

GREEN AND FUTURE CITIES (GFC) PROJECT

KONYA WATER AND SEWERAGE ADMINISTRATION

KÖŞK WASTEWATER TREATMENT PLANT CONSTRUCTION PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Revision : Final

Submission : June 2026

Project Information

Project	Details
	Green And Future Cities (GFC) Project
Name	Köşk Wastewater Treatment Plant Construction project Stakeholder Engagement Plan (SEP)
Project Owner	Konya Water and Sewerage Administration (KOSKİ) / Konya Su ve Kanalizasyon İdaresi (KOSKİ)
Financial Intermediary	İLBANK INC.
Prepared by	POSEİDON Environmental Social Consulting Engineering Trade Ltd. Co. (POSEİDON)

Record of Issue

Company	Version	Date Issued	Method of Delivery
İLBANK INC. (İLBANK)	Rev.01	06.02.2026	e-mail: PDF
İLBANK INC. (İLBANK)	Rev.02	26.02.2026	e-mail: PDF
İLBANK INC. (İLBANK)	Rev.03	12.03.2026	e-mail: PDF
İLBANK INC. (İLBANK)	Final	18.06.2026	e-mail: PDF

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This Stakeholder Engagement Plan has been prepared by POSEİDON Environmental Social Consulting Engineering Trade Ltd. Co. on behalf of KOSKİ within the scope of Green And Future Cities (GFC) Project supported by the World Bank (WB) with İLBANK as the financial intermediar.

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List of Abbreviations

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

WBG

World Bank Group

WHO

World Health Organization

YIMER

Foreigners Communication Center



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 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

Türkiye has set ambitious climate goals to achieve net zero emissions by 2053 and ratified the Paris Agreement in October 2021. Cities play a critical role in achieving sustainable development, climate change adaptation, and greenhouse gas (GHG) mitigation. In this context, the Green and Future Cities Project (GFC), financed by the World Bank and implemented in Türkiye through İller Bankası A.Ş. (İLBANK), is a strategic initiative to foster climate-resilient and sustainable urban development.

Within the scope of this initiative, the Köşk Wastewater Treatment Plant (WWTP) Project has been planned by the Konya Water and Sewerage Administration (KOSKİ) under the framework of Law No. 6360 dated 12/11/2012 in order to address wastewater management needs in the Hüyük District.

The subproject will be implemented in Köşk Neighbourhood, Hüyük District, Konya Province, on cadastral parcels 2308, 6564 and 6569 (Block 0). The parcels allocated for the subproject are publicly owned and designated for the construction of the wastewater treatment plant units and auxiliary facilities.

Within the scope of the Subproject, the wastewater collector system consists of two separate branches. Line A, which conveys wastewater from Köşk Neighbourhood to the WWTP, has a total length of approximately 1,598 meters. Line B connects Selki Neighbourhood to the Köşk collector system and has a total length of approximately 1,968 meters. The routes of these collector lines partly follow existing asphalt roads and partly unpaved or stabilized roads.

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.

In order to convey the treated effluent to the receiving environment, a discharge pipeline with a length of approximately 251 meters will be constructed from the WWTP to Yanbay Stream. The discharge line is located immediately adjacent to the project site and follows public road corridors.

From a land acquisition perspective, all parcels required for the construction of the WWTP are currently under KOSKİ ownership and no additional land acquisition is required for the Subproject. Similarly, the collector and discharge pipelines are located entirely within existing public road rights-of-way. Accordingly, the subproject does not require the use of privately owned land, expropriation, negotiated settlement, temporary land occupation, or result in any physical or economic displacement.

The subproject aims to treat domestic wastewater generated from Köşk, İmrenler, and Selki neighbourhoods. Based on population projections prepared using the İLBANK method, the facility has been designed to serve a target population of 5,652 persons by the year 2045. Accordingly, the average design flow capacity of the WWTP has been determined as 750 m³/day in line with the water consumption parameters agreed with KOSKİ.

