKI.gov.tr/>



Stakeholder Engagement Plan (SEP)

Table 2. Stakeholder Engagement Program

Project Stage	Target Stakeholders	Documents to be Disclosed	Topic of Consultation / Message	Method Used	Frequency / Timeline
Pre-construction phase	-PAPs -OIPs	Draft ESIA (including ESMP) and SEP of the Project	<ul style="list-style-type: none"> Purpose, stages, general information about the Project Anticipated E&S impacts and risks Proposed mitigation measures Grievance Mechanism Monitoring objectives and activities to be performed 	KASKI Website, consultation form and documentation such as participant sheets, photos, recordings, brochures etc.	Semi-annually, firstly after the ESIA and SEP are approved, secondly before the start of Land preparation and construction activities and thirdly before the start of Operation activities and when there is a significant change in the Project.
Land preparation and construction phase	-Project Affected Parties -Other Interested Parties	Draft ESIA (including ESMP) and SEP of the Project	Information Disclosure <ul style="list-style-type: none"> Purpose, start date, duration, and nature of land preparation, construction, and operations activities Grievance Mechanism Status and effectiveness of implementation of mitigation measures related to relevant E&S impacts/risks Monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results E&S documents (ESIA and SEP) 	Public / Community Meetings	Every 3 months
Operation phase					
Land preparation and construction phase	-Other Interested Parties	Draft ESIA (including ESMP) and SEP of the Project	Social progress, economic and social development, and environmental protection Information and consultation on: <ul style="list-style-type: none"> Mitigation measures against potential E&S impacts/risks Grievance Mechanism Sustainability 	Public / Community Meetings	Annually
Operation phase					
Land preparation and construction phase	-Project Affected Parties -Vulnerable/ Disadvantaged Individuals/ Groups	Draft ESIA (including ESMP) and SEP of the Project.	Traffic and Transportation Management <ul style="list-style-type: none"> Under the Project, it is aimed to raise awareness on road safety, including the safe crossing of the D300 Kayseri-Kırşehir State Highway, the D260 Northern Ring Road, as well as the local roads within Boğazköprü and Molu Neighborhoods. Types, number and frequency of vehicles that will be used in construction phase. 	<ul style="list-style-type: none"> Communication Equipment Public / Community Meetings Media Communication Project Tours for Media and 	In case of receiving grievances related to traffic and transportation management (annually if no grievance is received)



Stakeholder Engagement Plan (SEP)

Project Stage	Target Stakeholders	Documents to be Disclosed	Topic of Consultation / Message	Method Used	Frequency / Timeline
			<ul style="list-style-type: none"> Communication of traffic measures and Project road usage with mukhtar. Grievance Mechanism 	Local Representatives	
Pre-construction phase Construction and Operation phase	Vulnerable/ Disadvantaged Individuals/ Groups	Draft ESIA (including ESMP) and SEP of the Project	Interest of vulnerable/disadvantaged individuals/ groups Information on: <ul style="list-style-type: none"> General information of the Project, E&S impacts, mitigation measures, monitoring activities of the Project Special measures for the vulnerable/disadvantaged individuals/groups; Provision of vehicles for access to activities, interpreters for language differences. Special language (Arabic etc.) requirements will be met 	Public / Community Meetings	Quarterly, once before the start of construction activities if any grievances are received from disadvantaged/vulnerable groups/individuals regarding the Project activities, within that month



3.4 Disclosure of Information

The existing KASKİ website (<https://www.KASKİ.gov.tr/>) will be used to disclose Project documents in Turkish, and English. Project documents will be available at KASKİ office and Kocasinan district municipality. Project posters and information on the grievance mechanism will be provided at local venues in the districts such as mukhtar's office, Boğazköprü Mosque. The brochures approved by İlbank will include information about the Project, complaint mechanism and contact information. Project updates (including news on construction activities, key E&S data) will also be published on KASKİ's website. In addition, details on the Project grievance mechanism will be published on the website. KASKİ will regularly update and maintain its website.

Before final approval and disclosure, draft Environmental and Social (E&S) documents will undergo a stakeholder consultation process to gather feedback from affected communities and relevant stakeholders. These consultations will be conducted through public meetings, online feedback mechanisms, and engagement with local representatives. Comments and recommendations received during the consultation process will be reviewed, and necessary adjustments will be made to the documents before their finalization.

This participatory approach aims to enhance transparency, ensure inclusivity, and incorporate local concerns into Project planning and implementation.

3.5 Proposed Strategy for Incorporating the Views of Vulnerable Groups

Due to factors such as lack of transportation and language barriers, vulnerable and disadvantaged individuals or groups may face challenges in participating in stakeholder engagement and consultation activities. In order to ensure their equal inclusion in Project implementation, the following specific measures will be applied throughout the Project:

- **Transportation Support:** Project vehicles will be provided to facilitate the participation of individuals with mobility limitations or those residing in remote areas.
- **Flexible Scheduling:** Meeting times will be arranged during convenient hours to support the participation of working individuals.
- **Translation Services:** In cases where refugee communities (primarily of Syrian and Afghan origin) residing in the Project area do not speak Turkish, interpreters will be provided to support access to Project information and the grievance mechanism.
- **Accessible Venue Selection:** Consultation meetings will be held in physically accessible locations. When this is not possible, transportation support will be offered to participants.
- **One-on-One Consultations:** For individuals who are unable to attend group meetings due to health conditions or age, one-on-one or small group interviews will be conducted in Boğazköprü and Molu neighborhoods.

These measures aim to ensure that vulnerable individuals and groups are able to receive information about the Project, express their opinions, and actively participate in decision-making processes.

4 RESPONSIBILITIES AND RESOURCES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

4.1 PIU Implementation Arrangements

KASKİ has established a Project Implementation Unit (PIU) to manage the implementation of the Project. In addition to other responsibilities, the PIU is tasked with overseeing environmental and social (E&S) aspects throughout the pre-construction, construction, and operational phases of the Project.



Stakeholder Engagement Plan (SEP)

The PIU is composed of a PIU Manager, Environmental Expert, Social Expert, Occupational Health and Safety (OHS) Expert, and other technical and administrative staff as required. The roles and responsibilities of each PIU member have been defined in accordance with national legislation, and the Islamic Development Bank's Environmental and Social Safeguards as well as its Integrity Policies and Guidelines.

The IsDB's Environmental and Social Safeguards outline procedures for risk identification, sensitivity assessment, Project categorization, stakeholder engagement, disclosure, and Project-specific grievance mechanisms across the Project cycle. These safeguards together with the IsDB's Integrity Policies and Guidelines, ensure compliance with the highest standards of integrity, transparency, and accountability.

