

# **GREEN AND FUTURE CITIES (GFC) PROJECT**

## **KONYA WATER AND SEWERAGE ADMINISTRATION**

### **KARAALI WASTEWATER TREATMENT PLANT CONSTRUCTION PROJECT**

#### **STAKEHOLDER ENGAGEMENT PLAN (SEP)**

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## List of Abbreviations

<b>Aol</b>	Area of Influence
<b>CIMER</b>	Presidency's Communication Center
<b>E&amp;S</b>	Environmental and Social
<b>E&amp;S Consultant</b>	POSEİDON Environmental Social Consulting Engineering Trade Ltd. Co
<b>EHS</b>	Environment Health and Safety (EHS)
<b>EIA</b>	Environmental Impact Assessment
<b>ESF</b>	Environmental and Social Framework
<b>ESMF</b>	Environmental and Social Management Framework
<b>ESMP</b>	Environmental and Social Management Plan
<b>ESMR</b>	Environmental and Social Monitoring Reports
<b>ESMS</b>	Environmental and Social Management System
<b>GBV</b>	Gender-Based Violence
<b>GM</b>	Grievance Mechanism
<b>GMCP</b>	Grievance Mechanism Contact Person
<b>İLBANK</b>	İLBANK A.Ş.
<b>KOSKİ</b>	Konya Water and Sewerage Administration
<b>MoEUCC</b>	Ministry of Environment, Urbanization and Climate Change
<b>NGO</b>	Non-Governmental Organization
<b>OG</b>	Official Gazette
<b>OHS</b>	Occupational Health and Safety
<b>OIP</b>	Other Interested Parties
<b>PAP</b>	Project Affected People
<b>PID</b>	Project Identification Document
<b>PIU</b>	Project Implementation Unit
<b>PIU</b>	Project Implementation Unit
<b>POSEİDON</b>	POSEİDON Environmental Social Consulting Engineering Trade Ltd. Co
<b>PUMREP</b>	Türkiye Public and Municipal Renewable Energy Project
<b>SCM</b>	Stakeholder Consultation Meeting
<b>SEA/SH</b>	Sexual Exploitation and Abuse/Sexual Harassment
<b>SEP</b>	Stakeholder Engagement Plan
<b>Subproject</b>	Karaali Wastewater Treatment Plant Construction project
<b>The Bank</b>	World Bank
<b>The Project</b>	Green And Future Cities (GFC) Project
<b>TurkStat</b>	Turkish Statistical Institute
<b>WB</b>	World Bank



**WBG**

World Bank Group

**WHO**

World Health Organization

**YIMER**

Foreigners Communication Center

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## Definitions

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

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

**Other Interested Parties:** 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.

**Vulnerable/Disadvantaged Individuals/Groups:** People who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage and who may be limited in their ability to access project information or voice their concerns.

**Grievance:** An issue, complaint and/or dispute that has escalated to the point where it requires third party intervention or adjudication to help resolve it. Typically, grievances are thought of as involving the community as a whole and have been unresolved for some time in a formal manner.

**Grievance Mechanism:** A formal way that provides a clear and transparent framework for addressing, assessing, and resolving community grievances concerning the performance or behavior of the company, its contractors, or workers.

**Project Affected Persons (PAPs):** Individuals, groups, or communities who are directly affected (actually or potentially) by the Project's environmental and social impacts. PAPs may include persons residing, working, or carrying out livelihood activities within the Project's Area of Influence, as well as those who may experience impacts related to construction activities (e.g., noise, dust, traffic), access restrictions, or changes in environmental conditions. PAPs also include users of infrastructure (such as roads) that may be affected during the Project lifecycle.

**Project Implementation Unit (PIU):** The unit which is responsible from the environmental, social, and H&S implementations of the Project during pre-construction, land preparation and construction and operation phases. The PIU Team includes at least six personnel which are: the Head of the PIU (or Project Manager), two financial experts, Environmental Expert, Social Expert and Occupational Health and Safety (OHS) Expert.

**GM Team:** The team which proceeds the grievances, requests and comments coming from the internal and external stakeholders and implements the Grievance Mechanism procedures in accordance with the ESMP and SEP which are prepared in line with the national legislation, MoIT GM Policy, İLBANK GM Policy and WB ESF.



## Executive Summary

The Karaali Wastewater Treatment Plant Construction Project is implemented by the Konya Water and Sewerage Administration within the scope of the Green and Future Cities Project, financed by the World Bank with İller Bankası A.Ş. acting as the Financial Intermediary. The Subproject is located in Karaali Neighborhood of Beyşehir District, Konya Province, and aims to protect the water quality of Lake Beyşehir by treating domestic wastewater generated within the service area and reducing public health and environmental risks.

The Subproject involves the construction and operation of an advanced biological wastewater treatment plant with an additional final disinfection unit. The WWTP is designed with a daily treatment capacity of 400 m<sup>3</sup> for the design year 2050. The treatment process includes screening (drum screen), biological phosphorus removal, aeration, secondary sedimentation, and disinfection. The system includes sludge storage units; however, no sludge dewatering units are included. Treated effluent will be discharged to the Çay Stream in accordance with national discharge standards and relevant international guidelines, taking into account the sensitivity of the Beyşehir Lake Basin. The electric transmission line will be financed within the scope of the subproject and is therefore not identified as an associated facility. However, the potable water supply connection will be constructed outside the scope of the subproject financing and is therefore identified as an associated facility. The Subproject has been classified as Moderate Risk in accordance with the İLBANK Environmental and Social Management System (ESMS) by İLBANK. Accordingly, this Environmental and Social Management Plan has been prepared to identify and manage potential environmental and social risks and impacts during the construction and operation phases.

A land acquisition assessment has been conducted in accordance with ESS5 through site visits and review of the relevant title deed records. The Karaali WWTP site is located on Block 257, Parcel No. 1, which is registered as Treasury land and officially allocated to KOSKİ for the construction of the wastewater treatment plant. The total surface area of the Subproject is 4,318.69 m<sup>2</sup> and it covers the entire parcel. Based on the land registry review and field verification, the Subproject footprint is entirely located within this publicly owned parcel, and no permanent or temporary private land acquisition, physical displacement, or economic displacement is required for the WWTP site. There are no trees or plants on the lands in question. No informal land users were identified during the E&S documents preparation process, and this was confirmed through field verification and consultations with the Mukhtar of Karaali Neighbourhood and a household engaged in livestock breeding during the field visits.

The existing 300 mm diameter reinforced concrete collector line (approximately 1.5 km in length) is already in place and operates under gravity flow conditions; therefore, no additional land acquisition is required for the collector line. The discharge line, approximately 60 meters in length, has been designed to convey treated effluent to the Çay Stream through publicly owned land and/or within the project parcel boundaries. Accordingly, no privately owned land will be affected, and no land acquisition or restriction on land use is anticipated for the discharge line.

The Energy Transmission Line (ETL) required to supply electricity to the Karaali WWTP is planned to be approximately 1.6 km in length, based on the preliminary information provided by KOSKİ. The tentative alignment has been shared in KML format; however, it remains subject to final technical confirmation. At this stage, the ETL is expected to follow, to the extent feasible, existing road corridors and publicly accessible areas in order to minimize potential land-related impacts. Based on the preliminary routing information, no significant land acquisition or physical displacement is anticipated. Should the final alignment differ from the preliminary route, the environmental and social assessment will be updated accordingly.

The area of influence (Aol) of the subproject has been defined as a 500-meter radius in line with environmental and social standards. Within this defined Aol, Karaali Neighbourhood is considered the area of influence.



Approximately 15 workers will be employed during the construction phase, while 5 personnel will be required for maintenance in the operational phase.

No worker accommodation will be established within the project site. Construction and operation personnel will stay off-site (e.g., hotels if necessary) and commute daily to the site. A designated temporary worker area (without accommodation) will be established within the project parcel during the construction phase to meet daily needs such as meals and hygiene facilities.

Stakeholders were identified through a combination of desk-based review and field-based data collection methods. Secondary data were obtained from official sources, including TurkStat demographic data, cadastral records, and local administrative information. Primary data were collected through on-site observations and stakeholder consultations.

As part of the stakeholder engagement activities, field visits were conducted on 20 August 2025, including face-to-face discussions with the Mukhtar of Karaali Neighbourhood and one household engaged in livestock breeding, in line with ESS10-compliant stakeholder engagement activities.

This document has been prepared to ensure transparent communication with stakeholders, minimize negative social impacts, and enhance the positive effects of the Karaali WasteWater Treatment Project. The plan outlines methods for consultation with stakeholders, addressing their concerns and gathering feedback to guide project decisions. It includes stakeholder analysis, consultation tools, planned engagement activities, a grievance mechanism, and a communication strategy.

The SEP also includes monitoring and reporting mechanisms to track stakeholder interactions and evaluate the effectiveness of engagement efforts. Additionally, the plan contains sample consultation and grievance forms to ensure an inclusive and structured approach to stakeholder communication.

The SEP has been developed in line with the requirements of ESS10 of the World Bank's Environmental and Social Framework, the Environmental and Social Management System (ESMS) of ILBANK and Turkish legislation. It will be continuously updated throughout the project to reflect stakeholder feedback and project developments, ensuring the long-term safety, functionality, and sustainability of the subproject. The SEP has been prepared in coordination with the ESMP and reflects stakeholder risks and engagement actions identified therein to ensure consistency and complementarity.



# 1 Introduction/ Project Description

The Green and Future Cities Project (GFC), supported by the World Bank and implemented in Türkiye through ILBANK, is a strategic initiative aimed at fostering climate-resilient and sustainable urban development. As urbanization accelerates, cities face increasing challenges related to greenhouse gas emissions, environmental degradation, and vulnerability to climate-related risks. GFC seeks to address these challenges by providing municipalities with the financial, technical, and institutional support needed to implement green infrastructure and low-carbon solutions. Konya, one of Türkiye's largest and fastest-growing cities, has been selected under GFC due to its rapid urbanization, high energy consumption, and significant exposure to climate-related challenges, including water scarcity and heat stress. By targeting Konya, the project aims to demonstrate how comprehensive climate-resilient urban planning and sustainable infrastructure investments can be effectively implemented in a major urban center.