The treated effluent will be discharged into Yanbay Stream. Therefore, the WWTP has been designed in full compliance with the Urban Wastewater Treatment Regulation (Official Gazette No. 26047, dated 08.01.2006) and the EU Directive 91/271/EEC, under the standards of Sensitive Areas. The selected treatment technology is simultaneous nitrification-denitrification, an advanced biological process that integrates carbon, nitrogen, and phosphorus removal in a single tank, offering operational simplicity without the need for internal recirculation pumps.

The area of influence (AoI) of the subproject has been defined as a 500-meter radius in line with environmental and social standards. Within this defined AoI, Köşk, Selki and İmrenler Neighbourhoods are 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 subproject 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 subproject 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 Mukhtars of Köşk, İmrenler and Selki Neighbourhoods, 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 Köşk Waste Water 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 İLBANK 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

Türkiye has ambitious climate goals to reach net zero emissions by 2053. Türkiye ratified the Paris Agreement in October 2021. Cities play a major role in Türkiye's development and will be critical for achieving stronger, more sustainable growth driven by productivity improvements, and green transition for meeting national mitigation and resilience goals. Türkiye's cities are key to ensuring the resilience of people, productive activity, and public finances under mounting climate risks. Türkiye's people and assets are increasingly concentrated in cities, with above-average exposure to climate risks exacerbated by inadequate infrastructure and services. Rapid urban growth paired with insufficient consideration of climate risks in spatial planning, investment prioritization, and construction have resulted in urban populations and assets that are increasingly concentrated in areas exposed to climate hazards, with inadequate provisions for resilience, and rising associated damage estimates.

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 (İLBANK) will be acting as the Financial Intermediary (FI).

Within this scope, the "Köşk Wastewater Treatment Plant (WWTP) Project" (hereinafter referred to as the subproject) will be implemented by Konya Water and Sewerage Administration (KOSKİ). The purpose of the subproject is to collect and treat domestic wastewater generated in Köşk neighbourhood of Hüyük 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 prevent uncontrolled discharge of untreated domestic wastewater and to improve environmental quality and public health conditions in Köşk, İmrenler, and Selki neighbourhoods.

Based on population projections prepared using the İLBANK methodology, the design population for the year 2045 is 5,652 persons. In line with agreed water consumption parameters, the WWTP has been designed with a hydraulic capacity of 750 m³/day.

The Sub-Project aims to:

- Prevent uncontrolled discharge of untreated wastewater into the environment,
- Protect surface water resources, particularly Yanbay Stream,
- Improve public health and environmental conditions,
- Contribute to long-term environmental sustainability at the district level.

Wastewater generated within the service area is entirely domestic in nature. There are no significant industrial or touristic wastewater sources within the project influence area.

The treated effluent will be discharged into Yanbay Stream in full compliance with the Urban Wastewater Treatment Regulation (Official Gazette No. 26047, dated 08.01.2006). The selected treatment process is advanced biological treatment based on simultaneous nitrification–denitrification. The process includes pre-treatment (screening and grit removal), biological treatment units (Bio-P and aeration tanks), secondary settling tanks, and disinfection prior to discharge.

Separated sludge will be processed through sludge dewatering units and subsequently transferred to Konya Wastewater Treatment Plant for final disposal.

According to the EIA Regulation (Official Gazette No. 31907, dated 29.07.2022), the Sub-Project falls under Annex-II. The required national EIA procedures have been completed, and stakeholder engagement activities will continue during construction and operation in accordance with the Stakeholder Engagement Plan (SEP).

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 750 m³/day. The selected treatment technology is simultaneous nitrification–denitrification, integrating carbon, nitrogen, and phosphorus removal. All treatment units and auxiliary facilities will be constructed within the designated project parcels.

Collector System

The collector system serving the project area consists of two branches:

- Line A (1,598 m), conveying wastewater from Köşk Neighbourhood to the WWTP,
- Line B (1,968 m), connecting Selki Neighbourhood to the Köşk collector system.

The routes partly follow existing asphalt roads and partly unpaved roads. Neither the collector lines nor the discharge line pass through privately owned parcels. Therefore, no land acquisition or expropriation is required under the Sub-Project.

Discharge Pipeline

A 251-meter discharge line will convey treated effluent from the WWTP to Yanbay Stream. The discharge alignment is located within public road right-of-way.