While the overall responsibility for implementing the Stakeholder Engagement Plan (SEP) lies with the Top Management, the Social Expert is responsible for leading stakeholder engagement activities, managing the grievance mechanism, and reporting on SEP implementation. The Social Expert works closely with other PIU members to ensure inclusive engagement, timely responses, and accurate documentation in accordance with the template provided in ANNEX-C: CONSULTATION FORM.

Although the construction contractor is not directly responsible for stakeholder engagement, the contractor is obligated to inform affected communities about Project-related disturbances and adverse impacts (e.g., road closures, noise). This task will be carried out by the contractor's Social Expert, in coordination with the PIU and in alignment with the SEP.



Table 3. PUB Personnel List

PROJECT IMPLEMENTATION UNIT (PUB) PERSONNEL LIST			
Name and Surname	Position	E-mail	Mobile No
Top Management			
Fatih Mehmet DURMUŞÇELEBİ	Deputy General Manager	fatihcelebi@kaski.gov.tr	0532 305 60 38
Contract / Procurement Unit			
Süleyman HAMURCU	Construction Technician	shamurcu@kaski.gov.tr	0530 248 67 85
Technical Management			
Erol AYKAR	Head of Department	erolaykar@kaski.gov.tr	0531 421 20 20
Technical Unit			
Murat ŞAHİN	Branch Manager - Civil Engineer	msahin@kaski.gov.tr	0533 516 09 67
Fevzi DURMUŞ	Branch Manager - Environmental Engineer	fevzi@kaski.gov.tr	0539 528 29 26
Abdullah TEMİZSOY	Civil Engineer	atemizsoy@kaski.gov.tr	0507 778 70 27
Mehmet Can TAMER	Energy Systems Engineer	mcantamer@kaski.gov.tr	0537 230 49 32
Çağrı EYLİKLER	Electrical & Electronics Engineer	cagrie@kaski.gov.tr	0545 561 72 22
Financial Management			
Necmettin KOCAKAPLAN	Branch Manager	necmettink@kaski.gov.tr	0536 251 08 06



Finance Unit			
Kamil GÖREN	Officer	kamilg@kaski.gov.tr	0535 485 17 72
OHS			
Alemdar ÜNLÜ	Manager	alemdarunlu@kaski.gov.tr	0535 403 12 73
Monitoring & Evaluation			
Hasan EKRIKAYA	Environmental Engineer	hekrikaya@kaski.gov.tr	0535 460 01 85
Environmental – Social Experts			
Harun YÜCEL (Environmental Expert)	Environmental Engineer	haruny@kaski.gov.tr	0530 765 55 42
Mehmet Can DERNEKLİ (Social Expert)	Environmental Engineer	mcandernekli@kaski.gov.tr	0535 460 01 84



Stakeholder Engagement Plan (SEP)

Table 4. Roles and Responsibilities

Unit	Personnel / Title	Details
Senior Management	-PIU Manager	<ul style="list-style-type: none"> Ensures that all stakeholder engagement activities comply with the SEP and the Project standards. Oversees the work of PIU members and ensures effective communication within the team. Monitors compliance with national and international environmental and social regulations.
Contracts and Procurement Unit	- Construction Technician	<ul style="list-style-type: none"> Support procurement and contractual processes aligned with SEP-related activities. Coordinate with PIU experts for timely provision of materials and services.
Technical Management	- Department Head	<ul style="list-style-type: none"> Supervises technical teams and ensures integration of technical aspects with social and environmental management requirements.
Technical Unit	- Electrical & Electronics Engineer	<ul style="list-style-type: none"> Provides technical input for infrastructure-related planning and safety.
Technical Unit	-Environmental Engineer	<ul style="list-style-type: none"> Implements and monitors environmental mitigation measures. Conducts site visits and recommends corrective actions. Informs stakeholders on environmental practices and supports social expert in relevant complaints.
Finance Management	-Branch Manager	<ul style="list-style-type: none"> Oversees budgeting, financial reporting and ensures resources for SEP implementation.
Finance Unit	-Officer	<ul style="list-style-type: none"> Supports documentation and financial tracking of stakeholder engagement activities.
OHS	- Manager	<ul style="list-style-type: none"> Supports complaint assessment and ensures safety compliance.



Stakeholder Engagement Plan (SEP)

		<ul style="list-style-type: none"> Organizes safety training and ensures information flow on risk areas.
Environmental – Social Experts	-Social Expert	<ul style="list-style-type: none"> Plans, organizes, and conducts stakeholder meetings. Manages the grievance mechanism and ensures effective resolution of complaints. Records all stakeholder meetings, feedback received, and actions taken. Monitors and reports on stakeholder engagement activities. Ensures that disadvantaged groups (such as refugee households and elderly people) can participate in stakeholder engagement activities. Keeps track of distributed informational materials (flyers, brochures, newsletters). Prepares responses to complaints and ensures timely communication with complainants. Collects and reports oral and observed complaints related to employment and social issues.

4.2 Budget

KASKİ PIU is the main responsible for the implementation of the SEP and will provide all necessary resources for effective and timely stakeholder engagement activities.

The Project's stakeholder engagement implementation arrangements are:

The resources required for the preparation and implementation of the SEP will be provided within KASKİ. The budget breakdown can be found in ANNEX-D: SEP BUDGET TABLE.

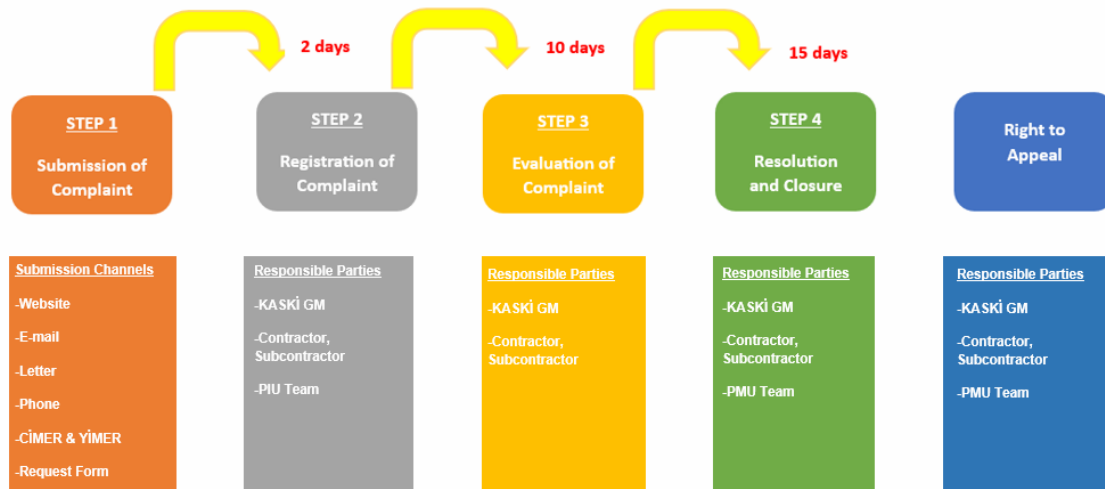


5 GRIEVANCE MECHANISM

Managing, avoiding, minimizing and effectively addressing grievances is an integral part of a sound stakeholder engagement strategy. Experience indicates that many grievances stem from misunderstandings, which can often be prevented through proactive and consistent communication with affected communities. To that end, the following Grievance Mechanism (GM), in line with the standards of the Islamic Development Bank (IsDB), will be implemented by KASKİ/PIU throughout the lifecycle of the Project including pre-construction, construction, and operation phases.

