



**WASTEWATER AND STORMWATER  
NETWORK PROJECT IN VARIOUS STREETS  
AND AVENUES OF UMURBEY, HALKAPINAR  
MERSINLI AND CINARLI NEIGHBOURHOODS  
OF KONAK DISTRICT AND ADALET  
NEIGHBOURHOOD OF BAYRAKLI DISTRICT  
WITHIN IZMIR PROVINCE (LOT 1)**

**STAKEHOLDER ENGAGEMENT PLAN  
(SEP)**

October 2024

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## **LIST OF ABBREVIATIONS**

Aol	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
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
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
TurkStat	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**

ILBANK, in collaboration with the World Bank (WB), is undertaking the Türkiye Earthquake, Floods, and Wildfires Emergency Reconstruction (TEFWER) Project, aimed at supporting municipalities in urgent infrastructure repairs and enhancing disaster preparedness and climate adaptation. The "Wastewater and Stormwater Network Project in Various Streets and Avenues of Umurbey, Halkapınar, Mersinli, and Cınarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)," referred to as "the sub-project," falls under TEFWER Project Component 1 - Green and Resilient Rehabilitation, Reconstruction, and Construction of Municipal Infrastructure. The details of TEFWER Project and its environmental and social assessment is available in the Environmental and Social Management Framework (ESMF) (ILBANK, 2023) of the Project.

The subproject will be implemented by the General Directorate of İzmir Water and Sewerage Administration (IZSU), which currently serves 577 neighbourhoods. Approximately 20,287 people in Konaklı and Bayraklı Municipalities will benefit from this Project.

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 28 months, concluding in the second half of 2026, with a planned 30-year operation period.

The Sub-project is outside 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**

The Sub-project will be implemented within the borders of Adalet, Cınarlı, Halkapınar, Mersinli and Umurbey Neighbourhoods of Konak and Bayraklı Districts of İzmir Province.

No land acquisition or expropriation has been carried out within the scope of the project to be realized under Lot 1.

IZSU, serving 577 neighbourhoods, owns the Sub-Project, benefitting approximately 20,287 people in Konaklı and Bayraklı Municipalities. The populations of the neighbourhoods within the Project impact area are given below in Table 1-1.

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

District	Settlement	Female	Male	Total Population
Bayraklı	Adalet Neighbourhood	9,426	234	18,860
Konak	Cınarlı Neighbourhood	195	198	429
	Halkapınar Neighbourhood	374	487	861
	Umurbey Neighbourhood	132	176	308
	Mersinli Neighbourhood	1,066	1,112	2,178

Source: TurkStat, 2023

Based on the environmental, social, and community/occupational health and safety risks/impacts that will potentially occur during the construction phase of the sub-project, the Area of Influence (AoI) has been determined as 100 m in this context, Umurbey, Halkapınar, Mersinli and Cınarlı Neighbourhoods are the settlements within the AoI, while during the operation phase, the sub-project will serve the entire city. During the life of the Sub-project, the area of influence can be expanded by experts who will be in the implementation unit of the Sub-project and will participate in monitoring studies. Complaints from stakeholders will also be considered when expanding the AoI. The location of the sub-project area and its AoI are presented in Figure 1-1.



**Figure 1-1. Location Map of the Sub-Project Area**

## **2 OBJECTIVE/DESCRIPTION OF STAKEHOLDER ENGAGEMENT PLAN**

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 Stakeholder Engagement Plan (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**

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”).

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

#### **3.1 Methodology**

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

- **Openness and life-cycle approach:** Public consultations for the project 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 Hata! Başvuru kaynağı bulunamadı.Hata! Başvuru kaynağı bulunamadı.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.

Specifically identified disadvantaged/vulnerable groups and the impacts that these groups are likely to face under the Sub-Project are given below (and in Table 3-1):

- **Children:**
  - During construction, children may be exposed to risks related to community health and safety identified and detailed in the ESMP.
- **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/Immigrants:**
  - Language barriers and lack of awareness may lead to safety risks and hinder access to necessary information and services.

Table 3-1Hata! Başvuru kaynağı bulunamadı.Hata! Başvuru kaynağı bulunamadı. presents the interested and affected stakeholders.

**Table 3-1. Stakeholder Groups**

Stakeholder Groups	Stakeholder Type		
	Cause of Impact/interest	Affected Party	Interested Party
<b>Sub-Project Owner</b>			
<ul style="list-style-type: none"> <li>• IZSU</li> <li>• Contractors and Employees</li> </ul>	Sub-project development, implementation and employment	√	
<b>Municipalities</b>			
<ul style="list-style-type: none"> <li>• Metropolitan Municipality of İzmir</li> <li>• Municipality of Konak</li> <li>• Municipality of Bayraklı</li> </ul>	Sub-project development, implementation and employment	√	
<b>Neighbourhood</b>			
<ul style="list-style-type: none"> <li>• Adalet Neighbourhood</li> <li>• Cınarlı Neighbourhood</li> <li>• Halkapınar Neighbourhood</li> <li>• Ümrüye Neighbourhood</li> <li>• Mersinli Neighbourhood</li> </ul>	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	
<b>Businesses</b>			
<ul style="list-style-type: none"> <li>• Businesses within the sub-project area</li> <li>• Internet Provider Companies</li> </ul>	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	
<b>Vulnerable/Disadvantaged Individuals or Groups</b>			
<ul style="list-style-type: none"> <li>• Children</li> <li>• People over 65 years of age</li> <li>• People with chronic illnesses or in need of special care</li> <li>• Disabled people</li> <li>• Refugees/Immigrants</li> </ul>	Potential noise and dust emissions, traffic, access restrictions during construction phase	√	
<b>Administrations of the Sensitive Receptors close to the Aol</b>			
<ul style="list-style-type: none"> <li>• Schools</li> <li>• Hospitals</li> </ul>	Institutions that need to be sensitive to project impacts due to their proximity to the project area	√	
<b>Media</b>			
<ul style="list-style-type: none"> <li>• National and local media</li> </ul>	Informing the public		√
<b>Lender</b>			

*Wastewater and Stormwater Network Project in Various Streets and Avenues of Ühürbey, Halkapınar, Mersinli and Onarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