GFC will be financed by World Bank (WB) to support participating municipalities and utilities in Türkiye to plan for and invest in climate resilience and greenhouse gas (GHG) reductions. İller Bankası A.Ş (ILBANK) will be acting as the Financial Intermediary (FI).

Within this scope, the "Karaali Wastewater Treatment Plant (WWTP) Sub-Project" (hereinafter referred to as the Sub-Project) will be implemented by Konya Water and Sewerage Administration (KOSKİ). The purpose of the Sub-Project is to collect and treat domestic wastewater generated in Karaali neighbourhood of Beyşehir District in Konya Province, and to safely discharge the treated effluent into the receiving water body.

## 1.1 Objectives

The primary objective of the Sub-Project is to collect and treat domestic wastewater generated in Karaali Neighbourhood and safely discharge the treated effluent into the designated receiving water body (Çay Stream), in compliance with national legislation and applicable international standards.

Based on population projections for the year 2050, the service population is estimated at 3,014 persons. The design capacity of the WWTP is 400 m<sup>3</sup>/day.

The Sub-Project aims to:

- Prevent uncontrolled discharge of untreated wastewater,
- Protect groundwater and surface water resources,
- Improve public health and environmental conditions,
- Contribute to long-term environmental sustainability in the Beyşehir region.

The Sub-Project is subject to the Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette No. 31907, dated 29 July 2022). Following the application submitted to the Konya Provincial Directorate of Environment, Urbanization and Climate Change (Ref: 2025/D.035), the Project was evaluated under Annex II of the EIA Regulation. According to the official letter dated 13 February 2026 and numbered E-47342952-220.03-14914879, the "Karaali Wastewater Treatment Plant (400 m<sup>3</sup>/day)" Project has been determined as "Out of Scope", as its design capacity remains below the Annex II threshold values.



## 1.2 Components

The Sub-Project consists of the following components:

### **Wastewater Treatment Plant (WWTP)**

Construction of a wastewater treatment facility with a design capacity of 400 m<sup>3</sup>/day. The treatment process includes a drum screen, biological phosphorus removal, aeration tanks, secondary settling tanks, and a disinfection unit. Sludge generated during treatment will be stored in sludge storage units. All treatment units and auxiliary facilities will be constructed within parcel 257/1.

The facility will also include an inlet structure, an inlet pumping station, an effluent flow measurement structure, and an operation building.

### **Integration with Existing Collector Infrastructure**

A wastewater collector system with an approximate length of 1.5 km is already operational in Karaali Neighbourhood. No new construction will be undertaken for this existing collector line under the Sub-Project.

Only approximately 60 meters of 300 mm diameter HDPE corrugated pipes will be constructed within the project footprint to connect the existing collector infrastructure to the new treatment plant.

The status of the existing collector system and its connection to the WWTP was confirmed through technical coordination meetings held with KOSKİ representatives during the ESMP preparation process.

Detailed spatial information regarding the existing infrastructure, parcel boundaries, and their relationship with surrounding cadastral plots is provided in the ESMP.

### **Discharge Pipeline**

Approximately 60 meters of discharge pipeline will be constructed to convey treated effluent to Çay Stream. The discharge alignment is located immediately adjacent to the project parcel and will pass through public road right-of-way.

Mapping of the discharge alignment and its overlay with cadastral parcels is presented in the ESMP.

### **Energy Supply**

The Sub-Project will require connection to the electricity distribution network for the operation of the Karaali Wastewater Treatment Plant. In this context, the construction of a new Energy Transmission Line (ETL) is planned in order to supply electricity to the Karaali WWTP.

Based on the preliminary information provided by KOSKİ, the ETL is expected to be approximately 1.6 km in length. A tentative alignment has been identified and shared in KML format; however, the routing remains subject to final technical confirmation during the detailed design stage in coordination with the relevant electricity distribution authority.

Indicative information on the proposed ETL alignment is presented in the ESMP. The final routing and implementation details will be determined during the detailed design stage, and the environmental and social assessment will be updated if necessary.

## 1.3 Location

The Sub-Project site is located in Konya Province, Beyşehir District, Karaali Neighbourhood, on cadastral parcel 257/1, with a total surface area of 4,318.69 m<sup>2</sup>. The site is approximately 75 km away from Konya city center and 45 km from Beyşehir district center. According to the official allocation



document issued by the Beyşehir District Governorship, National Property Directorate, the parcel is fully owned by the Treasury and has been pre-allocated to Konya Water and Sewerage Administration for the purpose of constructing a wastewater treatment plant. The pre-allocation decision was issued on 28.02.2025. (see ESMP-Annex C)

The entire parcel will be utilized for the construction of the WWTP units.

The discharge pipeline will pass through adjacent public road right-of-way. No privately owned land will be used under the Sub-Project.

#### 1.4 Area of Influence

The Area of Influence (Aoi) of the Sub-Project has been defined as a 500-meter radius around the WWTP site, taking into account the spatial extent of potential environmental and social impacts that may arise during the construction and operation phases. The location of the sub project at the national and provincial levels is presented in Figure 1-1 and Figure 1-2.

Figure 1-3 illustrates the sub project's potential Area of Influence (500-meter radius) together with the closest settlement area. During the determination of the Area of Influence, attention was given to the presence of sensitive receptors such as educational facilities, health services, places of worship, and residential areas. Based on the spatial assessment presented in Figure 1-3, no sensitive receptors are located within the defined 500-meter Aoi boundary. The nearest settlement, Karaali Neighbourhood, is located approximately 1,000 meters from the subproject site.

Figure 1-3 also identifies sensitive receptors located in the vicinity of the subproject area. These include:

- Beyşehir Karaali Family Health Center,
- School,
- Mosque,
- Coffee shop.

Access to the Sub-Project site will be provided through the existing local road network. The main access route originates from Kazım Karabekir Street, which passes through Karaali Neighbourhood. While traveling along Kazım Karabekir Street in the east–west direction within the settlement, access to the subproject site is achieved via a secondary road branching from this main road. The route shown in pink in Figure 1-3 represents the existing access road.

This route is currently in use, and no new access road construction is envisaged within the scope of the Sub-Project. During the construction phase, machinery and material transportation will utilize this existing road.

The access route primarily passes through rural and sparsely populated areas. However, temporary increases in traffic may occur along Kazım Karabekir Street and the connecting secondary road during the construction phase. Relevant traffic management, road safety, and community health and safety measures will be implemented in accordance with the ESMP.



No permanent widening, modification, or realignment of the existing roads is planned. Any minor temporary arrangements required during construction will be implemented in coordination with local authorities and reinstated upon completion of the works.