Both institutions emphasize transparency, accessibility, accountability, confidentiality, and non-retaliation as core principles of grievance handling. The GM ensures that all Project-affected persons and workers have safe and confidential access to submit grievances, and receive timely and effective responses throughout the life cycle of the Project.

Figure 5-1 Grievance Mechanism Flowchart of Project Related Grievances



Submission of grievances and requests at the project level:

PIUs at the municipal level will establish

When a complaint is received, a record will be created within 2 days, it will be examined within the following 10 days, and it will be resolved and closed within 15 days.

GMs, with multiple channels for submitting grievance and requests, as listed below:

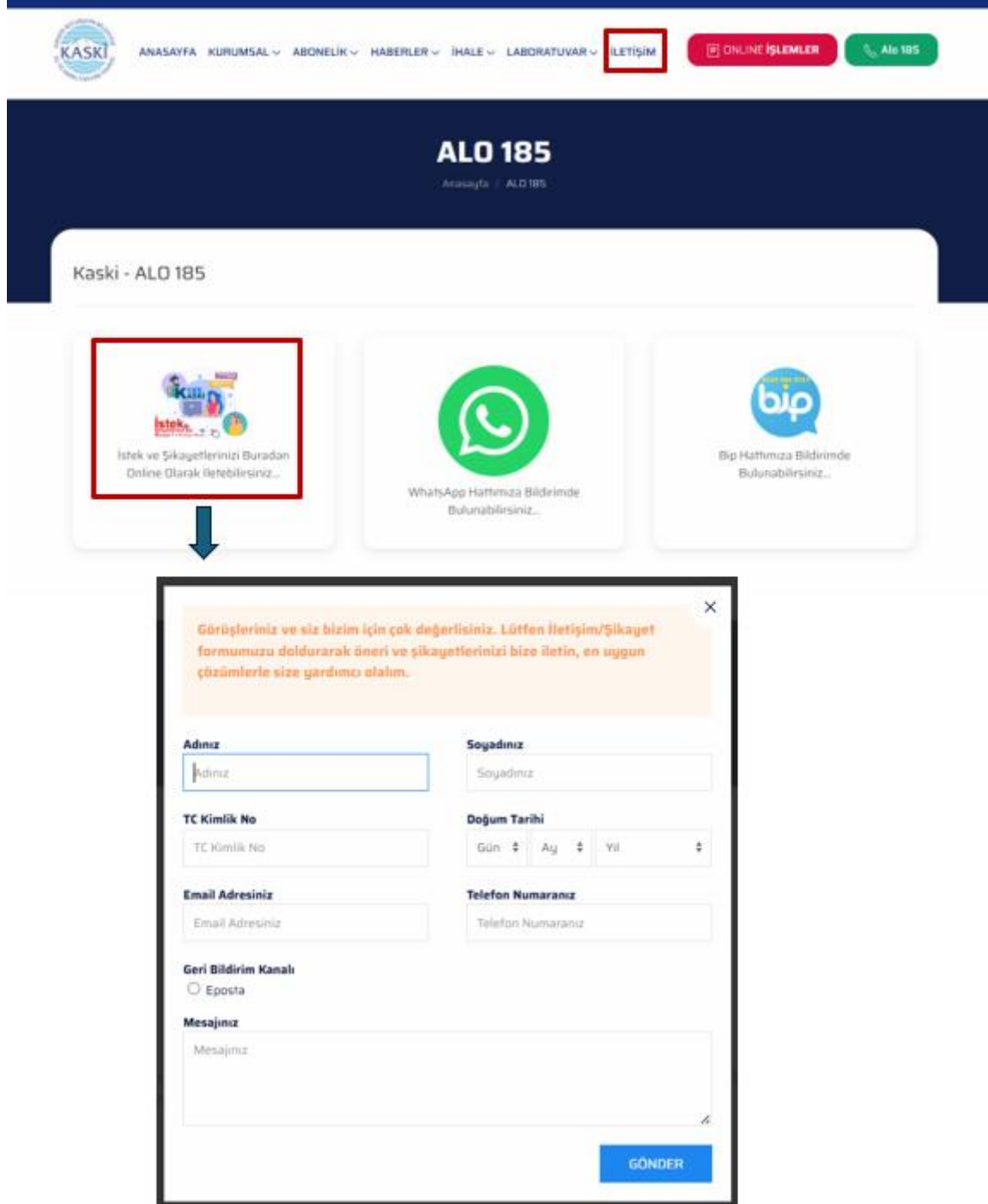
- Web site: <https://www.KASKI.gov.tr/>
- E-mail: KASKI@KASKI.gov.tr
- Phone number: +90 352 432 04 32
- Hot Line: Alo 185
- Fax number: +90 352 337 09 32
- Address for Official Letter / Petition: Yakut Mah. Mustafa Kemal Paşa Bul. No:186
38090 Kocasinan / KAYSERİ

On the official website of KASKİ, under the “Contact” section, there is a Contact/Complaint Form through which citizens can directly submit their opinions and complaints to the institution (see Figure 5-2). Additionally, essential contact information such as phone number, address, and email address can also

be accessed through the same section. Moreover, users are provided with directions for communication via messaging applications such as WhatsApp and BiP (see Figure 5-3).

At the bottom of the website, there are links to the institution's official social media accounts, as well as a redirect to the "AKILLI ŞEHİR" mobile application, which allows citizens to follow and communicate with the institution more closely in the digital environment (see Figure 5-4).

Figure 5-2 KASKİ Contact Page - I



The screenshot displays the KASKİ website's contact page, titled "ALO 185". The page features a navigation bar with links: ANASAYFA, KURUMSAL, ABONELİK, HABERLER, İHALE, LABORATUVAR, and İLETİŞİM (highlighted with a red box). Below the navigation bar, there are buttons for "ONLINE İŞLEMLER" and "ALO 185". The main content area is titled "Kaski - ALO 185" and contains three communication options: "İstek ve Şikayetlerinizi Buradan Online Olarak İletebilirsiniz..." (highlighted with a red box), "WhatsApp Hattımıza Bildirimde Bulunabilirsiniz...", and "BiP Hattımıza Bildirimde Bulunabilirsiniz...". A blue arrow points from the first option to a contact form. The form includes fields for Adınız, Soyadınız, TC Kimlik No, Doğum Tarihi, Email Adresiniz, and Telefon Numaranız. It also has a section for "Geri Bildirim Kanalı" with a radio button for "Eposta" and a "Mesajınız" text area. A "GÖNDER" button is at the bottom right. A message at the top of the form reads: "Görüşmeleriniz ve siz bizim için çok değerlisiniz. Lütfen İletişim/Şikayet formumuzu doldurarak öneri ve şikayetlerinizi bize iletin, en uygun çözümlerle size yardımcı olalım."