Energy Supply

The electricity supply for the Köşk WWTP will be provided through connection to the existing medium-voltage (MV) distribution network at 31.5 kV. The power supply will be sourced from the Beyşehir Transformer Center via the Hüyük feeder using the existing distribution infrastructure.

To meet the operational electricity demand of the facility, a capacity increase will be implemented at the existing connection point. This will involve the replacement of the existing transformer with a 160 kVA transformer. No new energy transmission line (ETL), distribution line, or off-site electrical infrastructure will be constructed.

Since the connection relies entirely on existing grid infrastructure and only entails a capacity upgrade at an existing connection point, it does not constitute the development of a new dedicated or third-party facility. Therefore, the electricity connection does not meet the definition of an “associated facility” under the World Bank Environmental and Social Framework (ESF) and is considered a standard utility connection forming an integral part of the Sub-Project.

1.3 Location

The Sub-Project site is located in Konya Province, Hüyük District, Köşk Neighbourhood. The WWTP and related infrastructure will be constructed on the designated project parcels in accordance with the approved cadastral layout.

The Köşk Wastewater Treatment Plant (WWTP) Project has been planned by the Konya Water and Sewerage Administration (KOSKİ) under the framework of Law No. 6360, dated 12/11/2012, to address the wastewater management needs of Hüyük District. The Project will be constructed in Köşk Neighbourhood, Hüyük District, Konya Province, and will be located on parcel 0 block 2308 (2,440.00 m²), parcel 0 block 6569 (1,338.00 m²), and parcel 0 block 6564 (402.00 m²).

The site is accessible through the existing local road network, and no new access road construction is required. The surrounding land use is predominantly rural and agricultural in character.

No privately owned land will be used for the WWTP units, collector lines, or discharge pipeline.

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 potential environmental and social impacts during construction and operation.

Köşk Neighbourhood is the closest settlement to the project site and is located within or in close proximity to the defined AoI. In addition, since the WWTP will treat wastewater originating from Köşk, İmrenler, and Selki neighbourhoods, these settlements are considered part of the area of influence and are included within stakeholder engagement activities.

During the determination of the AoI, consideration was given to:

- Temporary impacts related to construction activities,
- Dust and noise generated along access roads,
- Temporary increases in traffic during material transport.

Access to the Sub-Project site will be ensured through existing roads. No permanent widening, modification, or realignment of roads is planned. Construction-related impacts are expected to be localized and temporary and will be managed in accordance with the ESMP.

The implementation of the Köşk WWTP Sub-Project will prevent untreated domestic wastewater from being discharged into Yanbay Stream and will contribute to the protection of local water resources in line with national water quality standards.