Figure 1-1 Display of Konya Province on the Map of Türkiye

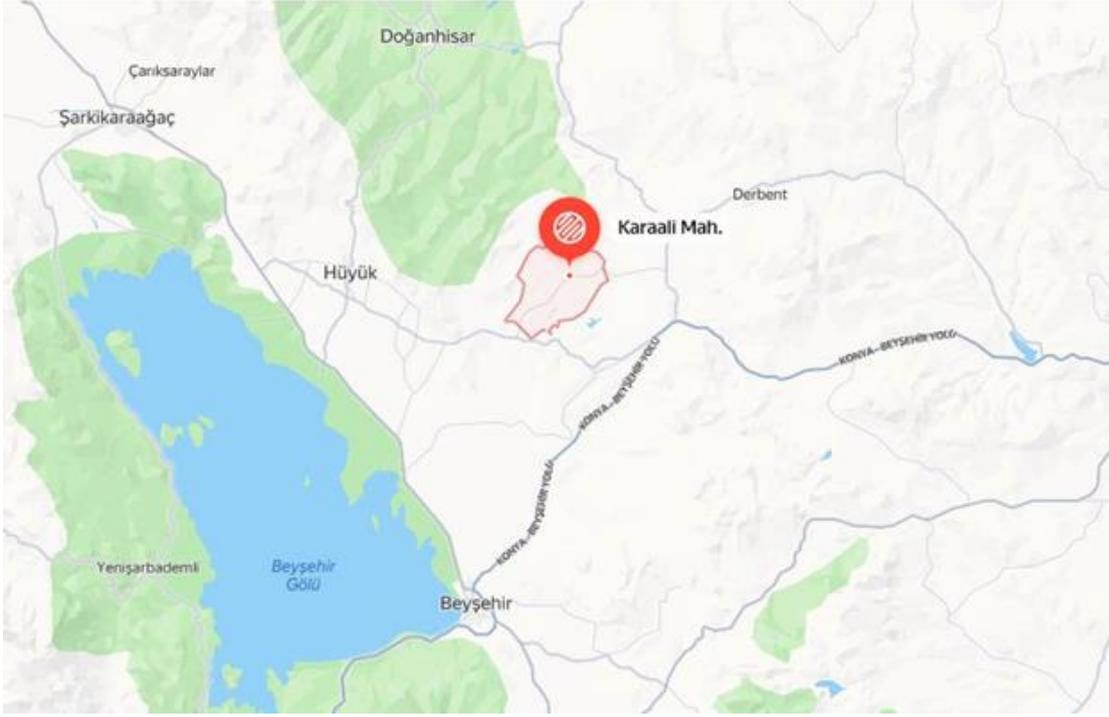


Figure 1-2 Display on the Map of Karaali Neighborhood

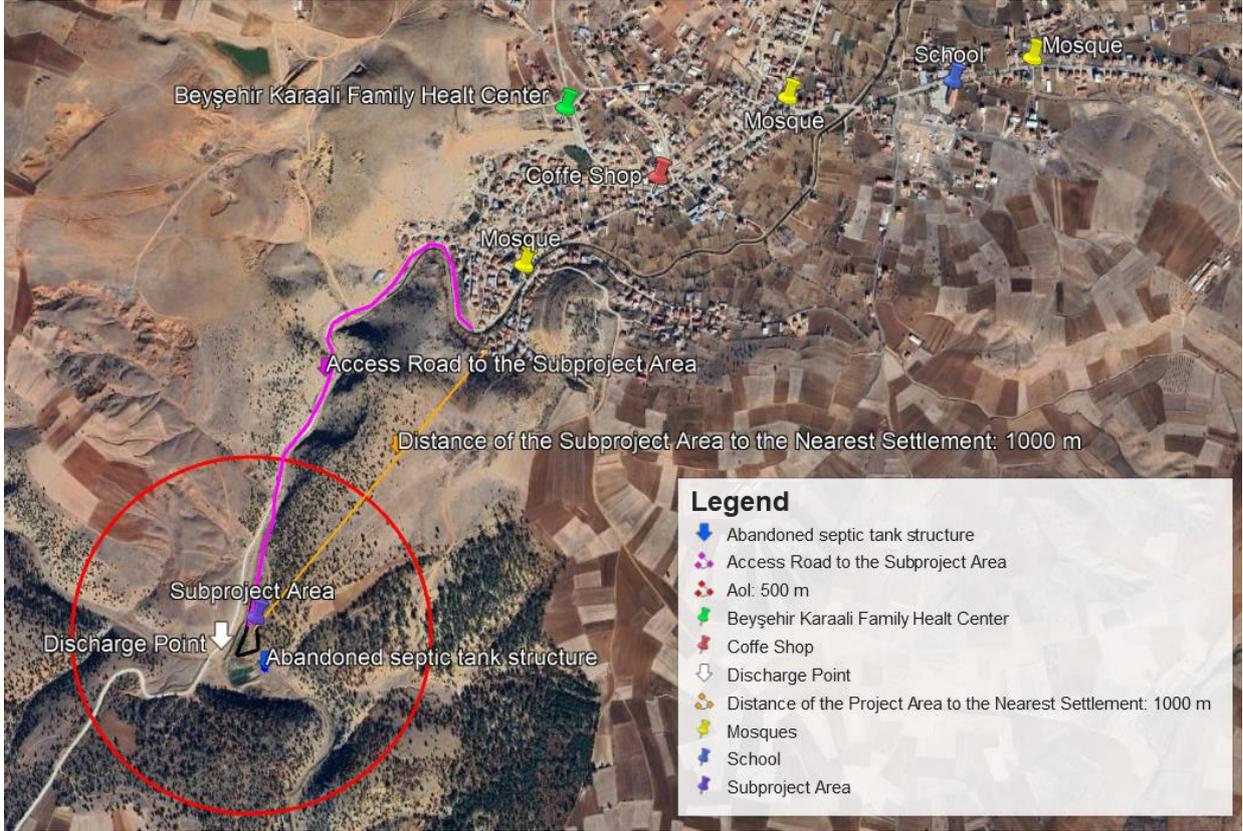


Figure 1-3 Project Potential Aoi

## 2 Objective/Description of SEP

This SEP's objective is to establish a structured approach to stakeholder engagement, ensuring public information disclosure and consultation throughout the entire project cycle. It outlines how stakeholders will be engaged in the Subproject and provides a mechanism for raising concerns, providing feedback, or submitting complaints regarding project activities.

The SEP aims to guide the Sub-borrower to:

- Build and maintain a constructive relationship with all stakeholders, particularly affected communities.
- Incorporate stakeholders' views into the project design and ensure environmental and social performance considerations.
- Promote effective and inclusive engagement with all stakeholders and affected parties throughout the project lifecycle.
- Ensure timely, understandable, and accessible disclosure of project-related environmental and social risks and impacts.
- Provide inclusive and accessible channels for affected communities to raise issues and grievances, ensuring appropriate response and management.

This SEP includes (i) stakeholder identification and analysis, (ii) stakeholder engagement program, (iii) resources and responsibilities for implementing stakeholder engagement activities, (iv) grievance mechanism and (v) monitoring and reporting. KOSKİ is committed to implementing this SEP throughout all phases of the Project. The SEP has been developed in line with the requirements of ESS10 of the World Bank's Environmental and Social Framework, the Environmental and Social Management System (ESMS) of ILBANK and Turkish legislation. SEP is a living document, and it will be regularly monitored, reviewed and updated by the Sub-borrower.



## 3 Stakeholder Identification and Analysis

### 3.1 Methodology

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

- **Openness and life-cycle approach:** Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The consultation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

Since the main finance source of GFC Project is WB; the subproject must comply with the İLBANK ESMS, good international practice, including WB ESSs, guidelines, and best practices documents alongside the national legislation. The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS)10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and the Project stakeholders as an essential element of good international practice." (World Bank, 2018, p.1) . Specifically, according to ESS10, the process of stakeholder engagement starts with stakeholder identification and analysis.

In order to identify relevant stakeholders for the Karaali Wastewater Treatment Plant (WWTP) Sub-Project and to ensure compliance with World Bank Environmental and Social Standard (ESS) 10, a combination of desk-based review and field-based consultation methods was applied.

The desk-based review included the examination of TurkStat demographic data, cadastral records, and official information obtained from local administrative sources and KOSKİ. These sources were used to understand the demographic structure, land ownership patterns, settlement characteristics, and potential stakeholder groups within the Area of Influence.

Field-based stakeholder engagement activities were conducted on 20 August 2025 by the POSEIDON project team. A site walk-through was carried out to observe existing land use patterns, access routes, surrounding receptors, and proximity to the nearest settlement. This on-site assessment enabled the team to verify spatial conditions and identify potential environmental and social sensitivities specific to the Sub-Project.

On the same date, a face-to-face semi-structured interview was conducted with the Mukhtar of Karaali Neighbourhood at the local coffee house. The meeting was attended by an Environmental Engineer, an Occupational Health and Safety (OHS) Specialist, and a Sociologist from the POSEIDON team. The

consultation focused on identifying local environmental concerns, community expectations, existing infrastructure conditions, and potential construction-related impacts.

In addition, a separate semi-structured interview was conducted with a household engaged in livestock breeding near the project area while the individual was carrying out agricultural activities. This consultation was conducted by the project Sociologist to better understand local livelihood patterns and assess potential impacts on agriculture and livestock-related activities.

During the consultations, particular attention was given to identifying vulnerable or disadvantaged groups within the Area of Influence, in line with ESS10 requirements. The assessment of vulnerable groups was informed by interviews with the Mukhtar and field observations conducted on 20 August 2025. Detailed findings regarding vulnerable and disadvantaged groups are presented in Section 3.4 of this SEP.

This mixed-method approach ensured that stakeholder identification and analysis were grounded in both official records and direct, field-based community engagement specific to the Sub-project, thereby enabling an inclusive and context-specific stakeholder engagement strategy.

### 3.2 Project Affected Parties

Project Affected Parties are the persons, groups, and other entities within the Project's AoI that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

Within the defined 500-meter Area of Influence, no residential buildings, permanent settlements, or commercial structures are present. The nearest settlement area, Karaali Neighbourhood, is located approximately 1,000 meters from the project site.

The only structure identified within the AoI is an abandoned septic tank structure, which is not in use and is independent of the Sub-Project(see Figure 1-3). No active facilities or occupied buildings are located within the defined AoI boundary.

- In this subproject, specifically, the following individuals and groups fall within this category: Residents of Karaali Neighbourhood, particularly those who may experience temporary construction-related traffic movements along access roads;
- Road users along Kazım Karabekir Street and the connecting secondary access road during the construction phase.

### 3.3 Other Interested Parties

The Project's stakeholders also include individuals, groups, and entities that may not experience direct impacts from the Project but may perceive their interests as being affected, or who may influence the Project and its implementation process.

These stakeholders include:

- Residents of Beyşehir District outside the Area of Influence (AoI) and the mukhtars of indirectly affected settlements.
- Public institutions such as the Ministry of Environment, Urbanization and Climate Change, Ministry of Family and Social Services, Ministry of Labor and Social Security, Konya Provincial Directorate of Environment, Urbanization and Climate Change, Konya Provincial Directorate of Disaster and Emergency, Beyşehir District Governorate, Beyşehir District Directorate of Health, Directorate of Police, and Beyşehir District Gendarmerie Command.



- Local administrations including Konya Beyşehir Municipality and Konya Metropolitan Municipality.
- NGOs such as Beyşehir District Social Assistance and Solidarity Foundation, Konya Industrialists' and Businessmen's Association (KONSIAD), and Beyşehir Muhtar's Association.
- Media representatives, including Merhaba News and Yeni Konya Newspaper.
- Academia, particularly Selçuk University.

In addition, while sensitive receptors identified in the Area of Influence (such as the Karaali Family Health Center, school, mosque, and coffee house) are located outside the defined 500-meter Aol boundary, they have been considered under Project Affected Persons (PAPs) due to their functional sensitivity and potential indirect exposure to project-related impacts.

Furthermore, local residents engaged in agriculture and livestock activities have been identified as PAPs, considering that construction-phase impacts such as increased traffic, noise, and temporary disturbances may affect grazing patterns, access routes, and overall livestock management practices.

Table 3-1 Stakeholder Identification and Analysis

Stakeholder Group	Category (PAP/OIP)	Type of Impact	Level of Interest	Level of Influence
<b>Karaali residents</b>	PAP	Indirect (traffic, noise)	High	Low
<b>Livestock owners/farmers</b>	PAP	Indirect (noise, traffic, access disruption)	High	Low
<b>Road Users</b>	PAP	Direct (traffic safety)	Medium	Low
<b>Sensitive receptors which are:</b> <b>Karaali Family Health Center</b> <b>Karaali Mosque</b> <b>Karaali School</b> <b>Coffee House</b>	PAP	Indirect	High	Medium
<b>Public Intitutions</b>	OIP	Regulatory	High	High
<b>Municipalities</b>	OIP	Administrative	High	High
<b>NGOs</b>	OIP	Social	Medium	Medium
<b>Media</b>	OIP	Informational	Medium	Medium
<b>Academia</b>	OIP	Advisory	Low	Low

The analysis indicates that Project Affected Parties (PAPs), particularly local residents, livestock owners, and sensitive receptors, are expected to be affected mainly during the construction phase through indirect impacts such as noise, traffic, and temporary disturbances, resulting in a high level of interest but limited influence.

