



**WASTEWATER AND STORMWATER NETWORK
PROJECT IN VARIOUS STREETS AND
AVENUES OF KONAK AND KARABAĞLAR
DISTRICTS WITHIN IZMIR PROVINCE (LOT 3)**

**STAKEHOLDER ENGAGEMENT PLAN
(SEP)**

March 2025

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*Wastewater and Stormwater Network Project in Various Streets and Avenues of Konak and Karabağlar Districts within İzmir
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LIST OF ABBREVIATIONS

AoI	Area of Influence
CİMER	Presidency's Communication Centre
EHS	Environmental Health and Safety
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Reports
ESS	Environmental and Social Standards
GBV	Gender Based Violence
GM	Grievance Mechanism
HRS	Human Resources Specialist
IFC	International Finance Corporation
IZSU	İzmir Su ve Kanalizasyon İdaresi Genel Müdürlüğü (General Directorate of İzmir Water and Sewerage Administration)
KPI	Key Performance Indicators
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
SCM	Stakeholder Consultation Meeting
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
TürkStat	Turkish Statistical Institute
TEFWER	Türkiye Earthquake, Floods, and Wildfires Emergency Reconstruction
WB	World Bank
WBG	World Bank Group
YİMER	Foreigners Communication Centre

1 INTRODUCTION/PROJECT DESCRIPTION

Türkiye Earthquake, Floods and Wildfires Emergency Reconstruction (TEFWER) Project (hereinafter the “Project”) has been developed by the participation of İller Bankası A.Ş. (İLBANK) and World Bank (WB) to support municipalities to undertake urgent repairs, structural strengthening, and if needed demolition/reconstruction, rehabilitation, or new construction of damaged municipal owned infrastructure and to put in place measures aimed at increasing disaster preparedness and climate adaptation.

In this context, "Wastewater and Stormwater Network Project in Various Streets and Avenues of Konak and Karabağlar Districts within İzmir Province (Lot 3)" (hereinafter “the sub-project”) will be financed by the Project and will be implemented under TEFWER Component 1 - Green and Resilient Rehabilitation, Reconstruction and Construction of Municipal Infrastructure and Actions to Strengthen Municipal Resilience and following concerned subcomponents.

- Subcomponent 1.a - Reduced urban flooding through investment in resilient and climate-change sensitive stormwater systems.
- Subcomponent 1.c - Restored and improved resilience of water and wastewater services.

The details of TEFWER Project and its environmental and social assessment is available in the Environmental and Social Management Framework (ESMF) (İLBANK, 2023) of the Project. İzmir Metropolitan Municipality Water and Wastewater Administration (İZSU) is the owner of the sub-project. İZSU serves 577 neighbourhoods, benefiting approximately 112,585 people in Bahçelievler and Bahar neighbourhoods of Karabağlar District and Akın Simav, Atilla, Çimentepe, Duatepe, Güneşli, Kemal Reis, Kılıç Reis, Murat Reis, Mithatpaşa, Piri Reis, Zafertepe, 1st Kadriye and 2nd Kadriye neighbourhoods of Konak District within İzmir Province.

Konak and Karabağlar districts are located in the centre of İzmir Province. Both districts within the scope of the sub-project are very dense circulation areas. The biggest problem of Konak and Karabağlar districts, which have the oldest and most important settlements, is infrastructure.

The sub-project addresses urban flooding through resilient stormwater systems and enhances water and wastewater service resilience in densely populated districts with inadequate infrastructure. Within the scope of this subproject the aging wastewater collection system will be renewed, and a separate wastewater and stormwater collection system will be established. The sub-project's construction is expected to last 25 months, concluding in the end of September 2028, with a planned 30-year operation period.

The Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

The Sub-project is out of the scope of the national Environmental Impact Assessment (EIA) but aligns with TEFWER's ESMF. This Stakeholder Engagement Plan (SEP) has been prepared by 2U1K Engineering and Consultancy Inc. on behalf of IZSU, to ensure IZSU builds constructive relationships, improves environmental and social performance, and ensures meaningful engagement and information disclosure to stakeholders. The SEP is prepared in compliance with WB Environmental and Social Framework, the SEP and ESMF of TEFWER, and Turkish legislation. This is a living document that will be regularly monitored, reviewed, and updated throughout all Sub-project phases.

1.1 Sub-Project Location

Izmir is located next to the Aegean Sea with the Provinces of Manisa to the north and Aydın to the south. The total area of İzmir Province is 1,209,827 ha.

The location map of the sub-project area is given in Figure 1. The sub-project area is Bahçelievler and Bahar neighbourhoods of Karabağlar district and Akın Simav, Atilla, Çimentepe, Duatepe, Güneşli, Kemal Reis, Kılıç Reis, Murat Reis, Mithatpaşa, Piri Reis, Zafertepe, 1st Kadriye and 2nd Kadriye neighbourhoods of Konak district within İzmir Province (see Figure 2). These neighbourhoods in the centre of İzmir province, where the sub-project area is located, are as very dense circulation areas and among the oldest and most important settlements.

The sub-project involves renewing existing wastewater lines in Konak and Karabağlar districts that have lost their economic life; constructing a stormwater collection system along existing roads in other words; the separation of stormwater and wastewater lines in the region. No land acquisition is needed for Lot 3.

IZSU serves 577 neighbourhoods, benefiting approximately 112,585 people in Bahçelievler and Bahar neighbourhoods of Karabağlar District and Akın Simav, Atilla, Çimentepe, Duatepe, Güneşli, Kemal Reis, Kılıç Reis, Murat Reis, Mithatpaşa, Piri Reis, Zafertepe, 1st Kadriye and 2nd Kadriye neighbourhoods of Konak District within İzmir Province. The populations of the neighbourhoods within the subproject impact area are given in .

Table 1. Data on the Population of Neighborhoods in the Sub-project Area

Neighbourhoods		Female	Male	Total Population
Konak District	Akın Simav	2,022	1,749	3,771
	Atilla	5,719	5,303	11,022
	Çimentepe	1,495	1,511	3,006
	Duatepe	1,193	1,257	2,450
	Güneşli	4,132	3,647	7,779
	Kemal Reis	1,795	1,593	3,388
	Kılıç Reis	3,575	3,133	6,708
	Murat Reis	6,218	5,071	11,289
	Mithatpaşa	3,966	3,421	7,387
	Piri Reis	2,521	1,987	4,508
	Zafertepe	6,095	6,093	12,188
	1.Kadriye	3,518	3,655	7,173
	2.Kadriye	3,153	3,278	6,431
Karabağlar District	Bahçelievler	7,757	6,523	14,280
	Bahar	5,789	5,416	11,205