Stakeholder Groups	Stakeholder Type		
	Cause of Impact/interest	Affected Party	Interested Party
<ul style="list-style-type: none"> <li>ILBANK</li> <li>World Bank</li> </ul>	Sub-project Development, Implementation Supervision		√
<b>Government / Authorities</b>			
<ul style="list-style-type: none"> <li>Governorship of İzmir</li> <li>İzmir City Health Authority</li> <li>Directorate General for State Hydraulic Works</li> <li>İzmir Provincial Directorate of Environment, Urbanization and Climate Change</li> <li>İzmir Directorate of Culture and Tourism</li> <li>Regional Board of Protection of Cultural Heritage No. I</li> <li>Regional Board of Protection of Cultural Heritage No. II</li> <li>İzmir Provincial Directorate of National Education</li> <li>TEİAŞ</li> </ul>	Relation of the sub-project with Healthcare, Environmental and Social institutions during construction and operational phases		√
<b>NGO</b>			
<ul style="list-style-type: none"> <li>NGOs with themes such as environmental protection, public health, and citizenship</li> </ul>	Potential environmental and social risks and impacts identified in the ESMP of this Project and overall E&S performance of the project during implementation.		√

## **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 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 utilized 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, announcements (posted on noticeboards, advertised in the newspapers, etc.), 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 and sensitive receptors (i.e. hospitals, schools, mosques) – can be a form of engagement that will support consultations throughout the life of the Sub-Project. It will also provide a suitable environment for stakeholders to express their views.
- **Interpreters (English, Arabic, or any other language)** will be available during the Stakeholder Engagement Meetings, if needed.
- **IZSU's website).** The IZSU's website is used for dissemination of announcements, documents, reports, etc. related to IZSU's activities and it will also be used for this project as well. The ESMP and SEP prepared for the Sub-Project will also be published on IZSU's webpage in English and Turkish. 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 and this stakeholder engagement plan.
- **Grievance mechanism** will be open for access by the 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.

Following the completion and approval of the ESMP prepared within the scope of the Project, a stakeholder consultation meeting was held on October 14, 2024, at 13.30.

Newspaper announcements were made 10 days before the date of the meeting, announcing the location, date and time of the meeting, and it was also announced on the official website of IZSU. In addition, mukhtars of the neighbourhoods in the project impact area, media organizations and professional chambers were informed about the meeting via phone message and e-mail. Detailed information on the stakeholder consultation meeting held is given in Appendix-A.

Table 4-1 presents stakeholders needs within the scope of the sub-project.

**Table 4-1. Identification of Stakeholders and their 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, childcare, daytime meetings)
√		Municipality	<ul style="list-style-type: none"> <li>•Metropolitan Municipality of İzmir</li> <li>•Municipality of Konak</li> <li>•Municipality of Bayraklı</li> </ul>	Management unit	Turkish	Written information, phone, e-mail, face to face	Be aware of sub-project phases
√		Adalet Neighbourhood Cınarlı Neighbourhood Halkapınar Neighbourhood Ümrüye Neighbourhood Mersinli Neighbourhood	<ul style="list-style-type: none"> <li>•Neighbourhoods' residents</li> </ul>	Target group of the sub-project	Turkish	Written information, phone, face to face	Be aware of sub-project phases, Transportation
√		Vulnerable/ Disadvantaged Groups	<ul style="list-style-type: none"> <li>•Children</li> <li>•People Over 65 Years of Age</li> <li>•People With Chronic Illnesses or In Need of Special Care and</li> <li>•Disabled People</li> <li>•Refugees/Immigrants</li> </ul>	Individuals with the potential to be more affected by the project activities (especially construction works)	Turkish (or any other language)	Written information, phone, face to face	Be aware of sub-project phases, Translator, Transportation
√		Businesses	<ul style="list-style-type: none"> <li>•Businesses within the sub-project area</li> </ul>	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"> <li>•IZSU</li> <li>•Contractors and Employees</li> </ul>	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"> <li>•Governorship of İzmir</li> <li>•İzmir City Health Authority</li> </ul>	Representing the state side of the project to be realized on behalf	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, childcare, daytime meetings)
			<ul style="list-style-type: none"> <li>• Directorate General for State Hydraulic Works</li> <li>• İzmir Provincial Directorate of Environment, Urbanization and Climate Change</li> <li>• İzmir Directorate of Culture and Tourism</li> <li>• Regional Board of Protection of Cultural Heritage No. I</li> <li>• Regional Board of Protection of Cultural Heritage No. II</li> <li>• İzmir Provincial Directorate of National Education</li> <li>• TEİAŞ</li> </ul>	of the public			
	√	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 subproject is presented below in Table 4-2.

**Table 4-2. Stakeholder Engagement Program for this Sub-project**

Sub-project Stage	Topic of Consultation	Method Used	Timetable: Location And Dates	Target Stakeholders	Responsibilities
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

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**STAKEHOLDER ENGAGEMENT PLAN**

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, The most suitable location will be selected and determined according to the demand.	Associations / Non-Governmental Organizations	Consultations to take place before construction begins
Pre-Construction	Public consultations of the draft E&S documents (draft ESMP, SEP etc)	Stakeholder meeting, headman interviews	Before sub-project construction period with a notification period of 10 days to the public  The most suitable and accessible location considering the needs and profile of the participants.	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, The most suitable location will be selected and determined according to the demand.	Communities, Government/Authorities	Consultation about traffic safety and measures adopted by the sub-project

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Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

Sub-project Stage	Topic of Consultation	Method Used	Timetable: Location And Dates	Target Stakeholders	Responsibilities
Construction	Ensuring safety in emergencies	Stakeholder meeting, headman meeting	Whenever necessary during the construction, The most suitable location will be selected and determined according to the demand.	Communities, Government/Authorities	Introducing emergency authorized person, contact information
Construction	Traffic management plan	Brochures, stakeholder meeting, headman meeting	At stakeholder consultation meeting, When necessary, The most suitable location will be selected and determined according to the demand.	Communities	Providing information about traffic management
Construction	Emergency response plan	Brochures, stakeholder meeting, headman meeting	At stakeholder consultation meeting, When necessary, The most suitable location will be selected and determined according to the demand.	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, . The most suitable location will be selected and determined according to the demand.	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, The most suitable location will be selected and determined according to the demand.	Communities	Introducing emergency authorized person, contact information

Sub-project Stage	Topic of Consultation	Method Used	Timetable: Location And Dates	Target Stakeholders	Responsibilities
Operation	Emergency response plan	Brochures, stakeholder meeting, headman meeting	At stakeholder consultation meeting, When necessary, The most suitable location will be selected and determined according to the demand.	Communities	Providing information for emergencies

As explained under Section 4.2, throughout the life of the Project, 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 Project.