On the other hand, public institutions and municipalities have a high level of influence due to their regulatory and administrative roles, while NGOs, media, and academia have a moderate role in terms of information dissemination and advisory functions.

### 3.4 Vulnerable/Disadvantaged Individuals or Groups

Vulnerable or disadvantaged individuals and groups within the Sub-Project context are those who may face barriers in accessing information, participating in stakeholder engagement activities, or benefiting equally from project outcomes due to socioeconomic, demographic, or health-related conditions.

Information regarding the presence of disadvantaged and vulnerable groups within the Subproject area was obtained through interviews conducted with the Muhtar in 20 August 2025. The Muhtar of Karaali neighbourhood was reached out by to provide data. It was confirmed that there are no child-headed households, refugees or individuals dependent on unique natural resources within the Subproject area. The only categories identified through consultations were poor households, female-headed households, and individuals with physical disabilities. The site-specific information gathered is presented in the table below.

Although no residential structures are located within the defined 500-meter Area of Influence, vulnerable groups reside in Karaali Neighbourhood, which is approximately 1,000 meters from the subproject site. Therefore, stakeholder engagement activities will consider the specific needs of these groups, particularly in terms of information disclosure and consultation during the construction and operation phases.

Available demographic data and field observations also indicate the presence of elderly individuals (75+), unemployed persons, and households dependent on agriculture and livestock activities within Karaali Neighbourhood. Seasonal population fluctuations during summer months were noted and will be considered in engagement planning.

Table 3-2 Vulnerable/Disadvantaged Individuals or Groups\*

Neighborhood	Poor Households	Female-Headed Households	Elderly Population (65+)	Unemployed
Karaali	20	10	5	100

\*Based on information obtained from the Mukhtar, no individuals with disabilities have been identified; therefore, no quantitative data are available.



## 4 Stakeholder Engagement Program

The main objectives of the stakeholder engagement program and the planned schedule for the various stakeholder engagement activities are to define at what stages and at what intervals these activities will take place throughout the life of the project. If a decision has not yet been made about public meetings, locations and timing of meetings, information is provided on how people will be made aware of future opportunities to review information and offer their opinions.

### 4.1 Summary of Stakeholder Engagement Done During Project Preparation

On 20 August 2025, stakeholder engagement activities were carried out by POSEIDON within the scope of the Karaali WWTP Sub-Project. Consultations were held with the Mukhtar of Karaali Neighbourhood and with one household engaged in livestock breeding. The meetings aimed to gather opinions and concerns regarding the planned Sub-Project and to ensure that the perspectives of local stakeholders were considered in the stakeholder engagement process. The main findings of consultations are summarized below.

#### • Consultation with Karaali Mukhtar

- The Mukhtar underlined that the construction of a wastewater treatment plant is an urgent and essential need for Karaali Neighbourhood.
- He stated that residents are facing serious odor problems due to the current inadequate sewage system, which directly affects the living conditions in the neighbourhood.
- He emphasized the risk of groundwater contamination, noting that local wells and water resources may be polluted if untreated wastewater continues to infiltrate into the soil.
- He highlighted that agricultural production is being negatively affected by the uncontrolled discharge of sewage.
- He also reported that almost every household in Karaali owns a small number of livestock, typically 3 to 10 cattle per household.
- Regarding construction-related impacts, he mentioned that noise is not expected to reach the settlement due to the distance of the project site and therefore would not disturb the community.
- He also added that dust emissions are not expected to harm the surrounding agricultural lands, considering the project location and prevailing wind conditions.
- Overall, the Mukhtar expressed strong support for the Sub-Project, considering it as a necessary investment for the protection of agriculture, livestock, public health, and environmental quality.

#### • Consultation with Household Engaged in Livestock Breeding

- The household interviewed reported that they are primarily engaged in cattle and small ruminant breeding and that their activities rely on clean water resources and healthy grazing areas.
- They expressed that the wastewater treatment plant will have a positive impact on livestock activities, as it will reduce environmental pollution and improve sanitary conditions in the area.

- They confirmed that, given the location of the Sub-Project site, no negative impacts on grazing lands or animal health are expected.
- The household noted that the current sewage system and uncontrolled discharges sometimes create unsanitary conditions for livestock, which they believe will be resolved through the implementation of the Sub-Project.

They also expressed their overall support and approval for the project, considering it beneficial both for agriculture and for livestock breeding in Karaali.

#### **4.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement**

Focus group discussions (FGDs) will be the main public consultation tool especially during the beginning period of the construction phase where common questions are expected to be asked and similar opinions will be expressed by the locals and the consultation meetings will be done in a more participative methodology.

Stakeholder Consultation Meetings (SCMs) are planned as structured engagement activities to inform stakeholders, collect feedback, and ensure participatory decision-making throughout the Project lifecycle.

The first Stakeholder Consultation Meeting (SCM) of the subproject will be held following the approval of the draft ESMP report in a selected venue in Karaali, which will have sufficient capacity and facilities, thus facilitating comfortable and efficient communication. Above-mentioned PAPs and OIPs will be invited to the SCM.

Prior to the SCMs, announcements will be published in local and national newspapers, and on KOSKİ's official website. Project information brochures will be distributed 10 days prior to the meeting to the participants before the meetings begin and subproject maps will be made available in the brochures and in public places like village tea houses, mukhtars' offices. Not only will announcements be made through official means, but also the involvement of the local people will be encouraged by contacting the mukhtars prior to the meeting. In order to encourage their participation in the meeting and raise awareness about the project.

In addition to official announcements, local participation will be encouraged by the Social Expert of KOSKİ through direct engagement with community leaders. Neighborhood visits will be carried out according to the construction activities calendar. Mukhtar(s) and local people will be informed in detail about the project and the grievance mechanism within the project through consultation meetings. A reconnaissance tour will be carried out in the area where the construction activities will be carried out step by step with the mukhtar and special visits will be made to the households. Consultation meetings will be held with these households.

Consultation meetings will begin with an introduction and an explanation of the purpose and scope of the meeting, and followed by a final discussion session where questions, concerns and suggestions were taken after the presentations made by KOSKİ.

The main topics which will be covered in the presentations are as follows:

- Aim and the coverage of the subproject.
- What are the expected benefits of the Project?

- What are Environmental and Social Negative Impacts? An overview of the anticipated environmental and social negative impacts of the project and the measures suggested to mitigate these (participants will be invited to discuss any additional negative impacts they might foresee and offer views on whether the planned measures are sufficient or suggest alternative or additional measures)
- Grievance mechanism
- Discussion (Questions and Answers) Session

Consultation meetings will be conducted in a participative manner. The locals will be encouraged to express their own ideas about the project and their opinion in order to minimize the negative social impacts of the project. A leaflet will be prepared covering those topics and will be distributed during the consultation meetings and will be distributed in public places. The leaflet will include the communication information of the required contact phone numbers and email addresses and during the consultation meetings, the locals will be encouraged to contact subproject social experts.

Other methods for stakeholder engagement:

Regular site visits aiming face-to-face meetings will be implemented by the contractor company social expert in order to:

- Carry out grievance processes,
- Further disclosure of the project,
- Identifying any population change which may bring existence of any disadvantaged/vulnerable person.

Site visits can also be done with the demand of a local, while the visit of the locals to the subproject management offices can also be defined as a tool for stakeholder engagement activity.

Phone calls or text messages can be preferred according to certain circumstances but preferable meeting technique is to conduct the meetings face-to-face.

### 4.3 Stakeholder Engagement Plan

Stakeholder engagement under the Karaali WWTP Sub-Project will follow a structured process in line with ESS10 requirements. First, draft environmental and social documents (ESMP and SEP) will be disclosed. Following the disclosure period, a Public Participation Meeting (PPM) will be conducted. Comments received during the consultation process will be evaluated and incorporated into the revised documents. Final versions of the ESMP and SEP will then be disclosed and remain publicly accessible throughout the Project lifecycle.

The list and categorization of identified stakeholders, including vulnerable and disadvantaged groups, are provided in Section 3 of this SEP. Efforts will focus on proactive engagement regarding community health and safety, aiming to mitigate risks as effectively as possible. Additionally, a rapid response system will be in place to address stakeholder concerns, incorporate feedback, and resolve any issues efficiently.

During the construction phase, several information-sharing activities will be carried out to ensure transparency and effective communication with stakeholders:

- **Brochure Distribution:** Informational brochures will be delivered to local businesses and headmen offices within the Subproject area while general project information will be displayed on



signage placed along main pedestrian corridors. These brochures will include details on the construction timeline, the grievance mechanism, and the contact information of the Social Expert.

- **On-Site Information Boards:** Information boards will be placed at the entrances to construction sites, providing citizens with details about ongoing construction activities and the grievance mechanism.
- **Contractor Communication:** The contractor's representative will maintain regular contact with neighbourhood mukhtar near the Subproject area.
- **Health and Safety Measures:** Safety signs and notices will be installed at Subproject locations, including main pedestrian corridors, entrance of construction sites, and surrounding areas to protect public health and safety.
- **Permit and Institutional Coordination:** All necessary permits will be secured in accordance with Subproject requirements, and relevant authorities will be informed as needed.

Information on the Grievance Mechanism will be disseminated through multiple channels, including brochures, public announcements, information boards at the site, mukhtar offices, and online platforms. Details on grievance uptake channels (such as ALO 153, e-municipality systems, and online forms) will be clearly communicated to ensure accessibility for all stakeholders.

Specific communication measures will be implemented for traffic and construction-related impacts. These include advance notifications of road closures or diversions, placement of directional signage, announcements through mukhtars, and dissemination of information via local communication channels to ensure that all affected stakeholders are informed in a timely manner.

These measures aim to ensure that stakeholders are well-informed and that concerns related to construction activities are promptly addressed.