Source: TurkStat 2023

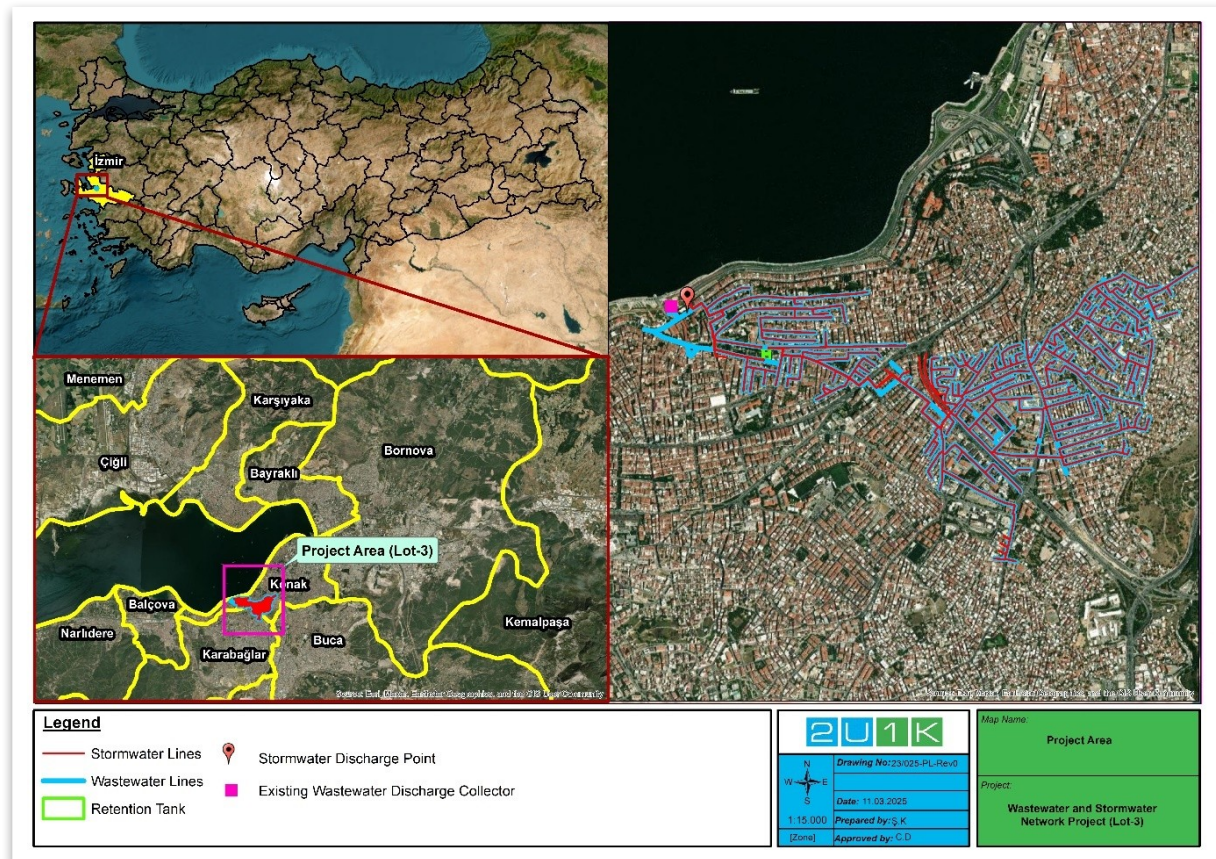


Figure 1. Location Map of the Sub-Project Area

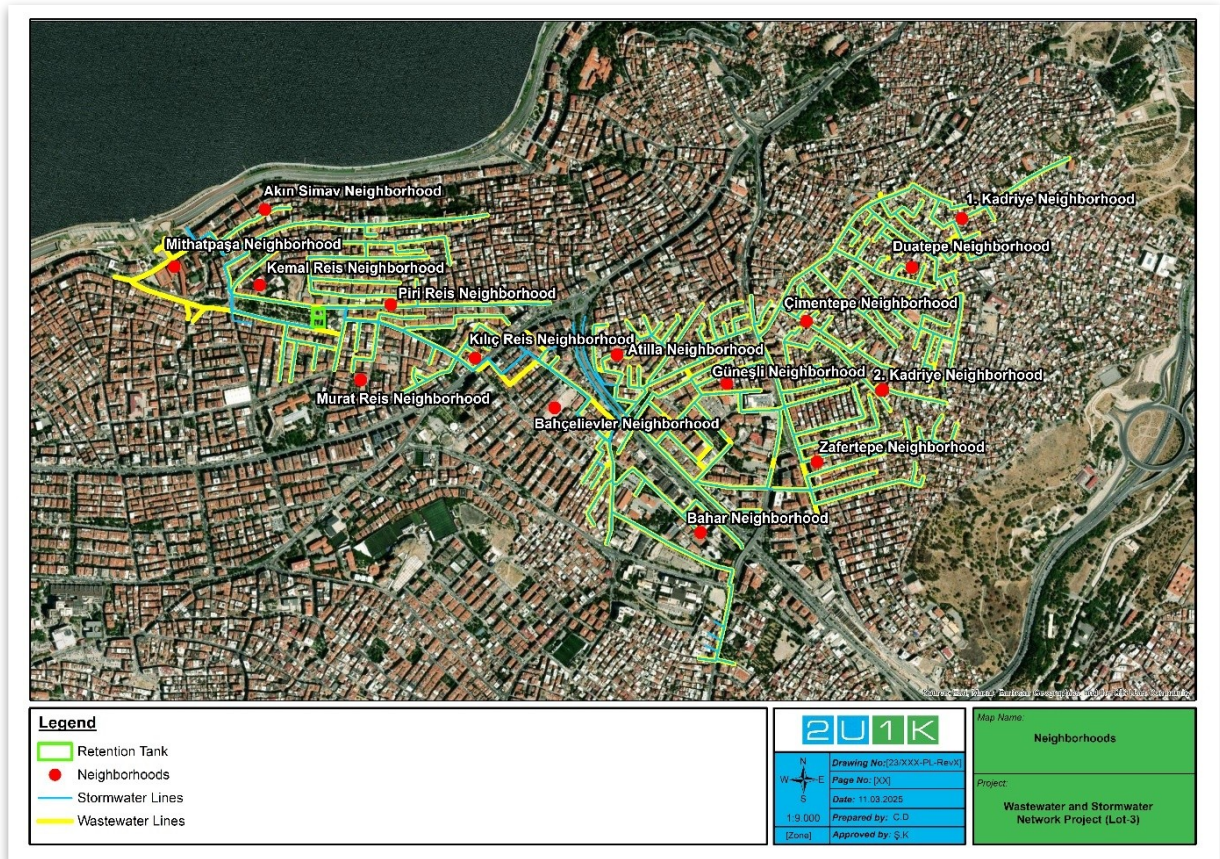


Figure 2. Neighbourhoods in the Sub-project Area

2 OBJECTIVES/DESCRIPTION OF STAKEHOLDER ENGAGEMENT REPORT

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 the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

The identification of stakeholders is an ongoing process that requires regular review and updates. Different issues are likely to concern different stakeholders. Therefore, stakeholders are grouped according to their connection to the sub-project. Understanding a stakeholder group's connections to the sub-project helps identify key objectives of engagement. A SEP has been prepared for this sub-project to identify Sub-Project stakeholders and develop consultation plans for the future of the sub-project. Affected and interested stakeholders (including vulnerable individuals/groups) are defined in Chapter 4 to identify which stakeholders will be directly or indirectly - positively or negatively - affected ("affected parties") or have an interest in the sub-project ("other interested parties").