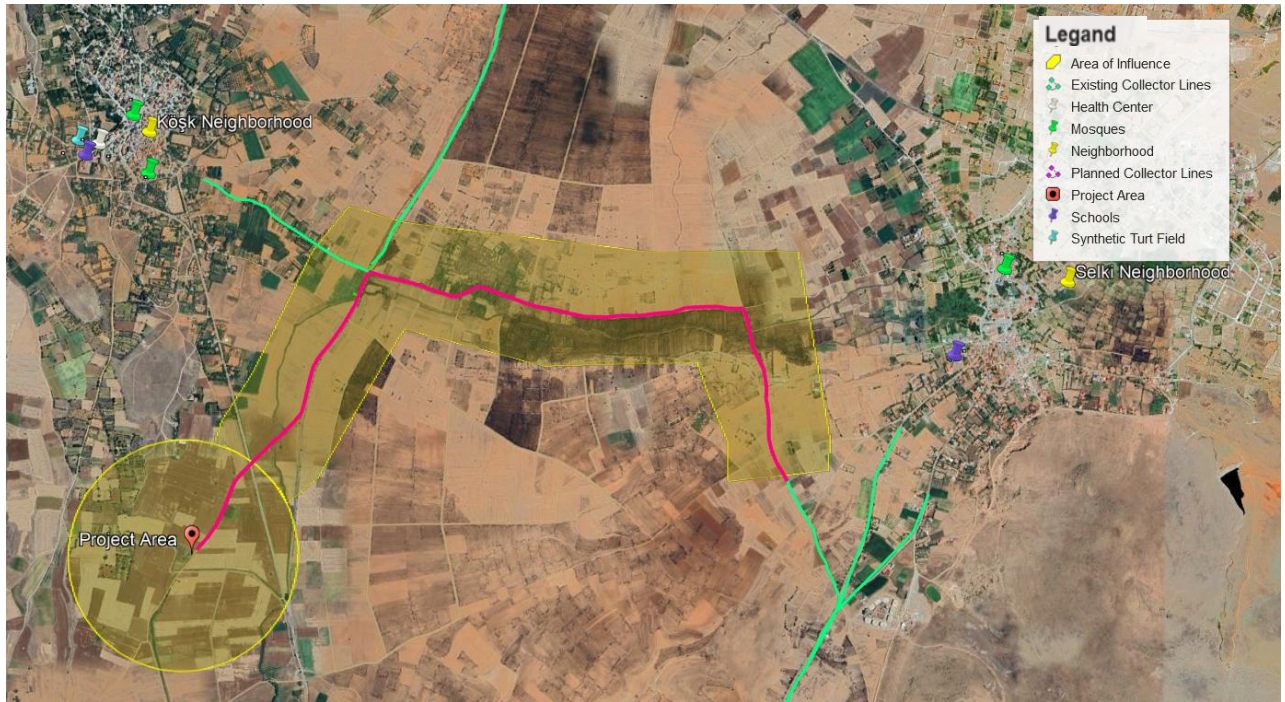


Figure 1-1 Aol of the Subproject

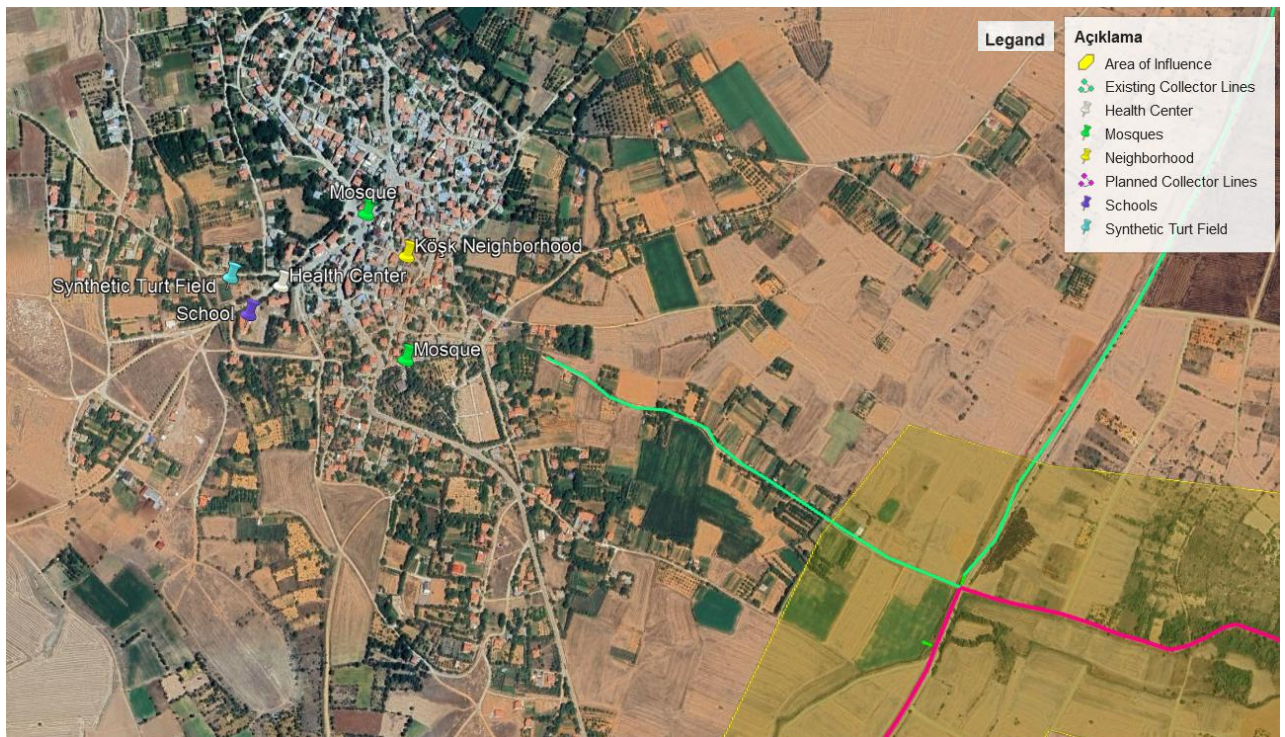


Figure 1-2 Aol of the Subproject (Closer View)*

* Figure 1-2 provides a closer view of the Area of Influence to enable clearer identification of stakeholder-sensitive receptors within Koşk Neighborhood, which were not clearly distinguishable in the broader-scale map.

As can be seen from the Figure 1-1, the closest settlement to the Project Area is Köşk Neighbourhood. The entire impact area with a radius of 500 m around the project site is within the boundaries of the Köşk neighborhood.

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 Sub-Project will be arranged throughout the entire project life cycle and 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 and accessible format. Opportunities will be created for stakeholders to communicate feedback, and all comments and concerns will be systematically analyzed and addressed.
- Inclusiveness and sensitivity: Stakeholder identification is undertaken to support effective communication and build constructive relationships. The consultation process is designed to be inclusive, encouraging the participation of all stakeholder groups. Equal access to information will be ensured. Sensitivity to stakeholder needs will guide the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of exclusion, particularly women, the elderly, persons with disabilities, and economically vulnerable households.

Since the main source of financing for the GFC Project is the World Bank, the Sub-Project is required to comply with international good practice, including the World Bank Environmental and Social Standards (ESSs), İLBANK ESMS requirements, and relevant national legislation. Environmental and Social Standard (ESS)10, “Stakeholder Engagement and Information Disclosure,” recognizes the importance of open and transparent engagement between the Borrower and Project stakeholders as a key element of good international practice. In line with ESS10, the stakeholder engagement process begins with stakeholder identification and analysis.

In order to identify relevant stakeholders for the Köşk Wastewater Treatment Plant (WWTP) Sub-Project and ensure compliance with ESS10, 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 information, and official records obtained from local administrative authorities and KOSKİ. These sources were used to understand the demographic structure, settlement characteristics, land use patterns, and potential stakeholder groups within Köşk, İmrenler, and Selki neighbourhoods, which constitute the service area of the Sub-Project.