A variety of engagement techniques will be utilised to facilitate two-way communication, allowing stakeholders to receive relevant information while also sharing their input. The selection of communication tools and consultation methods will be tailored to different stakeholder groups, considering their specific needs, concerns, and level of influence in the Subproject.

Specific measures will also be implemented to ensure the effective participation of women, including women-headed households. These measures include organizing meetings at convenient times, selecting accessible and culturally appropriate locations, and ensuring inclusive communication approaches during consultations.

Special engagement measures will be implemented for vulnerable and disadvantaged groups. These include simplified and accessible information materials, distribution of brochures through mukhtars, direct face-to-face meetings, and the use of visual materials where necessary. In addition, GRM information will be clearly communicated through multiple channels to ensure accessibility.

Further details on the consultation and information-sharing approach are outlined in Table 4-2, which presents the overall consultation and information disclosure strategy

Further consultation activities during construction and operation phases will be implemented proportionate to the scale of impacts and stakeholder needs. Engagement frequency and methods will be tailored to each stakeholder group as presented in Table 4-1 **Hata! Başvuru kaynağı bulunamadı..**

Table 4-1 Methods, responsibilities and timing of the stakeholder engagement.

Project Stage	Target Stakeholders	Documents to be Disclosed	Topic of Consultation / Message	Method Used	Frequency / Timeline
Pre-construction phase	-PAPs -Vulnerable/ Disadvantaged Individuals/ Groups -OIPs	Draft EESM and SEP of the subProject to be disclosed and consulted for finalization	<ul style="list-style-type: none"> <li>• Purpose, stages, general information about the sub-Project</li> <li>• Anticipated E&amp;S impacts and risks</li> <li>• Proposed mitigation measures</li> <li>• Grievance Mechanism</li> <li>• Monitoring objectives and activities to be performed</li> <li>• E&amp;S documents (ESMP and SEP)</li> </ul>	KOSKİ website and online disclosure platforms; availability at local administrative offices; distribution of printed materials (brochures, information notes); public announcements; disclosure in public places (mukhtars' offices, schools, mosques, tea houses); grievance mechanism channels (ALO 153, e-municipality, online forms); face-to-face meetings with local communities and mukhtars; stakeholder consultation meetings and documentation (participant lists, photos, records)	Before the start of Land preparation and construction activities, before the start of Operation activities and when there is a significant change in the project.
Land preparation and construction phase	-PAPs -OIPs	Final ESMP and SEP of the subproject	<b>Information Disclosure</b> <ul style="list-style-type: none"> <li>• Purpose, start date, duration, and nature of land preparation, construction, and operations activities</li> <li>• Grievance Mechanism</li> </ul>	Stakeholder Consultation Meetings (SCMs) and Focus Group Discussions (FGDs), as described in	SCMs (Monthly in construction phase, annually in operation phase) FGDs (only in construction phase, according to need)

Project Stage	Target Stakeholders	Documents to be Disclosed	Topic of Consultation / Message	Method Used	Frequency / Timeline
Operation phase			<ul style="list-style-type: none"> <li>Status and effectiveness of implementation of mitigation measures related to relevant E&amp;S impacts/risks</li> <li>Monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results</li> <li>E&amp;S documents (ESMP and SEP)</li> </ul>	Section 4.2, along with face-to-face meetings.	Face-to-face meetings (weekly in operation phase)
Land preparation and construction phase	-PAPs -OIPs -Vulnerable/ Disadvantaged Individuals/ Groups	Final ESMP and SEP of the subproject	<b>Social progress, economic and social development, and environmental protection</b> Information and consultation on: <ul style="list-style-type: none"> <li>Mitigation measures against potential E&amp;S impacts/risks</li> <li>Grievance Mechanism</li> <li>Sustainability</li> </ul> <b>Traffic and Transportation Management</b> <ul style="list-style-type: none"> <li>Within the scope of the sub-project, road safety awareness.</li> <li>Types, number and frequency of vehicles that will be used in construction phase.</li> <li>Cooperation with local communities and responsible authorities to improve signage, visibility, and overall safety on roads where the construction activities will be held.</li> <li>Communication of traffic measures and Project Road usage with mukhtars</li> <li>Grievance Mechanism</li> </ul>	SCMs FGDs  Face-to-face meetings Media Communication	SCMs monthly during construction phase, annually during operation phase)  FGDs (according to need)  Face-to-face meetings (weekly)  Media communication (in need)
Operation phase					



#### 4.4 Disclosure of Information

The sub project documents including ESMP and SEP will be disclosed in Turkish and English through the current KOSKİ website (<https://www.koski.gov.tr/>). The sub project documents will be accessible at the KOSKİ office and the Beyşehir district municipality. Sub project posters and information regarding the grievance mechanism will be distributed at local locations in the districts, including Mukhtar's office, schools, mosques, and local tea houses. The brochures that have been approved by İLBANK will contain information regarding the project, the grievance mechanism, and contact information. Additionally, KOSKİ's website will feature sub project updates, such as news regarding construction activities and major E&S data. KOSKİ will ensure that its website is consistently updated and maintained.

These disclosure methods are also summarized in Table 4-1.

#### 4.5 Proposed Strategy to Incorporate the Views of Vulnerable Groups

KOSKİ will implement specific measures to ensure that vulnerable and disadvantaged individuals and groups are effectively engaged and their views are incorporated into Project planning and implementation.

Vulnerable groups may include, but are not limited to, low-income households, elderly individuals, people with disabilities, women-headed households, and other groups who may face barriers to participation due to social, economic, or physical constraints.

To ensure meaningful and inclusive engagement, KOSKİ will adopt targeted strategies, including:

- Conducting targeted consultations with vulnerable and disadvantaged individuals/groups to understand their specific needs, concerns, and barriers to accessing project-related information and services
- Identifying and engaging community leaders, representatives, and relevant organizations to facilitate outreach to these groups
- Coordinating with non-governmental organizations (NGOs) and associations working with vulnerable groups, where applicable
- Organizing focus group discussions (FGDs) and small-scale meetings tailored to the needs and sensitivities of these groups
- Ensuring that communication materials and engagement approaches are culturally appropriate and accessible

In addition, KOSKİ will implement supportive measures to enhance participation of vulnerable groups in stakeholder engagement activities, including:

- Selecting accessible venues for consultation meetings
- Providing transportation support for individuals in remote or rural areas, where necessary
- Organizing tailored meetings depending on specific needs (e.g. meetings supported by sign language interpretation)
- Scheduling meetings at appropriate times to ensure participation of working individuals
- Providing alternative communication channels such as brochures, social media, project website, and individual face-to-face meetings for those unable to attend consultation events

These measures aim to ensure that vulnerable and disadvantaged groups are not excluded from the stakeholder engagement process and that their perspectives are adequately considered throughout the Project lifecycle.

#### 4.6 Reporting Back to Stakeholders

KOSKİ will ensure that feedback received from stakeholders through consultation meetings, grievance mechanisms, the project website, and other engagement activities is systematically recorded, reviewed, and addressed.

All comments, suggestions, and grievances will be evaluated by the responsible staff within the Project Implementation Unit (PIU), including the Grievance Mechanism Contact Person (GMCP), in coordination with relevant contractor representatives where applicable.

Based on the evaluation results, appropriate actions will be identified. The outcomes, including decisions taken, proposed actions, and implementation timelines, will be communicated back to stakeholders through their preferred communication channels, where available.

If a comment or request cannot be addressed within a reasonable timeframe, justification will be provided and alternative solutions will be explored.

Stakeholders will be kept informed about the environmental and social performance of the Project, including the implementation of mitigation measures, through regular updates on the KOSKİ website and during stakeholder engagement activities.

During the construction phase, specific updates such as road restrictions, water cuts, and other service interruptions will be communicated in advance through appropriate communication channels.

This approach ensures a continuous feedback loop, promotes transparency, and strengthens trust between KOSKİ and stakeholders throughout the Project lifecycle.



## 5 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

As summarized in Section 1, the sub-project will be financed through the GFC signed between the World Bank and İLBANK. The World Bank finances the project, while İLBANK acts as the financial intermediary and manages safeguards through its Environmental and Social Management Unit (ESMU), which includes environmental, social, and OHS experts.

At the sub project level, KOSKİ has also established a Project Implementation Unit (PIU) and appointed one environmental expert, one social expert and one OHS expert to manage the safeguard issues in the sub project per the sub loan agreement signed between the İLBANK and the KOSKİ.

For the implementation of the subproject, KOSKİ will sign contracts with the supervision consultant—for the supervision of construction works— and with the contractor—for the construction works. Both the supervision consultant and the contractor will have E&S teams consisting of one environmental expert, one social expert and one OHS expert.

### 5.1 Resources

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 GM contact person (GMCP) of the PIU and the Contractors' E&S Specialist.

The resources to be provided by KOSKİ are given below:

- A project-specific area on the KOSKİ'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, contact details such as phone number, address, e-mail address, title, etc. 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.

### 5.2 Management Functions and Responsibilities

The overall responsibility for the implementation of this SEP lies with the PIU manager. The entities responsible for carrying out stakeholder engagement activities are the PIU and the contractor. The social expert of the PIU and the contractor's social expert will be in charge of stakeholder engagement activities. Comments or questions about the project or the consultation process can be conveyed through:

Konya Büyükşehir Belediyesi Su ve Kanalizasyon İdaresi Genel Müdürlüğü (KOSKİ)

Adress: İhsaniye Mah. Kazım Karabekir Cad. No:56 42060 Selçuklu/Konya, Türkiye

Phone: +90 (332) 221 61 00



E-mail: bilgi@koski.gov.tr

PIU Social Expert:

Reyyan ERDOĞAN

Department of Human Resources – Social Expert

The stakeholder engagement activities will be documented through consultation forms by KOSKİ social expert. (See Annex-E: Public Consultation Form) A brief summary of consultation meetings will be reflected in monthly and quarterly reports including the format of the consultation meetings, content of the meetings and the basic issues mentioned by the stakeholders and their responses.