3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

This section summarises the methodological framework for the stakeholder engagement plan, identification of relevant affected groups and disadvantage/vulnerable groups relevant to the subproject.

3.1 Methodology

The objective of stakeholder identification is to establish which stakeholders may be directly or indirectly affected – either positively or negatively - (“affected parties”) or have an interest in the Sub-Project (“other interested parties”).

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 Project cycle, carried out openly, free of external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information will be widely provided to all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholder feedback, and for analysing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification will be undertaken to support better communications and build effective relationships during the Project cycle. The participation process for the projects will be inclusive. All stakeholders at all times will be encouraged to be involved in the consultation and project implementation process. Equal access to information of all stakeholders will be provided to all stakeholders. Sensitivity to stakeholders’ needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of being left out of project benefits and the cultural sensitivities of diverse ethnic groups.
- **Flexibility:** Where social distance, cultural context, or governance factors preclude traditional face-to-face forms of engagement, the Project's stakeholder communication strategy methodology will accommodate alternative forms of engagement, including various internet or telephone-based communication forms.

3.2 Affected Parties and Other Interested Parties

A stakeholder is defined as any person, organisation or group that may be affected by the Sub-Project or has an interest in the sub-project and its impacts.

The term “**project affected parties**” includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security,

cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.

The term “other interested parties” refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups.

3.3 Disadvantaged/Vulnerable Individuals or Groups

Vulnerable groups refer to persons who, by virtue of; gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status. They can be affected by Sub-Project impacts differently than others and may be limited in their ability to claim or take advantage of sub-project benefits. Therefore, IZSU and the Contractor, will apply provisions for assisting disadvantaged or vulnerable individuals that may be more adversely affected by displacement than others and who may be limited in their ability to claim or take advantage of livelihood assistance and related development benefits.

The sources of main impacts on the vulnerable people in the area are identified as traffic intensity, noise, dust emissions and employment opportunities.

Specifically identified disadvantaged/vulnerable groups and the impacts that these groups are likely to face under the Sub-Project are given below:

- **Children:**
 - During construction, children may be exposed to hazards such as construction materials and heavy machinery, posing safety risks.
- **People over 65 years of age:**
 - Construction activities may disrupt daily routines and access to essential services for the elderly, potentially causing inconvenience or stress.
- **People with chronic illnesses or in need of special care:**
 - Construction-related disruptions may affect access to essential services and routines, exacerbating health issues or causing discomfort.
- **Disabled people:**
 - Construction activities may disrupt accessibility routes or facilities, limiting mobility and causing inconvenience.
- **Refugees and Immigrants:**
 - Language barriers and limited awareness could increase safety risks and hinder access to crucial information and services.

Table 2 presents the interested and affected stakeholders, and Table 3 presents stakeholders needs within the scope of the sub-project.

Table 2. Stakeholder Groups

Stakeholder Groups	Stakeholder Type			
	Type of Impact	Cause of Impact/interest	Affected Party	Interested Party
Project Owner				
<ul style="list-style-type: none"> IZSU, Contractors and Employees. 	Direct/ Positive Impact	Project Development, Implementation and Employment	√	
Government / Authorities				
<ul style="list-style-type: none"> Governorship of İzmir, İzmir City Health Authority, Directorate General for State Hydraulic Works, İzmir Provincial Directorate of Environment, Urbanization and Climate Change, İzmir Directorate of Culture and Tourism, Regional Board of Protection of Cultural Heritage No. I, Regional Board of Protection of Cultural Heritage No. II, İzmir Provincial Directorate of National Education 	Indirect/ Positive Impact	Relation of the sub-project with Healthcare, Environmental and Social institutions during construction and operational phases		√
Municipalities				
<ul style="list-style-type: none"> Metropolitan Municipality of İzmir, Municipality of Konak, Municipality of Karabağlar, 	Direct/ Positive Impact	Project Development, Implementation and Employment	√	
Neighbourhood				
<ul style="list-style-type: none"> Bahçelievler Neighbourhood Bahar Neighbourhood Akın Simav Neighbourhood Atilla Neighbourhood Çimentepe Neighbourhood Duatepe Neighbourhood Güneşli Neighbourhood Kemal Reis Neighbourhood Kılıç Reis Neighbourhood Murat Reis Neighbourhood Mithatpaşa Neighbourhood Piri Reis Neighbourhood Zafertepe Neighbourhood 1. Kadriye Neighbourhood 2. Kadriye Neighbourhood 	Direct /Negative Impact	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	

Stakeholder Groups	Stakeholder Type			
	Type of Impact	Cause of Impact/interest	Affected Party	Interested Party
Businesses				
<ul style="list-style-type: none"> Businesses within the sub-project area 	Direct /Negative Impact	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	
NGO				
<ul style="list-style-type: none"> NGOs with themes such as environmental protection, public health, and citizenship 	Indirect Impact	The pollution load of the discharged river will be reduced.		√
Vulnerable/Disadvantaged Individuals or Groups				
<ul style="list-style-type: none"> Children; People who are over 65 years of age; People who have chronic disorder or need special care; Disabled people; People who do not have health insurance; People earning below the minimum wage/receiving donations from state or foundations; Female-headed households. 	Direct /Negative Impact	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	
Media				
<ul style="list-style-type: none"> International, national, and local media 	Indirect Impact	Informing the public		√

Table 3. Sub-project Stakeholder Needs

Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, childcare, daytime meetings)
<ul style="list-style-type: none"> Municipality 	Metropolitan Municipality of İzmir, Municipality of Konak, Municipality of Karabağlar,	Management unit	Turkish	Written information, phone, e-mail, face to face	Be aware of sub-project phases
<ul style="list-style-type: none"> Bahçelievler Neighbourhood Bahar Neighbourhood Akın Simav Neighbourhood Atilla Neighbourhood Çimentepe Neighbourhood Duatepe Neighbourhood Güneşli Neighbourhood Kemal Reis Neighbourhood Kılıç Reis Neighbourhood Murat Reis Neighbourhood Mithatpaşa Neighbourhood Piri Reis Neighbourhood 	Neighbourhoods' residents	Target group of the sub-project	Turkish	Written information, phone, face to face	Transportation

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Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, childcare, daytime meetings)
<ul style="list-style-type: none"> Zafertepe Neighbourhood 1. Kadriye Neighbourhood 2. Kadriye Neighbourhood 					
<ul style="list-style-type: none"> Vulnerable/ Disadvantaged Groups 	Children; People who are over 65 years of age; People who have chronic disorder or need special care; Disabled people; People who do not have health insurance; People earning below the minimum wage/receiving donations from state or foundations; Female-headed households.	Individuals with the potential to be more affected by sub-project work	Demanded Language	Written information, phone, face to face	Be aware of sub-project phases, Translator, Transportation
<ul style="list-style-type: none"> Businesses 	Businesses within the sub-project area	Businesses around the sub-project area	Turkish	Written information, phone, e-mail, face to face, social media,	Be aware of sub-project phases

4 STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Summary of Stakeholder Engagement Done During Sub-Project Preparation

Currently, IZSU's communication and consultations with institutions continue, but consultation processes with different stakeholders have not been initiated yet.