Figure 5-3 KASKİ Contact Page-II

KASKİ ANASAYFA KURUMSAL ABONELİK HABERLER İHALE LABORATUVAR İLETİŞİM ONLINE İŞLEMLER Alo 185

ALO 185

Ataşığı / ALO 185

Kaski - ALO 185

İstek ve Şikayetlerinizi Buradan Online Olarak İletebilirsiniz...

WhatsApp Hattımıza Bildirimde Bulunabilirsiniz...

Bip Hattımıza Bildirimde Bulunabilirsiniz...

Yakut Mah. Mustafa Kemal Paşa Bul. No:186 Kocasinan / KAYSERİ
Posta Kutusu:38090

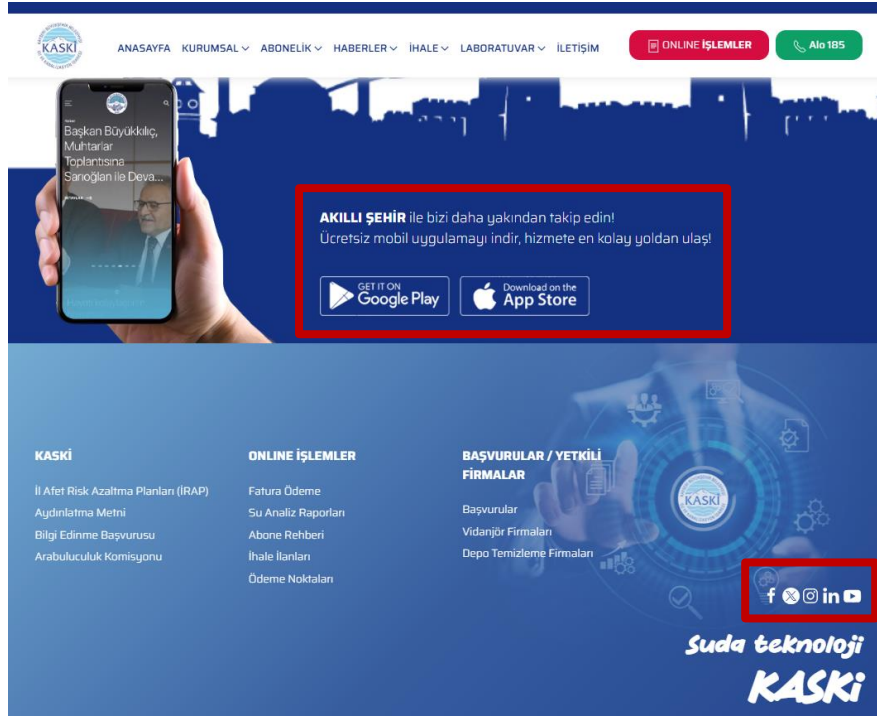
Telefon: +90 352 432 04 32
Fax: +90 352 337 09 32
ALO - 185

KASKİ Genel Müdürlüğü E-Posta Adresi
kaski@kaski.gov.tr
KASKİ Personel A.Ş. E-Tebligat Adresi
kaski@hs03.isp.tr
KASKİ Genel Müdürlüğü E-Tebligat Adresi
35066-766-07-43324
KASKİ Genel Müdürlüğü KEP Adresi
25939-95411-50902

KASKİ Genel Müdürlüğü
Yakut, Mustafa Kemal Paşa Bul.
No:186, 38090 Kocasinan/Kayseri
2,4 ★★★★★ 128 yorum
Daha fazla hizmet görülebilir



Figure 5-4 KASKİ Contact Page-III



The grievance mechanism established in KASKİ's online complaint database is designed to address and resolve the issues and complaints reported to the relevant units of KASKİ in order to provide instant solutions to problems related to the water network. Complaints can also be submitted anonymously through the form.

Implementation of the GM for employees will be ensured throughout the financing life cycle of the Project. The PIU asks contractors to develop and implement a grievance mechanism for the workforce, including subcontractors, prior to the start of work. Subcontractors will prepare labor management plans that will include a detailed description of the employee grievance mechanism.

Employees are informed about employee rights, basic occupational health and safety, and the grievance mechanism and operation at the time of their employment. An up-to-date list of contact points is provided in employee handbooks and/or bulletin boards. All processes related to the grievance mechanism are communicated in a language that employees can understand. When a dispute arises regarding employee rights, it is essential that the employee and his manager, who have the problem, meet informally and resolve the problem without using a complaint mechanism or legal means.

When employees detect a danger and risk regarding occupational health and safety for which no precautions are taken, they inform the employee representative, occupational safety specialist and/or occupational physician selected by the employees about this danger and risk. The employee representative conveys the details of the danger and risk to the occupational health and safety board, if any, and to the employer/employer's representative if there is none, and requests that it be evaluated. In the event that the problem is not resolved, all legal rights are reserved, by applying to the GM contact persons assigned at the contractor/sub-contractor level, through the complaint boxes located in the workplaces. Requests regarding employee rights and occupational health and safety are collected in complaint boxes placed in areas easily accessible to employees. Grievances and suggestions collected are carried out in accordance with the time limits specified in the basic process of the grievance mechanism.



After the applications are evaluated, in case the imminent, urgent, and vital danger continues, a notification can be made to the Ministry of Labor and Social Security Working Life Communication Center, ALO 170 line or directly to the Provincial Directorates of Labor and İŞKUR operating in the province. With the receipt of the requests, the workflow complaint mechanism is carried out in accordance with the workflow chart.

KASKİ/PIU Team will be available to address grievances related to working conditions. KASKİ/PIU Team will assess grievances and propose solutions for direct and contracted employees using this worker's GM that will be easily accessible for all Project employees. KASKİ/PUB team will assess grievances and propose solutions for direct and contracted employees using this GM, which will be easily accessible for all Project employees.

The KASKİ/PIU Team will be informed about the guidelines and good practices on the prevention of Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Gender-Based Violence (GBV), in line with the Islamic Development Bank (IsDB) Environmental and Social Safeguards Policy (February 2020)³. The Policy emphasizes stakeholder engagement, disclosure of information, and establishment of project-level grievance redress mechanisms to address environmental and social risks, including those related to gender-based and ethical concerns.

