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**GENERAL DIRECTORATE OF KONYA WATER AND SEWERAGE
ADMINISTRATION**

**SUSTAINABLE CITIES PROJECT- ADDITIONAL
FINANCE (SCP2-AF)**

**CONSULTANCY SERVICES FOR DESIGN REVIEW, PREPARATION OF BIDDING
DOCUMENTS FOR ENVIRONMENTAL INFRASTRUCTURE PROJECTS
(KOSKİ-C1/A)**

**KOSKİ-W3 (CONSTRUCTION OF KONYA-SUĞLA WATER SUPPLY
TRANSMISSION LINE)**

STAKEHOLDER ENGAGEMENT PLAN

August 2025





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Bu proje Avrupa Birliği, Türkiye Cumhuriyeti ve Dünya Bankası tarafından ortaklaşa finanse edilmektedir

Project Information

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Name	Sustainable Cities Project II- Additional Financing KOSKİ-W3 (Construction of Konya-Suğla Water Supply Transmission Line) Stakeholder Engagement Plan (SEP)
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Table of Contents

List of Figures.....	iv
List of Tables.....	v
List of Abbreviations.....	i
EXECUTIVE SUMMARY.....	1
1 INTRODUCTION	3
1.1 Objectives.....	3
1.2 Scope	5
1.3 Definitions.....	5
1.4 Project Description	6
1.4.1 Area of Influence.....	9
1.5 Implementation of SEP	11
2 LEGAL FRAMEWORK	12
2.1 Institutional and Legal Framework in Turkey	12
2.2 International Standards and WB Safeguard Policies	14
3 BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES	16
4 STAKEHOLDER IDENTIFICATION AND ANALYSIS	18
4.1 Project Affected Parties.....	23
4.2 Other Interested Parties	24
4.3 Vulnerable/Disadvantaged Individuals or Groups.....	25
4.4 Summary of Project Stakeholder Needs.....	27
4.5 Stakeholder Consultation Meeting	33
5 STAKEHOLDER ENGAGEMENT PROGRAM	33
5.1 Purpose and Timing of Stakeholder Engagement Program	34
5.2 Proposed Strategy for Information Disclosure	40
5.3 Proposed Strategy for Incorporate the View of Vulnerable/Disadvantaged Individuals/Groups	45
5.4 Timelines	46
5.5 Review of Comments	47
5.6 Future Phases of Project.....	47
6 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES.....	49
6.1 Resources and Budget.....	49
6.2 Management Functions and Responsibilities	49
7 GRIEVANCE MECHANISM	52
7.1 Evaluation of the Existing Grievance mechanism	56



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7.2	Collection and Registration of the Grievance.....	57
7.3	Classification of Grievance.....	59
7.4	Assessment of the Grievance	60
7.5	Resolution and Closure of the Grievance	61
7.6	Regular Feedback on Grievance mechanism to the Stakeholders.....	61
8	MONITORING AND REPORTING	63
8.1	Involvement of Stakeholders in Monitoring Activities.....	67
8.2	Reporting Back to Stakeholder Groups	67
ANNEXES		68
Annex-A: Grievance Registration Form		69
Annex-B: Grievance Database Form		70
Annex-C: Grievance Closure Form.....		71
Annex-D: Consultation Form.....		72
Annex-E: Grievance Register		73
Annex-F: Stakeholder Consultation Meeting.....		74





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Bu Proje Avrupa Birliği, Türkiye Cumhuriyeti ve Dünya Bankası tarafından ortaklaşa finanse edilmektedir

List of Figures

Figure 1-1 Suğla Group Water Supply Project	8
Figure 1-2 Newly Added Transmission Line (10 km) After the Change in the Project	9
Figure 1-3. Area of Influence	10
Figure 4-1 Stakeholders by Categories	18
Figure 4-2 Basic Engagement Diagram for Stakeholder Categories	19
Figure 4-3 Basic Influence/Interest Chart for Stakeholder Prioritization	21
Figure 7-1. General Grievance Procedure Flowchart.....	52
Figure 7-2 Detailed Grievance mechanism	53
Figure 7-3 Grievance mechanism Flowchart of Project Related Complaints	54
Figure 7-4. Grievance mechanism Flowchart of Worker Complaints.....	55
Figure 7-5. Homepage of KOSKİ Website	57





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List of Tables

Table 3-1 Photographs from the Consultations	16
Table 4-1 Stakeholder Groups	19
Table 4-2. Stakeholder Prioritization Table	22
Table 4-3 Konya Sugla Group Population Projections According to the ILBANK Method	23
Table 4-4 Public Administrations Identified as Project Stakeholders	24
Table 4-5 Analysis of Other Interested Parties in the Project	25
Table 4-6 Needs of Project Stakeholders	28
Table 5-1. Sample Table for Stakeholder Engagement Log	34
Table 5-2 Stakeholder Engagement Program	36
Table 5-3 Proposed Information Disclosure Strategy	41
Table 5-4 Proposed Strategy for Consultation	43
Table 5-5 Proposed Stakeholder Engagement Program during Project Implementation	46
Table 6-2. Roles and Responsibilities for Social Engagement Framework	49
Table 7-1. Classification of Complaint	59
Table 8-1. Key Performance Indicators	64





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List of Abbreviations

AF	Additional Financing
Aol	Area of Influence
CGO	Community Governmental Organization
CIMER	Presidency's Communication Center
CLO	Community Liaison Officer
DLP	Defects Liability Period
EC	Ethics Committee
EIA	Environmental Impact Assessment
EMP	Electromagnetic Pump
E&S	Environmental and Social
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Reports
EU	European Union
GBV	Gender-Based Violence
GM	Grievance mechanism
IFC	International Finance Corporation
ILBANK	ILBANK A.Ş.
IPA	Instrument for Pre-Accession Assistance
JV	Joint Venture
KOSKİ	Konya Water and Sewerage Administration General Directorate
MoEUCC	Ministry of Environment, Urbanization and Climate Change
NGO	Non-Governmental Organization
OG	Official Gazette
OHS	Occupational Health and Safety
OIP	Other Interested Parties
OP	Operational Policy
PAP	Project Affected People
PID	Project Identification Document
PIU	Project Implementation Unit
PPM	Public Participation Meeting
POSEİDON	POSEİDON Environmental Social Consultancy Engineering Trade Ltd. Co. (POSEİDON)
REA	REA Danışmanlık Ltd. Şti. (REA) Joint Venture
SCADA	Supervisory Control and Data Acquisition
SCP	Sustainable Cities Project



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SCP-II AF	Sustainable Cities Project – II Additional Financing
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
DSI	General Directorate of State Hydraulic Works
MEDAŞ	Meram Electricity Distribution Inc.
The Bank	World Bank
The Project	Sustainable Cities Project II- Additional Financing KOSKİ-W3 (Construction of Konya-Suğla Water Supply Transmission Line)
TurkStat	Turkish Statistical Institute
TM	Pumping Station
WB	World Bank
WBG	World Bank Group
WHO	World Health Organization
WTP	Water Treatment Plant
WWTP	Wastewater Treatment Plant
YIMER	Foreigners Communication Center





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EXECUTIVE SUMMARY

ILBANK A.Ş. (ILBANK) is implementing the Sustainable Cities Project (SCP) as a Series of Projects with the support of the World Bank (WB) and the European Union (EU). SCP aims to improve the infrastructure service needs of participating municipalities and utilities. SCP II - Additional Financing (AF) has been developed to further support municipalities in sustainable urban development by addressing increasing demands for urban services, planning future infrastructure needs, mobilizing financing for priority investments, and complying with the updated Metropolitan Municipality Law No. 6360. SCP I, SCP II, and SCP II-AF represent the next generation of operations, expanding the program to include broader sectors such as urban transport, zero waste, energy efficiency, renewable energy, municipal social services, disaster recovery, urban renovation, and restoration.

The Project will be implemented in Ahırlı and Yalılıyık Districts (referred to as the Suğla Group), following the exclusion of Seydişehir neighborhoods due to the establishment of alternative water supply systems. The primary objective is to enhance drinking water quality, reduce public health risks, and support sustainable economic growth by ensuring a reliable and sustainable water supply system. The Project involves constructing a **55.5 km drinking water transmission line**, three **pump stations**, and a **new collection reservoir** to deliver water from wells drilled in Aşağıkaraören Neighborhood of Seydişehir District to the target areas. This initiative aligns with national and EU water quality standards and aims to address deficiencies in the current drinking water infrastructure.

The Project is financed under SCP-II-AF, and its technical and financial feasibility studies have been initiated in accordance with ILBANK's requirements. The Stakeholder Engagement Plan (SEP) has been prepared by **POSEIDON & SUEZ** in compliance with **Turkish environmental and social legislation, World Bank Operational Policies (OPs), WBG General EHS Guidelines, Industry Sector Guidelines, and ILBANK's Environmental and Social Management Framework (ESMF)**.

Environmental and social impact assessments have been conducted as per the **Turkish Regulation on Environmental Impact Assessment (EIA), EU EIA Directive, and World Bank Environmental and Social Safeguard Policies**. Based on these evaluations, the Project falls under **Annex II** of the Turkish EIA Regulation, requiring a **Project Introduction File** submission to the Ministry of Environment, Urbanization, and Climate Change (MoEUCC). The Ministry has determined that the Project qualifies for an **EIA Exemption**, as documented in Annex-A of the SEP.

According to **WB OP 4.01**, the Project is classified as a **Category B** Project, indicating that its potential environmental and social impacts are **mostly reversible, site-specific, and manageable with mitigation measures**.

Stakeholder engagement is a critical component of managing environmental and social risks. The Project's SEP aims to establish and maintain **constructive relationships with stakeholders** throughout its lifecycle. Early engagement ensures that stakeholders receive **timely access to relevant information** and have opportunities to **provide input on project design and impact assessments**.

The key objectives of stakeholder engagement include:

- Identifying **direct and indirect stakeholders** and interested parties who may be affected by or influence the Project.
- Understanding **stakeholder concerns** and expectations regarding the Project.
- Ensuring that stakeholders receive **accurate and timely information** about the Project's environmental and social impacts/risks.



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- Providing stakeholders with **opportunities to voice concerns and opinions** throughout the Project's duration.
- Ensuring that stakeholder feedback is received and incorporated into the **decision-making process** in a timely manner.

Within the scope of this report, stakeholders were identified and meetings were held with stakeholders. The impact levels of the identified and interviewed stakeholders from the Project were determined and mentioned in the relevant sections.

The current grievance mechanism of KOSKİ has been evaluated within the SEP. In order to eliminate the deficiencies of the current grievance procedure, the new grievance mechanism has been prepared in accordance with WB Policies and Standards.



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1 INTRODUCTION

ILBANK A.Ş. (ILBANK) is implementing the Sustainable Cities Project (SCP) as a Series of Projects and SCP I and II are already in implementation; with technical and financial support from the World Bank (WB) and European Union (EU). The SCP aims to improve the infrastructure service needs of participating municipalities and utilities.

SCP II - Additional Financing (AF) aims to establish an additional support mechanism for meeting the increasing demand from municipalities for investments in sustainable urban development: respond to current and increasing demands for urban services; plan for future infrastructure service needs in a sustainable manner; mobilize financing to fund priority investment; and adhere to new spatial planning mandates and infrastructure service requirements as prescribed by the amended Metropolitan Municipality Law No 6360 in December 2012. SCP I, SCP II and SCP II-AF are the next generation operation which will provide a more dedicated focus to urban planning systems and broadening the program to broader sectors, such as urban transport; zero waste; energy efficiency, renewable energy, municipal social services, disaster recovery, urban renovation, and restoration sectors.

The proposed sub-project investments of municipalities defined under the SCP-II AF are subject to environmental and social impact and risk assessment studies undertaken by consultant firms. Depending on the type of project and the nature and magnitude of the impacts, a Stakeholder Engagement Plan (SEP) will be prepared for the projects to be financed as defined in the Environmental and Social Management Framework (ESMF) of SCP-II AF prepared by ILBANK A.Ş. on April 2019¹.

The Project is planned to be implemented in Ahırlı, Seydişehir and Yalıhüyük Districts. Within the scope of the Project, it is aimed to provide water supply, storage, transmission and distribution through transmission lines, tanks and pumping stations to meet the drinking water needs of the neighborhoods of Ahırlı, Seydişehir and Yalıhüyük Districts. However, in the course of time, wells have been drilled to meet the urgent water needs of Seydişehir district and the drinking water of Seydişehir neighborhoods is supplied from these wells. For this reason, KOSKI requests Seydişehir neighborhoods to be excluded from the scope of the Project. With the changes in the scope, the Project will serve the neighborhoods of Ahırlı and Yalıhüyük districts (hereinafter referred to as Suğla Group). With this Project, it will be possible to improve water quality, reduce public health risks and support sustainable economic growth. In addition, in neighborhoods where the current drinking water system is inadequate, the drinking water system will be increased to levels that comply with national and EU standards. The Project aims to provide reliable and sustainable drinking water to Sugla Group by constructing a 55.5 km drinking water transmission line. Sugla Group's water needs will be met from wells opened in Aşağıkaraören Neighborhood of Seydişehir District. Water will be supplied to the Project neighborhoods with 3 pump stations and a new collection reservoir to be constructed.

1.1 Objectives

The Project will be financed under SCP-II-AF. According to ILBANK's technical specifications, technical and financial feasibility studies of the Project under SCP-II-AF have been initiated. In addition to these studies, this SEP has been prepared by POSEIDON & SUEZ in accordance with Turkish environmental and social legislation, WB Protection Policies including Operational Policies (OPs), WBG General EHS Guidelines and Industry Sector Guidelines and ILBANK's ESMF.

¹ ILBANK A.Ş. (2019). Türkiye Sustainable Cities Project – II Additional Financing (P170612). Environmental And Social Management Framework. Retrieved from <https://documents1.worldbank.org/curated/ru/921361554098772741/pdf/Environmental-and-Social-Management-Framework.pdf>



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A screening process based on Turkish Regulation on Environmental Impact Assessment (EIA) (dated 29.07.2022 and numbered 31907), EU EIA Directive (85/337/EEC) and the Environmental and Social Safeguard Policies of the WB have been conducted for the Project. Within the scope of the WB OP concerning Environmental Assessment (OP 4.01), projects are classified under the categories of A, B, C by the degree of their impacts on the environment. The defined classification is based on the type, location, sensitivity, scale of the project, the structure, and aspects of its potential impacts. On the other hand, national EIA Regulation and EU EIA Directive have a similar approach to determine the project categorization by examining the effects of projects based on thresholds/criteria and using the projects listed in their Annex-I and Annex-II. In the national EIA Regulation, the projects are classified as “EIA Required” and “EIA Not Required” or “EIA Exempt”, while it is categorized as “Mandatory EIA” and “EIA at Discretion of Member States” in EU EIA Directive.

When the Project components are evaluated as per the national EIA Regulation, it is concluded that the Project is included in the Annex II of the regulation as per the following article:

“44-Projects related to riverbeds; b) Projects in which 5 km or more arrangements are made in the beds of streams showing continuous flow,”

Therefore, a Project Introduction File will be prepared in accordance with the format given in Annex IV of the regulation by authorized environmental consultancy company for the project and will be submitted to Ministry of Environment, Urbanization and Climate Change (MoEUCC). After the evaluation of the MoEUCC, it is decided whether an “EIA is required” or “EIA is not required” for the project and the procedure will continue regarding the decision of the MoEUCC. Therefore, “EIA Exemption” decision was given for this Project and provided in *Annex-A*.

According to WB OP 4.01, the Project defined as **Category B Project** where the potential impacts are mostly reversible, site-specific and have a range of potential mitigation measures.

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project’s environmental and social impacts/risks. The purpose of stakeholder engagement is to establish and maintain a constructive relationship with a variety of external stakeholders over the entire life of the project. Initiating the engagement process in the early phases of the project helps ensure timely public access to all relevant information and provides the stakeholders with an opportunity to input into the project design and the assessment of impacts.

The main goals of stakeholder engagement are to;

- Identify the direct and indirect stakeholders of the project and other interested parties, who may be affected, and/or able to influence the project and its activities,
- Identify the nature of stakeholders’ interests and concerns related to the project,
- Ensure that adequate and timely information about the project and its environmental and social impacts/risks is provided to stakeholders,
- Provide to these groups opportunities to voice their concerns and opinions,
- Ensure that comments are received in a timely manner so that they can be taken into account during the decision-making process.



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1.2 Scope

This SEP provides (i) installation and operation fully informed on the issues related to external affairs and concerns, (ii) an environment in which engagement capacities and cultural norms of each relevant group shall be respected within the scope of methods to be developed for comprehending stakeholder issues and concerns, (iii) understanding the concerns of stakeholders and establishing fair, transparent and clear dialog with them based on their concerns.

The SEP is organized as follows:

- **Introduction:** The objectives, scope and implementation of the SEP, definitions of some key words in the SEP, the summary information on the scope of the Project and determination of the area of influence (AoI) and sensitive areas,
- **Legal Framework:** The description of social aspects of the national and international legislation and standards to be followed by and applicable to the Project,
- **Brief Summary of Previous Stakeholder Engagement Activities:** Stakeholder Engagement Activities carried out so far within the scope of the Project,
- **Stakeholder Identification and Analysis:** Identifying who the project stakeholders are and what their impact might be on the project's objectives,
- **Stakeholder Engagement Program:** A systematic approach created to ensure that stakeholders' expectations, decisions, risks/problems, and project progress information are communicated to the right person at the right time with the most efficient and effective level of information,
- **Resources and Responsibilities for Implementing Stakeholder Engagement Activities:** Status of existing and planned resources for Stakeholder Engagement Activities and which staff will be allocated to manage and implement the SEP,
- **Grievance mechanism (GM):** Description of the process by which people affected by the project can bring their grievances and concerns to the project management's attention, and how they will be considered and addressed,
- **Monitoring and Reporting:** Description of plans to involve project stakeholders or third-party monitors in the monitoring of project impacts and mitigation programs and how, when and where to report the results of stakeholder engagement activities to both affected stakeholders and lenders.

1.3 Definitions

Project Affected People (PAP): Any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.

Stakeholder: All individuals, groups, organizations, and institutions interested in and potentially affected by a project or having the ability to influence a project.

Internal Stakeholders: Groups or individuals within a business who work directly within the business, such as employees and contractors.

External Stakeholders: Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, Non-Governmental Organizations (NGOs) and the government.





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neighborhoods) of Konya Province. These neighborhoods will be referred to as the Suğla Group in the following sections of the report. The water requirement of Suğla Group will be supplied from 2 drilling wells (Suğla Group drilling wells numbered 2 and 3) located approximately 1000 meters west of Aşağıkaraören Neighborhood in Seydişehir District and approximately 4 kilometers north east of Suğla Lake. Due to the removal of the neighborhoods of Seydişehir District from the scope of the Project, the line to Ortakaraören and Başkaraören neighborhoods was excluded from the Project and a new 10 km route (see **Hata! Başvuru kaynağı bulunamadı.**) was added to the Project due to the change in the plan. With the changes made, the water supplied from 2 drilling wells will be delivered to Suğla Group with a total line of 55.5 km.

According to the latest updates to the Project, the structures that are currently in use and will continue to be used are as follows:

- Akkise Lower Floor Reservoir,
- Saray Reservoir,
- Yalıhüyük Reservoir,
- Balıklava Reservoir,
- Bademli Reservoir,
- Küçüköz Reservoir,
- Büyüköz Reservoir,
- Erdoğan Reservoir,
- Aliçerçi Reservoir,
- Ahırlı Upper Floor Reservoir,
- Çiftlik-Kayacık Reservoir,
- Karacakuyu Reservoir.

The structures planned to be constructed within the scope of the Project are as follows:

- DY1-TMY1 Pumping Station,
- TMY2 Pumping Station,
- DY3-TMY3 Pumping Station,
- Akkise New Reservoir (DY2), and
- 55.5 km long water transmission line.

A schematic plan showing the planned pumping stations and existing tanks is given in *Section 3.4*.

In the scope of the Project there are 17 creek and one irrigation channel crossings in the transmission line route. Creek crossings will be carried out by underpass pipe crossing while irrigation channel crossing will be carried out with a suspended pipe. An official application to 4th Regional Directorate of SWH has been made for the irrigation channel crossing and creek crossings by KOSKİ. In addition to this, the proposed transmission line will pass under the D330 highway in the Aliçerçi Neighborhood of Ahırlı District. An application was made by KOSKİ to the 3rd Regional Directorate of Highways of the Republic of Türkiye for highway crossing permit process.

The Project will not pass through any privately owned lands. Thus no expropriation of private parcels is foreseen within the Project, and the Project will not cause any economic displacement. Therefore, the Project does not trigger OP 4.12 – Involuntary Resettlement, since there is neither land acquisition, nor resettlement nor economic displacement regarding the Project.