4.2 Summary of Sub-Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

Stakeholder engagement will continue to utilize these already established communication mechanisms, along with new mechanisms to be used as needed to ensure efficient and effective engagement throughout the lifetime of the sub-project. The sub-project has and will continue to use the following methods for interacting with stakeholders:

- Informal/formal face-to-face or online meetings with affected communities and other stakeholders –can be the main form of consultation throughout the lifetime of the sub-project. Stakeholders will be informed about these consultation meetings by telephone, brochures, posters, and e-mail. *The meeting or any information sharing activity to be held with the stakeholders will be informed to the parties ten (10) days in advance.*
- Focus group meetings with affected communities and other stakeholders – can be a form of engagement that will support negotiations throughout the life of the sub-project. It will also provide a suitable environment for stakeholders to express their views.
- Through the IZSU's website, phone number and short message service (SMS) –It is a public website created for announcements, documents, reports, etc. – The ESMP and SEP documents prepared for the sub-project will be published in English and Turkish via the IZSU'S website. Information on the application of the Grievance Mechanism created by IZSU will be also announced on the website together with the contact details of the GM responsible person. At the same time, all up-to-date information about the sub-project will be made available to the public via the website.
- Written materials – Handbooks, banners, brochures, leaflets, posters, informative booklets, etc. to enable stakeholders to learn about the sub-project. – Materials will provide information about the sub-project and inform Stakeholders about all communication methods and stakeholder engagement tools created for the sub-project.

- Grievance Mechanism – will be open to access of both directly affected and interested stakeholders. A mechanism has been and will continue to be widely disclosed to the affected public.
- Media promotions: Throughout the life of the sub-project, information disclosure and contact information will be promoted through local and national newspapers and the social media accounts of the IZSU.

A stakeholder consultation meeting will be held before the construction phase of the sub-project and also an additional stakeholder consultation meeting will be planned;

- If there is a recurring grievance on a specific issue,
- If there is a major change regarding the sub-project,
- If there is an intense impact foreseen by the IZSU,
- If there is extra intensive work in the construction.

All kinds of notifications or complaints from stakeholders during informal/official face-to-face or Internet meetings will be recorded for processing in the mechanism and evaluated within the process of the grievance mechanism. The days and hours of the meetings will be arranged in consultation with the stakeholders, and the highest possible participation will be aimed. A shuttle will be arranged for stakeholders to come to the meetings when necessary, or the responsible people will be at the stakeholders' location for face-to-face meetings. Table 4 presents stakeholders needs within the scope of the sub-project.

Table 4. Sub-Project Stakeholder Needs

Affected Party	Interested Party	Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification Means (E-Mail, Phone, Radio, Letter)	Specific Needs (Accessibility, Large Print, Child Care, Daytime Meetings)
√		Municipality	<ul style="list-style-type: none"> Metropolitan Municipality of İzmir, Municipality of Konak, Municipality of Karabağlar. 	Management unit	Turkish	Written information, phone, e-mail, face to face	Be aware of sub-project phases
√		<ul style="list-style-type: none"> Bahçelievler Neighbourhood Bahar Neighbourhood Akın Simav Neighbourhood Atilla Neighbourhood Çimentepe Neighbourhood Duatepe Neighbourhood 	<ul style="list-style-type: none"> Neighbourhoods' residents 	Target group of the sub-project	Turkish	Written information, phone, face to face	Be aware of sub-project phases Transportation

Wastewater and Stormwater Network Project in Various Streets and Avenues of Konak and Karabağlar Districts within İzmir Province (Lot 3)

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Affected Party	Interested Party	Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification Means (E-Mail, Phone, Radio, Letter)	Specific Needs (Accessibility, Large Print, Child Care, Daytime Meetings)
		Güneşli Neighbourhood • Kemal Reis Neighbourhood • Kılıç Reis Neighbourhood • Murat Reis Neighbourhood • Mithatpaşa Neighbourhood • Piri Reis Neighbourhood • Zafertepe Neighbourhood • 1. Kadriye Neighbourhood • 2. Kadriye Neighbourhood					
√		Vulnerable/ Disadvantaged Groups	<ul style="list-style-type: none"> • Children; • People who are over 65 years of age; • People who have chronic disorder or need special care; • Disabled people; • People who do not have health insurance; • People earning below the minimum wage/receiving donations from state or foundations; • Female-headed households. 	Individuals with the potential to be more affected by sub-project work	Demanded Language	Written information, phone, face to face	Be aware of sub-project phases, Translator, Transportation
√		Businesses	<ul style="list-style-type: none"> • Businesses within the sub-project area 	Businesses around the sub-project area	Turkish	Written information, phone, e-mail, face to face, social media,	Be aware of sub-project phases
√		Sub-Project Owner	<ul style="list-style-type: none"> • IZSU, Contractor s and Employees. 	Implementation of the project	Turkish	Written information, phone, e-mail, face to face	Ensure the implementation of the project
	√	Government / Authorities	<ul style="list-style-type: none"> • Governorship of İzmir, • İzmir City Health Authority, • Directorate General for State Hydraulic Works, • İzmir 	Representing the state side of the project to be realized on behalf of the public	Turkish	Written information, phone, e-mail, face to face	Be aware of sub-project phases

Affected Party	Interested Party	Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification Means (E-Mail, Phone, Radio, Letter)	Specific Needs (Accessibility, Large Print, Child Care, Daytime Meetings)
			Provincial Directorate of Environment, Urbanization and Climate Change, • İzmir Directorate of Culture and Tourism, • Regional Board of Protection of Cultural Heritage No. I, • Regional Board of Protection of Cultural Heritage No. II, • İzmir Provincial Directorate of National Education • TEİAŞ				
	√	NGO	• NGOs with themes such as environmental protection, public health, and citizenship	Creating public opinion on the environmental and social impacts of the project	Turkish	Written information, phone, e-mail, face to face, social media,	Be aware of sub-project phases
	√	Media	• International, national, and local media	Informing the public about the project	Turkish	Written information, phone, e-mail, face to face, social media,	Be aware of sub-project phases

4.3 Stakeholder Engagement Plan

The Stakeholder Engagement Strategy and Plan developed for this sub-project is presented in Table 5.

Table 5. Consultation and Information Disclosure Strategy

Sub-Project Stage	Topic of Consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Pre-Construction	To learn the expectations and demands of the disabled from NGOs and to consider them in sub-project design	Face to Face Meeting	Before sub-project construction period	Associations / Non-Governmental Organizations	Consultations to take place before construction begins
Pre-Construction	To be informed about the views of critical receptors on the project	Meeting with critical receptors	Before sub-project construction period, The most suitable location will be selected and determined according to the demand.	Critical receptor	Consultations to take place before construction begins