In addition, these practices are aligned with the applicable national legislation of Türkiye, including Law No. 6284 on the Protection of Family and Prevention of Violence Against Women, the Turkish Penal Code (Law No. 5237), and the Law on the Protection of Personal Data (Law No. 6698).

Grievances related to GBV and SEA/SH may be underreported due to social stigma and negative reactions. Therefore, grievances concerning Sexual Exploitation and Abuse or Sexual Violence will be handled separately and reported to the competent authorities. Confidentiality and ethical record-keeping shall be ensured to protect survivors and prevent the disclosure of personal data or secondary victimization. Personnel and authorities responsible for grievance management must treat such cases with confidentiality, sensitivity, and impartiality.

Grievances, requests, suggestions, and opinions of public will be recorded through the KASKİ PIU GM contact person (GMCP) to be assigned by KASKİ. All grievances are reviewed to be classified whether they are genuine and related to Project activities or not. If a complaint is not considered appropriate to investigate due to not being genuine or relevant to the Project activities, an explanation will be provided to the owner of the complaint on why it could not be pursued. Grievances received within the KASKİ are evaluated and forwarded to the relevant units. Eligible grievances are responded according to Project social and environmental requirements which are identified in ESMP and SEP. All grievances received through direct phone calls, e-mails, face-to-face meetings/ communications and Web Site are taken under registration and Social Expert will get contact with the applicant within ten (10) working days following registration in order to explain the Project response process and the resolution to grievance. The development of the resolution may involve consultation with the person(s) involved. The requester will be informed about the methodology followed. Every request must be evaluated with the utmost care, diligence, fairness and impartiality.

The resolution proposals are communicated to the applicant by a second notification. If the proposed resolution is accepted by the applicant, KASKİ will address and take corrective actions to resolve the complaint within 15 working days. If the resolution is not accepted by the complainant, they may request a re-evaluation of their grievance. In such cases, the complaint will be reviewed within the PIU, where it will be reassessed. If the complainant remains dissatisfied with the outcome, they may submit their

³<https://www.isdb.org/sites/default/files/media/documents/202010/IsDB%20Environmental%20and%20Social%20Safeguards%20Policy%20%28Feb%202020%29.pdf>



grievance to İLBANK's Grievance Mechanism or escalate it further to the IsDB as described below. Additionally, national mechanisms such as the Presidency's Communication Center (CİMER) and the Foreigners Communication Center (YİMER) remain available as alternative appeal options (see Section 5: Grievance channels explained).

The grievances collected regarding the Project should be recorded on the Grievance Forms provided in ANNEX-E: GRIEVANCE SUBMISSION FORM and then they should be registered in the Grievance Database (see ANNEX-G: GRIEVANCE DATABASE FORM). Grievance registration forms will be sent to the relevant GM Team member (either Social Expert of the KASKİ PIU GM contact person (GMCP) or E&S Specialist of Contractor) on the same day (if possible, as soon as the complaint is received). Within two (2) working days after the complaint is received, a notification should be sent to the applicant by GMCP stating that the complaint has been received and being evaluated.

The process will be followed through the Grievance Database Form and Complaint Tracking-Monitoring Form (see ANNEX-G: GRIEVANCE DATABASE FORM and ANNEX-H: GRIEVANCE TRACKING-MONITORING FORM). The PIU Team will also have access to the grievance register to be created within the scope of the Project and will be constantly updated by the GMCP or PMU Social Expert. The Grievance Monitoring Table will include applicant /recommender information, date of receipt of complaint/suggestion, date and method of feedback to applicant, current status of complaint (open, under review, closed, rejected) and explanations of that current situation (like this one why it was rejected), closing/rejection and feedback dates. Grievances from contractors and subcontractors will be forwarded to GMCP by E&S Specialist of Contractor(s) and recorded by GMCP using grievance registration forms. On the same day, it will be opened to the access of PMU Team with the making data entry of the Grievance Register and Grievance Database.

Within this period, relevant responsible parties to manage the grievance will be in communication with the applicant at all times and all the communication will be recorded in the GM system through Forms (see ANNEX-A: TEMPLATE FOR MINUTES OF MEETING*). After the completion of the implementation of the resolution, the grievance is closed. After the complaint is closed or eliminated, the applicant will be notified by third notification, and relevant records (Grievance Closure Form, Grievance Register, etc.) will be kept.

Grievances are closed within thirty (30) working days from day of application unless an alternative agreement is made with the Applicant. If grievances are not resolved within thirty (30) working days, mitigating circumstances are documented and reported.

After the complaint is resolved and the result is communicated to the applicant, GMCP to be appointed takes the necessary signatures and closes the complaint by filling out the Grievance Closing Form (see ANNEX F: GRIEVANCE CLOSING FORM).

If the resolution is not accepted, it will be reconsidered, and a revised resolution may be proposed. Ultimately, PIUs will be responsible for combining, monitoring and reporting the number of received, resolved and pending requests regarding the Project. All these data will be compiled by the PIU to be reported at the end of each month to İLBANK

If the PIU is unable to resolve issues that arise quickly, a long-term corrective action will be determined. The applicant will be informed about the proposed corrective action and the follow-up of this action after the request is accepted. Where the PIU is unable to resolve a specific issue raised through the grievance mechanism, or where the request does not require any action, it will provide a detailed explanation/justification as to why the issue was not addressed. The response will also include an explanation of how the applicant can proceed with the complaint if the outcome is not satisfactory.

Classification of Grievance



The feedbacks and grievances will be classified based on their severity, frequency and more importantly sensitivity. Categories of grievances, descriptions and the responsible parties are presented below (see Table 5).

Table 5. Classification of Complaint

Project Related Complaint		
Category	Description	Responsible Party
Level 1	When an answer can be provided immediately and/or GMCP and PMU Team are already working on a resolution	<ul style="list-style-type: none"> • GMCP • PIU Team
Level 2	One off grievance that will not affect the Project schedule or will not affect the reputation of İLBANK and the IsDB	<ul style="list-style-type: none"> • GMCP • PIU Team
Level 3	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of İLBANK and/or IsDB	<ul style="list-style-type: none"> • GMCP • PIU Team • İLBANK PMU • External Expert (when required)
Worker Grievances		
Category	Description	Responsible Party
Level 1	When an answer can be provided immediately and/or GMCP and KASKİ/Contractor Community Engagement Officers are already working on a resolution	<ul style="list-style-type: none"> • E&S Team • PIU Team
Level 2	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of İLBANK and the Bank	<ul style="list-style-type: none"> • E&S Team • PIU Team • İLBANK PMU Team • External Expert (when required)

Each institution within the complaint groups is responsible for recording/following up their requests and their declarations by creating a central complaint database and giving each applicant a separate registration number. Apart from the means of Grievance Mechanism presented by the Project Owner as mentioned above, If any internal and external stakeholders and affected groups are not satisfied with the solutions offered by the E&S Team or have requests for a higher-level explanation, grievances / requests / suggestions can be shared at the contact addresses given below.