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 following the finalization of the draft ESMP and this SEP. This consultation will include, but is not necessarily limited to, the following topics:

- Objective of the Sub-Project,
- Social and environmental (including OHS) impacts/risks that are determined to occur upon the Sub-Project,
- Impacts and the mitigation or enhancement measures that will be in place as per the ESMP of the Project,
- Roles and responsibilities of different parties to be involved in the project implementation,
- Monitoring and management procedures, 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.

Below is the minimum requirements for the content of the Minutes to be prepared after each stakeholder engagement activities and meetings:

- 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 4-3 **Hata! Başvuru kaynağı bulunamadı.**).

**Table 4-3 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

The minutes and relevant details of the consultations to be held on draft ESMP and draft SEP could be annexed to the final version of this SEP; and details for the rest of the consultations will be disclosed on IZSU's webpage.

A summary of the implementation of the grievance mechanism will be published annually on the IZSU website (<https://www.izsu.gov.tr>) 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.

## **5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES**

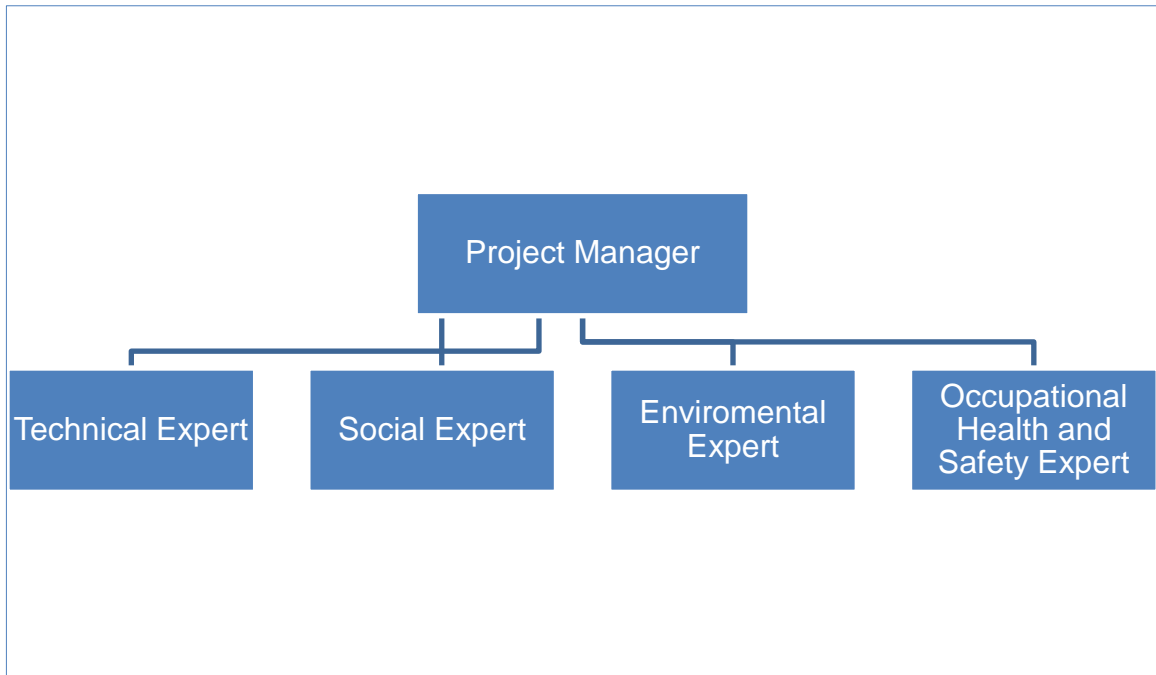
### **5.1 Resources**

The IZSU will be in charge of stakeholder engagement activities. The overall budget that will be required for effective implementation of this SEP is estimated as 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 Management Unit (PMU) within IZSU (see Figure 5-1), 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 PMU will handle procurement, financial management, audit support, and reporting. A defined organizational structure will outline roles and responsibilities for ESMP and SEP implementation. Core responsibilities will be clearly communicated to all relevant personnel, ensuring they have the necessary knowledge and skills to meet ESMP requirements.



**Figure 5-1. Organizational Chart of Project Implementation Unit**

**Hata! Başvuru kaynağı bulunamadı.**

## **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 Project Level Grievance Mechanism, Public Grievance Mechanism and Worker 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. 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 Project as indicated in the Table 4-2.

### **6.1 National Level Grievance Mechanisms**

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

#### **Presidency's Communication Centre (CIMER)<sup>1</sup>:**

- **CIMER Website:** [www.cimer.gov.tr](http://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
- **Individual applications at the community relations desks** at governorates, ministries and district governorates

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<sup>1</sup> For details please see: <https://www.cimer.gov.tr/50sorudacimer.pdf>

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

- **YIMER Website:** [www.yimer.gov.tr](http://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 webpage<sup>2</sup>.

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](mailto:bilgiuidb@ilbank.gov.tr) and [etikuidb@ilbank.gov.tr](mailto: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](http://www.izsu.gov.tr)
- **IZSU's Call Centre:** 185
- **IZSU's E-mail address:** [bim@izsu.gov.tr](mailto:bim@izsu.gov.tr)

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<sup>2</sup> For details please see: [https://www.ilbank.gov.tr/userfiles/files/Grievance\\_Mechanism.pdf](https://www.ilbank.gov.tr/userfiles/files/Grievance_Mechanism.pdf)

- **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 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 6-1.

Table 6-1. 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 and grievance closure and consultation form prepared for use within the scope of the Sub-Project are given in Appendix-B, Appendix-C and Appendix-D, 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 6-1.