Sub-Project Stage	Topic of Consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Pre-Construction	public consultations of the draft E&S documents (draft ESMP, SEP etc)	Stakeholder meeting, headman meeting	Before sub-project construction period, The most suitable location will be selected and determined according to the demand.	Communities,	Consultations to take place before construction begins
Pre-Construction	disclosure of final E&S docs.	Stakeholder meeting, headman meeting	Before sub-project construction period, The most suitable location will be selected and determined according to the demand.	Communities,	Consultations to take place before construction begins
Construction	Traffic safety	Stakeholder meeting, headman meeting	Two (2) days before possible traffic impact, whenever necessary during the construction	Communities, Government/Authorities	Consultation about traffic safety and measures adopted by the sub-project
Construction	Ensuring safety in emergencies	Stakeholder meeting, headman meeting	Whenever necessary during the construction	Communities, Government/Authorities	Introducing emergency authorized person, contact information
Construction	Traffic management plan	Brochures, stakeholder meeting, headman meeting	At stakeholder consultation meeting, When necessary	Communities	Providing information about traffic management
Construction	Emergency response plan	Brochures, stakeholder meeting, headman meeting	At stakeholder consultation meeting, When necessary	Communities	Providing information for emergencies
Operation	Listening to the needs and problems identified by the NGO's, developing joint solution strategies, taking action to improve and consulting to ensure that the sub-project can be more effective	Face to Face Meeting	Regularly throughout the operating period.	Associations / Non-Governmental Organizations	Consultations to take place through sub-project operation phase
Operation	Ensuring safety in emergencies	Stakeholder meeting, headman meeting	Whenever necessary during the operation	Communities	Introducing emergency authorized person, contact information
Operation	Emergency response plan	Brochures, stakeholder meeting, headman meeting	At stakeholder consultation meeting, When necessary	Communities	Providing information for emergencies

As explained under Section 4.2, throughout the life of the subproject, different needs of the stakeholders will be monitored, and it will be taken into account that each stakeholder's preferred method of accessing information is considered and implemented by the subproject.

IZSU will keep the following information up to date and accessible throughout the construction and operation phases and will provide information regarding the developments and implementation of the sub-project:

- **Key sub-project phases and schedules** (e.g. obtaining permits, starting construction or operational activities, construction schedule, etc.),
- **Any disruption related to the sub-project** (e.g. road closures, access and infrastructure disruptions),

- **Outcomes of the consultations/meetings** with potential consequences that may affect the community and local people, and
- **Environmental, health and safety performance** of the project (e.g. Information about accidents, monitoring results).

A Stakeholder Consultation meeting will be held with affected groups and other relevant/affected stakeholders is anticipated after the draft ESMP report is completed. Stakeholder meetings or any information sharing activities will be notified ten (10) days in advance by IZSU through brochures, IZSU's web site and newspaper advertisements (at least one national and one local newspaper).

This consultation will include, but is not necessarily limited to, the following topics anticipated:

- Objective of the Sub-Project,
- Social, environmental, and ecological impacts/risks that are determined to occur upon the Sub-Project,
- Impacts and the mitigation or enhancement measures that are being implemented,
- Roles and responsibilities,
- Monitoring and management measures, and
- Information on the Grievance Mechanism for the Sub-Project.

4.4 Reporting Back to Stakeholders

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

This is the content of the Minutes to be prepared after each SEP meeting:

- Location of consultation(s)/event,
- Date(s) of consultation(s)/event,
- Details on attendees (as appropriate),
- Meeting/Event Program/Schedule: What is to be presented and by whom,
- Meeting Minutes (Comments, Questions and Response by Presenters and Photos from the meeting), and
- Agreed actions.

IZSU will notify the headman's office located in the impact area two days in advance of any possible temporary road closures caused by construction works. Similarly, the IZSU will inform the affected local people of the future works in Konak and Bayraklı Municipal buildings and/or on the notice platforms two days in advance.

IZSU will be responsible for engagement with stakeholders as an on-going process throughout the life of the Sub-Project. Stakeholder logs will also be filled out for engagement activities (see Table 6).

Table 6. Sample Table for Stakeholder Engagement Log

Sub-Project Phase	Date and Location	Method used	Purpose of Activity	Target Stakeholders	Meeting Summary/ Key Issues Raised	Follow-up Actions	Information Shared/Documents Disclosed and Consulted

A number of consultations will be conducted during the project implementation, Minutes of Meeting from the initial consultations on draft ESMP and draft SEP could be annexed to the final SEP.

A summary of the implementation of the grievance mechanism will be published annually on the IZSU website¹ after removing the identity information of the persons to protect their identity. Sub-project's environmental and social performance and implementation reports will share at least annually to stakeholders but often will report more frequently during particularly active periods, when the public may experience more impacts or when phases are changing (for example, quarterly reports during construction).

All stakeholders will be able to share their opinions and grievances via a range of options such as IZSU's website, letters, and face to face meetings with the implementation of the SEP.

The grievance mechanism will be advertised and announced to affected stakeholders on IZSU's website so that they are aware of the process, know they have the right to submit a grievance, and understand how the mechanism will work and how their grievance will be addressed. Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between projects, communities, and other stakeholders.

¹ <https://www.izsu.gov.tr>

5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

The IZSU will be in charge of stakeholder engagement activities.

The budget for the SEP is 3,000 Euro and is included in component Environmental and Social Framework Training: of the sub-project.

5.2 Management Functions and Responsibilities

Specific personnel will be assigned by IZSU, the Sub-Project Owner, to implement and manage the Stakeholder Engagement Plan and Grievance Mechanism. The expert to be assigned may be personnel who meets the appropriate qualifications within the existing organizational structure of IZSU or may require new employment. The final responsibility for the implementation of the SEP belongs to IZSU.

The sub-project will be managed by a Project Implementation Unit (PIU) within IZSU, under ILBANK International Relations Department's guidance. The implementation and controls included in the SEP process will be managed by Social Expert of PMU to be established by the IZSU. The PIU will handle procurement, financial management, audit support, and reporting. A defined organizational structure will outline roles and responsibilities for ESMP and SEP implementation. This structure will include executives, Technical and Financial Experts for construction and operational phases, and at least one Social Expert, Environmental Expert, and Occupational Health and Safety (OHS) Expert. Core responsibilities will be clearly communicated to all relevant personnel, ensuring they have the necessary knowledge and skills to meet ESMP requirements. The implementation and controls included in the SEP process will be managed by Social Expert of PMU to be established by the IZSU. The Project Implementation Unit Organization Chart is given in Figure 3.

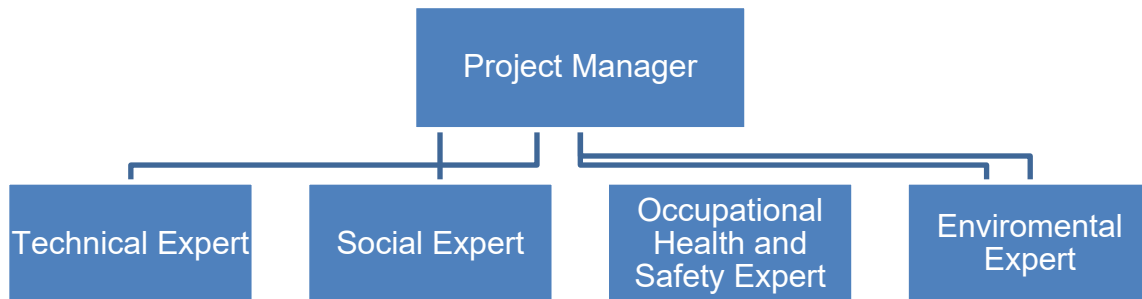


Figure 3. Organizational Chart of Project Implementation Unit

6 GRIEVANCE MECHANISM

The purpose of the Grievance Mechanism (GM) is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

The purpose of the public grievance mechanism and the workers grievance mechanism is to provide access to a grievance resolution procedure for Subproject affected people, including communities and Subproject workers. Grievances can be an indication of growing stakeholder concerns and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between Sub-Project worker's, local communities, and other stakeholders.