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While it is not yet clear how many people will work in the Project, there is no designated area for camp site. The issue of workers' accommodation will be addressed in the Technical Terms and the responsibility will belong to the Contractor. On the other hand, in case of employee accommodation, KOSKİ will check that the conditions are provided in accordance with the Guidance Note by IFC and the EBRD.

No new roads will be opened to reach the project area. Existing roads will continue to be used. Additionally, there is no need for a concrete batching plant or asphalt batching plant within the scope of the Project.

The Project route and Project components are shown in Figure 1-1.



Figure 1-1 Suğla Group Water Supply Project



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Figure 1-2 Newly Added Transmission Line (10 km) After the Change in the Project

1.4.1 Area of Influence

The Project area is located in Suğla Group (Ahırlı and Yalılıhöyük Districts) in Konya Province located in the Central Anatolia Region of Türkiye. The Project aims to provide safe, reliable and sustainable drinking water in Suğla Group providing reliable services through construction of 55.5 km drinking water transmission line, reservoir, and pumping stations. Within the scope of the Project, Sugla Group drinking water supply will be met by boreholes to be drilled in Aşağıkaraören Neighborhood of Seydişehir District selected by SHW 4th Regional Directorate. Water will be supplied to the project neighborhoods with four pumping stations and a new collection reservoir to be built across Sugla Lake.

According to the WB ESSs, “where the project involves specifically identified physical elements, issues and facilities likely to generate impacts, environmental and social risks and impacts will be defined in the context of the project’s area of influence (Aol)”. Thus, the project’s Aol consists of urban or rural areas likely to be affected by the project, its activities and the facilities directly owned, operated or managed (including by contractors). The Project’s impact area covers the following environmental and social aspects: The area of wells from which water is supplied, settlements through which the transmission line passes (Suğla Group Neighborhoods). To determine the Aol along the water transmission line, 250 m lines were drawn on both sides of the transmission line. The 250 m distance was determined by taking into account the environmental and social impacts that the Project will cause and assuming that these impacts will remain within the determined distance. All residents of the neighborhoods through which the transmission line passes are defined as affected groups.



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The districts and neighborhoods within scope of the Project are given below:

- Ahıllı District
 - Ahirli Neighborhood
 - Akkise Neighborhood
 - Alicerci Neighborhood
 - Bademli Neighborhood
 - Balıklava Neighborhood
 - Buyukoz Neighborhood
 - Ciftlik Neighborhood
 - Erdogan Neighborhood
 - Karacakuyu Neighborhood
 - Kayacik Neighborhood
 - Kucukoz Neighborhood
- Yalühyük District
 - Arasogut Neighborhood
 - Saray Neighborhood
 - Yalühyük Neighborhood



Figure 1-3. Area of Influence



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1.5 Implementation of SEP

It is in the responsibility of the KOSKİ to ensure that the SEP is fully integrated into and implemented in all project activities. The SEP shall form part of any tender documentation for physical works within the scope of the Project, and it should be ensured that the technical requirements of project bid documentation are subject to review against the SEP for appropriate implementation of safeguard measures.

As part of the requirements of WB Safeguard Policies, the draft SEP is to be publicly disclosed when the ESMP and SEP are approved by ILBANK and WB; and the disclosure will be in the responsibility of the Project Executors, i.e., KOSKİ in coordination with PMU and Supervision Consultant. KOSKİ will ensure that SEP is disclosed as hard copy and on their website. Likewise, several copies of all prepared safeguard documents will be available locally at the municipality offices, places easily accessible to affected groups as Mukhtars offices and local NGOs (see Table 4-1 for the affected groups).

The SEP is a dynamic document and will be reviewed, updated, and approved by ILBANK as necessary (e.g., change in the design of the Project components, according to the monitoring reports, requests/grievances of the stakeholders regarding the implementation of SEP, elimination of nonconformities, etc.) throughout the implementation of the Project. For each updated version of the SEP, KOSKİ will be responsible for disclosure through the communication channels. Within the scope of E&S assessment studies, ESMP and SEP documents have been prepared to be disclosed.



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2 LEGAL FRAMEWORK

2.1 Institutional and Legal Framework in Turkey

The Constitution of the Republic of Turkey

The main document of the national legal framework is “The Constitution of the Republic of Turkey” which comprises articles related to human and labor rights, peace of the community and stakeholder engagement of the Project. These articles are as follows:

I. Legal Egalitarianism

ARTICLE 10. Everyone is equal before the law regardless of distinction as to language, race, color, sex, political opinion, philosophical belief, religion or any similar reasons. Men and women have equal rights which are the obligation to be ensured exist in practice by the government. Measures taken for this purpose shall not be interpreted as contrary to the principle of equality.

II. Prohibition of Forced Labor

ARTICLE 18. Nobody can be forced to work. Drudgery is prohibited. Employers are not allowed to take deposits of money from workers and retain Identification Cards.

III. Freedom of Thought and Opinion

ARTICLE 25. Everyone has the right to freedom of thought and opinion. For whatever reason and purpose, nobody can be forced to explain their thoughts and opinions; cannot be condemned and accused of their opinions.

IV. Freedom of Expression and Dissemination of Thought

ARTICLE 26. Everyone has the right to express and disseminate his thoughts and opinion by speech, in writing or pictures or through other media, individually or collectively. This right includes the freedom to receive and give information and ideas without interference from official authorities.

V. Right of Petition

ARTICLE 74. Turkish citizens and foreign residents have the right to raise requests and complaints concerning themselves or the public in writing to the competent authorities and the Turkish Grand National Assembly.

Law on the Right to Information

Everyone has the right to give information on the activities of public institutions and professional organizations, which qualify as public institutions. The procedure and the basis of the right to information according to the principles of transparency, equality and impartiality are regulated in the *Right to Information Law No: 4982* (Official Gazette (OG) No. 25269, dated 24.10.2003).

Law on the Use of Right to Petition

ARTICLE 3. Everyone has the right to apply in writing to the Turkish Grand National Assembly and the component authorities concerning the requests and complaints concerning themselves or the public according to this article of the *Law on the Use of Right to Petition No. 3071* (OG No. 18571, dated 01.11.1984).



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Labor Law No. 4857 (OG No:25134, dated 10.06.2003)

The Principle of Equal Treatment

ARTICLE 5. Discrimination in employment is prohibited. No discrimination based on language, race, sex, political opinion, philosophical belief, religion and gender or similar reasons is permissible in the employment relationship. Except for biological reasons or reasons related to the nature of the job, the employer must not make any discrimination, either directly or indirectly, against an employee in the conclusion, conditions, execution and termination of his/her employment contract due to the sex or maternity of employee. The differential remuneration for similar jobs or work of equal value is not permissible.

The Worker's Right of the Immediate Termination for the Valid Reason

ARTICLE 24. Whether or not the duration is fixed, the worker can terminate before the end of the contract or without waiting for the notice period. The employment contract is not subject to any special form unless the contrary is stipulated by the Law.

Overtime Work

ARTICLE 41. Overtime work can be done for reasons such as the general benefits of the country and increased production. Overtime work requires the employee's consent.

ARTICLE 42. Compulsory overtime work is only allowed for all or some of the employees in case of a breakdown, whether actual or threatened or in the case of urgent work to be performed on machinery, tools or equipment or in case of force majeure. Compulsory overtime work shall not exceed the time necessary to enable the normal operating of the establishment.

Working Age and Prohibition of Child Employment

ARTICLE 71. The employment of children under the age of fifteen is prohibited. However, children who have reached the age of fourteen and have completed their primary education may be employed in light labor that will not hinder their physical, mental or moral development.

Unions and Collective Agreements Law No.6356 (OG No:28460, dated 07.11.2012)

There are four types of collective agreements regulated which are workplace collective bargaining agreement, enterprise collective agreements, group collective agreements, and framework agreements.

Environmental Law No. 2872 (OG No:18132, dated 11.08.1983)

The purpose of the environment law is to protect and improve the environment which is the common asset of all citizens; make better use of, and preserve land and natural resources in rural and urban areas; prevent water, land and air pollution; by preserving the country's vegetative and livestock assets and natural and historical richness, organize all arrangements and precautions for improving and securing health, civilization and life conditions of present and future generations in conformity with economic and social development objectives, and based on certain legal and technical principles.

Personal Data Protection Law No. 6698 (OG No: 29677, dated 24.03.2016)

In the processing of personal data, the fundamental rights and freedoms of individuals, especially the privacy of private life, are protected and the obligations and procedures and principles to be followed by real and legal persons processing personal data are regulated. It is regulated in the Personal Data Protection Law No. 6698 (Official Gazette (OG) dated 07.04.2016 and No: 29677).



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Differences between EIA Regulation and WB OP/BP 4.01

After the screening process based on Turkish Environmental Impact Assessment (EIA) Regulation (dated 25.11.2014 and numbered 29186), EU EIA Directive (85/337/EEC), and the Environmental and Social Safeguard Policies of the World Bank, the Project has been defined as Category B Project as per WB Safeguard Policies OP 4.01, where the potential impacts are mostly reversible, site-specific and have a range of potential mitigation measures, and also excluded from the environmental impact assessment (EIA) procedure as per the national EIA Regulation.

2.2 International Standards and WB Safeguard Policies

WB's environmental and social assessment procedures and Turkish legislation, and key gaps and ways to close these gaps are presented in the ESMF of SCP-II AF¹. Under the ESMF, the processes of WB OP 4.01 and Turkish EIA Regulation are separately discussed in terms of screening, environmental assessment, public consultation, scoping, review of environmental and social impact assessment, disclosure, monitoring and inspection.

The Turkish EIA procedures are, with some exceptions, in line with the WB's EA policies. The primary exceptions are in project categorization, content of EA and public consultation. Some projects covered by Turkish Annex-II fall within the WB Category A. For example, where a significant new wastewater treatment plant (WWTP) is proposed for financing which, as a Category A project for the WB requires an Environmental and Social Impact Assessment (ESIA), but under the Turkish EIA Regulation is identified as Annex-II requiring a Project Introduction File (PIF), which after review and decision by MoEUCC may or may not require an EIA. Some projects that are not listed in either Annex-I or Annex-II of the Turkish EIA Regulation, such as a new WWTP servicing a population of less than 150,000 may under the WB policy be classified as Category B or even Category A project.

Environmental Assessment (EA) content of WB for a Category A project and the general format of a Turkish EIA indicate several differences. These include notably the absence of an executive summary and information on the policy, legal and administrative framework, as well as possible discrepancies regarding the level at which the project's environmental and social impacts/risks, its alternatives, and mitigation measures for the impacts are discussed. A key gap is the absence of an ESMP with clear specification of actions and delineation of responsibilities. Nevertheless, the project specific format for EIA may require more details under some of these headings than indicated in the general format for PIF. Consequently, a case-by-case review of the Turkish EIAs is necessary to identify gaps with WB requirements.

The content of the EA required by WB for a Category B project depends on the special circumstances. In all cases, an ESMP is required which is only partially covered in a Turkish EIA. The WB also requires partial EA or partial Environmental and Social Impact Assessment (ESIA) for Category High B projects, on the other hand, Turkish EIA does not cover in between categorization as Category High B, nor requires any other project documents in this regard.

There are some differences in terms of public consultation and disclosure. The "pre-scoping" consultation which is required by Turkish EIA Regulation for projects requiring an EIA is largely equivalent to the first consultation required by WB for Category A projects. For projects under this category, a "Public Information and Participation Meeting" is also required to get the opinions of the public and to point out the topics of concern in the project's EIA Format. However, WB requires a consultation on draft EA for both Category A and Category B projects; there is no equivalent provision for Category B projects in the Turkish EIA Regulation. For disclosure activities, the Turkish EIA Regulation only requires announcement of the evaluation result together with the justification. On the



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other hand, WB has different consultation requirements for Category A and Category B projects. In line with the WB policies Category A projects require two public consultations, one at the scoping stage (where typically the public will have the opportunity to comment on the ToRs for the ESIA) and the second at the draft EA stage. For the Category B projects, in line with OP 4.01, the draft EA are made available to local Non-Governmental Organizations (NGOs) and project affected groups. For Category B subprojects, the final ESMP report must be published on WB's website. For Category A projects, WB requires that the final ESIA report be made available to the public locally in addition to being published on WB's external website and submitted to the WB Board.

The WB has a Policies and Procedures Framework, which provides a structure by developing and managing policy, procedure, directives, and guidance type documents aiming to achieve more efficient documentation, communication, and project management.

The environmental and social policies of WB, known as the "Safeguard Policies," is the mechanism for addressing environmental and social issues in WB project design, implementation and operation, and they provide a framework for consultation with communities and for public disclosure. WB Safeguard Policies consists of 11 Operational Policies and Bank Procedures. On the other hand, the EHS Guidelines of WBG constitute technical reference resources that include general and sector-specific examples of international good industry practices. The guidance documents for the evaluation and management of the environmental and social impacts/risks of the Project are listed below:

- WB Operational Policies (OPs),
- WBG General EHS Guidelines,
- WBG EHS Guidelines, Industry Sector Guidelines for Infrastructure – Water and Sanitation,
- WBG EHS Guidelines, Industry Sector Guidelines for General Manufacturing – Construction Materials Extraction,
- Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets,
- Introduction to Health Impact Assessment of International Finance Corporation (IFC),
- Workers' Accommodation: Processes and Standards – A Guidance Note by IFC and the European Bank for Reconstruction and Development (EBRD),
- Good Practice Handbook on Cumulative Impact Assessment and Management of IFC,
- WBG Environmental and Social Management System Implementation Manual: Construction,
- WBG Environmental and Social Management System Implementation Manual: General Contractor's Environmental and Social Performance Management Good Practice Rating.

The activities planned under the proposed project will follow and will comply with the applicable national legislation and international standards. In case those differ, the most stringent requirement/standards will be met. Moreover, the most up-to-date legislation will be considered. The Environmental and Social Safeguard Policies of WB are designed to avoid, mitigate, or minimize adverse environmental and social impacts/risks of projects supported by the Bank. The Bank encourages its borrowing member countries to adopt and implement systems that meet these objectives while ensuring that development resources are used transparently and efficiently to achieve desired outcomes.



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3 BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

On January 22, 2024, stakeholder interviews were held with the mukhtars from the project impact area. The main objective of the interviews were to understand the socioeconomic conditions of the region, assess potential positive and negative impacts of the project, identify vulnerable groups, and gather general opinions from local representatives.

During the fieldwork, face-to-face meetings were conducted with all mukhtars except for the mukhtars of Alicerci, Büyükoğ, Küçüköğ, Bademli, and Akkise, who were unavailable at the time. Instead, follow-up phone calls were made to these mukhtars to gather their input. The photos from those consultations are given in Table 3-1.

Table 3-2 Photographs from the Consultations





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Photographs from the Consultations



During the field visit, the project team shared detailed project maps with all mukhtars. Following the review, the mukhtars confirmed that the project would not have any negative impact on pastures or livestock activities. In Aşağıkaraören village, two water wells have been opened within the pasture area. These wells have not restricted local access to the pasture, and there has been no negative impact on local livelihoods. The villagers have not experienced any income loss due to these developments.



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4 STAKEHOLDER IDENTIFICATION AND ANALYSIS

The objective of the stakeholder identification is to determine which stakeholders may be directly or indirectly affected – either positively or negatively – (“project affected parties”) or have an interest in the Project (“other interested parties”). In order for an effective stakeholder engagement, it is necessary to determine who the stakeholders are, to understand their needs and expectations, and their priorities and objectives in relation to the Project. This information is then used to tailor engagement to each type of stakeholder.

The stakeholders to be evaluated in these categories are shown in Figure 4-1.

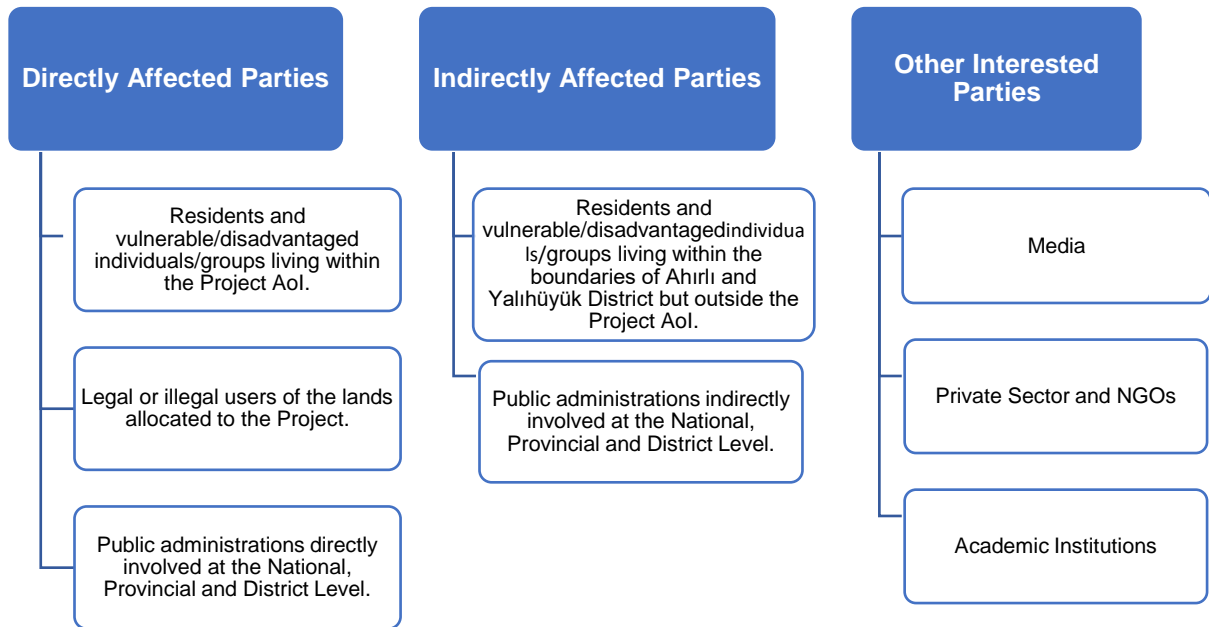


Figure 4-1 Stakeholders by Categories

It will ensure the formation of an effective SEP to correctly analyze all the stakeholders of the project including the people and groups that are either interested/uninterested in the project, or directly and indirectly affected, thanks to this determination.

The intensity of the effects (direct or indirect) requires interaction in different ways in terms of participation. During the identification process of the stakeholders, the characteristics of the project impacts are defined and the methods and frequencies of the relations to be established with the stakeholders are examined. Figure 4-2. shows a basic engagement diagram for the specified stakeholder categories to ensure an effective engagement.

KOSKI is project implementing and beneficiary organization. The design and implementation of the Project at local is under the responsibility of KOSKI. The other responsible parties of the Project are the Supervision Consultant to assist KOSKI and the Contractor to be awarded for the project activities.



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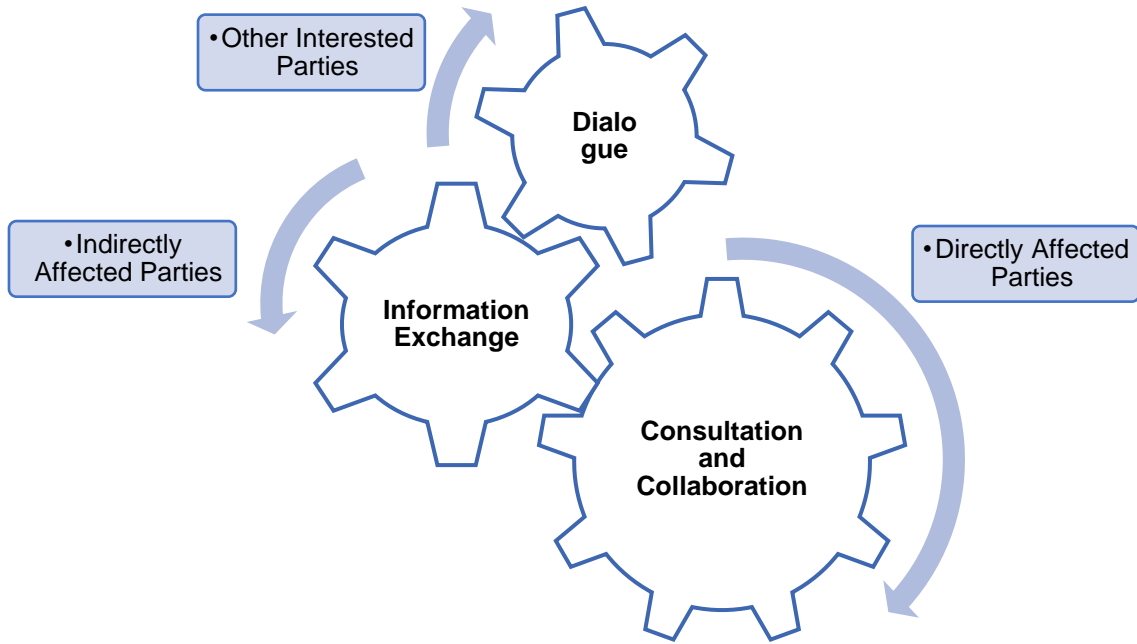


Figure 4-2 Basic Engagement Diagram for Stakeholder Categories

The level of interest of the stakeholders about the Project and the level of influence from the Project are rated as low, medium and high and listed in Table 4-1. As the identification of stakeholders is an ongoing process, stakeholders can be added, and their rating of influence/interest can change throughout the project process.