**Table 6-1. 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"> <li>• Presidency's Communication Centre and</li> <li>• Foreigners Communication Centre</li> <li>• IZSU level GM</li> </ul> <p>There is also project level GM which includes the WGM</p>	-	<ul style="list-style-type: none"> <li>• Presidency's Communication Centre, and Foreigners Communication Centre and related authorities</li> <li>• <b>For project level:</b> PMU is the main responsible body</li> </ul>
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> <li>• Stakeholder visits</li> <li>• Telephone call</li> <li>• Mail</li> <li>• Via Web site</li> <li>• Online meeting or meeting</li> <li>• Local media accounts</li> <li>• Wish-complaint boxes</li> </ul> <p>Anonymous Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> <li>• telephone</li> <li>• Letter to Grievance focal points at local facilities</li> <li>• Suggestion box</li> </ul>	-	<ul style="list-style-type: none"> <li>• PMU</li> <li>• Construction Supervision Consultant</li> <li>• Contractor</li> </ul>
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><b>If the complaint is assessed to be out of the scope of the Grievance Mechanism</b>, 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"> <li>• SEP</li> <li>• GM</li> <li>• Community health and safety social issues,</li> <li>• GBV, SEA/SH</li> </ul>	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-B). 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.<sup>3</sup>

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 standards<sup>4</sup>. In case a sensitive complaint is received<sup>5</sup> 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) cases<sup>4</sup>.

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 approach<sup>6</sup> 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 been 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

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<sup>3</sup> [https://www.ilbank.gov.tr/storage/uploads/pagefiles/rev3\\_esmf\\_tefwer\\_draft\\_ilbank\\_25052023\\_clean\\_1685431185.pdf](https://www.ilbank.gov.tr/storage/uploads/pagefiles/rev3_esmf_tefwer_draft_ilbank_25052023_clean_1685431185.pdf)

<sup>4</sup> WB's ESSs: <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

<sup>5</sup> [https://www.ilbank.gov.tr/storage/uploads/pagefiles/ilbank\\_uluslararası\\_projeler\\_sikayet\\_mekanizmasi\\_proseduru\\_1646748134.pdf](https://www.ilbank.gov.tr/storage/uploads/pagefiles/ilbank_uluslararası_projeler_sikayet_mekanizmasi_proseduru_1646748134.pdf)

<sup>6</sup> <https://thedocs.worldbank.org/en/doc/741681582580194727-0290022020/original/ESFGoodPracticeNoteonGBVinMajorCivilWorksv2.pdf>

- 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 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](http://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 Project specific LMP.

The officer appointed by IZSU Municipality for the Worker Grievance Mechanism will receive suggestions and complaints in writing with the Sample Grievance Form (Appendix-B). 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 deliver Environmental and Social Monitoring Report (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**

IZSU will implement the monitoring activities throughout the lifetime of the Sub-Project. This SEP will be updated upon receipt of feedback 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 that may affect the stakeholder engagement activities. Apart from these, a summary of the implementation of the Grievance Mechanism (GM) will be published annually on the IZSU's website (<https://www.izsu.gov.tr/>) after removing the identity information of the persons to protect their identity.

Contractors will 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 summary<sup>7</sup> 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 Project's Progress Report. 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 7-1 **Hata! Başvuru kaynağı bulunamadı.**

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<sup>7</sup> 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 7-1. 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 Minutes of Stakeholder Consultation Meeting**

# **Türkiye Earthquake, Flood and Wildfires Emergency Reconstruction (TEFWER) Project**

**WASTEWATER AND STORMWATER NETWORK  
PROJECT IN VARIOUS STREETS AND AVENUES OF  
UMURBEY, HALKAPINAR MERSINLI AND ÇINARLI  
NEIGHBOURHOODS OF KONAK DISTRICT AND  
ADALET NEIGHBOURHOOD OF BAYRAKLI DISTRICT  
WITHIN IZMIR PROVINCE (LOT 1)**

## **MINUTES OF STAKEHOLDER CONSULTATION MEETING**

*Delivery Date : October 17, 2024*

*Meeting Date : October 14, 2024*

*Meeting Location : Historical Gas Factory Culture Central*

## STAKEHOLDER CONSULTATION MEETING

“Wastewater and Stormwater Network Project in Various Streets and Avenues of Umurbey, Halkapınar, Mersinli and Çınarlı Neighbourhoods of Konak District, and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)” (hereinafter referred to as the ‘sub-project’) will be financed by the Project through TEFWER Component 1- Measures for Green and Resilient Reclamation, Reconstruction and Construction of Urban Infrastructure and Strengthening Urban Resilience and the following relevant sub-components.

An Environmental and Social Management Plan (ESMP) and Stakeholder Engagement Plan (SEP) have been prepared under the sub-project. In addition to these studies, a Stakeholder Consultation Meeting was held on October 14, 2024, at 13.30 following the completion of the draft ESMP.

### Summary

In this sub-section, information about the sub-project was presented by the consultant company during the Stakeholder Consultation Meeting. The details are as follows:

The Municipality announced the meeting to the neighbourhoods within the sub-project impact area, citizens, relevant NGOs and local media officials. The meeting was well attended.

The meeting started with an opening speech by General Manager of IZSU, followed by a video presentation of IZSU's ongoing and completed works. Project Manager, then gave a presentation on the sub-project's Environmental and Social Management Plan (ESMP). Within the scope of the ESMP, the subject of the sub-project, stakeholders, environmental and social risks of the sub-project were evaluated.

Afterwards, a question-and-answer session was held. Questions were answered by the project manager and IZSU officials.

### Q&A Session

In this subsection, participants opinions, demands and questions and Stakeholder Consultation Meeting during taken relating to Answers presented. Details the following is as follows:

**Question 1:** Has there been a tender for the storm water network line? Separation of lines is vital, is there any prioritization in this regard? Has any internet link been shared for the ESMP and SEP prepared for the sub-project? (Chamber of Environmental Engineers Branch Technical Officer)

**Answer 1:** The most important issue is to separate the rainwater line and the sewerage line. This will prevent the repetition of the painful experiences of the past. Draft versions of the E&S management plans are available on IZSU's website (Project Manager)

**Question 2:** Has the route of the sub-project been determined? Have the subcontractors to work within the scope of the sub-project been identified? (Mukhtar of Adalet Neighbourhood)

**Answer 2:** The route of the sub-project is known, and detailed information can be found in the draft ESMP and SEP reports shared on IZSU's website. In addition, construction subcontractors will be selected in accordance with the World Bank's standards. It will be prioritized that the selected subcontractor has experience in environmental and social impact assessment. (Project Manager)

**Question 3:** Considering the networks (Telecom, power lines, etc.) that will overlap with the lines to be constructed and renewed within the scope of the sub-project, will these institutions also be included in the stakeholders of the sub-project? (Member of Chamber of Environmental Engineers)

**Answer 3:** IZSU has a system (AYBIS) to monitor these conflicts. Everything is clear in the technical specifications. İzmir Metropolitan Municipality has an infrastructure coordination team (AYKOME). National and international standards will be followed in this regard. (IZSU Project Manager)