In the Subproject Level Grievance Mechanism, Public Grievance Mechanism and Workers' Grievance Mechanism, grievances will be submitted in Turkish through Turkish forms. In addition, if a stakeholder who does not speak Turkish but have grievances about the environmental and social performance of the project or, necessary language support will be immediately provided by IZSU.

The structured GM will ensure that grievances associated with the Sub-Project are addressed through a transparent and impartial process. From the early stages of the Sub-Project lifecycle, the grievance procedure will be disclosed to the public through individual or group meetings, printed materials, notice boards and website announcements. The public will be informed about the GM through the disclosure and consultation of the SEP and through the stakeholder engagement activities to be conducted throughout the life of the subproject as indicated in Table 6.

6.1 National Level Grievance Mechanism

The intake channels for the existing national level GMs are provided below:

Presidency's Communication Centre (CIMER)²:

- **CIMER Website:** www.cimer.gov.tr
- **CIMER Call Centre:** 150
- **CIMER Phone Number:** +90 312 525 55 55
- **CIMER Fax Number:** +90 0312 473 64 94
- **Address for Official Letter:** Republic of Türkiye, Directorate of Communications Kızıllırmak Mah. Mevlana Bulvarı No:144 ÇANKAYA/ANKARA
- **Mail addressed to Republic of Türkiye,** Directorate of Communications

² For details please see: <https://www.cimer.gov.tr/50sorudacimer.pdf>

- **Individual applications at the community relations desks** at governorates, ministries and district governorates

The Foreigners Communication Centre (YIMER) has been providing a centralized complaint system for foreigners:

YIMER Website: www.yimer.gov.tr

YIMER Call Centre: 157

YIMER Phone Number: +90 312 5157 11 22

YIMER Fax Number: +90 0312 920 06 09

Address for Official Letter: 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

6.2 ILBANK Grievance Mechanism

ILBANK 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 relevant mechanism will be in place during the course of the Project. The GM Procedures for ILBANK GM is available on its official webpage³.

Below is the list of communication channels for ILBANK GM:

- ILBANK Website: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- ILBANK Phone number: +90 312 508 7979
- ILBANK E-mail: bilgiuidb@ilbank.gov.tr and etikuidb@ilbank.gov.tr
- ILBANK Address for Petition Service (ILBANK International Relations Department, Grievance Mechanism Team - Emniyet Mahallesi Hipodrom Caddesi 9/21 Yenimahalle/Ankara)

6.3 IZSU Grievance Mechanism at National and Project Level

IZSU handles public grievances and views through its website and complaint hotlines ALO185. This municipal GM system is established to receive grievances and requests from local citizens and intended to produce possible solutions within the IZSU for reported concerns. IZSU's communication channels are provided below:

- **IZSU's Website:** www.izsu.gov.tr
- **IZSU's Call Centre:** 185

³ For details please see: https://www.ilbank.gov.tr/userfiles/files/Grievance_Mechanism.pdf

- **IZSU's E-mail address:** bim@izsu.gov.tr
- **Address of IZSU's branch in Bayraklı District:**
 - 1606 Sokak No:4 A-B İzmir/Bayraklı
- **Address of IZSU's branch in Konak District:**
 - Cumhuriyet Bulvarı No:16 İzmir/Konak

Apart from the ILBANK Grievance Mechanism and in addition to all existing GMs at national level, a project level grievance mechanism (GM) will also be established by IZSU in order to receive, resolve and follow the concerns and complaints of the Sub-Project affected communities. IZSU PMU and construction contractor will be accessible for the stakeholders and will be responsible to respond to all grievances (complaints, requests, opinions, suggestions) in line with the ILBANK GM Procedure (2 days registration, 10 days evaluation, 15 days response). Relevant grievances will be monitored by the ILBANK GM Team.

The personnel to be appointed by IZSU will record the grievances and requests coming from different channels in a single established system and will provide solutions within the time and application framework determined in . The IZSU personnel will record all grievances received through different GM channels presented in this SEP (including all verbal and written grievances even through the grievance boxes installed in the municipal building and any stakeholder engagement event/meeting) in their GM log.

IZSU personnel to be assigned (IZSU GM Focal Point) will constantly be in contact with other IZSU experts, contractors, and personnel who will be involved in the operational phase. Additionally, the job description of IZSU personnel to be assigned will include the introduction of grievance mechanisms, which are publicly available and will be set up separately for employees, to relevant stakeholders.

Any grievances received by Contractor, CİMER, YİMER, İLBANK, WB etc. will be also directed to IZSU's call centre and IZSU's project level grievance mechanism.

Samples of grievance form, grievance closure and consultation form prepared for use within the scope of the Sub-Project are given in Appendix-A, Appendix-B and Appendix-C, respectively.

6.4 Process Flow for the Project Level Grievance Mechanism

As described above, within the scope of this subproject, there will be different levels of GMs to be operationalized by different institutions and project parties. All GMs to be utilized in this Project will follow the process flow given in .

Table 7. Project Level Grievance Mechanism

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>There exist three Grievance Mechanism at the National Level:</p> <ul style="list-style-type: none"> • Presidency's Communication Centre and • Foreigners Communication Centre • IZSU level GM <p>There is also project level GM which includes the WGM</p>	-	<ul style="list-style-type: none"> • Presidency's Communication Centre, and Foreigners Communication Centre and related authorities • For project level: PMU is the main responsible body
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Stakeholder visits • Telephone call • Mail • Via Web site • Online meeting or meeting • Local media accounts • Wish-complaint boxes <p>Anonymous Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • telephone • Letter to Grievance focal points at local facilities • Suggestion box 	-	<ul style="list-style-type: none"> • PMU • Construction Supervision Consultant • Contractor
Sorting, processing	<p>Any complaint received is forwarded to social expert of the IZSU Logged in GM record log and categorized according to the complaint types:</p> <p>If the complaint is assessed to be out of the scope of the Grievance Mechanism, the grievant will be notified through the desired communication method and an alternative mode of solution will be suggested.</p>	Upon receipt of complaint	Local grievance focal points
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by Social Expert of the IZSU	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	Investigation of the complaint is led by Social Expert A proposed resolution is formulated by the relevant unit and communicated to the complainant by the preferred tool.	Within 10 working days	Local grievance focal points Relevant unit(s) (if necessary)
Monitoring and evaluation	Data on complaints are collected in a database and reported to PMU every month]	Monthly	PMU

Step	Description of Process	Time Frame	Responsibility
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected in the log	15 working days after the implementation of the resolution	Local grievance focal points PMU
Training	Training needs for staff/consultants in the PMU, Contractors, and Supervision Consultants are as follows <ul style="list-style-type: none">• SEP• GM• Community health and safety social issues,• GBV, SEA/SH	According to the Project phases and 2 in a year	-

The officer appointed by IZSU for the Public Grievance Mechanism will receive suggestions and complaints in writing with the Sample Grievance Form (Appendix-A). Then, the actions taken, and the solution provided regarding the reported grievance will be recorded together with the Grievance Closure Form (Appendix-B). Thus, all activities carried out under the grievance mechanism will be recorded and care will be taken to establish a transparent relationship between the public and IZSU.