## 6 Grievance Mechanism

The primary aim of the grievance mechanism is to facilitate the prompt, effective, and fair resolution of complaints and concerns, ensuring the satisfaction of all parties involved. The mechanism is designed to:

- Enable the identification and unbiased, timely, and efficient resolution of Subproject-related issues.
- Enhance accountability to beneficiaries, including stakeholders affected by the Subproject.
- Offer stakeholders a structured platform to provide feedback and voice their concerns.

Confidentiality of the grievances will be duly observed throughout all processes. All processes defined under following steps regarding the registration and management of Project-related grievances and feedback will be undertaken by observing the requirements stipulated by the Law on the Protection of Personal Data (No 6698).

KOSKİ will not tolerate reprisals and retaliation against project stakeholders who share their views the subproject.

### 6.1 Grievance Mechanism at National Level

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

*Presidency's Communication Centre (CIMER):*

The Presidency's Communication Centre (CIMER) serves as a centralized complaint system for Turkish citizens, legal entities, and foreigners, accepting applications exclusively in Turkish.

Through CIMER, applicants can directly submit their requests to the relevant authorities. Submitted grievances are typically resolved within 30 days. If no response is received within this period, applicants have the option to resubmit their complaint to CIMER or escalate it to the Ombudsman Institution ([www.ombudsman.gov.tr](http://www.ombudsman.gov.tr)).

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

*The Foreigners Communication Centre (YIMER):*

The Foreigners Communication Center (YIMER) offers a centralized complaint system specifically for foreigners. It will be accessible to Subproject stakeholders as an alternative and widely recognized platform for submitting Subproject-related grievances and feedback directly to state authorities.

- **YIMER Website:** [www.yimer.gov.tr](http://www.yimer.gov.tr)
- **YIMER Call Centre:** 157
- **YIMER Phone Number:** +90 312 5157 11 22



- **YIMER Fax Number:** +90 0312 920 06 09
- **Address for Official Letter:** Republic of Türkiye General Directorate of Migration Management, Çamlıca neighbourhood 122. St. No: 4 Yenimahalle/ANKARA

#### ILBANK GM

- **Website:** <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararası>
- **Phone Number:** 0(312) 508 79 79
- **Address for Official Letter:** Emniyet neighbourhood Hipodrom street No:9/21 Yenimahalle/ANKARA
- **E-mail:** uidbbilgi@ilbank.gov.tr

### 6.2 Subproject Level Grievance Mechanism

Information about the grievance mechanism and its uptake channels will be communicated to stakeholders through brochures, information boards, mukhtar offices, public announcements, and online platforms to ensure accessibility for all stakeholders.

External stakeholders can submit grievances or comments through the following channels. Grievances can be submitted anonymously, and confidentiality will be ensured throughout the process:

- **Grievance/comment boxes and forms**, which will be placed in accessible public locations such as sub project area, neighborhood headmen offices.
- **Face-to-face meetings or visits**, where Subproject personnel (e.g., site chiefs, managers, CLOs in PIU) will be available to receive feedback.
- **Telephone**, with designated contact numbers for the CLO in PIU.
- **E-mail**, with an official email address for grievance/comment submission to be provided to local communities in due course.
- **Website**, where the CLO's in PIU contact details will also be made available for stakeholders.

#### Sub-borrower Level GM

Sub-borrower (KOSKİ) accepts citizens' requests and complaints via Alo 185 Solution Centre, official website, e-mail and social media. Applications are directed to relevant units, reviewed and the applicant is contacted about the result. Sub-borrower aims to increase service quality and ensure citizen satisfaction with this system.

- Web site: <https://www.KOSKİ.gov.tr/>
- E-mail: [bilgi@KOSKİ.gov.tr](mailto:bilgi@KOSKİ.gov.tr)
- Phone number: +90(332) 221 61 00
- Hot Line: Alo 185
- Fax number: +90(332) 235 46 34
- Adress for Official Letter / Petition: İhsaniye Mh. Kazım Karabekir Cd. No :56 42060 Selçuklu/Konya



and Figure 6-2). In addition, many parts of the home page of KOSKİ's website include information on social media accounts and telephone numbers where grievances can be submitted.

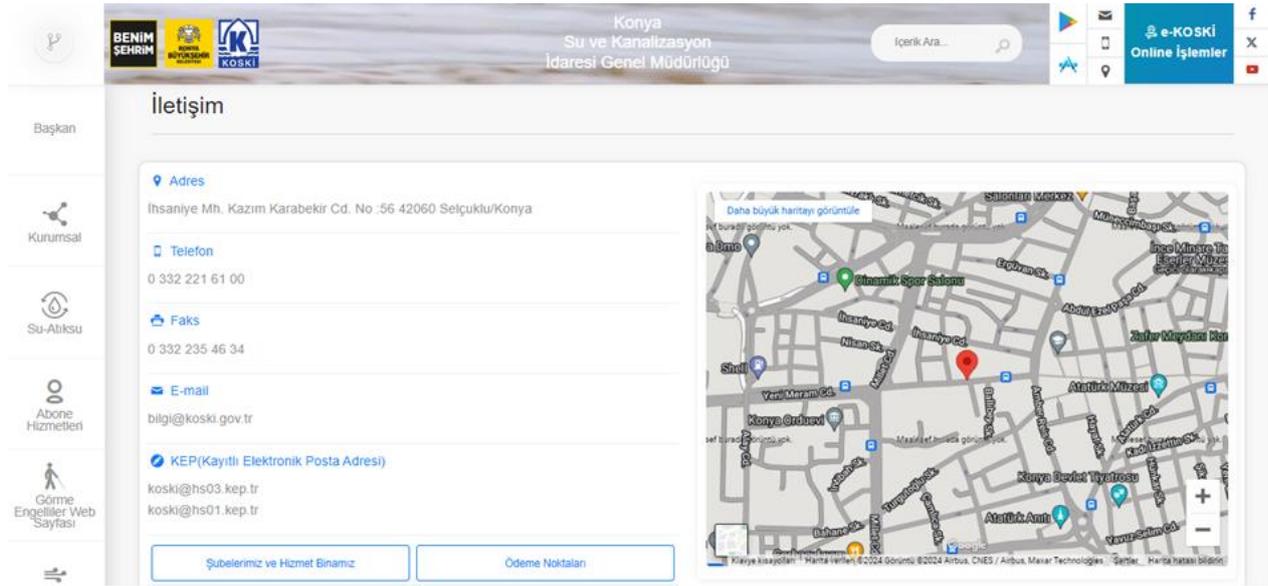


Figure 6-1. KOSKİ Contact Page - I

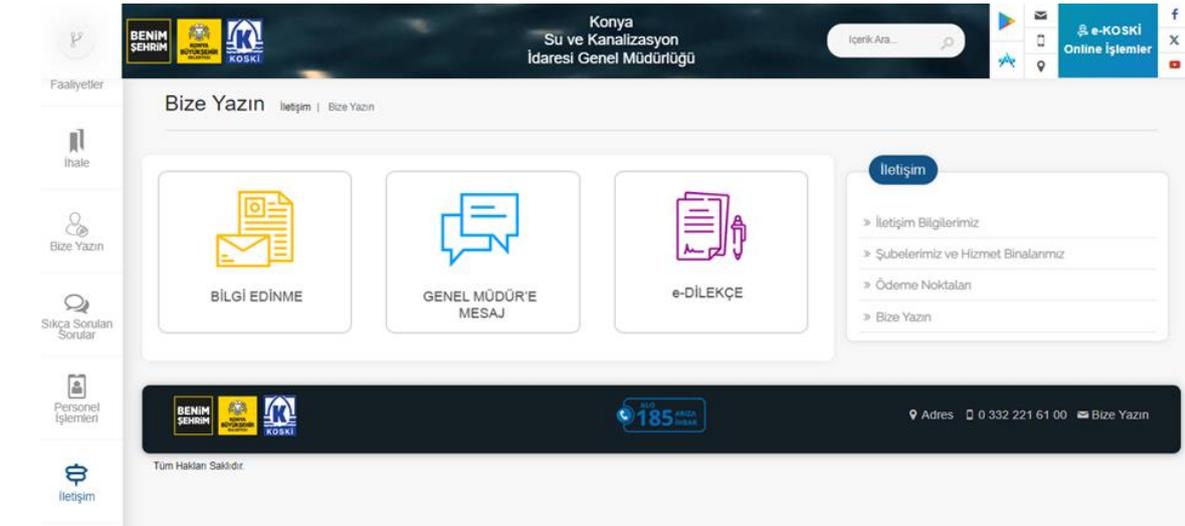


Figure 6-2 KOSKİ Contact Page - II

Initially, the KOSKİ Social Expert acknowledges receipt of a grievance within two days through a Grievance Form (see Annex-A: Grievance Form). The grievance will then be recorded in the grievance database maintained by the KOSKİ PIU (see Annex-B: Grievance Database Form), followed by an investigation led by the same expert to determine an appropriate resolution. This step will be completed within ten working days and will involve a Grievance Committee composed of representatives from the contractor and KOSKİ. Monthly monitoring and evaluation will be conducted, with data collected at the contractor's office and reported to KOSKİ and İLBANK in the first week of each month. Feedback on satisfaction with the grievance resolution will be gathered within two weeks of file closure by the KOSKİ Social Expert. If necessary, reparations for losses or damages will be handled by the KOSKİ Social Expert, with compensation provided within 15 days, either in kind or in cash.

### Contractor GM

If the grievance is made directly to contractor's social expert, the GM process starts immediately after the grievance is applied. After that, he/she drafts the response and submits it to Project Management for approval. Following the approval, the required actions will be carried out, and the grievance will be closed within 15 days following the confirmation from the complainant and recorded to grievance closeout form (See Annex-C: Grievance Closeout Form ). The method of communication with the complainant should always be the one preferred by the complainant.