İLBANK has established a transparent and comprehensive GM in September 2021 in order to receive, evaluate and address grievances pertaining to every international Project it finances, and updated the mechanism in October 2023 to further strengthen its accessibility, transparency, and alignment with international standards.⁴ The relevant mechanism will be in place during the course of the Project.

İLBANK includes several uptake channels for its GM.:

- Web site: <https://www.İLBANK.gov.tr/form/bilgiedinmeuluslararasi>
- E-mail: bilguidb@İLBANK.gov.tr and etikuidb@İLBANK.gov.tr
- Phone number: +90 312 508 79 79
- Address for Official Letter / Petition: İLBANK Department of International Relations, GRM Team (letters must be marked as personal or confidential)– Emniyet Mahallesi Hipodrom Caddesi No:9/22 Merkez Ankara R Blok Kat:26 PK.06330 Yenimahalle / ANKARA.

⁴ https://www.ilbank.gov.tr/userfiles/files/Sikayet_Mekanizmas%C4%B1.pdf



In addition to İLBANK grievance mechanisms, stakeholders may also refer their complaints to the Islamic Development Bank (IsDB) through its Independent Evaluation and Grievance Redress Mechanism (IEGRM). Submissions can be made via the following channels:

Islamic Development Bank (IsDB) includes several uptake channels for GM:

- Web site: <https://www.isdb.org/>
- E-mail: complaints@isdb.org
- Phone number: +966 12 636 1400
- Address for Official Letter / Petition: Islamic Development Bank
Independent Evaluation and Grievance Redress Mechanism (IEGRM)
IsDB Headquarters, King Khalid Street, P.O. Box 5925, Jeddah 21432, Kingdom of Saudi Arabia

Note: Letters should be clearly marked as “confidential” if they include sensitive information or relate to SEA/SH or human rights violations.

Stakeholders in Türkiye may also contact IsDB’s Türkiye Regional Hub for guidance and local support:

-Ankara Office

- Address for Official Letter / Petition: Kızılırmak Mah. Dumlupınar Bulvarı No: 3, Next Level A Blok 3. Kat, Çukurambar, 06530 Ankara, Türkiye
- E-mail: rhturkey@isdb.org
- Phone number: +90 312 490 47 32 / +90 312 490 47 33

-İstanbul Office

- Address for Official Letter / Petition: Beybi Giz Plaza, Dereboyu Cad. Meydan Sokak No: 1, Kat 31, Maslak – Sarıyer, İstanbul, Türkiye
- E-mail: rhturkey@isdb.org
- Phone number: +90 212 234 81 00

Presidency’s Communication Center (CİMER): The Presidency’s Communication Centre (CİMER) has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- www.cimer.gov.tr
- Call Centre (hotline): 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94
- Address for Official Letter/Petition: Republic of Türkiye, Directorate of Communications
Kızılırmak Mah. Mevlana Bulvarı No:144 Çankaya/ANKARA
- Mail addressed to Republic of Türkiye, Directorate of Communications
- Individual applications at the community relations desks at governorates, ministries and district governorates.

Foreigners Communication Center (YİMER): The Foreigners Communication Center (YİMER) has been providing a centralized complaint system for foreigners. YİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- www.yimer.gov.tr
- Call Centre (hotline): 157
- Phone number: +90 312 5157 11 22



- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: Republic of Türkiye General Directorate of Migration Management, Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA
- Mail addressed to Republic of Türkiye, Directorate of Communications
- Individual applications at the Republic of Türkiye General Directorate of Migration Management

6 MONITORING AND REPORTING

6.1 Summary of how SEP Implementation will be Monitored and Reported

The SEP will be monitored based on both qualitative reporting and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance, in line with the requirements of national legislation, the policies and procedures of the IsDB.

SEP reporting will include the following:

- (i) Cumulative qualitative reporting on the feedback received during SEP activities, in particular
 - (a) issues that have been raised and can be addressed during Project implementation;
 - (b) issues that have been raised that are beyond the scope of the Project and are better addressed through alternative projects, programs or initiatives; and
 - (c) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons.

Minutes of meetings summarizing the views of the attendees will be inserted to the SEP and Environmental and Social Monitoring Reports—which will be send to İLBANK quarterly—by the social expert of the PIU.

- (ii) Quantitative reporting based on the below indicators:
 - Number and location of formal and informal meetings with Stakeholders and Related Groups,
 - Number and location of formal and informal meetings with Disadvantaged/Vulnerable Groups, indicating with which group (elderly, persons with disabilities, refugees),
 - Number of local and refugees attending each of the above meetings,
 - Number of participants in each of the above meetings, disaggregated by gender,
 - Number of grievances received from stakeholders, sorted and analyzed by category
 - Number of complaints that were (i) opened (ii) open for more than 15 days (iii) resolved/closed dapplicant uring the reporting period

6.2 Reporting Back to Stakeholder Groups

KASKI's PIU will report to stakeholder groups through public meetings, especially in Project affected municipalities and/or neighborhoods. Meeting minutes will be shared at the next Stakeholder Consultation Meetings. Feedback received through the GM will be responded to in writing and verbally. Key Project updates will be published on KASKI's website (at least every 3 months).



ANNEXES



ANNEX-A: TEMPLATE FOR MINUTES OF MEETING*

Name of the Project: Konya Wastewater Treatment Plant Rehabilitation and II. Stage Construction Project

Method of Stakeholder Engagement: *brochures, flyers, posters, consultation form, participant sheets, photos, recordings, etc.*

Topic:

Date:

Time:

Duration:

Venue:

Summary:

- *The meeting presentation,*
- *Number of people participating in the meeting*
- *Measures taken for the participation of disadvantaged groups in the meeting*
- *Contact information for participants*
- *Number of complaint forms distributed*

Questions and Answers:

Conclusion:

If there are actions to be taken after the meeting, these should be stated in the format below.

Action ID	Detail	Due Date	Responsible Party

Participant List:

No	Working at the project implementing institution (Yes/No)	Name/Surname	Institution Title	Contact Information (e-mail and/or telephone)	Signature

Photographs:

*Relevant section will be added after the Stakeholder Consultation Meeting.



ANNEX-B: STAKEHOLDER ENGAGEMENT SURVEY TOOLS

This annex includes the records of meetings, consultations, and surveys conducted with affected persons and relevant stakeholders. It also provides the documentation of the stakeholder engagement tools.