In case the grievance is raised **anonymously**, a summary of the grievance and resolution will be posted on the IZSU's website and on notice boards located around the Sub-Project Administrative Building in construction area as well as in the headman's offices in the settlements that are anticipated to be affected.

The methods used to publicize the availability of the grievance mechanism should be culturally appropriate and in accordance with how stakeholders usually acquire information. Women and men may access information differently and it needs to be ensured that both have equal access to information. Stakeholders will be able to share their opinions and grievances via a range of options such as letters, e-mail, grievance boxes, and face to face meetings throughout the Sub-Project's lifespan. All stakeholders initiating a grievance will have an opportunity to claim their case in a confidential manner. IZSU will ensure that the name and contact details of the complainant are not disclosed without their consent.

Management of Sexual Exploitation and Abuse/Sexual Harassment issues

Since there are special procedures/principles for handling sensitive content grievances (i.e. sexual exploitation and abuse/sexual harassment and gender-based violence in the workplace or potential child abuse in Sub-Project areas), these grievances will be handled centrally at ILBANK, not at the IZSU or Contractor level.⁴

⁴ https://www.ilbank.gov.tr/storage/uploads/pagefiles/rev3_esmf_tefwer_draft_ilbank_25052023_clean_1685431185.pdf

ILBANK's GM procedure has been prepared in accordance with WB ESF/ESS10 and it also complies with the World Bank's environmental and social standards⁵. In case a sensitive complaint is received⁶ by the Contractor or IZSU, they will be responsible for conveying the issue directly to the ILBANK GM focal point. However, Contractor and IZSU should still be trained and informed about the principles applicable to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) and Gender Based Violence (GBV) cases⁴.

IZSU official who will manage the Grievance Mechanism will be knowledgeable about the guidelines prepared by the World Bank to prevent sexual exploitation, abuse and harassment cases for the projects financed under construction works. Grievances of gender-based violence, exploitation and harassment can result in negative reactions from the community. It is highly important that the victims raising grievances involving these issues can do so anonymously. In addition, the authorities handling the grievances should address such issues within confidentiality and with an unbiased approach⁷ and to ensure this, such grievances should be handled through a separate procedure.

All stakeholders who have lodged a grievance may request that their applications be assessed in confidentiality. IZSU will ensure that the name and contact details of the complainant are not disclosed without their consent.

6.5 Right to Appeal

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

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

Relevant legal process will be monitored through GM.

6.6 World Bank Grievance Redress Service (GRS)

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

⁵ WB's ESSs: <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

⁶ https://www.ilbank.gov.tr/storage/uploads/pagefiles/ilbank_uluslararasi_projeler_sikayet_mekanizmasi_proseduru_1646748134.pdf

⁷ <https://thedocs.worldbank.org/en/doc/741681582580194727-0290022020/original/ESFGoodPracticeNoteonGBVinMajorCivilWorksv2.pdf>

complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

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

6.7 Grievance Log

As part of the Mechanism to be established, all received grievances will be recorded in the Grievance Log with a reference number assigned. A sample Grievance Register Table is provided in Appendix-D of this SEP.

The Grievance Log will be used to monitor the status of the grievances, determine the frequency of occurrence of the grievance, analyse the reasons for the grievance, and identify common grievances and recurring trends. Key Performance Indicators will be monitored using the database where the logs are kept.

6.8 Workers' Grievance Mechanism

Workers' Grievance Mechanism is defined as complaints from sub-project employees (including both direct and indirect employees). This mechanism is structured with an intention of it being an effective approach for early identification, assessment, and resolution of grievances throughout the sub-project's lifespan. The Grievance Mechanism should guarantee that any employee raising a complaint will not be subject to any reprisal.

The scope of the Worker Grievance Mechanism can be summarized as follows, but not limited to; occupational health and safety, labour conditions, wages, problems with the local community or co-workers, hygiene problems in common areas, insufficient food and/or worker safety, etc.

The GM will be informed to all sub-project workers through written and verbal communications. Each worker should be informed about the GM at the time they are hired, and details about how it operates should be easily available, in employee handbooks for example.

Confidentiality is very important to some employees; therefore, workers can submit their complaints anonymously, there are no restrictions in this regard. If an anonymous complaint is received, the corrective action taken against the complaint or the response to the complaint will be announced by posting it in appropriate areas in the containers that workers will use.

The Contractor will assign a responsible person to record the grievances received at the construction site verbally or through grievance forms that will be placed in the containers. The responsible staff of Contractor will record all grievances that received at the construction site and convey to the sub-project GM officer for further action and resolution.

It is important to note that sub-project employees will retain their right to access the public grievance mechanism for non-employment-related matters.

Complaints should be investigated promptly to prioritize resolution. In accordance with ILBANK GM Procedures, complaints that involve immediate risks to workers' livelihoods or safety must be addressed within 24 hours. Other complaints should be resolved within the established timeframe of 7 business days. Detailed records of the investigation and resolution process should be maintained for all complaints.

The detailed procedure of the labour grievance mechanism will be described in the sub-project specific Labour Management Plan.

The officer appointed by IZSU Municipality for the Worker Grievance Mechanism will receive suggestions and complaints in writing with the Sample Grievance Form (Appendix-A). Then, the actions taken, and the solution provided regarding the reported grievance will be recorded together with the Grievance Closure Form (Appendix -B). Thus, all activities carried out under the grievance mechanism will be recorded and care will be taken to establish a transparent relationship between workers and IZSU.

6.9 Reporting on GM

Contractors will develop Contractor's Environmental and Social Management Plans (C-ESMP)s, which are based on the ESMP of the sub-project, will deliver Environmental and Social Monitoring Reports (ESMRs) to IZSU monthly and quarterly. After reviewing these ESMRs, IZSU will submit the ESMRs on its environmental and social performances to ILBANK as quarterly, along with a summary of the grievances and how they are resolved,

including the grievance logs. Moreover, ESMRs will be submitted to WB by ILBANK biannually together with progress reports.

7 MONITORING AND REPORTING

The IZSU will implement the monitoring activities throughout the lifetime of the Sub-Project. This SEP will be updated upon receipt of feedbacks from stakeholders. Communication tools included in the SEP but not accepted by the stakeholders will also be updated with feedbacks. In addition, SEP will be updated in case of major changes that may arise in the scope of the Sub-Project. Apart from these, a summary of the implementation of the Grievance Mechanism (GM) will be disclosed annually on the Sub-Project Owner's website⁸ after removing the identity information of the persons to protect their identity.

Contractors will develop C-ESMPs, which are based on the ESMP of the sub-project, deliver ESMRs to the IZSU monthly and quarterly. After reviewing these ESMRs, the IZSU will submit the ESMRs on the project's environmental and social performance to ILBANK as quarterly, along with a summary of the grievances log (including the grievance logs as an annex) and summary⁹ of stakeholder engagement activities conducted during the reporting period.