Table 4-1 Stakeholder Groups

Stakeholder Groups	Stakeholder Type	
	Level of Influence	Level of Interest
External Stakeholders		
Local Communities		
• Residents of 14 neighborhoods within the AoI of the Project	High	High
• Vulnerable/disadvantaged individuals/groups living in 14 neighborhoods within the Project AoI	High	High
• Formal and informal users of lands allocated to the Project	High	High
• Local businesses in 14 neighborhoods within the AoI of the Project	High	High
• Residents living in Konya Ahırlı and Yalıhüyük District outside the AoI	Medium	Low
• Vulnerable/disadvantaged individuals/groups living in Konya Ahırlı and Yalıhüyük District outside the AoI	Medium	Low
• Local businesses in Konya Ahırlı and Yalıhüyük District outside the AoI	Medium	Low
• Mukhtars of Indirectly Affected Settlements	Medium	Low
Public Administrations		
• Ministry of Environment, Urbanization and Climate Change (MoEUCC)	Low	Medium
• Ministry of Culture and Tourism	Low	Medium



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Stakeholder Groups	Stakeholder Type	
	Level of Influence	Level of Interest
• Ministry of Family, Labor and Social Services	Low	Medium
• Ministry of Agriculture and Forest	Low	Medium
• Fourth Regional Directorate of State Hydraulic Works	Low	Medium
• Konya Cultural Heritage Preservation Regional Board Directorate	Medium	High
• Ahırlı District Governorate	Medium	High
• Yalılıyık District Governorate	Medium	High
• Konya Provincial Directorate of Environment, Urbanization and Climate Change	Medium	High
• Konya Provincial Directorate of Culture and Tourism	Medium	High
• Konya Provincial Directorate of Disaster and Emergency	Medium	High
• Ahırlı District Directorate of Agriculture and Forest	Medium	High
• Yalılıyık District Directorate of Agriculture and Forest	Medium	High
• Ahırlı District Directorate of Health	Medium	High
• Yalılıyık District Directorate of Health	Medium	High
• Ahırlı District Directorate of National Education	Medium	Medium
• Yalılıyık District Directorate of National Education	Medium	Medium
• Ahırlı District Directorate of Police	Low	Low
• Yalılıyık District Directorate of Police	Low	Low
• Ahırlı District Gendarme Command	Low	Low
• Ahırlı Municipality	Low	High
• Yalılıyık Municipality	Low	High
NGOs		
• Ahırlı and District Social Assistance and Solidarity Association	Low	Medium
• Ahırlı Chamber of Agriculture	Low	High
• Ahırlı Chamber of Agriculture	Low	High
• Ahırlı Mukhtar's Association	Medium	High
Media/Press		
• Newspaper Konya	Low	High
• Yenigünkonya Newspaper	Low	High
Lenders		
• WB	High	Medium
Academics		
• Selçuk University	Low	Medium
Underground and Surface Service Facilities		
• Meram Electricity Distribution Inc. (MEDAŞ)	High	Low
• Enerya Natural Gas Distribution Inc.	High	Low
• Companies Offering Internet and Telephone Infrastructure Services	High	Low
Internal Stakeholders		
• KOSKİ Employees	High	High
• Contractor Employees	High	High



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The Stakeholders Influence/Interest Matrix aims at identifying, mapping, as well as prioritizing stakeholders. Its scope is to think about the right approach to take with each of them. High-influence stakeholders should be satisfied, and high-interest stakeholders should be informed. When a stakeholder has both, their expectations need to be managed very closely.

Basic Influence/Interest chart for stakeholder prioritization is given in Figure 4-3. Plotting stakeholders' influence and interest in this manner will help focus interactions with them in an appropriate manner.

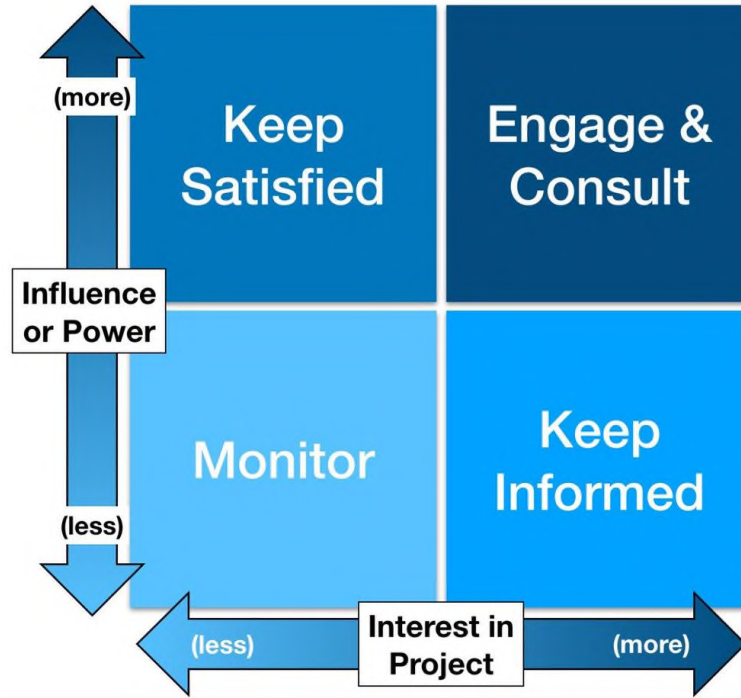


Figure 4-3 Basic Influence/Interest Chart for Stakeholder Prioritization²

The position allocated to a stakeholder on the grid shows the actions to be taken with them:

- High influence, highly interested Stakeholder (Engage & Consult): These stakeholders should be fully engaged, and the greatest effort should be made to satisfy them.
- High influence, less interested Stakeholder (Keep Satisfied): Stakeholders in the upper left corner of the chart are the ones that need to be dealt with to be satisfied.
- Low influence, highly interested people (Keep Informed): These stakeholders should be adequately informed and communicated to them to ensure that no major issues are arising. Stakeholder in this category can often be very helpful with the detail of project.
- Low influence, less interested people (Monitor): Stakeholders with both low influence and low interest should not be overlooked, but more time should be spent communicating with them.

According to the influence/interest levels of the stakeholders given in Table 4-1, the Stakeholder Prioritization Table was created and given in Table 4-2.

² Analyzing and Classifying Project Stakeholders. The Project Management Blueprint. (2019, April 26). Retrieved April 19, 2022, from <https://www.theprojectmanagementblueprint.com/blog/tag/power+interest+grid>



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Table 4-2. Stakeholder Prioritization Table

Level of Influence	High	<ul style="list-style-type: none">▪ Meram Electricity Distribution Inc. (MEDAŞ)▪ Enerya Natural Gas Distribution Inc.▪ Companies Offering Internet and Telephone Infrastructure Services	<ul style="list-style-type: none">▪ World Bank Group▪ ILBANK	<ul style="list-style-type: none">▪ Residents of 14 neighborhoods within the Aol of the Project▪ Vulnerable/disadvantaged individuals/groups living in 14 neighborhoods within the Project Aol▪ Formal and informal users of lands allocated to the Project▪ Local businesses in 14 neighborhoods within the Aol of the Project▪ KOSKİ Employees▪ Contractor Employees
	Medium	<ul style="list-style-type: none">▪ Residents living in Konya Ahırlı and Yalıhüyük District outside the Aol▪ Vulnerable/disadvantaged individuals/groups living in Konya Ahırlı and Yalıhüyük District outside the Aol▪ Local businesses in Konya Ahırlı and Yalıhüyük District outside the Aol▪ Mukhtars of Indirectly Affected Settlements	<ul style="list-style-type: none">▪ Ahırlı District Directorate of National Education▪ Yalıhüyük District Directorate of National Education	<ul style="list-style-type: none">▪ Konya Cultural Heritage Preservation Regional Board▪ Ahırlı District Governorate▪ Yalıhüyük District Governorate▪ Konya Provincial Directorate of Environment, Urbanization and Climate Change▪ Konya Provincial Directorate of Culture and Tourism▪ Konya Provincial Directorate of Disaster and Emergency
	Low	<ul style="list-style-type: none">▪ Ahırlı District Directorate of Police▪ Ahırlı District Gendarme Command▪ Yalıhüyük District Gendarme Command▪ Yalıhüyük District Directorate of Police	<ul style="list-style-type: none">▪ Ministry of Environment, Urbanization and Climate Change▪ Ministry of Culture and Tourism▪ Ministry of Family, Labor and Social Services▪ Ministry of Agriculture and Forest▪ Fourth Regional Directorate of State Hydraulic Works▪ Selçuk University	<ul style="list-style-type: none">▪ Ahırlı Municipality▪ Yalıhüyük Municipality▪ Ahırlı Chamber of Agriculture▪ Yalıhüyük Chamber of Agriculture▪ Newspaper Konya▪ Yenigünkonya Newspaper
	Low		Medium	High
Level of Interest				



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4.1 Project Affected Parties

The project affected parties may include individuals or groups, including local communities³. They are the individuals or households most likely to observe changes from environmental and social impacts of the project. The residents of the 14 neighborhoods where the Project will be implemented will be directly and indirectly exposed to the impacts of construction activities.

Table 4-3 Konya Sugla Group Population Projections According to the ILBANK Method

No	District	Neighborhood	Population	
			2023	2058
1	AHIRLI	AKKİSE	2460	3485
2	AHIRLI	ALİÇERÇİ	142	400
3	AHIRLI	BADEMLİ	289	409
4	AHIRLI	BALIKLAVA	205	577
5	AHIRLI	BÜYÜKÖZ	45	64
6	AHIRLI	ÇİFTLİK	235	339
9	AHIRLI	KAYACIK	213	599
7	AHIRLI	ERDOĞAN	74	129
8	AHIRLI	KARACAKUYU	54	152
10	AHIRLI	KÜÇÜKÖZ	22	31
11	AHIRLI	MERKEZ	991	1596
12	YALIHÜYÜK	SARAYKÖY	56	158
13	YALIHÜYÜK	ARASÖĞÜT	117	166
14	YALIHÜYÜK	MERKEZ	1548	3455
Total			6451	11560

Source: Sugla Group Water Supply Project, Project Design Change Justification Report, 2024.

The public administrations involved as project stakeholders directly and indirectly affect the design, implementation and operation phases of the Project. Public administrations and institutions play an important role as their approval is required for the realization of the Project. Since these stakeholders, who were influential throughout the Project, are in the category of direct impact, more active participation is required.

The extent to which the public administrations determined as stakeholders will be involved in the Project is indicated in Table 4-4.

³ World Bank, Guidance Note for Borrowers. ESS10: Stakeholder Engagement and Information Disclosure. (June 2018). GN5.1. page 2.



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Table 4-4 Public Administrations Identified as Project Stakeholders

Stakeholder Groups	Level of Involvement
Public Administrations	
<ul style="list-style-type: none">Ministry of Environment, Urbanization and Climate Change	National Level
<ul style="list-style-type: none">Ministry of Culture and Tourism	
<ul style="list-style-type: none">Ministry of Family, Labor and Social Services	
<ul style="list-style-type: none">Ministry of Agriculture and Forest	
<ul style="list-style-type: none">Konya Cultural Heritage Preservation Regional Board Directorate	Provincial (Central District) Level
<ul style="list-style-type: none">Ahırlı District Governorate	
<ul style="list-style-type: none">Yalnhüyük District Governorate	
<ul style="list-style-type: none">Konya Provincial Directorate of Environment, Urbanization and Climate Change	
<ul style="list-style-type: none">Konya Provincial Directorate of Culture and Tourism	
<ul style="list-style-type: none">Konya Provincial Directorate of Disaster and Emergency	
<ul style="list-style-type: none">Ahırlı District Directorate of Agriculture and Forest	
<ul style="list-style-type: none">Yalnhüyük District Directorate of Agriculture and Forest	
<ul style="list-style-type: none">Ahırlı District Directorate of Health	
<ul style="list-style-type: none">Yalnhüyük District Directorate of Health	
<ul style="list-style-type: none">Ahırlı District Directorate of National Education	
<ul style="list-style-type: none">Yalnhüyük District Directorate of National Education	
<ul style="list-style-type: none">Ahırlı District Directorate of Police	
<ul style="list-style-type: none">Yalnhüyük District Directorate of Police	
<ul style="list-style-type: none">Ahırlı District Gendarme Command	
<ul style="list-style-type: none">Ahırlı Municipality	
<ul style="list-style-type: none">Yalnhüyük Municipality	
Lenders	
<ul style="list-style-type: none">World Bank	Global Level

4.2 Other Interested Parties

The term “Other Interested Parties” (OIPs) refers to “individuals, groups, or organizations with an interest in the project, which may be because of the project location, its proximity to natural and other resources, its characteristics, its impacts, or matters related to public interest or because of the sector or parties involved in the Project.

OIPs such as governmental and non-governmental organizations which may have an interest to the Project activities or would like to be informed about the project progress, impacts and risks have been identified.

Analysis of OIPs by Level of Influence and Interest in the Project is shown in the Table 4-5.



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Table 4-5 Analysis of Other Interested Parties in the Project

Stakeholder Groups	Stakeholder Type	
	Level of Influence	Level of Interest
NGOs		
• Ahırlı and District Social Assistance and Solidarity Association	Low	High
• Ahırlı Chamber of Agriculture	Low	High
• Ahırlı Chamber of Agriculture	Medium	High
• Ahırlı Mukhtar's Association	Medium	High
Media/Press		
• Newspaper Konya	Low	High
• Yenigünkonya Newspaper	Low	High
• Lenders	Low	High
WB		
• Academics	Low	Medium
Selçuk University		
• Underground and Surface Service Facilities	High	Low
• Meram Electricity Distribution Inc. (MEDAŞ)	High	Low
• Enerya Natural Gas Distribution Inc.	High	Low

4.3 Vulnerable/Disadvantaged Individuals or Groups

Under the category of “affected parties”, vulnerable/disadvantaged individuals or groups that may be directly / indirectly affected by the Project are analyzed. The vulnerable/ disadvantaged individuals or groups identified in the scope of the project are;

- Households with physically and / or mentally disabled family members
- People with chronic diseases,
- Elderly people over 70 years of age who live alone and in need of care,
- Women,
- Female-headed households,
- Households with low or no income,

According to information gathered from the mukhtars during the consultations, refugees and child-headed households are in minority compared to other vulnerable/disadvantaged individuals/groups. Lack of transportation to events, language differences and disability (mental or physical) will cause difficulties to reach the vulnerable/disadvantaged individuals/groups in terms of participating in consultation activities, events.

In identifying vulnerable/disadvantaged individuals/groups, information obtained from formal/informal interviews and phone call interviews with representatives/key informants of neighborhoods within the project area was used. In addition, the guidance of the official authorities and public institutions in the region helped in identifying possible vulnerable/disadvantaged individuals/groups. Therefore, effective consultation and information sharing with these groups and solving their grievances are among the objectives of the SEP. The vulnerable/ disadvantaged individuals/groups will be improved through the project development process.



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The findings of the interviews are presented below:

Akkise: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (10) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (15) people who are female head of the households. Also, there are approximately (250) poor households. There are (30) people who is physically and/or mentally disabled family member in Akkise neighborhood.

Alicerci: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (3) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (3) people who are female head of the households. Also, there are approximately (2) poor households. There is (1) people who is physically and/or mentally disabled family member in Alicerci neighborhood.

Ahirli (Centrum): Among the residents, as vulnerable/disadvantaged individuals/groups, there are approximately (40) people, who receive support from social assistance and solidarity foundation. There are approximately (40) people who are female head of the households. Also, there are approximately (20) people who are physically and/or mentally disabled family members in Ahirli neighborhood.

Bademli: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (25) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (20) people who are female head of the households. Also, there are approximately (20) poor households. There is (2) people who is physically and/or mentally disabled family member in Bademli neighborhood.

Balıklava: Among the residents, as vulnerable/disadvantaged individuals/groups, there is no elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (2) people who are female head of the households. Also, there are approximately (15) poor households. There is no people who is physically and/or mentally disabled family member in Balıklava neighborhood.

Buyukoz: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (30) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (5) people who are female head of the households. Also, there are approximately (10) poor households. There are (3) people who is physically and/or mentally disabled family member in Buyukoz neighborhood.

Ciftlik: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (10) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (10) people who are female head of the households. Also, there are approximately (25) poor households. There are (8) people who is physically and/or mentally disabled family member in Ciftlik neighborhood.

Erdogan: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (2) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (4) people who are female head of the households. Also, there are approximately (8) poor households. There are seven (7) people who are physically and/or mentally disabled family members in Erdogan neighborhood.





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Kucukoz: Among the residents, as vulnerable/disadvantaged individuals/groups, there is one (1) person, who receives support from social assistance and solidarity foundation. There is one (1) person who is physically and/or mentally disabled family member. Also, there is one (1) elderly female person over seventy (70) years of age, who live alone and need of care.

Karacakuyu: Among the residents, as vulnerable/disadvantaged individuals/groups, there are three (3) people, who receive support from social assistance and solidarity foundation. There is one (1) person who is physically and/or mentally disabled family member.

Kayacik: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (15) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (8) people who are female head of the households. Also, there are approximately (6) poor households. There are (3) people who is physically and/or mentally disabled family member in Kayacik neighborhood.

Asagikaraoren: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (5) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (10) people who are female head of the households. Also, there are approximately (250) poor households. There are (2) people who is physically and/or mentally disabled family member in Asagikaraoren neighborhood.

Yalıhuyuk Central: Among the residents, as vulnerable/disadvantaged individuals/groups, there are fifty (50) people, who receive support from social assistance and solidarity foundation. There are forty (40) female heads of households in the neighborhood. Twenty (20) households come to the neighborhood in the spring months to do seasonal agricultural work. Ten (10) people in the neighborhood are illiterate.

Arasogut: Among the residents, as vulnerable/disadvantaged individuals/groups, there are (5) elderly people over seventy (70) years of age, who live alone and need of care. There are approximately (7) people who are female head of the households. Also, there are approximately (5) poor households. There are (2) people who is physically and/or mentally disabled family member in Arasogut neighborhood.

Saraykoy: There are seven (7) households living in the neighborhood permanently. There are no vulnerable/disadvantaged individuals/groups in the neighborhood.

4.4 Summary of Project Stakeholder Needs

In the scope of the Project, the stakeholders have been identified, and consultations have been conducted with them. Fourteen (14) mukhtars from the project-affected neighborhoods were consulted, and the information gathered during these meetings has been used to assess the local context. The stakeholders were informed about the project's location, its components, and land requirements. The preliminary consultations conducted during the ESMP process aimed to inform regional public authorities about the project and collect their feedback and concerns regarding potential impacts.

As part of the consultation process with both affected and interested parties, the specific needs of the affected communities were carefully examined. Based on the discussions with the mukhtars, key disadvantaged groups in the region were identified as low-income households and individuals over the age of 70 who live alone. Additionally, unemployment was highlighted as a significant issue in the area.



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The presence of physically and mentally disabled individuals, female heads of households, and refugee households was also noted. The issue of individuals whose mother tongue is a language other than Turkish and who do not speak Turkish was also raised.

Mukhtars were asked about their preferred communication methods for receiving project-related information. They stated that they preferred face-to-face meetings, phone calls, brochures, social media notifications, and TV news. Additionally, concerns about potential transportation difficulties during construction were raised.

Regarding land use, mukhtars confirmed that the project would not negatively impact pastures or livestock activities. Specifically, in Aşağıkaraören village, two water wells have been opened within the pasture area. These wells have not restricted local access to the pasture, and there has been no negative impact on local livelihoods. The villagers have not experienced any income loss due to these developments.

Stakeholder needs obtained as a result of Muhtar interviews are given in the table below.