**Question 4:** What is the sub-project budget? (Journalist)

**Answer 4:** The cost calculation of the sub-project has been done, but we can't share it yet because there can be changes. (Project Manager)

**Question 5:** Isn't it too late for this sub-project? There are new building constructions in the areas where the sub-project will be realized. Will the sub-project be realized taking these new buildings into account? Will there be communication between contractors and institutions? (Citizen)

**Answer 5:** This sub-project is planned to solve the problems. The sub-projects are realized according to population projections. This includes new buildings (Project Manager)

**Question 6:** Will alternative roads be determined in case of any emergency situation when the roads are closed during the construction period of the sub-project? (Fire Department Officer)

**Answer 6:** These alternative routes will be determined by working with the transportation coordination unit. (IZSU Project Manager)


## Conclusion

During the Stakeholder Consultation Meeting, which lasted approximately 1 hour, ENVESU and IZSU officials provided information about the sub-project and a question-and-answer session was held. The public was informed about the Wastewater and Stormwater Network Project (Lot 1) Various Streets and Avenues of Umurbey, Halkapınar, Mersinli and Çınarlı Neighbourhoods of Konak District, and Adalet Neighbourhood of Bayraklı District Within the İzmir Province and questions were answered.


*Wastewater and Stormwater Network Project in Various Streets and Avenues of Umurbey, Halkapınar, Mersinli and Onarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within Izmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

Participant List<sup>8</sup>

 KONAK İLÇESİ, UMURBEY, HALKAPINAR, MERİNLİ VE ÇINARLI MAHALLELERİ İLÇ. BAYRAKLI İLÇESİ, ADALET MAHALLESİ  
YAĞMUR SUYU VE KANALİZASYON İNŞAATI PROJESİ  
Paydaş Katılımı ve Halkın Bilgilendirilmesi Toplantısı  
TOPLANTI KATILIMCI LİSTESİ

Adı ve Soyadı	Şirket/Birim	Unvan	İletişim No	E-Posta	İmza
		MUSTAFA	11		
		Ş. M. J.	1		
		Ömer Nuri	3		
		Mustafa			
		Selma Rıdvan			
		K. Kemal Rıdvan			
		Ali			
		Ali			
		Emel Altın M. J.			


 KONAK İLÇESİ, UMURBEY, HALKAPINAR, MERİNLİ VE ÇINARLI MAHALLELERİ İLÇ. BAYRAKLI İLÇESİ, ADALET MAHALLESİ  
YAĞMUR SUYU VE KANALİZASYON İNŞAATI PROJESİ  
Paydaş Katılımı ve Halkın Bilgilendirilmesi Toplantısı  
TOPLANTI KATILIMCI LİSTESİ

Adı ve Soyadı	Şirket/Birim	Unvan	Telefon/Faks No	E-Posta	İmza
		B. G. Fikriye Bente			
		Suvarıçlı B. G. Bente			
		Beşir M. J. / Sel			
		Dr. Zeynep M. J.			
		Proje Yöneticisi			
		Konut Yönetim B. G.			
		Proje Yöneticisi			
		M. Kemal			
		Genel M. J.			

<sup>8</sup> In compliance with the Personal Data Protection Law, the meeting participant list is not published and is stored in the Project Implementation Unit's archives solely for sub-project management purposes. It will be retained for the duration of the sub-project and will not be shared with third parties.

## STAKEHOLDER ENGAGEMENT PLAN

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**KONAK İLÇESİ, ÜMRÜYELİ, HALKAPINAR, MERSİNLİ VE ÇINARLI MAHALELERİ İLE BAYRAKLI  
İLÇESİ, ADALET MAHALLESİ  
YAĞAĞUR SIVU VE KANALİZASYON İNŞAATI PROJESİ**  
Paydaş Katılımı ve Halkın Bilgilendirilmesi Toplantısı

**TOPLANTI KATILIMCI LİSTESİ**

Adi ve Soyadı	Şirket/Birim	Unvan	Tel/Fax	E-Posta	İmza
		MERKEZ Y. MÜHÜR			
		GEMREK Y. MÜHÜR			
		SOSYALİSTİK			
		GEMREK İLÇESİ			
		İ.			
		MERKEZ Y. MÜHÜR			
		MERKEZ GEMREK İLÇESİ			
		DİJİTAL BÖLGE			
		Halkapınar İlçesi			
		GEMREK İLÇESİ			



*Wastewater and Stormwater Network Project in Various Streets and Avenues of Uhurbey, Halkapınar, Mersinli and Onarlı  
Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)*  
**STAKEHOLDER ENGAGEMENT PLAN**

**APPENDICES**

**Annex 1: Stakeholder Consultation Meeting Photos**



*Wastewater and Stormwater Network Project in Various Streets and Avenues of Umurbey, Halkapınar, Mersinli and Onarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within Izmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