Tools for Stakeholder Engagement

Key Informant Interview Form	
Paydaşın Adı / Kurum Adı: Stakeholder Name / Institution Name:	
İletişim Bilgileri: / Contact Information:	
Proje hakkında bilgi düzeyiniz nedir? Level of knowledge about the project:	
Projenin olumlu etkileri nelerdir? / Positive impacts of the project:	
Projenin olumsuz etkileri nelerdir? / Negative impacts of the project:	
Bu projenin sizin veya kurumunuzun ekonomik faaliyetleri üzerinde bir etkisi olacak mı? Olacaksa nasıl? / Will this project have any impact on your or your institution's economic activities? If so, how?	
Proje nedeniyle gelir veya geçim kaybı yaşanacağını düşünüyor musunuz? Eğer evet ise, nasıl bir destek veya önlem alınmasını önerirsiniz? / Do you anticipate any loss of income or livelihood due to the project? If yes, what kind of support or mitigation measures would be helpful?	
Bu projenin hayata geçirilmesi size veya kurumunuza ne tür avantajlar sağlayabilir? / What kind of benefits could this project bring to you or your institution?	
Projenin çevredeki işletmeler, konutlar ve kurumlar üzerindeki etkisini nasıl değerlendiriyorsunuz? / How do you evaluate the project's impact on surrounding businesses, residences, and institutions?	
Projenin uygulama aşamasında veya tamamlandıktan sonra yaşanabilecek olası sorunlar nelerdir? / What potential issues might	



Stakeholder Engagement Plan (SEP)

<p>arise during the implementation or after the completion of the project?</p> <p>Bu sorunlara karşı önerileriniz nelerdir? / Do you have any recommendations to address these potential challenges?</p>	
<p>Geri bildirimlerinizi, şikayetlerinizi iletmek için hangi iletişim kanallarını tercih edersiniz? (Telefon, e-posta, mobil uygulama, yüz yüze toplantılar vb.) / Which communication channels do you prefer for submitting feedback or complaints? (Phone, email, mobile application, face-to-face meetings, etc.)</p>	
<p>Proje sürecinde düzenli bilgilendirme almak ister misiniz? / Would you like to receive regular updates about the project?</p>	
<p>Hangi sıklıkla bilgilendirme yapılmasını tercih edersiniz? / How frequently would you prefer to receive information?</p>	
<p>Proje ile ilgili eklemek istediğiniz başka bir görüş veya öneriniz var mı? / Do you have any additional opinions or suggestions regarding the project?</p>	



SOSYO-EKONOMİK DÜZEY ARAŞTIRMASI TOPLULUK DÜZEYİ ANKETİ / SOCIO-ECONOMIC STATUS SURVEY COMMUNITY-LEVEL QUESTIONNAIRE			
PROJE ADI: / Project Title			
İL: / PROVINCE	İLÇE: / DISTRICT	MAHALLE: / NEIGHBORHOOD	TARİH: / DATE

GÖRÜŞME BİLGİSİ / INTERVIEW INFORMATION			
Görüşülen Ad-Soyad: / Respondent's Name-Surname:			
Telefon: / Phone Number			
Unvan: / Title			
BÖLÜM A: MAHALLE DEMOGRAFİK BİLGİLER / INTERVIEW INFORMATION			
A1. Nüfus, yaş, cinsiyet ve göç bilgileri / A1. Population, age, gender, and migration information			
1. Mahallenin Nüfusu / Population of the Neighborhood	Yaz / Summer		
	Kış / Winter		
	Toplam / Total		
2. Hane Sayısı / Number of Households	Dolu / Occupied		
	Boş / Vacant		
	Toplam / Total		
3. Son beş yıl içinde mahallenizdeki nüfusta bir değişiklik oldu mu? / Has there been a change in the neighborhood population in the past five years?	Arttı / Increased <input type="checkbox"/>	Azaldı / Decreased <input type="checkbox"/>	Değişmedi / Unchanged <input type="checkbox"/>
4. Nüfustaki bu artma, azalma veya sabitliğin başlıca nedenleri nedir? / What are the main reasons for population increase, decrease, or stability?			
5. Mahallede konuşulan farklı bir dil var mı/varsayısı? / Are there different languages spoken in the neighborhood?	Var / Yes <input type="checkbox"/>		
	Yok / No <input type="checkbox"/>		
6. Mahallede farklı bir inaniş mensup hane var mı? Var ise sayı / Are there people belonging to different religions in the neighborhood?	Var / Yes <input type="checkbox"/>		
	Yok / No <input type="checkbox"/>		
7. Mahallede mülteci (Suriyeli, Iraklı, Afgan, vs.) var mı? Var ise sayı / Are there refugees in the neighborhood (Syrian, Iraqi, Afghan, etc.)? If yes, how many?	Var / Yes <input type="checkbox"/>		
	Yok / No <input type="checkbox"/>		



	ENGELLİ / Persons with Disabilities	İŞSİZ / Unemployed	YOKSUL HANE (başkalarının ya da devletin yardımıyla geçinen) / Poor Households (dependent on others or state support):	65 Yaş Üstü Kişi / Persons over 65 years old:	Kadın Reisli Hane / Female- Headed Households:	SİĞİNMACI (nereli?) / Refugees
1. Mahallenizdeki hassas gruplar hakkında bilgi verebilir misiniz? / Can you provide information about vulnerable groups in your neighborhood?						
2. Şirket ve Proje ile ilgili olumlu/olumsuz görüşleriniz nelerdir? / What are your positive/negative opinions about the Company and the Project?						
3. İşçi alımlarında size danışıyorlar mı? / Do project representatives consult with you regarding worker recruitment?						
4. Şirket mahallenizde istihdam sağladı mı? Evet ise kaç kişi çalışmakta? / Did the company create jobs in your neighborhood? If yes, how many?						
5. Şirket yetkilileri ile irtibatınız var mı? Ne şekilde iletişim kuruyorsunuz? / Do you have contact with company staff? If yes, how?						
6. Şirket ile ilgili sizin ya da mahallelinin şikayetleri var mı? Şikayetler olduğunda kime ve ne şekilde iletiyorsunuz? / Do you or other community members have any complaints about the company? If yes, to whom and how do you communicate these complaints?						



7. Şirketin çalışmaları sonucu mahallenizde geçim kaynaklarında sorun olması bekleniyor mu? / Has there been any land loss in your neighborhood due to the company's activities?	
8. Mahallenizde kültürel/tarihi eserler var mı? / Are there any cultural/historical assets in your neighborhood?	
9. Şirket çalışmaları sebebiyle herhangi bir çevresel sorun yaşanması bekleniyor mu? (trafik, kaza, koku, gürültü vs) / Are any environmental issues expected to arise due to the company's activities? (traffic, accidents, odor, noise, etc.)	