Table 4-6 Needs of Project Stakeholders

Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Akkise Neighborhood	Elderly people over seventy (70) years of age	10 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
	Households with low or no income	25 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Mentally/Physically disabled household	30 person	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Alicerci Neighborhood	Households with low or no income	2 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Female headed households	3 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)



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Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Ahirli (Centrum) Neighborhood	Households with low or no income	40 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Female headed households	40 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)
	Mentally/Physically disabled household	20 people	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Bademli Neighborhood	Households with low or no income	20 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Elderly people over seventy (70) years of age	25 people Female	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
	Mentally/Physically disabled household	2 people	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Balıklava Neighborhood	Households with low or no income	15 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Female headed households	2 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)
Buyukoz Neighborhood	Households with low or no income	10 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts



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Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
	Mentally/Physically disabled household	3 people	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Ciftlik Neighborhood	Households with low or no income	25 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Mentally/Physically disabled household	8 people	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Erdogan Neighborhood	Households with low or no income	8 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Elderly people over seventy (70) years of age	2 people Female	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
	Mentally/Physically disabled household	7 people	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Kucukoz Neighborhood	Households with low or no income	1 person	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Mentally/Physically disabled household	1 person	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
	Elderly people over seventy (70) years of age	1 person Female	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts



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Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Karacakuyu Neighborhood	Households with low or no income	3 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Mentally/Physically disabled household	1 person	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Kayacik Neighborhood	Households with low or no income	6 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Elderly people over seventy (70) years of age	15 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
	Mentally/Physically disabled household	3 people	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Asagikaraoren Neighborhood	Households with low or no income	6 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Elderly people over seventy (70) years of age	5 people Female	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
Yalıhuyuk Central Neighborhood	Households with low or no income	50 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Female headed households	40 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)
	Seasonal workers	20 households Spring months	Official language	Oral information, phone, visit	Translation services to workers who do not speak Turkish



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Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
	Illiterate people	10 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people
Arasogut Neighborhood	Households with low or no income	5 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Mentally/Physically disabled household	2 people	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
	Female headed households	7 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)
Saraykoy Neighborhood	There are seven (7) households living in the neighborhood permanently. There are no vulnerable/disadvantaged individuals/groups in the neighborhood.				





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4.5 Stakeholder Consultation Meeting

As part of the Konya-Suğla Water Supply Transmission Line Project, a Stakeholder Consultation Meeting (SCM) was held on July 8, 2025, between 11:00 and 12:30 with the participation of local residents from the project's area of influence. A total of 21 people attended the meeting, including 20 male participants. The purpose of the meeting was to inform stakeholders about the project's scope, its environmental and social aspects, and proposed mitigation measures, while also providing an opportunity for the public to share feedback and raise concerns directly.

During the meeting, a detailed presentation was made regarding the project route, source of water supply, and mitigation strategies. It was clarified that the water would not be sourced from Lake Suğla but from two drilled wells located approximately 1000 meters west of Aşağıkaraören Neighborhood and 4 kilometers northeast of Lake Suğla.

In the Q&A session, especially the mukhtars of Aşağıkaraören and Ortakaraören, as well as several residents, raised questions about the project's inclusion criteria for neighborhoods, fairness of benefit distribution, employment opportunities, and KOSKİ's future plans for water management. KOSKİ representatives explained that neighborhoods with urgent water needs were prioritized due to limited available resources. Although Ortakaraören has the necessary infrastructure, it was excluded due to budget limitations, and only the construction of the pipeline remains, which is within KOSKİ's future responsibility.

Key findings from the meeting included:

- Overall, the project was welcomed by the community and seen as a valuable solution to local water problems.
- Stakeholders expressed a strong interest in transparency regarding how beneficiary neighborhoods were selected and why some were excluded.
- There was a clear demand for KOSKİ to organize neighborhood-specific meetings to ensure that residents are adequately informed about their inclusion or exclusion from the project.
- The local population emphasized their desire to be involved in the project implementation process and benefit from employment opportunities where possible.

These findings highlight the importance of continued engagement, clear communication, and equitable planning as the project progresses.

5 STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder consultations are required within the scope of the project.

Registration forms and full meeting minutes of those attending the consultations will be kept on record, but will not be made publicly available as an annex to the SEP.

All supporting documents for stakeholder activities (newspaper advertisements, participant list, full meeting minutes (in addition), sample brochure) will be included in the SEP.

All activities planned under this SEP will be programmed in accordance with some key principles which are specified under the Stakeholder Engagement Framework in ESMF of SCP-II AF. First, all of the engagement activities will be planned in such a way as to maximize stakeholder engagement, both in terms of timing and participation, while avoiding interrupting the daily business of local stakeholders. Again, these activities will be planned in a way that encourages and ensures the equal participation of



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different stakeholders. The public will be informed at least fourteen (14) days before the stakeholder engagement event or similar public consultation meetings/activities.

Consultation activities programmed in accordance with these basic principles are presented in this section.

5.1 Purpose and Timing of Stakeholder Engagement Program

The main goals of the stakeholder engagement program are to inform, disclose and consult on various project documents and activities early on to establish a dialogue with Project Stakeholders from project planning through implementation and operation. All safeguard documents prepared in anticipation and in expectation of the financing agreement from the WB will be disclosed and consulted on before Project Appraisal takes place.

The final decisions regarding the public meetings, locations and timing of the meetings have not been determined yet. KOSKİ will ensure that meaningful participation, consultation will be carried out and project information is disclosed to all stakeholders. Consultation activities are designed with some key guiding principles, including:

- Consultations should be widely publicized, particularly among project-affected stakeholders/communities, preferably one week before any meeting or commitment.
- A non-technical briefing should be available prior to any event to ensure that people are informed of the assessment and results prior to scheduled meetings.
- The location and timing of meetings should be designed to maximize stakeholder engagement and availability.
- The information presented should be clear and non-technical and, where necessary, in all appropriate local languages.
- Participation should be facilitated to allow stakeholders to voice their views and concerns.
- Issues that arise should be addressed at meetings or at a later time.

While documenting the stakeholder engagement activities to be carried out within the scope of stakeholder engagement of the Project, it will be prepared to cover the following information:

- Date(s) and location(s) of consultation(s), and the related notification(s) (newspaper ads, screenshots of the social media announcements, etc.),
- Details on the attendees (in accordance with the Law on the Protection of Personal Data),
- Meeting Program/Schedule (and also information on what is presented by whom),
- Summary Meeting Minutes (Comments, Questions and Response by Presenters),
- Review of Comments, agreed actions, issues and activities that require follow-up actions, including clarification on how stakeholders are informed about the decisions made.

In order to document the stakeholder engagement activities, a stakeholder engagement log such as given in Table 5-1, will be prepared and used.

Table 5-1. Sample Table for Stakeholder Engagement Log

Project Phase	Date and Location	Method Used	Purpose of Activity	Target Stakeholders	Meeting Summary / Key Issues Raised	Follow-up Actions



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Proposed Stakeholder Engagement Program is given in Table 5-2.





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Table 5-2 Stakeholder Engagement Program

ID	Target Group	Engagement Topics	Project Phase	Method of Engagement	Frequency	Responsibilities
SEP 1	-All affected settlements and Interested parties -Local communities -Local government -Local business	First Information Disclosure <ul style="list-style-type: none"> Purpose, stages, general information about the Project and its E&S impacts/risks Implementation of mitigation measures related to relevant social and environmental impacts/risks Grievance mechanism Monitoring objectives and activities to be performed Disclosure information (ESMP and SEP) via Municipality website for the review 	Pre-construction phase	Public Participation Meeting KOSKİ website	Once after ESMP and SEP are approved by WB	E&S Consultant Supervision Consultant KOSKİ
SEP 2	-All affected settlements and Interested parties -Local communities -Local government -Local business	Information Disclosures <ul style="list-style-type: none"> Purpose, start date, duration, and nature of land preparation, construction and operations activities Grievance mechanism Status and effectiveness of implementation of mitigation measures related to relevant social and environmental impacts/risks Monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results 	Land preparation and construction phase	Public Participation Meeting Posters to be hung in work areas etc. KOSKİ website	Once before the land preparation and construction activities start	E&S Consultant Supervision Consultant KOSKİ
			Operation phase		Once before operation activities start	
SEP 3	-Local businesses -All affected settlements and mukhtars	Employment and Procurement Strategies <ul style="list-style-type: none"> Recruitment of employees Training of staff 	Land preparation and construction phase	Public Participation Meeting or depending on the requests of the stakeholder group	Once before the land preparation and construction activities start	E&S Consultant Supervision Consultant KOSKİ



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ID	Target Group	Engagement Topics	Project Phase	Method of Engagement	Frequency	Responsibilities
		<ul style="list-style-type: none"> Procurement of supplies and services 	Operation phase	Posters to be hung in work areas etc.		
SEP 4	NGOs	Social progress, economic and social development and environmental protection Information and consultation on: <ul style="list-style-type: none"> Mitigation measures against potential environmental and social impacts/risks Sustainability Social responsibility projects, implementation principles 	Land preparation and construction phase	Focus group meetings (with NGOs' representatives and members)	As needed	E&S Consultant Supervision Consultant KOSKİ
			Operation phase	Municipality website		
SEP 5	-All affected settlements and mukhtars	Traffic and Transportation Management <ul style="list-style-type: none"> Road safety awareness, including on safe crossing of the bypass and access roads Types, number and frequency of vehicles that will be used in construction phase Collaboration with local communities and responsible authorities to improve signage, visibility and overall safety of roads, particularly along stretches located near 	Land preparation and construction phase	Face to face meetings Depending on the requests of the stakeholder group Posters to be hung in work areas etc. KOSKİ website	As needed	E&S Consultant Supervision Consultant KOSKİ



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ID	Target Group	Engagement Topics	Project Phase	Method of Engagement	Frequency	Responsibilities
		<p>schools or other locations where children are present.</p> <ul style="list-style-type: none"> Plan and timing of the construction activities on the roads Collaborating with local communities on training about traffic and pedestrian safety (e.g. school education campaigns) Communication of traffic measures and Project road usage with mukhtars 	Operation phase			
SEP 6	-All affected settlements and mukhtars	<p>Management of environmental and social risks of the Project</p> <p>Information on:</p> <ul style="list-style-type: none"> Environmental monitoring program Environmental monitoring results Overall information about progress of the Project 	<p>Land preparation and construction phase</p> <p>Operation phase</p>	<p>Meetings with Mukhtars</p> <p>Brochures</p> <p>Announcements on Municipality Website</p>	As needed	E&S Consultant Supervision Consultant KOSKİ
SEP 7	Vulnerable/ Disadvantaged Individuals/Groups	<p>Employment and any other interest of vulnerable/disadvantaged individuals/ groups</p> <p>Information on:</p> <ul style="list-style-type: none"> Recruitment of disabled employees 	<p>Pre-construction phase</p> <p>Land preparation and construction phase</p>	<p>Focus group meetings (with disabled people and their representatives accompanied by relevant specialist depending on the disabled group)</p>	<p>Once before the construction activities start</p> <p>As needed</p>	E&S Consultant Supervision Consultant KOSKİ



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ID	Target Group	Engagement Topics	Project Phase	Method of Engagement	Frequency	Responsibilities
		<ul style="list-style-type: none">General information of the project, environmental and social impacts, mitigation measures, monitoring activities of the projectSpecial measures for the vulnerable/disadvantaged individuals/groups	Operation phase			



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5.2 Proposed Strategy for Information Disclosure

Stakeholder engagement is an ongoing process that begins before the development of the SEP and will continue throughout the lifetime of the Project. KOSKİ will be in active communication with identified stakeholders throughout the lifetime of the Project. In particular, KOSKİ will seek feedback from stakeholders on the E&S performance of the Project and the implementation of the identified mitigation measures and the Grievance mechanism. If there are significant changes in the Project resulting in additional risks and impacts, especially where they will affect the project affected parties, KOSKİ will provide information on these risks and impacts and consult with the project affected parties on how to mitigate these risks and impacts.

For each of the targeted stakeholder group, different disclosure methods and means can be used in order to increase the disclosure level. Especially for the public participation meetings, the meeting venue(s), time and date will be arranged, and that information will be announced to the public at least fourteen (14) days before the event making sure that all community members are informed about the event to be held. The Project's strategy for information disclosure is presented in Table 5-3.

Following the finalization of the Environmental and Social Management Plan (ESMP) and the Stakeholder Engagement Plan (SEP) reports, a Stakeholder Consultation Meeting (SCM) was held on 8 July 2025 at 11:00 to inform the public about the Project and to gather feedback from stakeholders. This meeting was conducted in line with Environmental and Social Standard 10 (ESS10) under the World Bank Environmental and Social Framework. The SCM Meeting Minutes are provided in Annex F.



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Table 5-3 Proposed Information Disclosure Strategy

Project Stage	Topic of Consultation	Methods Used	Timetable	Target Stakeholders	Responsibilities
Pre-Construction (Design Phase)	<ul style="list-style-type: none"> Project information - scope and rationale and E&S principles Coordination activities Land Acquisition Process Grievance mechanism Process 	<ul style="list-style-type: none"> Face-to-Face Meeting Invitations to public/community meetings Mobile Technology such as Phone Calls, SMS, etc. 	Prior to the WB Boards decision	National and Local State Institutions and Organizations	E&S Consultant Supervision Consultant KOSKİ
	<ul style="list-style-type: none"> Regular updates about the Project Land Acquisition Process Project E&S principles Grievance mechanism Process Community Health and Safety E&S risks and mitigation measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases 	Prior to the WB Boards decision	Project-Affected Settlements (Local Communities)	E&S Consultant Supervision Consultant KOSKİ
	<ul style="list-style-type: none"> Regular updates about the Project Project E&S principles Grievance mechanism Process 	<ul style="list-style-type: none"> Face-to-Face Meeting Invitations to public/community meetings Mobile Technology such as Phone Calls, SMS, etc. 	Prior to the WB Boards decision	Non-Governmental Organizations	E&S Consultant Supervision Consultant KOSKİ
	<ul style="list-style-type: none"> Regular updates about the Project Project E&S principles Grievance mechanism Process Community Health and Safety E&S risks and mitigation measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases Information leaflets and brochures; audiovisual materials, separate focus group meetings with vulnerable/disadvantaged individuals/groups, 	Prior to the WB Boards decision	PAPs including non-organized individuals/groups with particular areas of interest or that may be vulnerable/disadvantaged (i.e., elderly, people with disabilities, women, people whose lands will be expropriated second time etc.)	E&S Consultant Supervision Consultant KOSKİ



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Project Stage	Topic of Consultation	Methods Used	Timetable	Target Stakeholders	Responsibilities
Land Preparation and Construction Project Implementation Phase Operation phase	<ul style="list-style-type: none"> Project information-scope and rationale and E&S principles Coordination Activities Grievance mechanism Process 	<ul style="list-style-type: none"> Face-to-Face Meeting Mobile Technology such as Phone Calls, SMS, etc. 	Monthly	National and Local State Institutions and Organizations	E&S Consultant Supervision Consultant KOSKİ
	<ul style="list-style-type: none"> Project E&S principles Grievance mechanism Process Community Health and Safety E&S Risks and Mitigation Measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases Presentations 	Monthly	Project-Affected Settlements (Local Communities)	E&S Consultant Supervision Consultant KOSKİ
	<ul style="list-style-type: none"> Project E&S principles Grievance mechanism Process 	<ul style="list-style-type: none"> Face-to-Face Meeting Mobile Technology such as Phone Calls, SMS, etc. 	Monthly	Non-Governmental Organizations	E&S Consultant Supervision Consultant KOSKİ
	<ul style="list-style-type: none"> Project E&S principles Grievance mechanism Process Potential Labor influx stemming from construction works Community Health and Safety E&S Risks and Mitigation Measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases Presentations 	Monthly	PAPs including NGOs with particular areas of interest or that may be vulnerable/disadvantaged (i.e., elderly, people with disabilities, women, people whose lands will be expropriated second time etc.)	E&S Consultant Supervision Consultant KOSKİ

**It may vary depending on the method to be used.*



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Table 5-4 Proposed Strategy for Consultation

Project Stage	Topic of Consultation	Methods Used	Timetable:	Target Stakeholders	Responsibilities
Pre-Construction (Design Phase)	<ul style="list-style-type: none"> Project information - scope and rationale and E&S principles Coordination activities Land Acquisition Process Grievance mechanism Process 	<ul style="list-style-type: none"> Face-to-Face Meeting Invitations to public/community meetings Mobile Technology such as Phone Calls, SMS, etc. 	Prior to the WB Boards decision	National and Local State Institutions and Organizations	KOSKİ Supervision Consultant
	<ul style="list-style-type: none"> Regular updates about the Project Land Acquisition Process Project E&S principles Grievance mechanism Process Community Health and Safety E&S risks and mitigation measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases 	Prior to the WB Boards decision	Project-Affected Settlements (Local Communities)	KOSKİ Supervision Consultant
	<ul style="list-style-type: none"> Regular updates about the Project Project E&S principles Grievance mechanism Process 	<ul style="list-style-type: none"> Face-to-Face Meeting Invitations to public/community meetings Mobile Technology such as Phone Calls, SMS, etc. 	Prior to the WB Boards decision	Non-Governmental Organizations	KOSKİ Supervision Consultant
	<ul style="list-style-type: none"> Regular updates about the Project Project E&S principles Grievance mechanism Process Community Health and Safety E&S risks and mitigation measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases Information leaflets and brochures; audiovisual materials, separate focus group meetings with vulnerable/disadvantaged individuals/groups, 	Prior to the WB Boards decision	PAPs including non-organized individual/groups with particular areas of interest or that may be vulnerable/disadvantaged (i.e., elderly, people with disabilities, women, people whose lands will be expropriated second time etc.)	KOSKİ Supervision Consultant
Land Preparation and Construction	<ul style="list-style-type: none"> Project information - scope and rationale and E&S principles Coordination Activities 	<ul style="list-style-type: none"> Face-to-Face Meeting 	Monthly	National and Local State Institutions and Organizations	KOSKİ Supervision Consultant



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Project Stage	Topic of Consultation	Methods Used	Timetable:	Target Stakeholders	Responsibilities
Project Implementation Phase Operation phase	<ul style="list-style-type: none"> Grievance mechanism Process 	<ul style="list-style-type: none"> Mobile Technology such as Phone Calls, SMS, etc. 			
	<ul style="list-style-type: none"> Project E&S principles Grievance mechanism Process Community Health and Safety E&S Risks and Mitigation Measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases 	Monthly	Project-Affected Settlements (Local Communities)	KOSKİ Supervision Consultant
	<ul style="list-style-type: none"> Project E&S principles Grievance mechanism Process 	<ul style="list-style-type: none"> Face-to-Face Meeting Mobile Technology such as Phone Calls, SMS, etc. 	Monthly	Non-Governmental Organizations	KOSKİ Supervision Consultant
	<ul style="list-style-type: none"> Project E&S principles Grievance mechanism Process Potential Labor influx stemming from construction works Community Health and Safety E&S Risks and Mitigation Measures 	<ul style="list-style-type: none"> Public meetings Public notices Electronic publications via online/social media and press releases 	Monthly	PAPs including non-organized individuals/groups with particular areas of interest or that may be vulnerable/disadvantaged (i.e., elderly, people with disabilities, women, people whose lands will be expropriated second time etc.)	KOSKİ Supervision Consultant



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5.3 Proposed Strategy for Incorporate the View of Vulnerable/Disadvantaged Individuals/Groups

The PIU will take specific measures to ensure that disadvantaged and vulnerable individuals/groups have equal opportunities to access information, provide feedback or raise grievances. The deployment of the public communication, social and citizen engagement specialist will help to ensure proactive outreach to all population groups.

Some of the strategies to be adopted to effectively interact and communicate with vulnerable/disadvantaged individuals/groups will be towards:

- Conduct targeted consultations with vulnerable/disadvantaged individuals/groups to understand concerns/needs regarding access to information, facilities and services supported by the project and other challenges they face in their homes, workplaces and communities.
- Identify the leaders and organizations of vulnerable/disadvantaged individuals/groups to reach these groups,
- Maintain a database of marginalized groups through existing industry associations, e.g. disability organizations,
- Engage community leaders, Community Governmental Organizations (CGOs) and NGOs working with vulnerable/disadvantaged individuals/groups,
- Organize face-to-face focus group discussions with these populations, as and when appropriate.
- The awareness-raising and stakeholder engagement with vulnerable/disadvantaged individuals/groups will take into account their particular sensitivities, concerns, and cultural sensitivities, to ensure their full understanding of project activities and benefits.

In addition, for the working stakeholders, the timing of those event should be arranged in a way that they can also participate in the consultations event, or alternative solutions for those will be created. The following additional support or resources will be made available to enable these people in the stakeholder engagement activities. At this point following measures should be taken:

- Providing translation for the refugees who do not understand/speak Turkish,
- Providing written materials related to Project information in larger fonts and in Braille system,
- Choosing accessible venues for the consultation events and/or providing transportation for the people in remote areas (for example in villages),
- Organizing small events or meeting for the vulnerable/disadvantaged people depending on their sensitivity (for example, a small meeting with deaf individuals accompanied by a sign language expert),
- Organizing the events/meetings or consultation processes with the vulnerable/disadvantaged individuals/groups in coordination with the relevant NGOs (if any) (for example, for physically disabled people, organizing the meeting/event with the help of Solidarity Association of Physically Disabled),
- The timing of the consultation events should be arranged in a way that the working stakeholders can be able to participate. For those who cannot participated even though the timing is arranged, brochures, an active web page, social media, face-to-face individual meetings etc. could be organized.