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

On the same date, face-to-face semi-structured consultations were conducted with the Mukhtars of Köşk, İmrenler, and Selki neighbourhoods. The meetings were attended by an Environmental Engineer, an Occupational Health and Safety (OHS) Specialist, and a Sociologist from the

POSEİDON team. The consultations focused on identifying local environmental concerns, community expectations, existing wastewater infrastructure conditions, and potential construction-related impacts associated with the proposed wastewater treatment plant and collector pipelines.

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 Mukhtars 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

The affected parties include individuals, households, and groups that are directly exposed to the environmental and social impacts of the subproject. The subproject's area of influence has been defined as a 500-meter radius in line with environmental and social standards (see Figure 1-1). Within this impact area, the Köşk, İmrenler, and Selki neighborhoods are located and considered as the main settlement to be directly affected by the project activities. Within the Areas of Influence, the following individuals, households, groups, and receptors are considered affected parties due to their proximity to the project site and associated infrastructure:

- Residents of Köşk, İmrenler and Selki Neighbourhoods located within the Area of Influence;
- Vulnerable or disadvantaged individuals and groups residing in the beneficiary neighbourhoods, including Köşk, İmrenler and Selki;
- Privately owned agricultural land users whose farmland is located within or adjacent to the Areas of Influence;
- Educational facilities, including primary and secondary schools located within the Area of Influence;
- Health facilities, including the Health Center located in Köşk Neighbourhood;

Other directly affected groups include:

- Employees of KOSKİ, whose duties are directly linked to the construction, operation, and maintenance of the wastewater treatment plant and associated infrastructure;
- Suppliers and service providers providing goods and services to the subproject during the construction and operation phases.

All affected parties identified above are included within the scope of stakeholder engagement activities under this SEP. Their participation will be ensured through appropriate information disclosure, consultation, and grievance redress mechanisms throughout the subproject lifecycle.