Household Survey	
1. Genel Bilgiler Mahalle/Yerleşim: Hanehalkı Büyüklüğü (kişi sayısı): Hanehalkı reisinin yaşı ve cinsiyeti: / 1. General Information Neighborhood/Settlement: Household Size (number of people): Age and gender of household head:	
2. Sosyo-Ekonomik Durum Ana gelir kaynağı (tarım, hayvancılık, ücretli iş, diğer): Tarım arazisi mülkiyeti (evet/hayır, büyüklüğü): Hayvancılık (küçükbaş, büyükbaş, sayı): Çalışan hanehalkı üye sayısı: İşsiz hanehalkı üye sayısı: / 2. Socio-Economic Status Main source of income (agriculture, livestock, wage labor, other): Ownership of agricultural land (yes/no, size): Livestock (small ruminants, cattle, number): Number of employed household members: Number of unemployed household members:	
3. Eğitim ve Sağlık Çocuk sayısı ve okula devam durumu (devam ediyor/etmiyor): Hane halkında engelli birey var mı? (evet/hayır) En yakın sağlık tesisine erişim (mesafe/süre): / 3. Education and Health Number of children and schooling status (attending/not attending): Any disabled household member? (yes/no) Access to the nearest health facility (distance/time):	
4. Altyapı ve Hizmetler Hane halkında mevcut altyapı: Elektrik (evet/hayır) Su temini (şebeke/diğer) Kanalizasyon (evet/hayır) İnternet (evet/hayır) Ulaşım araçları (özel araç, toplu taşıma, yaya): / 4. Infrastructure and Services	



Available infrastructure in household: Electricity (yes/no) Water supply (piped/other) Sewerage (yes/no) Internet (yes/no) Transportation means (private vehicle, public transport, walking):	
5. Projeye İlişkin Görüşler Projeden beklentiler: Olası endişeler/şikâyetler: Proje sürecinde bilgi alma/katılım için tercih edilen yöntem (muhtar, toplantı, anket, diğer): / 5. Project-Related Opinions Expectations from the project: Possible concerns/grievances: Preferred method of information/participation during the project (mukhtar, meeting, survey, other):	

**ANNEX-C: CONSULTATION FORM**

Public Consultation Form	Stakeholder (Name-Surname) (Institution/Position)	Contact Information (e-mail and/or telephone)	Date	Place	Opinions and Suggestions	Signature
1.						
2.						
3.						
4.						
5.						



ANNEX-D: SEP BUDGET TABLE

Budget categories	Quantity	Unit costs (A)	Times/ Years (B)	Total costs (Euro) (C) $C=A*B$	Remarks
1. Estimated Staff salaries* and related expenses					
1a. <i>Communications consultant</i>					Since the personnel will be from within the KASKİ administration, no additional budget is required.
1b. <i>Estimated salaries for Community Liaison Officers</i>					Since the personnel will be from within the KASKİ administration, no additional budget is required.
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a. <i>Project launch meetings</i>					After the SEP and ESIA reports are completed, POSEIDON will hold a stakeholder consultation meeting. The meeting will be held in the meeting hall at KASKİ. Stakeholder transportation will be provided by the Administration's shuttle service if needed. There
2c. <i>Provision of transportation for stakeholders who may have difficulty accessing stakeholder engagement activities (see 2.4)</i>					



					will be no cost.
3. Communication campaigns					
3a. Posters, flyers, brochures					As part of all activities, announcements may be made through the official website and social media accounts of the administration; existing municipal resources will be used for these activities.
3b. Invitations to public/community meetings					
3c. Project tours for media and local representatives					
4. Trainings					
4a. Training on social/environmental issues for PIU and contractor staff					Under the grievance mechanism, training is provided to the White Desk personnel. Additionally, further training will be delivered by the social specialist within the PUB.
4b. Training on Gender-Based Violence (GBV) for PIU and contractor staff					The training will be delivered by the social specialist within the PUB.
5. Grievance Mechanism					
5a. Training of GM committees					The grievance



5b. <i>Suggestion boxes in neighborhood</i>					mechanism to be implemented under this SEP is based on KASKİ's existing system (ALO 185, White Desk, etc.). Within this scope, elements such as anonymity, documentation, timely response, and referral are included.
5c. <i>GM communication materials</i>					



ANNEX-E: GRIEVANCE SUBMISSION FORM

GRIEVANCE SUBMISSION FORM		
Filled by:		Date:
Subject of the Meeting:		Reference No:
1. MEETING INFORMATION		
Name Surname:		Form of Communication
ID Number	Telephone	<input type="checkbox"/>
Phone:	Face to Face	<input type="checkbox"/>
Address:	Website/ E-mail	<input type="checkbox"/>
E-mail:	Other	<input type="checkbox"/>
Stakeholder Group		
PAP <input type="checkbox"/>	OIP <input type="checkbox"/>	Vulnerable/Disadvantaged Individual or Group <input type="checkbox"/>
2. MEETING DETAILS		
Questions about the project:		
Project concerns/feedback:		
Responses to the views expressed above:		



ANNEX F: GRIEVANCE CLOSING FORM

GRIEVANCE CLOSING FORM	
Complaint Closing Number:	
Identification of immediate action to be taken:	
Long-term action (if necessary):	
Is compensation necessary?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SOLUTION PROCESS AND CONTROL OF THE DECISION	
Stages of the Resolution Process	End Date and Responsible Institution
1.	
2.	
3.	
4.	
5.	

COMPENSATION AND FINAL STAGES:

This part will be filled in and signed by the complainant after she/he receives the compensation fee and her/his complaint is resolved.

Notes:

[Name-Surname and Signature]

Date: ____ / ____ / ____

The complainant:

Representative of the Responsible Institution/Company

[Title-Name-Surname and Signature]

[illegible]



ANNEX-H: GRIEVANCE TRACKING-MONITORING FORM

No	Complaint Registration Number	Complaint Receipt Method (Complaint Form, Community Meeting, Telephone)	Complaint Source (Municipality/Operational Level, Site, Document)	Date Complaint Was Received	Place Complaint Was Received	Name of Recipient	Parcel Number (If Related to Land)	Complainant Information					Project Component Related to Complaint	Complaint Category (Land acquisition/asset damage, employment, social impact, etc.)	Summary of Complaint		Complaint Status (e.g., closed, open, pending)	Action Taken				Supporting Documents for Complaint Closure (response letter, signature from complainant, complaint closure protocol)	
								Name/Surname	ID Number	Telephone/ e-mail	Village-District	Gender						Responsible Person/Unit	Planned Action	Final Date Complaint Was Handled	Date of Action Taken		
1.																							
2.																							



ANNEX-I: SUMMARY TABLE FOR MINUTES OF MEETINGS

Stakeholder (Group or Individual)	Dates of Consultation	Province / District / Neighborhood or Village	Venue	Number of Participants		Consultation Type	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
				F	M					



ANNEX-J: STAKEHOLDER CONSULTATION MEETING

Relevant section will be added after the Stakeholder Consultation Meeting.