The social expert of the contractor will be responsible for taking grievances and evaluating them. This individual will then directly address the issue by utilizing the protocols that have been developed for the sub project. All cases of grievance must be resolved within fifteen days of the submission, and if a resolution cannot be reached within this period, the complainant must be informed of the cause for the delay in a clear and concise manner. If the individual who filed the grievance is dissatisfied with the resolution that was provided at this level, they have the option to escalate the grievance to KOSKİ, where a more extensive assessment will be undertaken. Additionally, the 15-day timetable will be adhered to, and an explanation will be provided for any delay that may occur. The complainant has the option to further escalate the grievance to İLBANK for an additional layer of oversight and resolution attempts, while retaining the same resolution timetable. The complainant will be informed of their ability to pursue legal remedies through the local courts in the event that none of these existing options are successful in satisfying their needs. The contractor project manager is responsible for ensuring that detailed documentation and transparent communication are maintained during each stage. This ensures that the complainant is provided with clear information regarding their rights and the options that are accessible to them.

Additionally, the management and E&S staff of the contractor must ensure adequate environmental and social capacity for effective GM implementation at the subproject level, as set out in construction contracts. They will appoint a social expert to manage daily GM operations and participate in training sessions organized by the supervision consultant, KOSKİ, or İLBANK. Grievance logs and databases are to be updated regularly, distinguishing between public and workers' grievances. Monthly reports to KOSKİ should include transparent information on received grievances, with İLBANK and KOSKİ representatives allowed access to records. The contractor must implement actions for successful grievance management in line with the GM and promptly notify the KOSKİ PIU of any significant project-related grievances from workers or the public.

The complainant will be informed about the outcome of the grievance and the actions taken through their preferred communication channel (e.g. phone, e-mail, face-to-face communication). Feedback on satisfaction will be collected to ensure closure of the grievance process.

### **6.3 Workers' Grievance Mechanism**

In addition to Project's GM, the contractor and the supervision consultant will also establish their Workers' Grievance Mechanisms (WGMs) per the requirements of ESS2 of the ESF on Labor and Working Conditions. Workers, who provide services for the Project in exchange for wage/salary, who wish to use the WGM will be kept anonymous, at their request, and the identity of the complaining employee will be kept strictly confidential. Any loss of employment rights due to an employee's use of the WGM would constitute a very serious breach of contract between the contractor and the KOSKİ or the supervision consultant and the KOSKİ.

## 6.4 Sensitive and Confidential Grievances

Specific procedures will be implemented by the sub-project to address sensitive and confidential grievances, particularly those related to Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH), in line with the World Bank ESF Good Practice Note on SEA/SH and the project-specific SEA/SH procedures.

A survivor-centered approach will be adopted at all times, ensuring that the safety, dignity, well-being, and informed consent of the survivor are prioritized. No action will be taken without the explicit consent of the complainant.

Confidential reporting channels will be established to allow individuals to safely submit SEA/SH-related grievances. These may include dedicated communication channels such as designated email addresses, call centers, and direct reporting to trained focal points within KOSKİ and the Project Implementation Unit (PIU). In addition, complainants may directly contact the Ethics Committee established at İLBANK Head Office for sensitive grievances. All SEA/SH-related complaints will be handled with strict confidentiality, and information will be shared strictly on a need-to-know basis.

Upon receipt of a SEA/SH-related complaint, the grievance will not be subject to investigation by the project. Instead, with the explicit consent of the survivor, the case will be immediately referred to appropriate service providers, including medical, psychosocial, and legal support services, in accordance with the established referral pathway. Referral processes will be coordinated, where relevant, with designated Social Focal Points at İLBANK.

Designated social specialists within the Project Implementation Unit (PIU), in coordination with İLBANK, will be responsible for managing SEA/SH-related grievances and ensuring appropriate referral. The identity of the complainant will be protected at all times, and no information will be disclosed without consent. No personally identifiable information will be recorded in the grievance logs. Only non-identifiable information such as the type of grievance, date, and status of the case will be documented.

In addition, awareness-raising and training activities on SEA/SH will be conducted for project workers and relevant stakeholders to ensure understanding of prevention measures, reporting mechanisms, and response protocols. These activities will be implemented in coordination with KOSKİ, contractors, and relevant units of İLBANK.

Disciplinary measures and accountability mechanisms will be applied in line with national legislation and project policies in cases of misconduct, while ensuring that survivor protection principles are strictly upheld.

## 6.5 Summary of Roles and Responsibilities

The summary of the roles and responsibilities of the KOSKİ PIU, construction supervision consultant and the contractor teams at the implementation of the Project GM is set out in Table 6-1

Table 6-1 Project-level Roles and Responsibilities related to GM Implementation

Party	Role	Key Responsibilities
KOSKİ	PIU Manager	<ul style="list-style-type: none"> <li>Ensure that GM is implemented effectively by KOSKİ and the contractor staff</li> <li>Appoint staff (social expert) who will be responsible for day-to-day implementation of the GM.</li> </ul>

Party	Role	Key Responsibilities
		<ul style="list-style-type: none"> <li>• Ensure that social requirements incorporated to the contractor and supervision consultant tender documents and contracts adequately cover the requirements on the GM implementation</li> <li>• Allocate resource to ensure monitoring of project E&amp;S performance (including monitoring of GM implementation) and reporting to ILBANK at WB standards in line with the sub-loan agreement conditions</li> </ul>
	Social expert	<p><u>Grievance Management/Resolution:</u></p> <ul style="list-style-type: none"> <li>• Hold responsibility for day-to-day implementation of the GM by KOSKİ, supervision consultant, and contractor staff in line with the principles of ILBANK GM and processes specified in this SEP.</li> <li>• Review the veracity and eligibility of the grievances received from the public and Project workers within the context of their relevance to the Project related operations based on their knowledge of the regional and local dynamics and classify them per their priority and sensitivity</li> <li>• Ensure that eligible grievances are registered, investigated and managed/resolved in line with the GM, while SEA/SH-related grievances are handled in accordance with the SEA/SH-specific grievance mechanism (SEA/SH GM) procedures</li> <li>• Notify the PMU social expert about the grievances found ineligible (upon conclusion of ineligibility)</li> <li>• Coordinate with the environmental expert for the management of grievances related to environmental subjects</li> <li>• Ensure implementation of actions by related KOSKİ or contractor staff for the successful management/resolution of grievances in line with this GM</li> <li>• Ensure that grievance logs are regularly updated with necessary input from supervision consultant and the contractor; regularly maintain the database and keep it up to date</li> <li>• Perform mediation role or designate staff for such role among KOSKİ PIU staff for successful resolution of grievances as required of if requested by ILBANK Social Expert</li> <li>• Ensure the implementation and monitoring of SEA/SH prevention requirements in coordination with relevant stakeholders.</li> <li>• Conduct awareness-raising activities on SEA/SH for communities within the Area of Influence (AoI)</li> </ul> <p><u>Information and Training:</u></p> <ul style="list-style-type: none"> <li>• Participate in the training sessions (including GM requirements) to be organized by ILBANK</li> <li>• Train the construction supervision consultants and contractors for collection, registration and management of grievances in line with this GM</li> </ul> <p><u>Monitoring and Reporting:</u></p> <ul style="list-style-type: none"> <li>• Undertake periodic monitoring of Project E&amp;S performance (including GM implementation) and reporting to ILBANK at WB standards in line with the sub-loan agreement conditions</li> <li>• Provide ILBANK with relevant adequate and transparent information on the grievances received as part of periodic reporting</li> </ul>

Party	Role	Key Responsibilities
		<ul style="list-style-type: none"> <li>• Allow ILBANK representatives to access grievance records.</li> <li>• Carry out regular media review to identify any grievances or issues raised (including related social media platforms) related to the Project and include the findings within the periodic reports</li> </ul>
	Environmental & OHS Experts	<ul style="list-style-type: none"> <li>• Participate to the activities to be coordinated by the social expert of the PIU for GM for the management of grievances related to environmental &amp;OHS subjects</li> </ul>
Supervision Consultant	Management and E&S staff	<ul style="list-style-type: none"> <li>• Carry out the GM-related tasks delegated by KOSKİ</li> <li>• Ensure sufficient E&amp;S capacity for effective implementation of the GM; appoint staff who will be responsible from day-to-day implementation of the GM</li> <li>• Ensure that the grievance and feedback collection channels defined in the GM is made available in subprojects</li> <li>• Collect any written grievances submitted by the aggrieved parties (applicants) through the available channels (e.g. grievance boxes, forms submitted to contractors, etc.) on a weekly basis on behalf of KOSKİ and deliver these to the KOSKİ’s social expert.</li> <li>• Participate in the training sessions (covering GM requirements) to be organized by KOSKİ</li> <li>• Promptly notify the KOSKİ of any significant Project-related grievance received from Project workers or public</li> </ul>
Contractor	Management and E&S staff	<ul style="list-style-type: none"> <li>• Ensure sufficient E&amp;S capacity for effective implementation of subproject-level GM developed by the sub-borrowers as set out in the construction contracts; appoint staff (at least one female and one male) who will be responsible from day-to-day implementation of subproject-level GM</li> <li>• Participate in the training sessions (covering GM requirements) to be organized by supervision consultant, KOSKİ or ILBANK</li> <li>• Update the grievance logs and databases of subprojects regularly based on verbal and written grievances received (separately for public and employee grievances)</li> <li>• Provide KOSKİ with relevant adequate and transparent information on the grievances received as part of monthly reporting</li> <li>• Allow ILBANK and KOSKİ representatives (including supervision consultants) to access grievance records.</li> <li>• Ensure implementation of actions by related contractor or sub-contractor staff for the successful management/resolution of grievances in line with the GM</li> <li>• Promptly notify the KOSKİ PIU of any “significant” Project-related grievance received from Project workers or public</li> <li>• Support the implementation of SEA/SH requirements and ensure worker awareness of SEA/SH risks and reporting mechanisms.</li> </ul>

## 7 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 KOSKİ will be used effectively and the statistical summary of the outputs of GM will be reported to İLBANK together with all the requests received, resolved and unresolved, Grievance Register, Grievance Monitoring Table and Environmental and Social Monitoring Reports (ESMRs) on a monthly basis. With monthly reporting, total number of grievances, monthly number of grievances, distribution of grievances by subject, gender, grievances answered within 7 days, grievances resolved within 30 days, list etc. is necessary.