**Annex 2 Newspaper Advertisements**

<p><b>TOPLANTI İLANI</b> <b>KONAK İLÇESİ, UMURBEY, HALKAPINAR, MERSİNLİ VE ÇINARLI MAHALLELERİ İLE BAYRAKLI İLÇESİ, ADALET MAHALLESİ YAĞMUR SUYU VE KANALİZASYON İNŞAATI PROJESİ</b></p> <p><b>Paydaş Katılımı ve Halkın Bilgilendirilmesi Toplantısı</b></p> <p>Finansmanı Dünya Bankası tarafından sağlanacak ve İLBANK AŞ tarafından yürütülen "Türkiye Deprem, Sel ve Yangın Acil İmar Projesi" (TEFWER) kapsamında "Konak İlçesi, Umurbey, Halkapınar, Mersinli ve Çınarlı Mahalleleri ile Bayraklı İlçesi, Adalet Mahallesi Yağmur Suyu ve Kanalizasyon İnşaatı Projesi" gerçekleştirilecektir. Aşağıda belirtilen tarih ve saatte proje ile ilgili olarak paydaşları ve halkı bilgilendirmek, görüş ve önerilerini almak için "Paydaş Katılımı ve Halkın Bilgilendirilmesi Toplantısı" yapılacaktır.</p> <p>Halkımıza saygı ile duyurulur.</p> <p>İlgili belgelere aşağıdaki adresten ulaşabilirsiniz: <a href="https://www.ilbank.gov.tr/uldu/turkiye-deprem-sel-ve-yanigin-acil-imar-kredisi/accordi0n122">https://www.ilbank.gov.tr/uldu/turkiye-deprem-sel-ve-yanigin-acil-imar-kredisi/accordi0n122</a></p> <p><b>Toplantı Yeri:</b> Tarih: Havagazi Fabrikası Kültür Merkezi <b>Toplantı Yerinin Adresi:</b> Umurbey Mah. Liman Cad. No:20 Konak <b>Toplantı Tarihi:</b> 14/10/2024 <b>Toplantı Saati:</b> 13:30 – 15:30 <b>Proje Sahibi:</b> İZSU <b>Tel:</b> +90 232 293 25 33 / 25 50 <b>Mail:</b> <a href="mailto:projelertairesi@izsu.gov.tr">projelertairesi@izsu.gov.tr</a> <b>Müşavir Firma:</b> ENVESU Çevre Enerji İnş. ve Müh. A.Ş. <b>Tel :</b> +90 312 284 94 14 <b>Mail:</b> <a href="mailto:info@envesu.com">info@envesu.com</a></p> <p><b>Resmî İlanlar:</b> <a href="http://www.ilan.gov.tr/de">www.ilan.gov.tr/de</a> <b>Başın:</b> 2097359</p>	<p><b>TOPLANTI İLANI</b> <b>KONAK İLÇESİ, UMURBEY, HALKAPINAR, MERSİNLİ VE ÇINARLI MAHALLELERİ İLE BAYRAKLI İLÇESİ, ADALET MAHALLESİ YAĞMUR SUYU VE KANALİZASYON İNŞAATI PROJESİ</b></p> <p><b>Paydaş Katılımı ve Halkın Bilgilendirilmesi Toplantısı</b></p> <p>Finansmanı Dünya Bankası tarafından sağlanacak ve İLBANK AŞ tarafından yürütülen "Türkiye Deprem, Sel ve Yangın Acil İmar Projesi" (TEFWER) kapsamında "Konak İlçesi, Umurbey, Halkapınar, Mersinli ve Çınarlı Mahalleleri ile Bayraklı İlçesi, Adalet Mahallesi Yağmur Suyu ve Kanalizasyon İnşaatı Projesi" gerçekleştirilecektir. Aşağıda belirtilen tarih ve saatte proje ile ilgili olarak paydaşları ve halkı bilgilendirmek, görüş ve önerilerini almak için "Paydaş Katılımı ve Halkın Bilgilendirilmesi Toplantısı" yapılacaktır.</p> <p>Halkımıza saygı ile duyurulur.</p> <p>İlgili belgelere aşağıdaki adresten ulaşabilirsiniz: <a href="https://www.ilbank.gov.tr/uldu/turkiye-deprem-sel-ve-yanigin-acil-imar-kredisi/accordi0n122">https://www.ilbank.gov.tr/uldu/turkiye-deprem-sel-ve-yanigin-acil-imar-kredisi/accordi0n122</a></p> <p><b>Toplantı Yeri:</b> Tarih: Havagazi Fabrikası Kültür Merkezi <b>Toplantı Yerinin Adresi:</b> Umurbey Mah. Liman Cad. No:20 Konak <b>Toplantı Tarihi:</b> 14/10/2024 <b>Toplantı Saati:</b> 13:30 – 15:30 <b>Proje Sahibi:</b> İZSU <b>Tel:</b> +90 232 293 25 33 / 25 50 <b>Mail:</b> <a href="mailto:projelertairesi@izsu.gov.tr">projelertairesi@izsu.gov.tr</a> <b>Müşavir Firma:</b> ENVESU Çevre Enerji İnş. ve Müh. A.Ş. <b>Tel :</b> +90 312 284 94 14 <b>Mail:</b> <a href="mailto:info@envesu.com">info@envesu.com</a></p> <p><b>Resmî İlanlar:</b> <a href="http://www.ilan.gov.tr/de">www.ilan.gov.tr/de</a> <b>Başın:</b> 2097359</p>
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*Wastewater and Stormwater Network Project in Various Streets and Avenues of Umurbey, Halkapınar, Mersinli and Onarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within Izmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

Annex 5: Stakeholder Consultation Meeting Announcement on IZSU Official Website



The screenshot displays the IZSU (Izmir Metropolitan Municipality Water and Sewerage Administration) official website. The left sidebar contains navigation links: ANA SAYFA, KURUMSAL, HİZMETLERİMİZ, BELGE - MEVZUAT, BASIN ODASI, İLETİŞİM, and SIKÇA SORULAN SORULAR. The main content area features a blue header with the IZSU logo and a navigation bar. Below the header, a large text block announces a public consultation meeting. The text is in Turkish and mentions the project's funding by the World Bank and its implementation by İbank AŞ. It details the project's scope, including the construction of a wastewater and stormwater network in various neighborhoods of Konak and Bayraklı districts. The announcement includes the meeting's title, location, date, and time, as well as contact information for the project manager.

Finansmanı Dünya Bankası tarafından sağlanan ve İbank AŞ tarafından yürütülen "Türkiye Deprem, Sel ve Yangın Acil İmar Projesi - (TEFWER)" kapsamına dahil edilen "Konak İlçesi Umurbey, Halkapınar, Mersinli ve Çınarlı Mahalleleri ile Bayraklı İlçesi Adalet Mahallesi Yağmur Suyu ve Kanalizasyon İnşaatı Projesi" ile ilgili Halkın Katılımı Toplantısı 14 Ekim 2024 tarihinde gerçekleştirilecektir. Toplantı ile ilgili detaylı bilgi aşağıdaki ilan metninde yer almaktadır.

**TOPLANTI İLANI**  
**KONAK İLÇESİ, UMURBEY, HALKAPINAR, MERSİNLİ VE ÇINARLI MAHALLELERİ İLE BAYRAKLI İLÇESİ, ADALET MAHALLESİ YAĞMUR SUYU VE KANALİZASYON İNŞAATI PROJESİ**

Projeyle Konak ve Adalet Mahallelerinde Toplantısı Finansmanı Dünya Bankası tarafından sağlanacak ve İbank AŞ tarafından yürütülen "Türkiye Deprem, Sel ve Yangın Acil İmar Projesi" (TEFWER) kapsamında "Konak İlçesi Umurbey, Halkapınar, Mersinli ve Çınarlı Mahalleleri ile Bayraklı İlçesi Adalet Mahallesi Yağmur Suyu ve Kanalizasyon İnşaatı Projesi" gerçekleştirilecektir. Aşağıda belirtilen tarih ve saatte proje ile ilgili ilanda belirtilen ve halkı bilgilendirmek, görüş ve önerilerini almak için "Projeyle Halkın Katılımı Toplantısı" yapılacaktır.