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5.4 Timelines

Detailed information regarding the proposed stakeholder engagement program throughout the project phases is provided in Table 5-5. As stated in the Table 5-5 below, the purpose of this planned process is to inform all stakeholder groups about the progress of the project, to share the relevant environmental and social reports with them, and to ensure that they are also aware of the progress of suggestions and grievances received from them. If the activities planned in this process are reshaped according to the changes experienced in the lifecycle of the project, these changes will also be detailed in this SEP and the other relevant project reports.

Table 5-5 Proposed Stakeholder Engagement Program during Project Implementation

Activity and Documents of Disclosure	Method	Responsibility	Timing
Pre-construction Phase (2025)			
Promotion of Project timeline activities, ESMP, Stakeholder Engagement Plan, Grievance mechanism	Face to face meeting, Public/Stakeholder Consultation Meeting, Media announcements	KOSKI/PIU (Project Implementation Unit)	One month before the commencement of construction works
Informing the local population and relevant NGOs on the various aspects and activities in all phases of the project	Distribution of printed documents such as final approved ESMP, SEP and other related documents (by KOSKI) to the municipality, NGOs, local community offices, etc.	KOSKI/PIU	Continuous as relevant
Disclosure of Environmental and Social Management Report (ESMR)	KOSKI Website Official correspondence to ILBANK and WB	KOSKI/PIU	Annually
Construction Phase (2025-2026)			
Setting of Bulletin Boards on project's public locations	Bulletin Boards Announcements	KOSKI/PIU	At most a week before the commencement of construction works at public locations
Informing the local population on the various aspects and activities in construction phase of the project - Project information - scope and rationale and E&S principles - Coordination activities - Grievance mechanism	Bulletin Boards Announcements, Website announcements, Public presentations, local authority visits, meetings, etc.	KOSKI/PIU Contractor	On demand
Setting notices on Bulletin Boards on a weekly / monthly base	Bulletin Boards Announcements	KOSKI/PIU Contractor	Weekly and monthly updates



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Activity and Documents of Disclosure	Method	Responsibility	Timing
Meetings with Local Government and NGOs and local settlement representatives - Project information - scope and rationale and E&S principles - Coordination activities - Grievance mechanism	Meetings, Media announcements, etc.	KOSKI/PIU Contractor	Biannually/ As requested
Disclosure of ESMRs	KOSKI Website Official correspondence to ILBANK and WB	KOSKI/PIU Contractor	Biannually
Operation Phase (2026-)			
Public announcements	Media announcements	KOSKI/PIU	Continuous as relevant
Disclosure of ESMRs Grievance mechanism	KOSKI Website Official correspondence to ILBANK and WB	KOSKI/PIU	Annually

5.5 Review of Comments

Throughout all phases of the Project, the comments gathered through all means of stakeholder engagement activities, such as the website, grievance mechanism, and during the public and/or individual meetings will be subjected to an evaluation and review by the relevant responsible staff, e.g., Community Liaison Officer (CLO), Public Relation Assistant to be assigned by the KOSKİ.

The comments will be evaluated and reviewed by both within the KOSKİ and the relevant responsible staff of the contractor(s) depending on its content.

If the request or comment cannot be met by the suggested resolution method, which is offered by the comment holder or request holder to resolve the grievance, alternative solutions will be sought. As a result of the evaluations, a decision will be made, and the final decision will be communicated to the stakeholder(s) who has given the comment or request with the timeline of the actions regarding the comment/request, together with the justifications, if it could not be met within a reasonable time interval. If the comment is not anonymous, the final decision will be communicated to the stakeholder(s) through the communication channel(s) which is preferred by the stakeholder(s). Moreover, a Grievance Closure Form (see Annex-C: Grievance Closure Form) should be filled out and signed by the stakeholder(s).

5.6 Future Phases of Project

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.

During the construction phase, voice announcements will be made by KOSKİ and/or Contractors for the road restrictions, water cuts and other infrastructure service limitations two days in advance. Environmental and social performance indicators will be shared with stakeholders on a monthly basis via the website of KOSKİ and official social media accounts of the KOSKİ, which are given as:



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- Official Website: <https://www.koski.gov.tr/>
- Facebook Account: <https://www.facebook.com/koskibasın>
- Twitter Account: <https://x.com/KBBkoski>

Important stages of the Project, such as the start and completion of the construction activities, changes in the project design and commissioning, will be communicated to the stakeholders as much as possible through local media channels.

All public participation meetings to be held within the scope of the Project will be notified to the local people, mukhtars, public institutions and organizations and non-governmental organizations at least fourteen (14) days in advance.





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6 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

The anticipated activities in the SEP will be conducted and completed in different phases of the Project by KOSKI/ Project Implementation Unit (PIU) in coordination with ILBANK. In activities such as the grievance mechanism, KOSKI/PIU will be responsible for following requests, suggestions and complaints, and in the upcoming process, in line with the requirements in the construction and operation contracts, the contractor(s) and sub-contractors will be also responsible for implementing some of the stakeholder engagement activities (such as the grievance mechanism) in accordance with the OP 4.01, WB's 2010 Policy on Access to Information. Organizational structure of KOSKI can be accessed from its website. (<https://www.koski.gov.tr/koski/kurumsal-yapi>)

6.1 Resources and Budget

KOSKI holds ultimate responsibility for the environmental and social performance of the overall Project, including the performance of its contractors and any other contractors. A Project Implementation Unit (PIU) will be established to carry out operational and administrative tasks. The PIU will consist of at least 6 people, the head of the PIU, two financial experts, one environmental expert, one social expert and one OHS expert. The PIU staff will be the municipality's own staff.

The PIU will be primarily responsible for coordinating stakeholder engagement activities with the Contractors as outlined in this SEP. The collection of grievances, questions and feedback will be the direct responsibility of the Community Liaison Officer (CLO) of the PIU and the Contractors' E&S Specialist.

The resources to be provided by KOSKI are given below:

- A Project-specific area on the municipality's official website,
- An electronic database for grievance records,
- Stakeholder engagement records,
- Printed documents (manuals, brochures, posters, etc.) to be used in accordance with SEP requirements.

The contact information of the responsible personnel has not been available yet. Therefore, phone number, address, e-mail address, title, etc. details will be given in this section of the SEP to be updated.

Adequate budget will be allocated for communication with stakeholders and grievance resolution mechanism. The budget is included in the project budget.

6.2 Management Functions and Responsibilities

The KOSKI/PIU will be the main responsible party for the coordination, implementation and monitoring and reporting of the SEP's implementation and coordination with the Contractors. Detailed roles and responsibilities for the stakeholder engagement of the Project are given in Table 6-1.

Table 6-1. Roles and Responsibilities for Social Engagement Framework

Institution		Roles and Responsibilities
KOSKI/ PIU	Project Manager (Head of the PIU)	• Incorporates all stakeholder engagement activities into overall E&S management systems; develops an internal system for communicating the progress and results of stakeholder engagement to senior management and staff members,



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Institution		Roles and Responsibilities
		<ul style="list-style-type: none"> Expedites, monitors, follows up and coordinates with the relevant parties and social team for proper implementation of processes related to grievance mechanism and stakeholder engagement issues, Coordinates with parties for proper implementation of processes related to grievance mechanism and stakeholder engagement issues, Informs ILBANK via Environmental and Social Monitoring Reports (ESMRs) quarterly, which will be submitted by contractors on a monthly basis.
	Social Expert of PIU Project GM Team	<ul style="list-style-type: none"> Ensures stakeholder engagement is understood by all Municipality staff members, contractors and consultants through trainings, Produces all work in accordance with Project procedures and contract terms as well as quality, safety, budget and schedule requirements, Ensures the successful delivery of all defined documentation associated with the stakeholder engagement, Manages Public Participation Meetings and other information disclosure activities, Follows up the disclosure activities carried out within the scope of the SEP, Coordinates interface and reporting to/from ILBANK on the implementation of SEP, Meets with ILBANK/WB's responsible teams and responds to queries as necessary, Allows the Contractors to inform the public about construction activities and other project related issues, Implements processes related to grievance mechanism and stakeholder engagement, including record keeping, reporting, etc., Ensures the implementation of necessary mitigation measures/actions for the implementation of the SEP, Manages necessary reporting to complainants and PIU, Takes actions to resolve project-related complaints in coordination with other project units, Bi-annual review of SEP and updating it if necessary, based on project improvements and unexpected public response, Updates the SEP when necessary,
	Community Liaison Officer (CLO)	<ul style="list-style-type: none"> Records the complaints, requests and suggestions about the Project and shares them with the GM Team and PIU Team, Follows up and monitor project related complaints, Gives feedback to the complainant about the resolution of the grievances received from GM Team.
E&S Consultant	Stakeholder Engagement Specialist	<ul style="list-style-type: none"> Preparing the Environmental and Social Assessment Study Reports, i.e. ESMP and SEP, for the approval of ILBANK and WB, Taking a part in organizing the ESMP introduction meeting to be held for the public and NGOs as part of the project, Finalizing the reports as per the concerns/opinions of the stakeholders.



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Institution		Roles and Responsibilities
Contractor	Environmental and Social (E&S) Specialist	<ul style="list-style-type: none"> Implements and develops Contractor's social policy, Provides necessary resources for proper remedial actions, Follows up of the complaints and informs CLO about the solution process, Consults with the project affected communities about grievance mechanism, entitlements, construction works and schedule, community safety, compensation of economic losses as needed in coordination with CLO and Social Expert of PIU, Keeps records of complaints and participation activities when necessary and forward them to CLO and Social Expert of PIU, Reports grievances to GM Team, Submits Monthly Environmental and Social Monitoring Reports (ESMRs) to KOSKİ(Community Liaison Officer related parts).
WB and ILBANK	WB	<ul style="list-style-type: none"> Audits the KOSKİ's performance regarding compliance with the provisions specified in this SEP implemented during the construction and operation phases, Controls project activities and progress and performs site audits if necessary.
	ILBANK	<ul style="list-style-type: none"> Informed about the works carried out via ESMRs prepared by KOSKİ quarterly, Inform WB via ESMRs in 6-month periods. Reviewing the documents related to the environmental and social assessment of the project, provide comments to consultants, and giving official approval to these documents and procedures in accordance with the WB safeguards requirements, Performing an overall quality assurance function that the EA documents prepared meet WB requirements
Supervision Consultant	Stakeholder Engagement Specialist	<ul style="list-style-type: none"> Review the SEP document to redefine the stakeholders directly or indirectly affected and/or interested in the Project and to follow up the implementation of the methods, instruments, timing and participation levels identified in the SEP, Interviews with KOSKİ PIU and others involved in the stakeholder engagement process to review progress and identify critical issues, Consults with affected households and community leaders through short surveys to identify their feedback on stakeholder engagement performance of the Project. Interacts with various stakeholders to get their views on SEP implementation, Controls whether the necessary trainings are given to the personnel who will work during the construction phase Reviews grievance records to identify significant non-compliances or recurring issues with stakeholder engagement and other project activities and to reveal actions, Meets with ILBANK/WB's responsible teams and responds to queries as necessary, Monitors and reports on progress made in relation to the commitments defined in SEP.



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7 GRIEVANCE MECHANISM

Managing, avoiding, minimizing and effective handling of grievances is an integral part of a sound stakeholder engagement strategy. Experience indicates that significant number of grievances arise from misunderstandings and that such grievances can be avoided or reduced through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating to grievances. For this reason, the following Grievance mechanism (GM) as per WB will be implemented by KOSKİ/PIU throughout the lifetime of the Project including pre-construction, construction, and operation phases. A specific Project GM is useful for:

- Addressing community and individual concerns and complaints before they escalate beyond control,
- Reducing developers/project executing agencies exposure to litigation and related risks and costs,
- Identify and implement appropriate and mutually acceptable actions to address complaints,
- Ensure that complainants are satisfied with outcomes of the corrective actions and
- Avoid the tendency to resort to judicial proceedings.

Grievances are useful indicators of a Project's environmental and social performance. High number of grievances may point out a need to adjust work practices or procedures to mitigate adverse effect or conflicts with the stakeholders.

- The general flowchart of the grievance procedure is given in Figure 7-1 and detailed Grievance mechanism is given in Figure 7-2.
- Moreover, the flowcharts in ILBANK GM Policy showing the steps, responsible parties and necessary notes for the Project Related Complaints and Worker Complaints are given in Figure 7-3 and Figure 7-4.

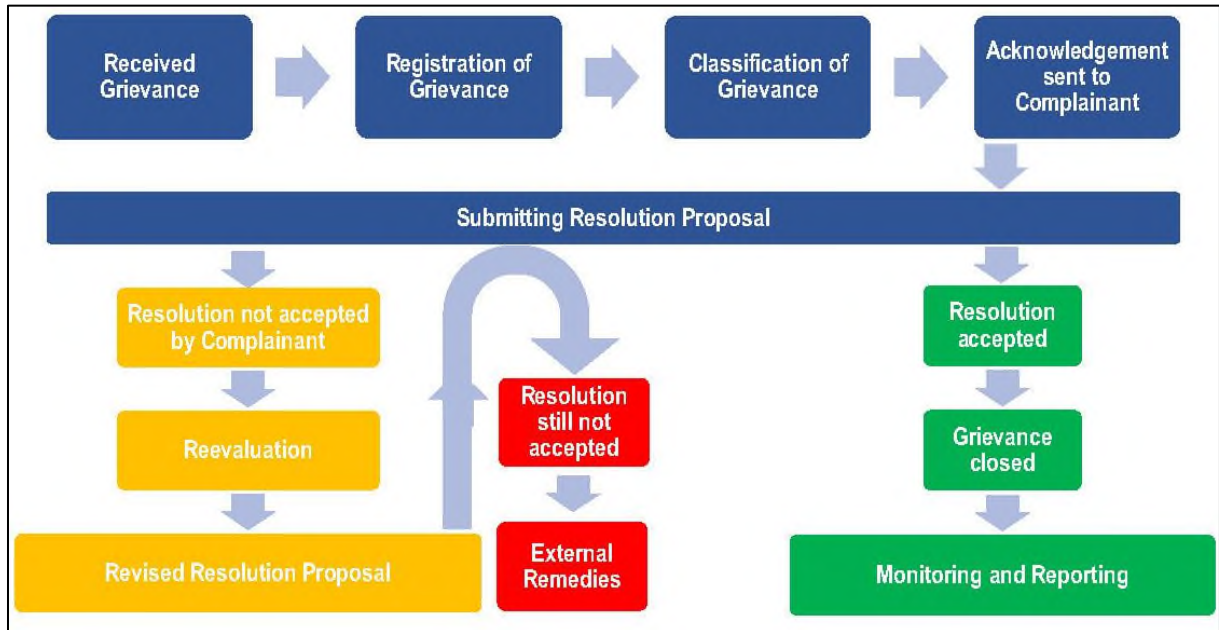


Figure 7-1. General Grievance Procedure Flowchart



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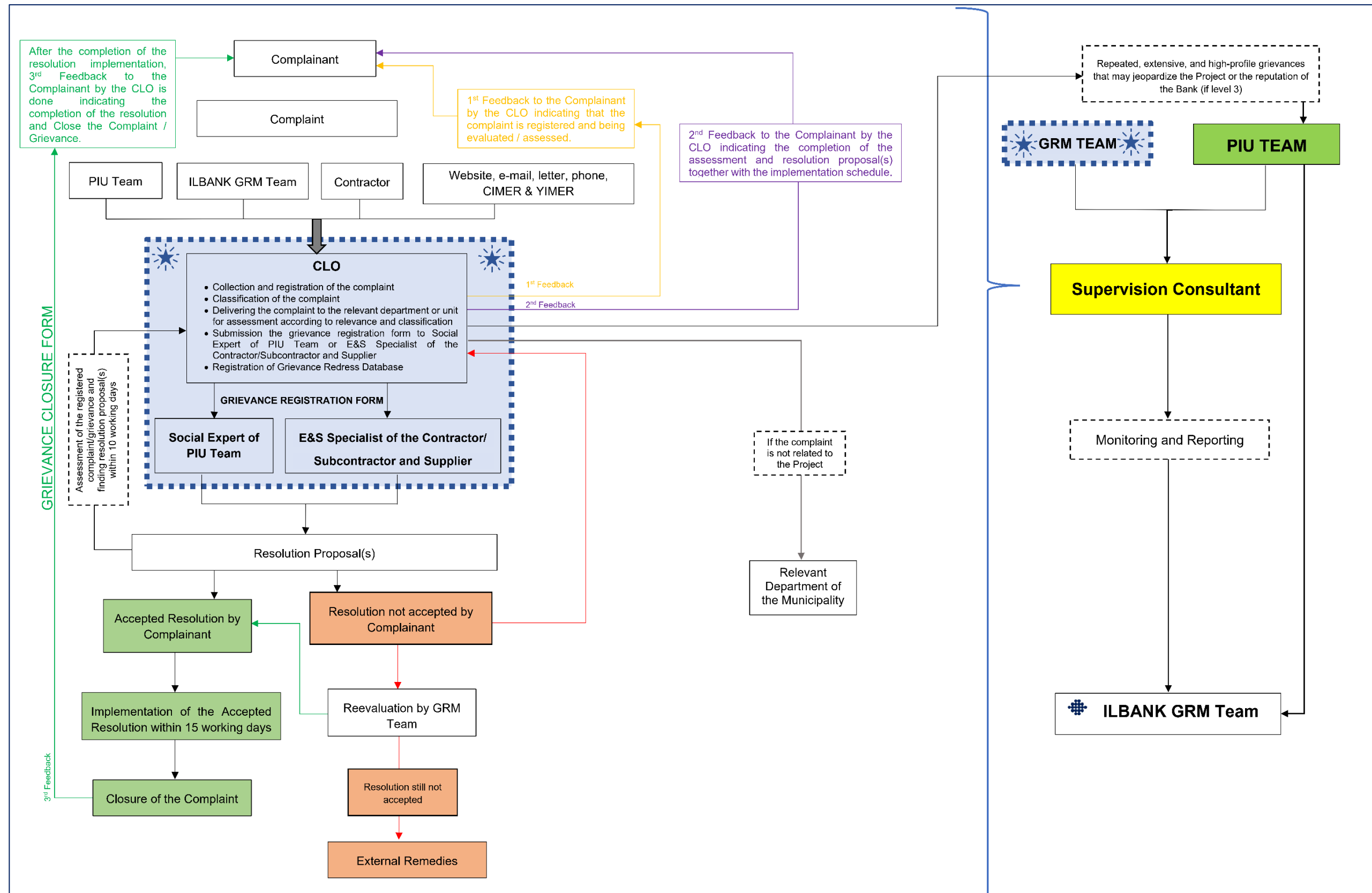