The grievance mechanism established for the Sub-Project will be used effectively and a summary of the outputs of the grievance mechanism will be reported to the IZSU and WB on monthly and quarterly basis.

Moreover, ESMRs will be submitted to WB by ILBANK biannually together with Sub-project's Progress Reports. IZSU will be responsible for ensuring that the Contractor and its subcontractors comply with applicable national/international regulations and lenders' requirements.

The key performance indicators to be used during the implementation of this SEP are set out in Table 8.

⁸ <https://www.izsu.gov.tr/>

⁹ The stakeholder engagement activities to be reported in the ESMRs can be given in a tabular format listing the tasks undertaken, as well as the time of action, the responsible party, the target group, and the purpose of the action.

Table 8. Key Performance Indicators (KPI) and monitoring actions – Stakeholder Engagement

No	KPI	Sources	Sub-Project Phase	Monitoring Measures	Assessment Frequency	Responsible Party
1	Decrease in number of grievances received Increase in grievance closeout rate (closed grievances /total number of grievances) Decrease in time of grievance closeout, Zero grievances not closed out within the target timeframe	Number and type of grievances, including the following details: Gender, province, category of grievance, status of grievances (closed, pending, resolved), etc. Number of invalid grievances	Construction and Operation	Database	Monthly	IZSU
2	90% of grievances responded in the target timeframe of one month	Number of grievances responded in the target timeframe of one month	Construction and Operation	Database	Monthly	IZSU
3	Regular reporting to stakeholders on the results of the Grievance Mechanism	Providing feedback to stakeholders on the implementation of the Grievance Mechanism (the number and type of consultations, number of participants, type of stakeholders engaged etc.)	Construction and Operation	Reporting	Monthly	IZSU
4	Annual audit of closing the targeted 90% of the grievances within one month to the satisfaction of the complainant	Internal audit of the Grievance Mechanism to ensure that the Grievance Mechanism is implemented and that grievances are adequately handled	Construction and Operation	Inspection Report	Monthly	IZSU

No	KPI	Sources	Sub-Project Phase	Monitoring Measures	Assessment Frequency	Responsible Party
5	Increase in the number of stakeholder activities Increase in the number of participants to the stakeholder engagement activities Increase in the number of different group of stakeholders (as group or person)	Number of Planned Stakeholder Engagement Activities Type of planned Stakeholder Engagement Activities Number of participant stakeholders Type of participant stakeholders (Activity records, meeting minutes, participant records and related reports, documents, etc.)	Construction and Operation	Reporting	Monthly	IZSU

The current Grievance Mechanism officials and the official to be appointed by IZSU will review a quantitative and qualitative analysis of feedback and complaints and their results monthly and will submit the reports to the Project Implementation Unit and the IZSU.


Monthly reports will contain only as much information as required regarding the grievance, and the personal data of individuals using the Grievance Mechanism will remain confidential and will not be shared in these reports.

The IZSU will inform ILBANK of any changes made in the SEP (if any).

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APPENDIX - A Sample Grievance Form


<p>General Directorate of Izmir Water and Sewerage Administration</p> 	<p style="text-align: center;">General Directorate of Izmir Water and Sewerage Administration</p> <p style="text-align: center;"><i>Wastewater and Stormwater Network Project in Various Streets and Avenues of Konak and Karabağlar Districts within Izmir Province (Lot 3)</i></p> <p style="text-align: center;">PROJECT NO: 23/025</p>
	<p>GRIEVANCE FORM</p>
Form Completed by:	Date and Time:
Subject of Meeting:	<p>General Directorate of Izmir Water and Sewerage Administration</p> <p>PROJECT NO: 23/025</p>
<p>1. PARTICULARS OF THE COMPLAINANT</p>	
Name-Last Name:	Grievance Communicated by:
TR ID No:	Telephone / Toll Free Number
Telephone:	Face-to-Face Meeting
Address:	Website / E-mail
E-mail:	Other (Describe)

Type of Stakeholder				
Governmental Body <input type="checkbox"/>	PAP <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Professional Chamber <input type="checkbox"/>	NGO <input type="checkbox"/>
Focus Groups <input type="checkbox"/>	Union of Industries <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. DETAILED INFORMATION ON THE GRIEVANCE				
Description of the grievance:				
Solution method requested by the complainant				

Recorded by
Name-Last Name/Signature

Complainant
Name-Last Name/Signature

APPENDIX - B Grievance Closure Form

<p>General Directorate of Izmir Water and Sewerage Administration</p>  <p>I Z S U</p>	<p>General Directorate of Izmir Water and Sewerage Administration</p> <p><i>Wastewater and Stormwater Network Project in Various Streets and Avenues of Konak and Karabağlar Districts within Izmir Province (Lot 3)</i></p> <p>PROJECT NO: 23/025</p>
	<p>GRIEVANCE CLOSURE FORM</p>
<p>General Directorate of Izmir Water and Sewerage Administration</p> <p>PROJECT NO: 23/025</p>	
<p>1. DETERMINATION OF THE CORRECTIVE ACTION</p>	
<p>1</p>	
<p>2</p>	
<p>3</p>	
<p>4</p>	
<p>5</p>	
<p>Responsible Departments</p>	
<p>2. GRIEVANCE CLOSURE</p>	

<i>This section will be completed and signed by the complainant, if the grievance provided in the Grievance Log Form is remediated.</i>	
-----------------------------------------------------------------------------------------------------------------------------------------	--

Grievance Closure Date:

Grievance Closer's Full Name/Signature:

Complainant's Full Name/Signature:

APPENDIX - C Sample Consultation Form

N o	İstişare tarihi: Consultatio n date:	İstişare yeri: Consultatio n location:	İstişare konusu: Consultatio n subject:	İstişare saati: Consultatio n time:	Toplam katılımcı sayısı: Total number of participants :	Katılımcı adı soyadı: Participan t name and surname	Kurum / firma: Institution/ company:	Posizyonu/ mesleği: Position/ profession :	E-mail/ Telefon : E-mail/ Phone:	İmza Signatur e
1										
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Wastewater and Stormwater Network Project in Various Streets and Avenues of Konak and Karabağlar Districts within Izmir Province (Lot 3)
STAKEHOLDER ENGAGEMENT PLAN

10										
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APPENDIX - D Sample Grievance Register

Complaint Register Number	How Complaint is Received (Grievance Form, Community Meeting, Telephone)	Level of Grievance (Municipality/Utility Level, Regional ILBANK Office, ILBANK HQ Level)	Date of Complaint Received	Location of Complaint Received	Name of Person Receiving Grievance	Land Parcel # (If complaint is related to land)	Complainant Information					Sub-Project Component Related to Complaint	Grievance Category (expropriation/land acquisition related, environmental issues, damages to structures etc.)	Complaint Summary	Grievance Status (open, closed or pending)	Action Taken				Supporting Documents for Grievance Closeout (bank receipt for compensation, grievance closure protocol)
							Name/Surname	ID Number	Telephone/ e-mail	Village-District	Gender					Responsible Person/Department	Action Planned	Due Date of the Addressing the Grievance	Date of Action Taken	

Source: ILBANK Grievance Register Table