Halkımıza saygı ile duyurulur.

İlgili bilgilerin aşağıdaki adresten ulaşabilirsiniz:  
<https://www.izmir.gov.tr/izmirdepremselveyanginacilimarprojesi/722>  
Toplantı Yeri: Tarih: Halkapınar Katokası Kültür Salonu  
Toplantı Yerinin Adresi: Umurbey Mah. Utman Cad. No:20 Konak  
Toplantı Tarihi: 14/10/2024  
Toplantı Saati: 15.00 – 17.00

**Proje Sahibi:** İZSU  
**Tel:** +90 212 289 26 33 / 26 30  
**E-posta:** [projeidareci@izsu.gov.tr](mailto:projeidareci@izsu.gov.tr)

**İzmirli Firma:** İZSU Çevre Gıda ve Su A.Ş.  
**Tel:** +90 212 284 94 14  
**E-posta:** [info@izmirsu.com](mailto:info@izmirsu.com)

*Wastewater and Stormwater Network Project in Various Streets and Avenues of Ümrüye, Halkapınar, Mersinli and Çınarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

**Annex 6: Stakeholder Consultation Meeting Brochure for the Sub-Project**

**ŞİKÂyet MEKANİZMASI**

Projenin etkilenecek vatandaşların ve proje çalışanlarının inşaat ve işletme aşamalarında Proje ile ilgili görüşlerini, şikâyetlerini ve önerilerini iletebilmesi adına bir **Şikâyet Mekanizması** kurulmuştur.

Şikâyetler, İZSU tarafından atanan görevliler tarafından kabul edilecek ve yünün sağlanması veya daha ayrıntılı değerlendirme için zaman çerçevesi esas olarak dile getirilen konunun karmaşıklığına bağlı olacaktır, ancak ideal olarak bu süre 14 günü aşmayacaktır.

Şikâyetle bulunan tüm paydaşlar, şikâyet ve önerilerini gizli bir şekilde iletmeye fırsatına sahip olacaktır. İZSU şikâyetçinin adının ve iletişim bilgilerinin rızası olmadan ifşa edilememesi sağlayacaktır.

Bu mekanizma aracılığıyla iletilen şikâyetler, hızlı ve hassas bir şekilde ele alınacaktır. Bu kapsamda aşağıda verilen iletişim kanalları kullanılabilir.

- Şikâyet Mekanizması İletişim Bilgileri:
  - o Alo 185 (İZSU Çağrı Merkezi)
  - o E-posta: [www.izsu.gov.tr](mailto:www.izsu.gov.tr)
  - o Proje alanında yer alan şikâyet ve talep kutuları.

Paydaşlar, belirtilen kanallardan tatmin edici bir çözüme ulaşamaması durumunda Cumhurbaşkanlığı İletişim Merkezi (CİMER), Yabancılar İletişim Merkezi (YİMER) ve ilgili hukuki kurumlara başvurabileceklerdir.

**PROJE TARAF LARI**

Bu Projenin uygulayıcı ve aynı zamanda lineer faydalancı kuruluşu İzmir Büyükşehir Belediyesi Su ve Kanalizasyon İdaresi (İZSU)'dur.

Projenin gerçekleştirilmesi adına **İLBANK** finansman beşvurusunda bulunulmuştur. Bu kapsamda, Proje için, Paydaş Katılım Planı (PKP) ve Çevresel ve Sosyal Yönetim Planı (CSYP) hazırlanmıştır. Projenin yürütülmesi sırasında bahse konu planda belirtilen çevresel ve sosyal etkiler dikkate alınarak gerekli tedbirler **CSYP**'ye uygun olarak alınacaktır.

İZSU, PKP ve **CSYP**'nin yürütülmesinden ve raporlarda belirtilen etki azaltma önlemleri ve iyi uygulamaların sahadaki uygulamalarından inşaat ve işletme dönemi boyunca sorumlu olacaktır.

Bu Proje Türkiye Cumhuriyeti'nin Kanun ve Yönetmelikler ile Dünya Bankası Çevresel ve Sosyal Standartlarına uymakla yükümlüdür.

**İletişim Bilgileri**

**İZSU**

İZSU Bayraklı Şubesi Adresi : 1606 Sokak No:4 AB İzmir/Bayraklı  
İZSU Konak Şubesi : Cumhuriyet Bulvarı No:16 İzmir/Konak  
İZSU Çağrı Merkezi : 185  
E-mail : [bim@izsu.gov.tr](mailto:bim@izsu.gov.tr)

**ENVESU Çevre Enerji İnşaat ve Müşavirlik A.Ş.**

Adres : Beşlepe Mah. Nergis Sok. No:7 **Via Tower D 53-**  
54 Yenimahalle / Ankara  
Telefon : +90 (312) 284 94 14-24  
E-mail : [info@envesu.com](mailto:info@envesu.com)

**İZSU**

**İZMİR İLİ KONAK İLÇESİ ÜMRÜYE, HALKAPINAR MERSİNLİ VE ÇINARLI MAHALLELERİ İLE BAYRAKLI İLÇESİ ADALET MAHALLESİ MUHTELİF CADDE VE SOKAKLARINDA ATIKSU VE YAĞMUR SU ŞEBEKE PROJESİ (LOT 1)**