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

As part of project progress reports, the GM and its performance will need to be reported regularly to the Bank. Statistics of grievances should be reported to the WB on a quarterly basis in project progress reports.

A set of Key Performance Indicators (KPIs) will also be monitored and regularly integrated by the project into the project progress report, including the following parameters:

- I. Number of all grievances received in a reporting period,
- ii. Distribution of requests received within a reporting period (gender, province, type, etc.),
- iii. Number and percentage of resolutions within the prescribed timeline, and
- iv. Number of grievances open for more than 30 days for the reasons explained.
- v. Number of stakeholder engagement activities conducted during the reporting period, disaggregated by project phase (pre-construction, construction, operation),
- vi. Dates and locations of stakeholder meetings and consultation activities,
- vii. Number and type of participants involved in stakeholder engagement activities,
- viii. Summary of key issues raised by stakeholders and how these issues have been addressed or resolved,
- ix. Outstanding issues raised by stakeholders and proposed follow-up actions.

Stakeholder engagement activities and outcomes will be documented and reported regularly in the ESMRs, including a summary of meetings conducted, key topics discussed, and actions taken in response to stakeholder feedback.

### Reporting of Grievances

Demand records.

- Monthly by the Contractor/Sub-contractor to the relevant KOSKİ,
- Monthly by the Consultant Firm and the Contractor/Sub-contractor to the relevant KOSKİ and PIU GM Contact Person,
- Monthly PIU GM Contact Person by KOSKİ must be sent. The KOSKİ's GM contact person will submit monthly reports on the GM to the PIU. The contractor GM contact person will submit monthly reports to

the construction consultant firm. The Construction Consultant Firm GM contact person will submit monthly reports to the KOSKİ and PIU.

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances including SEA/SH grievances,
- Qualitative data on type of requests and responses, issues provided and unresolved grievances, Level of satisfaction by action taken (response),
- Any corrective action taken.

The KOSKİ will submit to the PIU a Grievances Record Table as an annex to the GM and the Monthly Reports containing up-to-date information on the following subjects on a monthly basis:

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances,
- Qualitative data on type of requests and responses, issues provided and unresolved grievances, level of satisfaction by action taken (response),
- Any corrective action taken.

The contractor/sub-contractor shall submit an annex to the consultant firm, KOSKİ, a Grievance Record Table and monthly reports containing up-to-date information on the following subjects:

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances,
- Type of grievances and responses, qualitative data on problems provided and unresolved grievances, level of satisfaction by action taken (response),
- Any corrective action taken.

The Consultant Firm will submit an annex to the KOSKİ and PIU a Complaint Record Table and Monthly Reports containing up-to-date information on the following subjects:

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances,
- Type of grievances and responses, qualitative data on problems provided and unresolved grievances, level of satisfaction by action taken (response),
- Any corrective action taken.

Table 7-1 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-F: Grievance Tracking-Monitoring Form.

Table 7-1 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 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, type of stakeholder engagement activities, number and type of participant stakeholders etc.)			At least 2 stakeholder engagement activities conducted during the pre-construction phase  At least 20 participants reached through stakeholder engagement activities, disaggregated by gender (female/male)  Stakeholder engagement activities to include different stakeholder groups (e.g. local residents, vulnerable groups, institutions, NGOs), with records maintained  At least 3 one-on-one meetings conducted with key stakeholders, where required  All engagement activities to be documented with attendance lists, meeting minutes and photographic records Baseline for stakeholder engagement activities is considered zero prior to the pre-construction phase.



Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
	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 timerame will be followed
<b>Land Preparation, Construction and Operation</b>	Gathering and collecting of the grievances, requests, and suggestions (C/R/S)	Grievance Database (project-specific), grievance register	Monthly	E&S Consultant Supervision Consultant  KOSKİ	Collection of grievances, requests and suggestions will be tracked and monitored.
	Number and percentage of grievances/requests/suggestions	<p>Grievance Database (project-specific)</p> <ul style="list-style-type: none"> <li>• Number and percentage of grievances/ requests/suggestions (c/r/s) received and resolved (resolved/received)</li> <li>• Number of unresolved (c/r/s) (with explanation as to why they could not be resolved) and percentage (unresolved/received)</li> <li>• number of (c/r/s) not evaluated (with an explanation of why they were not evaluated) and percentage (not evaluated/received)</li> <li>• Types of grievances</li> <li>• Average Grievance Closeout Time</li> </ul>			Number and percentage of grievances/requests/suggestions will be tracked and monitored.

Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
	General subjects which the grievances, requests and suggestions are related to	Grievance Database (project-specific) <ul style="list-style-type: none"> <li>Percentages of the complaint, request and suggestion subjects (e.g. 15% of the grievances are related to water outage hours, 35% of the requests are related to quick repair of the deteriorated roads, etc.)</li> </ul>	Monthly	E&S Consultant  Supervision Consultant  KOSKİ	General issues related to grievances, requests and suggestions will be followed.
	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.



## 7.1 Summary of How SEP Implementation will be Monitored and Reported

It is in the responsibility of the KOSKİ to ensure that the SEP is fully integrated into and implemented in all project activities. It will be ensured that all stakeholders will be consulted and can use the GM during project life. On the other hand, the SEP shall form a part of any tender documentation for physical works within the scope of the Project.

As part of the requirements of WB ESF, the draft SEP is to be publicly disclosed when draft ESMP and draft SEP are cleared for public disclosure and approved by İLBANK and the disclosure will be in the responsibility of the Project Executers and consultant firm, KOSKİ will ensure that SEP is disclosed as hard copy and, on their website, (<https://KOSKI.gov.tr/>). Likewise, several copies of all prepared environmental and social documents will be available locally at the KOSKİ General Directorate Office, places easily accessible to affected groups as Mukhtars offices, local NGOs operated in Konya Province Beyşehir District.

Participant data will be recorded for each engagement activity, including disaggregation by gender and stakeholder group where applicable.

The SEP is a dynamic document and will be reviewed, updated, and approved by İLBANK as necessary (e.g., change in the design of the Project components, according to the Environmental and Social Monitoring Reports (ESMRs), 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.

The PIU and E&S Team will organize monthly and quarterly meetings to collect, register and address the grievances optionally. Ad hoc 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 KOSKİ and approved by İLBANK. 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 monthly with the Supervision Consultant concerning problems encountered during handling of the grievances. The mechanism will be revised three (3) months after the initial set-up through consultation with the İLBANK, PIU and E&S Team and also complainants whose applications have been closed or still on-going, if necessary.

When İLBANK detects any problems in the implementation of the ESMP and SEP, İLBANK 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 İLBANK in three (3) working days and İLBANK will immediately forward this information to WB.

Monitoring of stakeholder engagement activities will include the number of meetings conducted, dates and locations of meetings, number and type of participants, key issues raised by stakeholders, and how these issues have been addressed or resolved.

## 7.2 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 İLBANK.

If necessary, KOSKİ will work with a consultant in order to implement social and environmental monitoring activities. The 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 subproject.

The PIU Team will provide a statistical and qualitative analysis of feedback and grievances as well as their outcomes on a monthly basis to the Supervision Consultant who will review it and disseminate it to the İLBANK PIU. In addition, the relevant grievances 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.

SEA/SH-related grievances will be reported only in an aggregated and anonymized manner, and no personally identifiable information will be recorded or disclosed, in line with survivor-centered principles.

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://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.



# ANNEXES

38



## Annex-A: Grievance Form

	<b>Karaali Wastewater Treatment Plant Construction (KOSKI) Subproject</b>
<b>GRIEVANCE FORM</b>	
<b>Application No.</b>	
<b>Stakeholder Type:</b> <input type="checkbox"/> Project Affected Person (PAP) <input type="checkbox"/> Other Interested Party (OIP) <input type="checkbox"/> Vulnerable / Disadvantaged Group <input type="checkbox"/> Worker <input type="checkbox"/> Other: _____	
<p style="text-align: center;"> <b>Name Surname* (Anonymous applications are also accepted. If you wish to submit your application anonymously, please tick below how you would like to be contacted. The feedbacks regarding the measures to be taken for anonymous grievances will be shared publicly, even if they cannot be communicated directly to the person who submitted the complaint.)</b> </p>	
<p>             Please indicate how you would like to be contacted (mail, phone, e-mail)              Method of Submission:  <input type="checkbox"/> In person  <input type="checkbox"/> Phone  <input type="checkbox"/> E-mail  <input type="checkbox"/> Website / Online form  <input type="checkbox"/> Suggestion/complaint box  <input type="checkbox"/> Anonymous  <input type="checkbox"/> Other: _____         </p>	
<b>Province/District</b>	
<b>Related KOSKI Name</b>	
<b>Date</b>	



<b>Complaint Category</b>	
1. About the assets/properties/settlements affected by the project	
2. About infrastructure	
3. About the decrease or complete disappearance of income	
4. About environmental issues (ex. Noise, pollution, waste management)	
5. About employment	
6. About traffic, transportation and other risks	
7. Occupational health and Safety	
8. Employee Rights	
9. Other (If confidential, please call Project Implementation Unit (PIU) directly):	
<b>Description of Complaint:</b> What is the problem? When and where did the problem occur? What is the result of the problem?	
<b>What do you expect to happen for the problem to be resolved?</b>	
<b>Date:</b>	<b>Signature:</b>
Note: Although it is not obligatory to give a name and address, it should be noted that there may be some problems in the feedback process regarding the complaint due to lack of information.	





## Annex-C: Grievance Closeout Form

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

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

Notes:

*[Name-Surname and Signature]*

Date: \_\_\_ / \_\_\_ / \_\_\_\_

The complainant:

Representative of the Responsible Institution/Company

*[Title-Name-Surname and Signature]*



## Annex-D: Sample Form for the Key Informant Meetings

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



## Annex-E: Public Consultation Form

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



## Annex-F: Grievance Tracking-Monitoring Form

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