Figure 7-2 Detailed Grievance mechanism



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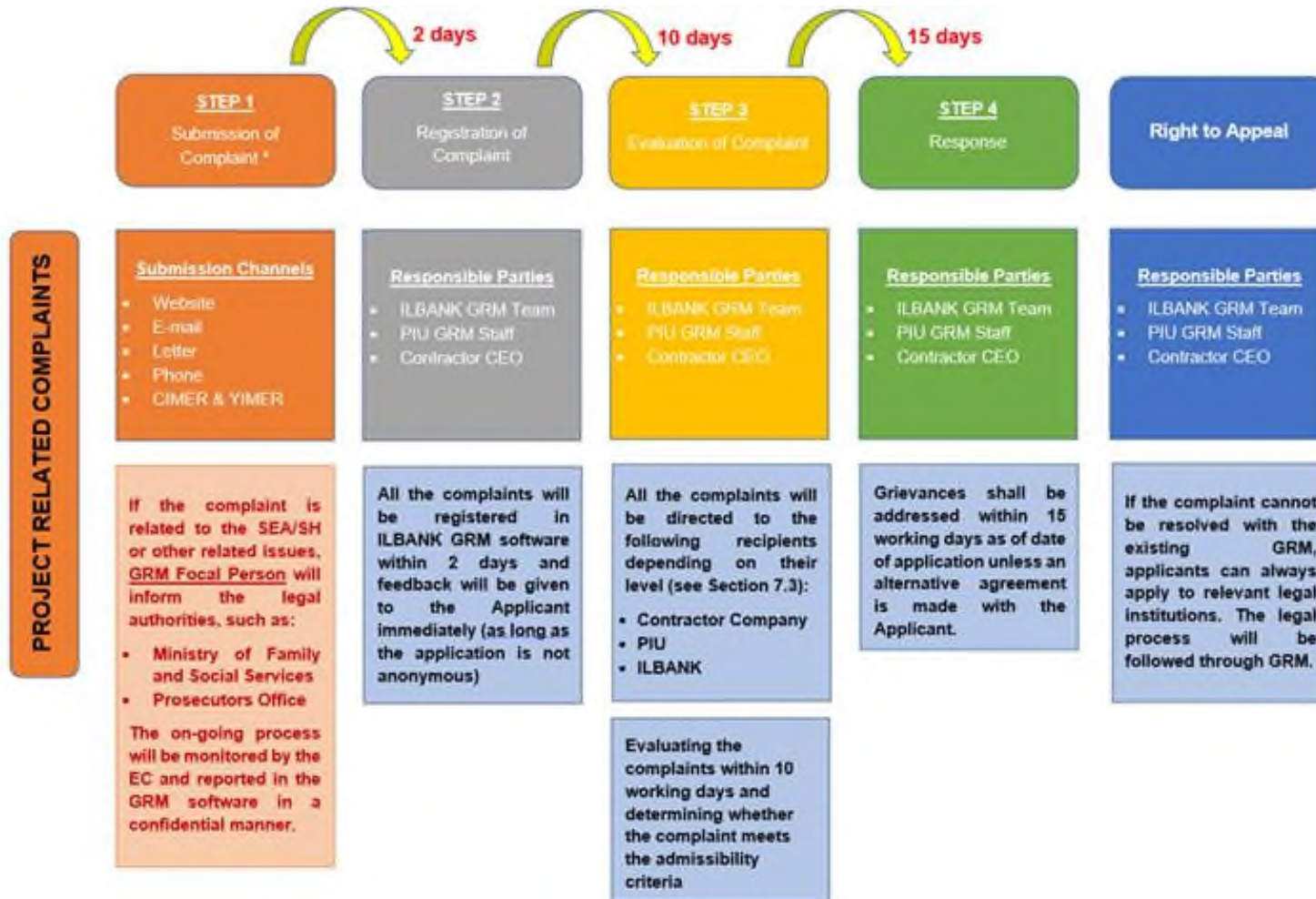


Figure 7-3 Grievance mechanism Flowchart of Project Related Complaints



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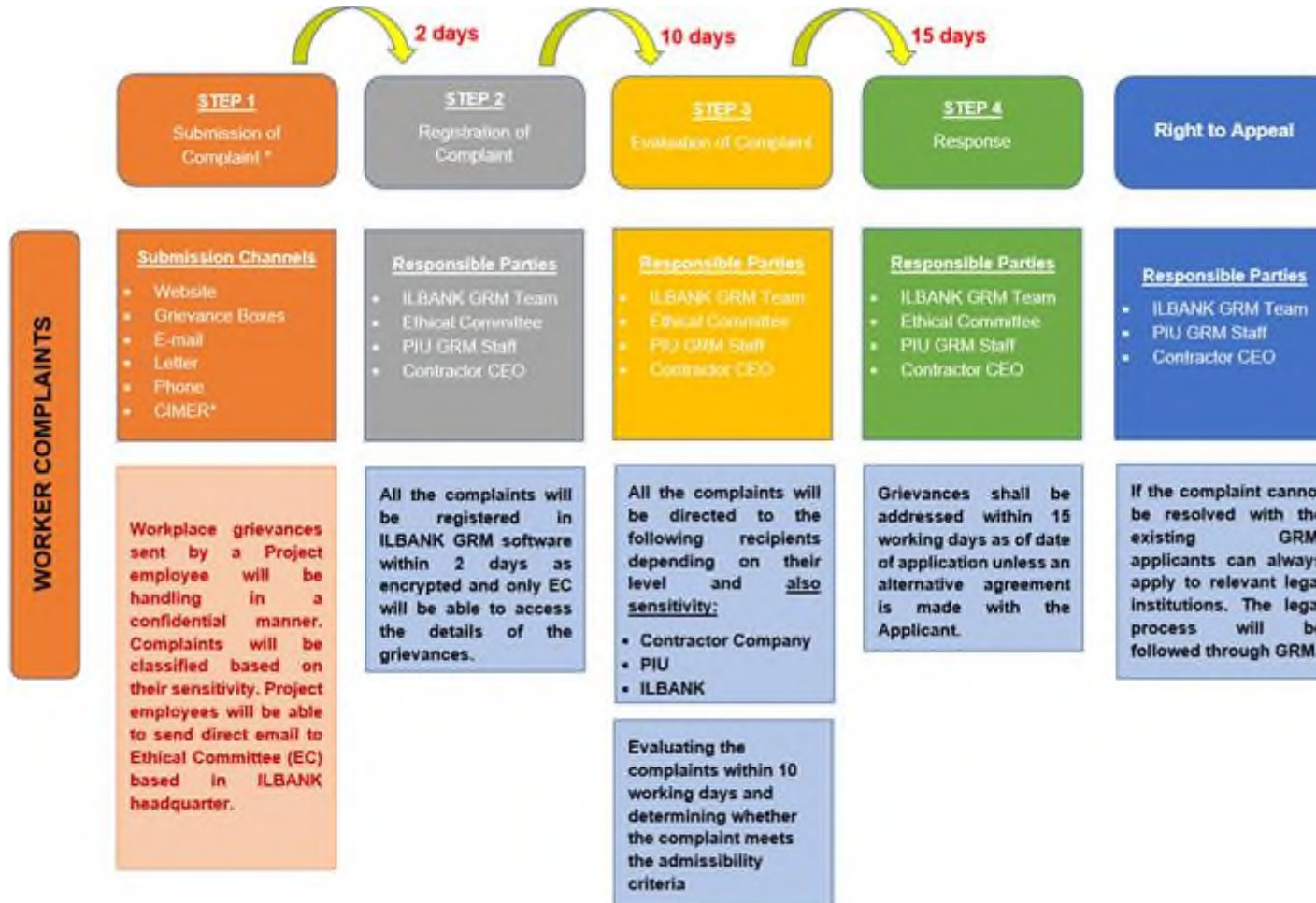


Figure 7-4. Grievance mechanism Flowchart of Worker Complaints



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7.1 Evaluation of the Existing Grievance mechanism

Managing, avoiding, minimizing and effective handling of grievances is an integral part of stakeholder engagement strategy. Experience indicates that significant number of grievances arise from misunderstandings and that such grievances can be avoided or reduced through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating to grievances. For this reason, the following Grievance mechanism (GM) as per WB policies, which is given in detail in the SEP of the Project, will be implemented by KOSKİ throughout the lifetime of the Project including pre-construction, construction, and operation phases. A specific Project GM is useful for:

- Addressing community and individual concerns, queries, grievances and complaints about the environmental and social aspects of the Project before they escalate beyond control,
- Reducing developers/project executing agencies exposure to litigation and related risks and costs,
- Identifying and implementing appropriate and mutually acceptable actions to address complaints,
- Establishing a transparent and comprehensive communication between the stakeholders and the municipality,
- Ensuring that complainants are satisfied with outcomes of the corrective actions and
- Avoiding the tendency to resort to judicial proceedings.

Grievances are useful indicators for assessing environmental and social performance of the Project. High number of grievances may point out a need to adjust work practices or procedures to mitigate adverse effect or conflicts with the stakeholders.

GM will enable receiving comments/ grievances in Turkish, there is no need for another language use in the developed GM, since local language is used for everyone. In case of need of other languages, translator will be provided.

Any individual or organization may make enquiries and/or lodge complaints personally. The following communication channels could be used for lodging both internal and external grievances.

- Telephone (Toll Free Hotline; 185 and KOSKİ line; +90 332 221 61 00),
- Individual application to KOSKİ: (İhsaniye Mah., Kazim Karabekir Cd. No :56 , 42060 Selcuklu/Konya)
- Website (<https://www.koski.gov.tr/sayfa/bize-yazin> and e-mail of KOSKİ, (bilgi@koski.gov.tr)
- On the KOSKİ website contact page, complainants will also be able to submit their ideas/requests/complaints via the "Information Acquisition", "Message to the General Director" and "e-Petition" tabs. (see *Figure 7-5. Homepage of KOSKİ Website*)
- In addition, necessary information can be obtained from the announcements and malfunctions / interruptions page on the KOSKİ website.
- Grievance Boxes at construction sites (mainly for internal grievances from workers) and related neighborhoods' Mukhtars office and/or selected points,
- Direct contact with gate keepers and GM Officer at construction sites,; meetings and formal/informal consultations.



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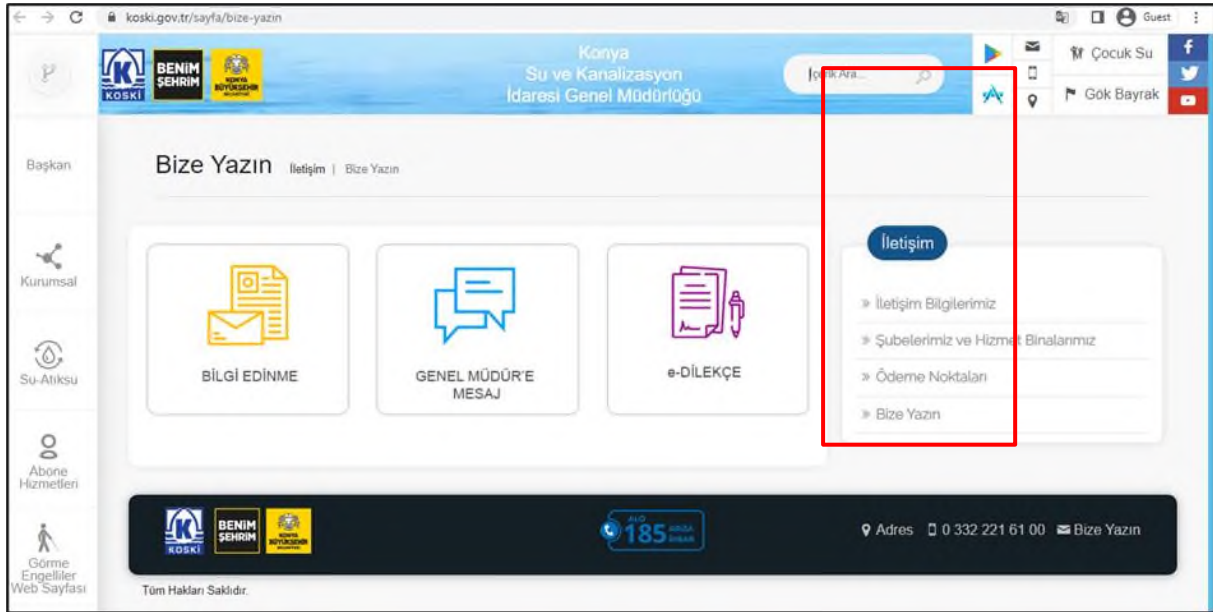


Figure 7-5. Homepage of KOSKİ Website

7.2 Collection and Registration of the Grievance

Grievances, requests, suggestions, and opinions will be recorded through the Community Liaison Officer (CLO) to be assigned by KOSKİ. The grievances collected regarding the Project should be recorded on the Grievance Registration Forms provided in Annex A and then they should be registered in the Grievance Register (see Annex-B). Grievance registration forms will be sent to the relevant GM Team member (either Social Expert of the PIU Team or E&S Specialist of Contractor) on the same day (if possible, as soon as the complaint is received). Within two (2) working days after the complaint is received, a notification should be sent to the complainant by CLO stating that the complaint has been received and being evaluated.

The process will be followed through the Grievance Database Form and Grievance Register (Annex-B and Annex-E). The PIU Team will also have access to the grievance register to be created within the scope of the Project and will be constantly updated by the CLO or PIU Social Expert. The Grievance Monitoring Table will include complainant/recommender information, date of receipt of complaint/suggestion, date and method of feedback to complainant, current status of complaint (open, under review, closed, rejected) and explanations of that current situation (like this one why it was rejected), closing/rejection and feedback dates.

Grievances from contractors and subcontractors will be forwarded to CLO by E&S Specialist of Contractor(s) and recorded by CLO using grievance registration forms. On the same day, it will be opened to the access of PIU Team with the making data entry of the Grievance Register.

Project GM Team, which will be established by KOSKİ and PIU Team, will include the E&S Specialist(s) of contractors / sub-contractors / suppliers. This GM Team will be in place to cover the grievances related to labor conditions. KOSKİ and PIU Team will assess the grievances and suggest solutions for employees of direct and contracted employees with the use of this internal GM which will be easily accessible for all Project workers.

The municipality official who will manage the GM Team will be informed about the guide prepared by the WB on the prevention of sexual exploitation, abuse and harassment cases in projects financed by



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WB. Complaints of gender-based violence (GBV), sexual exploitation/, abuse and harassment (SEA/SH) can create a culture of silence due to negative reactions by the society. In order to prevent this, it is important that the stakeholders are able to anonymously submit complaints regarding these issues regarding the Project. In addition, authorities dealing with complaints should deal with such matters with confidentiality and an unbiased approach.

Apart from the means of Grievance mechanism presented by the Project Owner as mentioned above, If any internal and external stakeholders and affected groups are not satisfied with the solutions offered by the GM Team or have requests for a higher-level explanation, complaints / requests / suggestions can be shared at the contact addresses given below.

ILBANK's Communication Channels (ILBANK International Relations Department, GM Team)

- Website: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- E-mail: bilgiuidb@ilbank.gov.tr
- Phone: +90312 508 79 79
- Fax number: +90 312 (TBD)
- Address for Petition/Official Letter: ILBANK Department of International Relations, GM Team – Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA

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

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

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

- www.yimer.gov.tr
- Call Centre: 157
- Phone number: +90 312 5157 11 22
- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: Republic of Turkey General Directorate of Migration Management, Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA
- Mail addressed to Republic of Turkey, Directorate of Communications
- Individual applications at the Republic of Turkey General Directorate of Migration Management





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Besides the Grievance Register, all the complaints will also be registered in ILBANK GM software within two (2) days and feedback will be given to the Complainant immediately (as long as the application is not anonymous). CLO notifies the complainant that complaint has been received within the period of registering the complaint (two (2) working days) and may request detailed information about the complaint from the complainant within this period.

On the other hand, when ILBANK directly received a complaint, ILBANK GM Team will register and evaluate the complaint. If the complaint is related with any of sub-projects, ILBANK will send the complaint to Project GM Team (or directly to CLO) since the PIU will have their own GM. After this stage, ILBANK's role will be to follow the progress of the complaint within its GM system. If the complaint is not resolved within the committed duration (fifteen (15) working days after the complaint is received and evaluated), ILBANK GM Team will take over the issue.

In order to establish an effective GM, a specific GM software will be designed and put in effect by ILBANK for its projects (the effectuation date will be determined in the upcoming months). Relevant software will be accessible and usable by the municipality PIU Team and Project GM Team to register feedback and complaints.

Certain complaints warrant urgent action, and the regular GM procedure may be inappropriate or too slow to prevent an issue from escalating. A separate fast-tracked GM, including guidance on the circumstances under which it should be employed, can help ensure that high-priority complaints are dealt with in a timely manner. In the case of complaints alleging serious harm or risk of harm, and/or serious rights violations, the GM's standard operating procedures will call for a fast-track response, whether by the GM or by immediate referral to another office or organization and immediate notification to the complainant of that referral.

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

- 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.

For the cases relevant to sexual exploitation and abuse/sexual harassment (SEA/SH) and GBV at workplace or any potential child abuse in the project sites, the complaint will be directed by the GM Focal Point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.

7.3 Classification of Grievance

The feedbacks and grievances will be classified based on their severity, frequency and more importantly sensitivity. Categories of complaints, descriptions and the responsible parties are presented below (see Table 7-1).

Table 7-1. Classification of Complaint

Project Related Complaint		
Category	Description	Responsible Party



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Level 1	When an answer can be provided immediately and/or CLO and PIU Team are already working on a resolution	<ul style="list-style-type: none"> • CLO • PIU Team
Level 2	One off grievance that will not affect the project schedule or will not affect the reputation of the World Bank	<ul style="list-style-type: none"> • CLO • PIU Team
Level 3	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of ILBANK and/or WB	<ul style="list-style-type: none"> • CLO • PIU Team • ILBANK Ethics Committee • External Expert (when required) appointed by World Bank
Worker Complaints		
Category	Description	Responsible Party
Level 1	When an answer can be provided immediately and/or CLO and Municipal/Contractor Community Engagement Officers are already working on a resolution	<ul style="list-style-type: none"> • GM Team • PIU Team
Level 2	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of the Bank	<ul style="list-style-type: none"> • GM Team • PIU Team • ILBANK Ethics Committee • External Expert (when required) appointed by World Bank

7.4 Assessment of the Grievance

All grievances are reviewed to be classified whether they are genuine and related to Project activities or not. If a complaint is not considered appropriate to investigate due to not being genuine or relevant to the Project activities, an explanation will be provided to the owner of the complaint on why it could not be pursued.

After the grievances are reviewed and classified, determining specific actions for the complaint and producing a solution starts with the CLO's notification of the complaint to the relevant units/departments/contractors and subcontractors. If the issues/disputes raised are not related to Project, guidance is provided to the Complainant to contact relevant party or the complaint is forwarded to the relevant unit of the municipality. Eligible complaints are responded according to Project social and environmental requirements which are identified in ESMP and SEP.

All grievances received through direct phone calls, e-mails and face-to-face meetings/ communications are taken under registration and CLO get contact with the complainant within ten (10) working days following registration in order to explain the project response process and the resolution to grievance.

Investigations regarding the complaint may be performed. Investigations may include photographs and other evidence, witness statements, interviews with affected stakeholders and other parties, review of site registers, and other information gathering activities. The results of these investigations will be reviewed, and a resolution will be proposed within ten (10) working days. The development of the resolution may involve consultation with the person(s) involved.

Similarly, ILBANK examines and evaluates the complaints received from external stakeholders within 10 working days and determines whether the complaint meets the admissibility criteria (regarding technical and financial feasibility, scope and compatibility with the WB environmental and social standards and national legislation, and relevance with the Project scope) stated above by advising with the relevant personnel. Additional information and/or documentary evidence that justify the cause for the complaint may be requested from the complainant during the assessment process. On the other hand, ILBANK staff's complaints will be handled directly by Ethics Committee (EC) while complaints



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received from related project staff will be assessed by the ILBANK GM Team. In case the complaint received from related project staff contains sensitive issues such as gender-based violence (GBV), sexual exploitation abuse / sexual harassment (SEA/SH), etc. relevant complaint will be directed to EC with ensuring the anonymity and confidentiality immediately. The duration of assessment of the worker/staff complaints is the same with the external complaints/feedbacks.

7.5 Resolution and Closure of the Grievance

The grievances, recommendations and requests will be evaluated and resolution proposals will be formed within ten (10) working days after first notification to the complainant, which indicates that the grievance is received and being evaluated. The resolution proposals are communicated to the complainant by a second notification. If the proposed resolution is accepted by the complainant, KOSKİ will address and take corrective actions to resolve the complaint within 15 working days. Within this period, relevant responsible parties to manage the grievance will be in communication with the complainant at all times and all the communication will be recorded in the GM system through Consultation Forms (see Annex-D). After the completion of the implementation of the resolution, the grievance is closed.

If the resolution is not accepted, it will be reconsidered, and a revised resolution may be proposed. The affected person(s)/complainant may choose to pursue external remedies (e.g., through legal proceedings) at any time, including if an agreed resolution cannot be found. However, the Project is committed to fairly and collaboratively resolving grievances through the GM, wherever possible.

After the complaint is closed or eliminated, the complainant will be notified by third notification, and relevant records (Grievance Closure Form, Grievance Register, etc.) will be kept.

In case of the complaints that cannot be resolved due to the nature or timing of the required corrective action within 15 working days, the Project and the complainant may reach an agreement on extending the time to close the complaint. Relevant agreement will be documented and registered in the GM system with the consent of the complainant.

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

After the complaint is resolved and the result is communicated to the complainant, CLO to be appointed takes the necessary signatures and closes the complaint by filling out the Grievance Closure Form (see Annex-C). Information on the current status of the complaint and how the complaint was resolved is recorded in the Grievance Register and Grievance Monitoring Table. The purpose of recording more information in the grievance database is to provide the necessary reference for similar complaints that may arise in the future.

If the complaint is made anonymously, a summary of the complaint and resolution should be posted on notice boards in common areas within the facility and announced through training and weekly meetings.

For grievances made through ILBANK GM, ILBANK and the complainant agree that the complaint is closed, and the complainant is informed that the complaint has been closed after the necessary actions are taken. If an agreement cannot be reached on the closure of the complaint, the complainant will be informed that he/she can apply other external remedies. After the notification of this process, the complaint is closed.