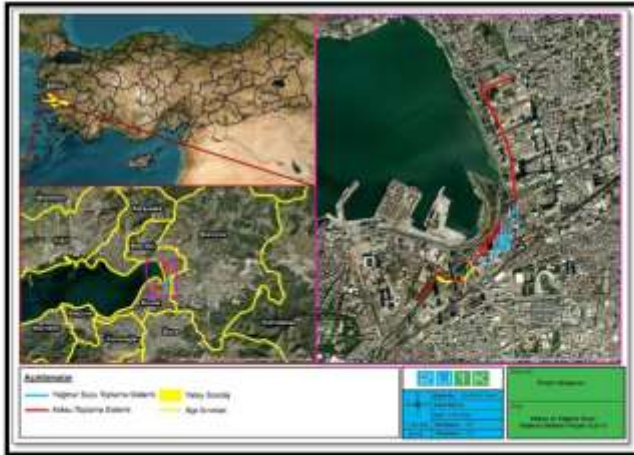
**Proje Bilgilendirme Broşuru**



EKİM 2024

**PROJENİN YERİ**

- Alt Proje, İzmir İli Konak ve Bayraklı İlçelerine bağlı Adalet, Çınarlı, Halkapınar, Mersinli ve **Ümrüye** Mahalleleri sınırları içerisinde uygulanacaktır.
- Alt projenin inşaat aşamasında potansiyel olarak ortaya çıkacak çevresel, sosyal ve toplumsal sağlığı ve güvenliğini riskler/etkileri temel alınarak Etki Alanı (EA) 100 m olarak belirlenmiştir, bu kapsamda **Ümrüye**, Halkapınar, Mersinli ve Çınarlı Mahalleleri EA içerisinde kalan yerleşimlerde, işletme aşamasında ise alt proje tüm şehre hizmet verecektir.



**PROJENİN TANIMI**


- Alt proje kapsamında, Konak İlçesindeki **Ümrüye**, Halkapınar, Mersinli ve Çınarlı mahalleleri ile Bayraklı Adalet Mahallesi'nde atıksu hatları yenilenecek ve yağmur suyu toplama hatları inşa edilecektir. Ayrıca Ozan Abay Caddesindeki Pyraie kolektörü, atıksu ve yağmur suyu toplama sistemlerinin ayrıştırılması amacıyla yenilenecektir.
- Lot 1 kapsamında gerçekleştirilecek proje faaliyetleri mevcut yol güzergahı üzerinde ilerleyecektir ve herhangi bir arazi edinimine gerek bulunmamaktadır.

**PROJENİN POTANSİYEL ETKİLERİ**

Projenin inşaat aşamasında gerçekleştirilecek faaliyetlerin olası olumsuz etkilerini ve bu etkileri en aza indirmek için alınması gereken önlemleri ve bu önlemlerin hayata geçirilmesine yönelik koşulları açıklanarak adına PKP ve CSYP hazırlanmıştır. **CSYP**'de sunulan başlıca etkiler ve bu etkilere yönelik azaltma önlemleri aşağıda listelenmiştir:

- İnşaat aşamasında yoğunlaşması beklenen trafik faaliyetlerinin etkisini en aza indirmek için, çalışma saatleri ulaşımın yoğun olduğu saatlere göre ayarlanacaktır.
- İnşaat süresi boyunca çalışan araçların beklenen hız limitine uymalarını sağlamak için gerekli önlemler alınacaktır.
- Proje süresi boyunca ortaya çıkacak atıklar lisanslı firma ile bertaraf edilmesi için gönderilecektir.
- Şikâyetlere bağlı olarak ölçümlere günlük seviyelerinde gerek inşaat ve gerekse işletme döneminde artışlar değerlendirilecek, gerekli görüldüğünde bariyer kullanılacaktır.
- Dış kaynaklardan gelen toz, yığınlar örtmek ve nem içeriğini artırmak gibi kontrol önlemleri olarak en aza indirilecektir.
- Projenin inşaat ve işletme dönemlerinde meydana gelebilecek ve acil müdahale gerektiren beklenmedik olayları (yangın, deprem vb.) yönetmek amacıyla, bir Acil Durum Hazırlık ve Müdahale Planı (ADHMP) ile bir İl Sağlık ve Güvenlik Yönetim Planı hazırlanacak ve tüm çalışanlarla paylaşılabilecektir.

## APPENDIX - B Sample Grievance Form

<b>General Directorate of İzmir Water and Sewerage Administration</b>  	<b>General Directorate of İzmir Water and Sewerage Administration</b>  <i>Wastewater and Stormwater Network Project in Various Streets and Avenues of Umurbey, Halkapınar, Mersinli and Çınarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)</i>  <b>PROJECT NO: 23/025</b>	
	<b>GRIEVANCE FORM</b>	
Form Completed by:	Date and Time:	
Subject of Meeting:	General Directorate of İzmir Water and Sewerage Administration  PROJECT NO: 23/025	
<b>1. PARTICULARS OF THE COMPLAINANT</b>		
Name-Last Name:	<b>Grievance Communicated by:</b>	
TR ID No:	Telephone / Toll Free Number <input type="checkbox"/>	
Telephone:	Face-to-Face Meeting <input type="checkbox"/>	
Address:	Website / E-mail <input type="checkbox"/>	
E-mail:	Other (Describe) <input type="checkbox"/>	
<b>Type of Stakeholder</b>		

*Wastewater and Stormwater Network Project in Various Streets and Avenues of Uhurbey, Halkapınar, Mersinli and Onartı  
Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

Governmental Body <input type="checkbox"/>	PAPPIe <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 - C Grievance Closure Form

<b>General Directorate of İzmir Water and Sewerage Administration</b> 	<b>General Directorate of İzmir Water and Sewerage Administration</b>  <i>Wastewater and Stormwater Network Project in Various Streets and Avenues of Umurbey, Halkapınar, Mersinli, and Cınarlı Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)</i>  <b>PROJECT NO: 23/025</b>
	<b>GRIEVANCE CLOSURE FORM</b>
General Directorate of İzmir Water and Sewerage Administration  PROJECT NO: 23/025	
<b>1. DETERMINATION OF THE CORRECTIVE ACTION</b>	
1	
2	
3	
4	
5	
Responsible Departments	
<b>2. GRIEVANCE CLOSURE</b>	

*Wastewater and Stormwater Network Project in Various Streets and Avenues of Uhurbey, Halkapınar, Mersinli and Onartı  
Neighbourhoods of Konak District and Adalet Neighbourhood of Bayraklı District within İzmir Province (Lot 1)*

**STAKEHOLDER ENGAGEMENT PLAN**

<p><i>This section will be completed and signed by the complainant, if the grievance provided in the Grievance Log Form is remediated.</i></p>	
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Grievance Closure Date:      Grievance Closer's Full Name/Signature:  
Complainant's Full Name/Signature:

## APPENDIX - D Sample Consultation Form

N o	İstışare tarihi: Consultatio n date:	İstışare yeri: Consultatio n location:	İstışare konusu: Consultatio n subject:	İstışare 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										
2										
3										
4										
5										
6										
7										
8										
9										

## 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