7.6 Regular Feedback on Grievance mechanism to the Stakeholders

A summary of the implementation of the grievance mechanism will be provided to the public on a quarterly basis through the official website of the KOSKİ (<https://www.koski.gov.tr/>) to show that the





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grievance mechanism procedures and processes are being implemented. The summary will be published after removing identifying information on individuals to protect their identities in accordance with the Law on the Protection of Personal Data.



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8 MONITORING AND REPORTING

KOSKİ will monitor the Project throughout its lifetime considering the stakeholder engagement process. The approved SEP will be reviewed biannually and updated if required according to the project improvements and the unexpected public reactions. The GM established by the Municipality will be used effectively and the statistical summary of the outputs of GM will be reported to ILBANK together with all the requests received, resolved and unresolved, Grievance Register, Grievance Monitoring Table and Environmental and Social Monitoring Report (ESMR) on a monthly basis.

Stakeholder engagement and grievance mechanism will be submitted in a dedicated section in ESMRs, together with Grievance Register.

Table 8-1 proposes a comprehensive set of indicators related to SEP performance that should be documented in ESMRs. Moreover, the monitoring of the grievances will be performed by means of Grievance Monitoring Table presented in Annex-E.



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Table 8-1. Key Performance Indicators

Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
Pre-construction	Assigning of KOSKİ PIU team members	Assignment letters of those personnel	Monthly	E&S Consultant Supervision Consultant KOSKİ	Following the appointment period of KOSKİ Ahırlı Municipality PIU team members
	Organizing Stakeholder engagement activities to introduce the project documents such as ESMP, SEP, Grievance mechanism, etc.	Stakeholder engagement documents (notification documentation, attendance sheets, photographs, minutes of meeting, PPM presentation, type of stakeholder engagement activities, number and type of participant stakeholders etc.)			Increase in the number of activities carried out, Increase in the number of participants, Increase in the number of different types of stakeholder (as group or person) will be followed
	Establishing a new Grievance mechanism for the Project, or making adjustments to the existing Grievance System specific to the Project	Existing Grievance Database (Project-specific) working efficiently			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 will be followed
Land Preparation, Construction	Gathering and collecting of the complaints, requests, and suggestions (C/R/S)	Grievance Database (project-specific), grievance register	Monthly	E&S Consultant	The collection of complaints, requests and suggestions will be tracked and monitored.



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Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
and Operation	Number and percentage of complaints/requests/suggestions	<p>Grievance Database (project-specific)</p> <ul style="list-style-type: none"> Number and percentage of complaints/requests/suggestions (c/r/s) received and resolved (resolved/received) Number of unresolved (c/r/s) (with explanation as to why they could not be resolved) and percentage (unresolved/received) number of (c/r/s) not evaluated (with an explanation of why they were not evaluated) and percentage (not evaluated/received) Types of grievances Average Grievance Closeout Time 		Supervision Consultant KOSKİ	The number and percentage of complaints/requests/suggestions will be tracked and monitored.
	General subjects which the complaints, requests and suggestions are related to	<p>Grievance Database (project-specific)</p> <ul style="list-style-type: none"> Percentages of the complaint, request and suggestion subjects (e.g. 15% of the complaints are related to water outage hours, 35% of the requests are related to quick repair of the deteriorated roads, etc.) 	Monthly	E&S Consultant Supervision Consultant KOSKİ	General issues related to complaints, requests and suggestions will be followed.



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Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
	Raising awareness and conducting informative events within the project scope	Documents (minutes of meetings, photographs, brochures, leaflets, attendance sheets, etc.)			Informative events will be organized to raise awareness within the scope of the project.





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8.1 Involvement of Stakeholders in Monitoring Activities

The PIU and GM Team will organize monthly and quarterly meetings to collect, register and address the grievances. Adhoc meetings can be called to address any immediate responses and actions.

The GM will be monitored by the Supervision Consultant that will be selected via tender process to be launched by Rize Municipality and approved by ILBANK. The Supervision Consultant will be supervising the PIU Team and it will be responsible to monitor and evaluate the effectiveness of the mechanism whether the system is implemented in line with the principles set out in this SEP.

The PIU team members will be reporting and meeting monthly with the Supervision Consultant concerning problems encountered during handling of the complaints. The mechanism will be revised three (3) months after the initial set-up through consultation with the ILBANK, PIU and GM Team and also complainants whose applications have been closed or still on-going.

When ILBANK detects any problems in the implementation of the ESMP and SEP, ILBANK will inform the PIU Team and agree on the steps to be taken to resolve these problems. In particular, in case of any important environmental or social problems, the PIU Team will notify ILBANK in three (3) working days and ILBANK will immediately forward this information to WB.

8.2 Reporting Back to Stakeholder Groups

PIU Team will register and report the feedback received from communities, local authorities, landowners, other companies, NGOs, media, academic institutions and other interest groups on a systematic basis through an effective consultation and grievance mechanism to ILBANK.

The PIU Team will provide a statistical and qualitative analysis of feedback and complaints as well as their outcomes on a monthly basis to the Supervision Consultant who will review it and disseminate it to the Ethics Committee, Head of Department of International Relations and the Deputy General Director of ILBANK Department of International Relation. In addition, the relevant complaints and their actual status will be reported in ESMRs. The reports will only include information regarding the complaint as much as necessary, and any personal information on the individuals having used the GM will remain confidential and will never be shared in these reports.

A summary of the implementation of the stakeholder engagement activities will be provided to the public on a quarterly basis through the official website of the KOSKİ (<https://www.koski.gov.tr/>) to show that the stakeholder engagement activities and processes are being implemented. The summary will be published after removing identifying information on individuals to protect their identities in accordance with the Law on the Protection of Personal Data.

If necessary, KOSKİ will work with a consultant in order to implement social and environmental monitoring activities. This consultant (Supervision Consultant) will monitor and report to KOSKİ whether the environmental and social issues specified in the SEP and ESMP documents are implemented throughout the life of the Project.



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ANNEXES



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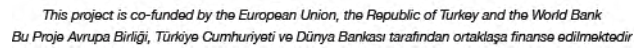
Annex-A: Grievance Registration Form

		KOSKİ Water Transmission Line and Network Project	
		(Group1 DB SCF-II AF)	
		GRIEVANCE REGISTRATION FORM	
Person Filling the Form:		Date:	
Interview Agenda:		Reference No: KOSKİ-0001	
1. INFORMATION ABOUT THE COMPLAINANT			
Name Surname:		How to receive the complaint	
Turkish ID Number:		Phone	<input type="checkbox"/>
Phone:		Face to face	<input type="checkbox"/>
Address:		Web-site/ E-Mail	<input type="checkbox"/>
E-Mail:		Other (Explain)	<input type="checkbox"/>
Stakeholder Type			
Public Institution <input type="checkbox"/>	Project Affected People <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Trade Association <input type="checkbox"/>
Interest Groups <input type="checkbox"/>	Industry Associations <input type="checkbox"/>	Workers' Union <input type="checkbox"/>	Media <input type="checkbox"/>
			NGO <input type="checkbox"/>
			University <input type="checkbox"/>
2. DETAILED INFORMATION ON THE COMPLAINT			
Description of the Complaint:			
Resolution method requested by the complainant			

Registered Person Name
Surname/Signature

Complainant Name Surname/Signature



[illegible]



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Annex-C: Grievance Closure Form

	KOSKİ Water Transmission Line and Network Project (Group1 DB SCF-II AF) GRIEVANCE CLOSURE FORM
Reference No: KOSKİ-0001	
1. DETERMINATION OF CORRECTIVE ACTION	
1	
2	
3	
4	
5	
Responsible Departments	
2. CLOSURE OF GRIEVANCE	
<i>This section will be filled and signed by the complainant in case the complaint stated in the "Grievance Registration Form" is resolved.</i>	

Grievance Closure Date:

...../...../.....

Name Surname /
Signature of the Person
Closing the Grievance

Name, Surname /
Signature of Complainant





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Annex-D: Consultation Form

	KOSKİ Water Transmission Line and Network Project (Group1 DB SCF-II AF) CONSULTATION FORM			
Person Filling the Form:	Date:			
Interview Agenda:	Reference No:			
1. INTERVIEW INFORMATION				
Name Surname:	Form of Communication			
Turkish ID Number:	Phone / Free line	<input type="checkbox"/>		
Phone:	Face to face	<input type="checkbox"/>		
Address:	Website / E-mail	<input type="checkbox"/>		
E-Mail:	Other (Explain)	<input type="checkbox"/>		
Stakeholder Type				
Public Institution <input type="checkbox"/>	Project Affected People <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Trade Association <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Groups <input type="checkbox"/>	Industry Associations <input type="checkbox"/>	Workers' Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. INTERVIEW DETAILS				
Questions about the project:				
Project concerns/feedback:				
Responses to the views expressed above:				





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Annex-E: Grievance Register

No	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	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)

Annex-F: Stakeholder Consultation Meeting

SUSTAINABLE CITIES PROJECT-II ADDITIONAL FINANCE (SCP-II AF)

KONYA-SUĞLA WATER SUPPLY TRANSMISSION LINE PROJECT

MINUTES of STAKEHOLDER CONSULTATION MEETING

Revision	: Rev00
Submission	: July 2025

Table of Contents

1.	STAKEHOLDER CONSULTATION MEETING	76
1.1.	Question & Answer Session	76
2.	Participants List	78
3.	Stakeholder Consultation Meeting (SCM) Announcements on Local and National Newspapers and KOSKİ Official Website & Announcement Brochure of the Project Distributed at the SCM	80
4.	SCM Presentation	85
5.	Photographs From SCM	91

1. STAKEHOLDER CONSULTATION MEETING

Konya-Suğla Water Supply Transmission Line Project will be financed under Sustainable Cities Project-II Additional Finance.

The Environmental and Social Management Plan (ESMP) and Stakeholder Engagement Plan (SEP) have been prepared in accordance with WB ESF including applicable Environmental and Social Standards (ESSs), World Bank Group (WBG) General Environment Health and Safety (EHS) Guidelines and Industry Sector Guidelines, and the national legislation in force in Türkiye.

Following the completion of the preparatory studies, a 90-minute Stakeholder Consultation Meeting was held on 8 July 2025, starting at 11:00 and concluding at 12:30. A total of 21 participants attended the meeting, including 20 male attendees.

During the meeting, participants were informed about the scope of the project, the planned transmission route, potential environmental and social impacts, and the proposed mitigation measures to address these impacts.

In the question-and-answer session, the mukhtars of Aşağıkaraören and Ortakaraören neighborhoods, along with other participants, raised questions regarding the water source, whether their neighborhoods would benefit from the project, the possibility of employment for local residents, and KOSKİ's future plans. KOSKİ representatives clarified that water would be sourced from drilled wells, not from Lake Suğla, and that due to limited resources, priority had been given to neighborhoods facing urgent water shortages. The mukhtars also requested that separate meetings be organized in their neighborhoods to better inform residents. This MoM contains details of SCM's announcement, questions from stakeholders, and answers.

1.1. Question & Answer Session

In this sub-section, the opinions, requests and questions of the participants and the relevant answers received during the SCM have been presented. The details are as follows:

Question 1:

A Participant Who Did Not Want to Be Named: Will it be possible to supply water to these neighborhoods from Suğla Lake? Is there enough water to meet the needs?

Answer 1:

H** A****, Environmental Engineer / POSEİDON:** First of all, water will not be supplied from Lake Suğla but from 2 drilled wells located approximately 1000 meters west of Aşağıkaraören neighborhood of Seydişehir District and approximately 4 kilometers northeast of Lake Suğla.

Question 2:

H** K****, Mukhtar of Aşağıkaraören Neighborhood:** Will Aşağıkaraören Neighborhood benefit from this Project?

Answer 2:

R*** B****, Water Construction Branch Directorate / KOSKİ:** When this Project was first planned, your neighborhood was included. However, since there is no urgent water shortage

in your area, the neighborhoods in urgent need were prioritized and the Project was designed accordingly.

Question 3:

Ş** Y***** , Mukhtar of Ortakaraören Neighborhood:** We would also like to benefit from this Project. We want the people of the region to benefit from the water supply of the Project, if employment is to be provided.

Answer 3:

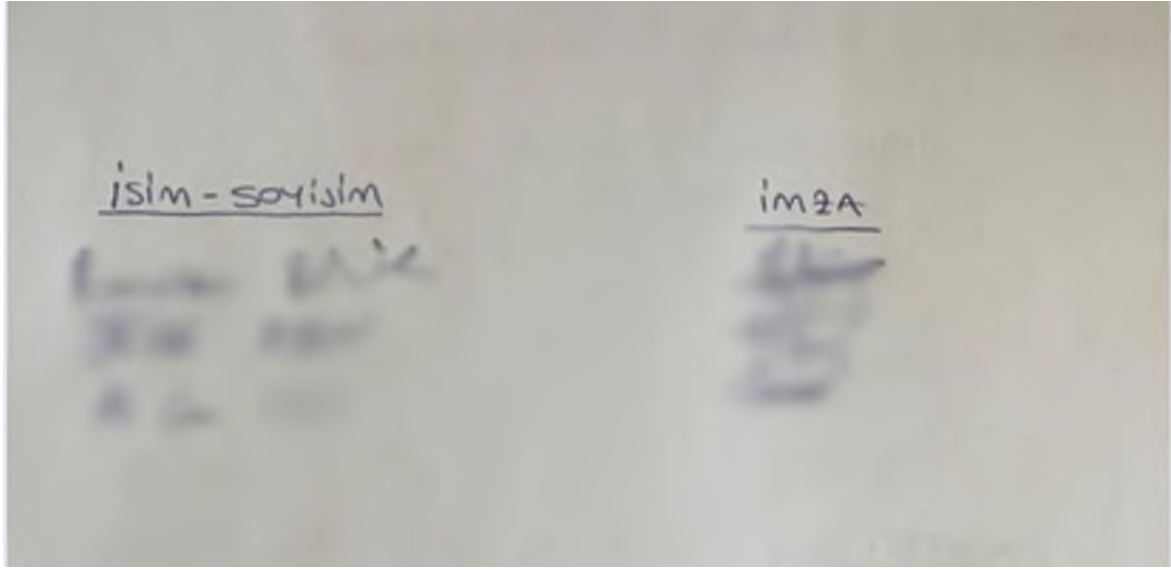
R*** B**** , Water Construction Branch Directorate / KOSKİ:** You are also in the Area of Influence of this Project. As I mentioned before, your neighborhood was excluded due to the urgent need for water. Your infrastructure is ready. Only the construction of the water line will remain. This is the entire responsibility of KOSKİ. You could not be included in this Project due to limited resources.

Opinion and Suggestion:

Mukhtars of Aşağıkaraören Neighborhood and Ortakaraören Neighborhood: We participated and asked our questions and received answers from you. We think that KOSKİ officials should organize a meeting in Aşağıkaraören and Ortakaraören in order to provide more accurate information to our residents that they cannot benefit from these water wells and that KOSKİ officials should explain their plans for the future.

2. Participants List

[illegible]



3. Stakeholder Consultation Meeting (SCM) Announcements on Local and National Newspapers and KOSKİ Official Website & Announcement Brochure of the Project Distributed at the SCM

Announcement of KOSKİ Official Website

Anasayfa / Duyurular / SUĞLA İÇME SUYU İSALE HATTI YAPIM İŞİ HALKIN KATILIM TOPLANTISINA DAVET

SUĞLA İÇME SUYU İSALE HATTI YAPIM İŞİ HALKIN KATILIM TOPLANTISINA DAVET

Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü (KOSKİ) tarafından Sürdürülebilir Şehirler Projesi-II Ek Finansman kapsamında "Suğla İçmesuyu İsale Hattı Yapım İşİ (KOSKİ-W3)" Projesi planlanmaktadır. Bu Projenin Finansmanı Dünya Bankası (DB) tarafından karşılanacak ve İller Bankası A.Ş. tarafından yürütülecektir.

Söz konusu proje için, program kapsamında projeden etkilenebilecek paydaşları, proje hakkında bilgilendirebilmek ve görüş ve önerilerini almak amacıyla aşağıda belirtilen tarih ve saatte "Paydaş Katılım Toplantısı" yapılacaktır. Toplantıya konu olan projenin dokümanları, KOSKİ web sitesinde ve aşağıda belirtilen uzantılarda incelemeye açıktır:

https://www.koski.gov.tr/uploads/sayfalar_v/dosya/sayfalar-182-sugla-icmesuyu-isalet-hatti-yapim-isi-cevre-ve-sosyal-yonetim-plan-2025-06-25-12-00-00-KY.pdf

https://www.koski.gov.tr/uploads/sayfalar_v/dosya/sayfalar-182-sugla-icmesuyu-isalet-hatti-yapim-isi-paydas-katilim-plan-2025-06-25-12-04-31-Nb.pdf

Halkımıza saygı ile duyurulur.

Toplantı Yeri: Ahırlı Çok Amaçlı Salonu
Toplantı Yerinin Adresi: Ahırlı Merkez Mahallesi Mezarlık Caddesi No:3 Ahırlı/KONYA
Toplantı Tarihi: 08.07.2025
Toplantı Saati: 11:00

Proje Sahibi: Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü (KOSKİ)
Tel: 0 332 221 61 00 / 7251
Web: <https://www.koski.gov.tr/>

Çevresel ve Sosyal Yönetim Planlarını Hazırlayan Kuruluş:
POSEIDON Çevre Sosyal Danışmanlık Müh. Tic. Ltd. Şti.
Tel: +90 (312) 486 01 06
Web: <https://poseidondanismanlik.com.tr/tr>
e-posta: info@poseidondanismanlik.com.tr

Duyurular

SUĞLA İÇME SUYU İSALE
HATTI YAPIM İŞİ HALKIN...

Konya Su ve Kanalizasyon
İdaresi Güneş Enerji...

KOSKİ GENEL
KURULU'NUN 12/05/202...

KOSKİ GENEL
MÜDÜRLÜĞÜNDEN İLA...

Konya Su ve Kanalizasyon
İdaresi'nin (KOSKİ) 49,28...

KOSKİ GENEL KURULU /
PLAN VE BÜTÇE...

KOSKİ GENEL
MÜDÜRLÜĞÜNDEN İLA...

KOSKİ GENEL
KURULU'NUN 13/05/202...

KOSKİ GENEL
MÜDÜRLÜĞÜNDEN İLA...

KOSKİ GENEL
MÜDÜRLÜĞÜNDEN İLA...

Tümünü Göz



Konya Su ve Kanalizasyon İdaresi
Genel Müdürlüğü
İhsaniye Mh. Kazım Karabekir Cd.
No:56 42060 Selçuklu/Konya

185

Kurumsal

Başkan
Kurumsal Yapı
Genel Kurul
Kalite Politikamız
Stratejik Plan

Kültürel Faaliyet

Kitaplar
Filmler
Sempozyum ve Konferanslar

Diğer

e-Randevu
e-Dilekçe
Bize Yazın
Hizmet Tarifesi
Personel E-posta

Sosyal Medya

f Facebook
y Youtube
i Instagram
in LinkedIn
x X

Announcement of Local and National Newspapers:

9 İLAN

KONYA
Yenigün

27 HAZİRAN 2025

DUYURU
PAYDAŞ KATILIM TOPLANTISI

Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü (KOSKİ) tarafından Sürdürülebilir Şehirler Projesi-II Ek Finansman kapsamında "Suğa İçmesuyu İsale Hattı Yapım İşi (KOSKİ-W3)" Projesi planlanmaktadır. Bu Projenin Finansmanı Dünya Bankası (DB) tarafından karşılanacak ve İller Bankası A.Ş. tarafından yürütülecektir.

Söz konusu proje için, program kapsamında projeden etkilenebilecek paydaşları, proje hakkında bilgilendirmek ve görüş ve önerilerini almak amacıyla aşağıda belirtilen tarih ve saatte "Paydaş Katılım Toplantısı" yapılacaktır. Toplantıya konu olan projenin dokümanları, KOSKİ web sitesinde incelemeğe açıktır.

Halkımıza saygı ile duyurulur.

Toplantı Yeri: Ahırçı Çok Amaçlı Salonu
Toplantı Yerinin Adresi: Ahırçı Merkez Mahallesi Mezarlık Caddesi No:3 Ahırçı/KONYA
Toplantı Tarihi: 08.07.2025
Toplantı Saati: 11:00

Proje Sahibi: Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü (KOSKİ)
Tel: 0 332 221 61 00 / 7251
Web: <https://www.koski.gov.tr/>

Çevresel ve Sosyal Yönetim Planlarını Hazırlayan Kuruluş:
POSEIDON Çevre Sosyal Danışmanlık Müh. Tic. Ltd. Şti.
Tel: +90 (312) 496 01 06
Web: <https://poseidondanismanlik.com.tr/>
e-posta: info@poseidondanismanlik.com.tr

Resmî İlanlar www.ilan.gov.tr de Basın: 2249240


Düzgünler
Plastik

ŞİRKETİMİZ BÜNYESİNDE ÇALIŞTIRILMAK ÜZERE

*** FORKLİFT OPERATÖRÜ**
30-45 YAŞ ARASI
BAY

*** PLASTİK BORU ÜRETİM TESİSİMİZDE**
3 VARDİYA DÜZENİNDE ÇALIŞACAK
20-45 YAŞ ARASI
BAY-BAYAN

PERSONEL ALIM İ YAPILACAKTIR.

MAAŞ+DEVAMLILIK PRİMİ
SİĞORTA+YEMEK+SERVİS

* GÖRÜŞMELER YÜZ YÜZE FİRMADA YAPILACAKTIR.

Adres: Konya Organize Sanayi Bölgesi 3. Sk. No:16/A
Selçuklu / Konya / Türkiye
TEL: 0332 239 11 12

KONYA
Yenigün


Bizi sosyal
ağlardan takip edin


Twitter
twitter.com/konyayenigun1


Facebook
facebook.com/konyayenigun

Sektöründe Türkiye'nin ve Dünyanın en önde gelen otomotiv yedek parça üreticisi olan 5.000 kişilik AYD Ailesinde görevlendirilmek üzere;

VASIFLI personel
Gece farkı
arıyoruz

AYD
OTOMOTİV ENDÜSTRİ

81
SÜRDÜRÜLEBİLİR
ŞEHİRLER

TÜRKİYE CUMHURİYETİ
ÇEVRE, ŞEHİRCİLİK VE
KLİM BÜYÜKLÜĞÜ BAKANLIĞI

İLBANK
TÜRKİYE'NİN YATIRIM BANKASI

THE WORLD BANK
INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT

Announcement Brochure of Project

Çevresel ve Sosyal Etkileri Azaltma Önlemleri ve İzleme

Proje sürecinde oluşabilecek çevresel ve sosyal etkilerin önlenmesi/en aza indirilmesi için aşağıdaki alt yönetim planları hazırlanacaktır:

- Atık Yönetim Planı
- Hava Kalitesi ve Gürültü Yönetim Planı
- İş Sağlığı ve Güvenliği Yönetim Planı
- Acil Durum Hazırlık ve Müdahale Yönetim Planı
- Toprak Yönetim Planı

İnşaatta toz, gürültü ve atık oluşumu kontrol altına alınacak; trafik güvenliği sağlanacak; çalışanlar için güvenli koşullar oluşturulacaktır. Hassas/Dezavantajlı gruplar özel olarak gözetilecektir. Tüm süreç KOSKİ ve yüklenici tarafından izlenecek, bağımsız denetimlerle kontrol edilecektir.

Paydaş Katılımı ve Şikâyet Mekanizması

Projeye ilişkin bilgi paylaşımı için bir Paydaş Katılımı Planı hazırlanmış, halkın görüş, öneri ve şikâyetlerini iletebileceği bir Şikâyet Mekanizması kurulmuştur. Başvurular hızlı ve özenli şekilde değerlendirilir. Bu mekanizmanın uygulanmasından KOSKİ sorumludur. Broşürdeki iletişim kanalları dilek, şikâyet ve önerileri iletmek için kullanılabilir.

Şikâyet/dilek/öneri telefon hattı:

Web Sitesi:

<https://www.koski.gov.tr/koski/iletisim>

KEP E-posta: koski@hs03.kep.tr

Telefon Numarası:

0332 205 7700/0332 205 7700

Alo 185 Hattı

Resmî Yazışma / Dilekçe Adresi: İhsaniye Mh.

Kazım Karabekir Cd. No :56 42060

Selçuklu/Konya

İLLER BANKASI A.Ş. İletişim Kanalları

0(312) 508 79 79

Web sitesi:

<https://www.ilbank.gov.tr/form/bilgiedinmeul>
uslararası

E-mail: uidbbilgi@ilbank.gov.tr

Açık Adres: İLBANK Genel Müdürlüğü

Uluslararası İlişkiler Dairesi Başkanlığı,

Emniyet Mahallesi Hipodrom Caddesi No:9/21

Yenimahalle/ANKARA



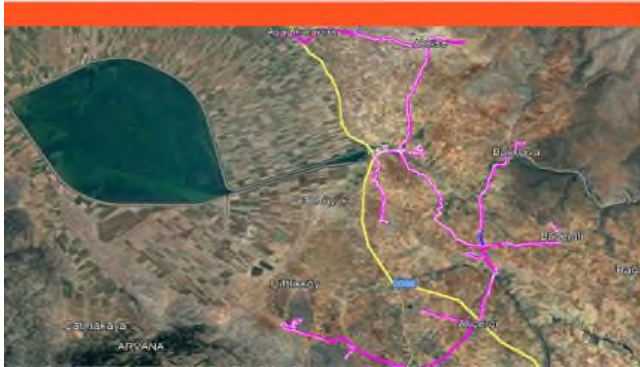
SUĞLA SU TEMİNİ PROJESİ

SÜRDÜRÜLEBİLİR ŞEHİRLER PROJESİ - II EK FİNANSMAN

BİLGİLENDİRME BROŞÜRÜ

Tarih ve Saat: 08.07.2025- 11:00

Ahırlı Çok Amaçlı Salonu



Proje Tanıtımı

Suğla Su Temini Projesi Ahırılı ve Yalıhüyük ilçelerine bağlı mahallelere güvenilir ve sürdürülebilir içme suyu sağlamak amacıyla hayata geçirilmektedir. Proje kapsamında 55,5 km isale hattı, üç terfi merkezi ve bir su toplama rezervuarı inşa edilecektir. Proje, Dünya Bankası desteğiyle uygulanmakta olup çevresel ve sosyal standartlara uygun şekilde yürütülmektedir.

Proje Finansmanı

Proje, Dünya Bankası (DB) tarafından finanse edilen Sürdürülebilir Şehirler PROJESİ - II Ek Finansman kapsamında İller Bankası A.Ş. (İLBANK) aracılığıyla finanse edilmektedir. Proje kapsamında Çevresel ve Sosyal Yönetim Planı (ÇSYP), Paydaş Katılım Planı (PKP) hazırlanmıştır. KOSKİ bu projenin yürütücüsü olacaktır.

Projenin Amacı ve Faydaları

Projenin temel amacı, su kalitesinin iyileştirilmesi, halk sağlığı risklerinin azaltılması ve sürdürülebilir ekonomik büyümenin desteklenmesidir. Ayrıca, mevcut içme suyu sisteminin yetersiz olduğu mahallelerde, içme suyu sistemi ulusal ve AB standartlarına uygun seviyelere yükseltilecektir. Proje, Ahırılı ve Yalıhüyük ilçelerine bağlı mahallelere güvenilir ve sürdürülebilir içme suyu sağlamayı amaçlamaktadır

- ▶ TMY1: Terfi Merkezi
- ▶ DY1-TMY1: Toplama Deposu
- ▶ TMY2:Terfi Merkezi,Akkise Yeni Rezervuar (Grup Su Rezervuarı)
- ▶ DY2-TMY3: Toplama Deposu
- ▶ TMY3: Terfi Merkezi
- ▶ 55,5 km uzunluğunda isale hattı

Çevresel ve Sosyal Etkiler

Suğla Su Temini Projesi kapsamında çevresel ve sosyal etkiler oluşabilir. Bu etkiler; inşaatın niteliğine, yerleşim yerlerine yakınlığına ve mevcut altyapıya göre değişebilir.

Çevresel Etkiler: İnşaat sürecinde toz, gürültü, atık oluşumu ve trafik yoğunluğu gibi etkiler görülebilir.

Proje, sağlıklı içme suyu sağlayarak halk sağlığını ve yaşam kalitesini artıracaktır. Ancak inşaat sürecinde geçici erişim kısıtlamaları, gürültü, trafik akışında aksamalar ve yerel halk için rahatsızlık yaratabilecek çalışma saatleri gibi olumsuz sosyal etkiler yaşanabilir.

Proje kapsamında hazırlanan ÇSYP ve PKP KOSKİ resmi internet sitesinde yayınlanmıştır.

<https://www.koski.gov.tr/sayfa/surdurulebilir-sehirler-projesi-scp2-af>



4. SCM Presentation

KOSKİ-W3 KONYA- SUĞLA SU TEMİNİ İSALE HATTI İNŞAATI PROJESİ

Paydaş Katılım Toplantısı



1

GÜNDEM

- Sunumun Amacı
- Projenin Amaç ve Faydaları
- Projenin Tarafları
- Çevresel ve Sosyal Çalışmaların Kapsamı
- Proje Hakkında
- Soru & Cevap



2

SUNUMUN AMACI

- 1 Paydaşları Proje hakkında bilgilendirmek
- 2 Projenin olası çevresel ve sosyal etkilerini ve alınacak tedbirleri açıklamak
- 3 Paydaş katılımı ve şikayet mekanizması konusunda bilgi aktarmak



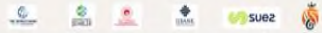
3

PROJENİN TARAFLARI



Finansör Projenin Aracısı Proje Sahibi

Projenin Danışmanı SUEZ/ Poseidon Ç & S Danışman



4

PROJE HAKKINDA



Proje, Konya il'in Ahırılı İlçesi (Ahırılı, Akkise, Aliçerçi, Bademli, Balıkdava, Büyükdüz, Çiftlik, Erdoğan, Karacakuyu, Kayacık, Küçüköz mahalleleri) ve Yahhüyük İlçesi'ni (Arasöğüt, Saray, Yahhüyük Mahalleleri) kapsamaktadır.

Su ihtiyacı, Seydişehir İlçesi Aşağıkaraören Mahallesi'nin yaklaşık 1000 metre batısında ve Suğla Çölü'nün yaklaşık 4 kilometre kuzey doğusunda yer alan 2 adet sondaj kuyusundan (2 ve 3 numaralı Suğla Grubu sondaj kuyuları) karşılanacaktır.

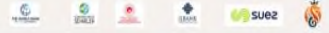
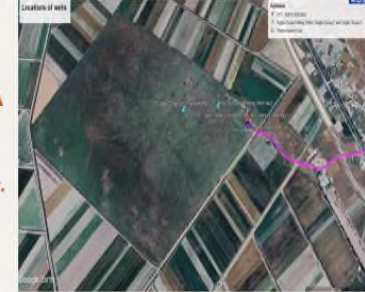
2 adet sondaj kuyusundan temin edilen su, toplam 55,5 km'lik hat ile Suğla Grubu'na ulaştırılacaktır.



5

PROJE HAKKINDA

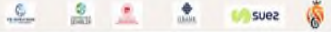
Proje için 2 adet
sondaj kuyusundan
su temin edilecektir.



6

PROJE HAKKINDA

55,5 km'lik
hat güzergahı



7

PROJE HAKKINDA

İnşaa edilecek yapılar:

TMY1: Terfi Merkezi,

DY1-TMY1: Toplama Deposu,

TMY2: Terfi Merkezi, Akkise Yeni

Rezervuar (Grup Su Rezervuarı)

DY2-TMY3: Toplama Deposu,

TMY3: Terfi Merkezi

55,5 km uzunluğunda isale hattı.



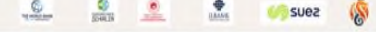
8

PROJENİN AMACI VE FAYDALARI

Su Kalitesinin iyileştirilmesi

Halk sağlığı risklerinin azaltılması

Sürdürülebilir ekonomik büyümenin desteklenmesi



9

ÇEVRESEL VE SOSYAL STANDARTLARA UYUM

Projenin Dünya Bankası Çevresel ve Sosyal Standartlarına ve yerel mevzuatta belirtilen çevresel ve sosyal gerekliliklere uygun ilerlemesi için özelleştirilmiş planlar hazırlanmıştır.

Bunlar Çevresel ve Sosyal Yönetim Planı ve Paydaş Katılım Planıdır.

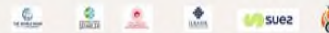
Temel hedef, çevreye ve iş güvenliğine olumsuz etkileri ortadan kaldırılması, bunun mümkün olması halinde bu etkinin en az seviyeye indirilmesi için fiziksel ve yönetsel tedbirlerin belirlenmesidir.

Bu tedbirler, Proje süresince arazi hazırlığından, inşaat ve işletme çalışmalarının boyunca uygulanacaktır.



10

ÇEVRESEL VE SOSYAL ÇALIŞMALARIN KAPSAMI



11

ÇEVRESEL VE SOSYAL ÇALIŞMALARIN KAPSAMI



12

TOPRAK ORTAMI

Olası Etkiler

Üst Toprak Kaybı,
Arazi vasfının
değişmesi
Toprak kirliliği
Erozyon

Alınacak Önlemler

Proje faaliyetleri belirlenen izinli çalışma alanlarında gerçekleştirilecektir.
Sahada dökülmeye karşı sızdırmaz tavalı bulundurulacaktır.



13

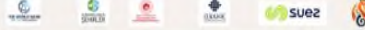
SU KAYNAKLARI

Olası Etkiler

Su kullanımı ve atıksız nitelikli atık su oluşumu kaynaklı etkiler
Atık ve yağ sızıntısı kaynaklı etkiler

Alınacak Önlemler

Proje personelinin kişisel kullanım amacıyla herhangi bir su kaynağını (akarsu, nehir veya dere) kullanmasına izin verilmeyecektir.
Çalışanların içme suyu ihtiyacı palet su veya damacanalarla sağlanacaktır.
Yağ (ikmal) veya yağ değişimi sırasında sahada sızdırmaz tavalı bulundurulacaktır.
Evsel nitelikli atıksular, geçirimsiz foseptik tanklarda geçici olarak biriktirilecektir.



14

HAVA KALİTESİ VE GÜRÜLTÜ

Olası Etkiler

Toprak hareketleri ve sıkım/yıkım nedeniyle toz emisyonları,
Proje alanı içindeki ve proje alanı çevresindeki araç ve iş makineleri kaynaklı toz emisyonları,

Alınacak Önlemler

Proje alanına en yakın dizi/sicilde 24 saatlik PM10 ölçümü yapılarak mevcut durum hava kalitesi belirlenecektir.
Araç, iş makineleri ve iş ekipmanları, teknik şartnameleri doğrultusunda kullanılacak, bakımı yapılacak ve periyodik kontrolleri yanında denetimler ile sağlanacaktır.



15

ATIK YÖNETİMİ

Olası Etkiler

Tehlikesiz atık oluşumu
Tehlikeli atık oluşumu
Hafriyat atığı oluşumu

Alınacak Önlemler

Oluşan atıklar için ulusal ve uluslararası atık yönetimi standartları ve yönetmelikleri uygulanacaktır.
Atıklar, Geçici Atık Depolama Alanında depolandıktan sonra en geç 6 ay içerisinde lisanslı firmalara teslim edilecektir.
Atık oluşumu, depolanması ve bertarafı ile ilgili tüm kayıtlar tutulacaktır.
Çalışanlara, atık bertarafı için belirlenen alanların/butunların kullanımı konusunda eğitim verilecektir.



16

BİYOÇEŞİTLİLİK VE DOĞAL KAYNAKLAR

Olası Etkiler

Proje faaliyetleri nedeniyle habitatların ve yerel hayati türlerin rahatsız edilmesi
Orta toprağın kirlenmesi ve bitki örtüsünün temizlenmesi nedeniyle habitat kaybı ve parçalanması
Proje faaliyetleri nedeniyle flora türlerinin zarar görmesi/kaybı
Proje faaliyetleri nedeniyle fauna türlerinin rahatsız edilmesi

Alınacak Önlemler

Proje faaliyetleri belirlenen izinli çalışma alanlarında gerçekleştirilecektir. Bu alanların dikkatle korunacaktır. Araç ve iş makineleri, belirlenen alanlar ve güzergahlar dışında kullanılmayacaktır.
Kuş ve memeli yuvaları ile korulu bölgelerde, yovaların boş olduğundan emin olmadan faaliyetlere devam edilmeyecektir.
Tüm personel, biyolojik çeşitlilik değerlerinin öneminde eğitilmeli ve konuya özel eğitimler, oturma alanında ve diğer alanlarda verilecektir.
Proje çalışmaları sırasında kullanılan doğal kaynakların (enerji, su, mineral vb.) miktarı kaydedilmeli ve kaynak verimliliği hedefi doğrultusunda doğal kaynak kullanımının her ay azaltılması hedeflenecektir.



17

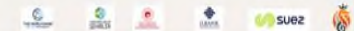
TRAFİK

Olası Etkiler

Projenin inşaat aşamasında gerçekleştirilecek olan malzeme taşınması ve inşaat faaliyetleri dolayısıyla yakın yerleşimlerde trafik yükünün artması

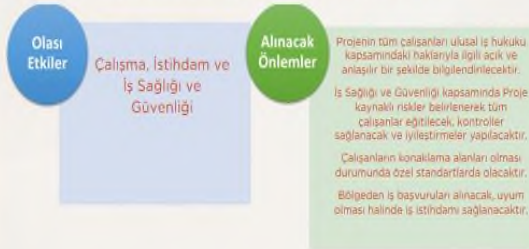
Alınacak Önlemler

Proje kapsamında çalışacak olan tüm sürücülere eğitim verilecektir.
Hız sınırı belirlenecek ve bu sınırlara uyulacaktır.
Proje trafiğinin hareketi sadece planlanan rota ile sınırlandırılacaktır.



18

İŞ GÜCÜ VE ÇALIŞMA KOŞULLARI



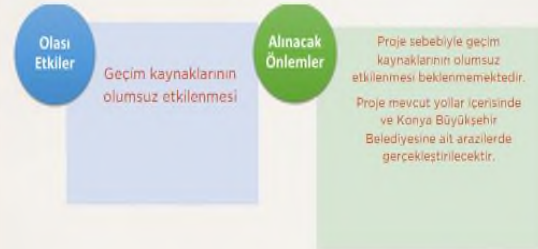
19

KÜLTÜREL MİRAS



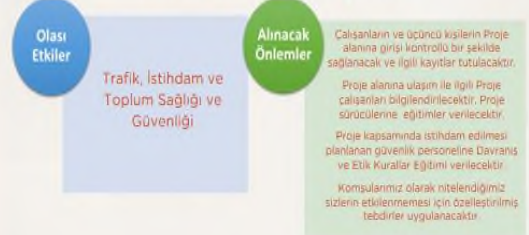
20

ARAZİ EDİNİMİ



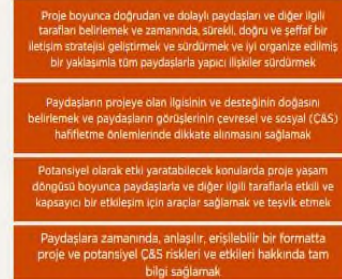
21

SOSYO-EKONOMİK ÇEVRE



22

PAYDAŞ KATILIMININ TEMEL HEDEFLERİ



23

BELİRLENEN PAYDAŞ GRUPLARI - Proje Den Etkilenen Taraflar



24

PAYDAŞLARA BİLGİLERİN AÇIKLANMASI

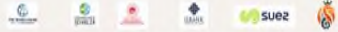
Ön onayı alınan
ÇSYP ve PKP WEB
Sitesinde yer
almaktadır. Ayrıca
muhtarlıklara da
iletilmektedir.



25

PAYDAŞLARIN KATILIMI İÇİN YÖNTEMLER

- Şikayet Kutuları (Muhtarlıklar)
- İller Bankası A.Ş.
- Web: <https://www.illerbank.gov.tr/form/bilgi edinme usul aransi>
- Telefon: 0312) 508 79 79
- CİMER - Cumhurbaşkanlığı İletişim Merkezi
- YİMER - Yabancılar İletişim Merkezi (Göçmenler için)
- KOSKİ Web Sitesi



26

PAYDAŞ KATILIMI: KATILIM YÖNTEMLERİ

Projenin saha çalışmaları başladığında:

Muhtarlıklarda, kahvehanelerde,
proje alanı üzerindeki uygun
noktalarda ve çalışma yapılan
alanlarda yer alacaktır.

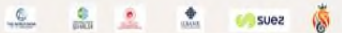


27

PAYDAŞ KATILIMI: KATILIM YÖNTEMLERİ



koski.gov.tr



28

ŞİKAYET MEKANİZMASI



29

ŞİKAYET MEKANİZMASI



30



KOSKİ-W3 (KONYA-SUĞLA SU TEMİNİ İSALE HATTI İNŞAATI)

KATILIMINIZ VE İLGİNİZ İÇİN TEŞEKKÜR
EDERİZ.



31



KOSKİ-W3 (KONYA-SUĞLA SU TEMİNİ İSALE HATTI İNŞAATI)

Sorular, yorumlar ve görüşler için söz sizde...



32

5. Photographs From SCM