3.3 Other Interested Parties

Other interested parties are groups and institutions that may not be directly affected by the construction or operation of the project but have an interest in its outcomes and implementation process. These include:

- 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, Hüyük District Governorate, Hüyük District Directorate of Health, Directorate of Police, and Hüyük District Gendarmerie Command.

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

These stakeholders have varying levels of influence and interest, and their involvement will mainly take the form of consultation, information sharing, and feedback collection.

Stakeholder Group	Category (PAP/OIP)	Type of Impact	Level of Interest	Level of Influence
Köşk, İmrenler and Selki neighbourhoods	PAP	Indirect (traffic, noise)	High	Low
Livestock owners/farmers	PAP	Indirect (noise, traffic, access disruption)	High	Low
Road Users	PAP	Direct (traffic safety)	Medium	Low
Sensitive receptors	PAP	Indirect	High	Medium
Public Institutions	OIP	Regulatory	High	High
Municipalities	OIP	Administrative	High	High
NGOs	OIP	Social	Medium	Medium
Media	OIP	Informational	Medium	Medium
Academia	OIP	Advisory	Low	Low

3.4 Vulnerable/Disadvantaged Individuals or Groups

Vulnerable or disadvantaged individuals and groups within the project area are those who may face barriers in accessing information, participating in stakeholder engagement activities, or benefiting equally from project outcomes.

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 Köşk, İmrenler and Selki neighbourhoods were reached out to provide data. For this subproject, such groups have been identified in all beneficiary neighborhoods, including Köşk, İmrenler and Selki. In addition, disadvantaged individuals/groups living in Hüyük District outside the defined AoI are also considered. These groups are summarized in Table 3-1 below.

The data indicate that different forms of vulnerability exist across neighborhoods, including poor households dependent on state or external support, female-headed households, elderly individuals aged 65 and above living alone, persons with disabilities, unemployed individuals, and households with children. In particular, Köşk Neighborhood-located within the primary area of influence—hosts the

largest number of female-headed households and experiences a significant seasonal population increase due to children and youth returning during the summer months.

Special measures will be taken to ensure the meaningful participation of these groups, such as:

- adopting accessible communication methods,
- scheduling meetings at convenient times and venues,
- providing clear and easy-to-understand information,
- and offering tailored support to overcome potential social or economic barriers.

Table 3-1 Vulnerable/Disadvantaged Individuals or Groups

Neighborhood	Poor Households	Female-Headed Households	Elderly Population (65+)	Persons with Disabilities
Köşk	30	50	65	10
Selki	15	40	50	15
İmrenler	10	20	53	6

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 Subproject. Face-to-face consultations were held at the neighborhood coffee house with the Mukhtars of Köşk, İmrenler and Selki Neighborhoods, as well as with six households from İmrenler engaged in farming.

The meetings aimed to gather opinions and concerns regarding the planned Subproject and to ensure that the perspectives of local stakeholders were considered in the stakeholder engagement process. The main findings of consultations are summarized below.

Köşk Neighborhood

- Population: Approx. 1,300 in summer; 650 in winter.

Socio-economic Situation:

- 30 poor households.
- 50 female-headed households.
- 65 elderly (65+).
- Livelihoods: farming, pensions
- Average income above minimum wage.

Opinion on the Project:

- No concerns raised.
- Positive expectations within the community.
- Request for reuse of treated water in agricultural irrigation.

İmrenler Neighborhood

- Population: Approx. 7,000 in summer; 2000 in winter.

Socio-economic Situation:

- 10 poor households.
- 20 female-headed households.
- Livelihoods: farming, pensions.
- Average income around minimum wage.

Opinion on the Project:

- Full support expressed.
- Highlighted that untreated wastewater flows into Beyşehir Lake, causing pollution, and the Wastewater Treatment Plant is therefore considered necessary.

Consultations with Local Households:

- Six farming households consulted.
- All of them support the project.
- Emphasized benefits of treated water for irrigation.

Expected Additional Benefits:

- Improved irrigation opportunities.
- Reduced environmental pollution, improved soil and water quality.
- Enhanced quality of life due to reduced odor and insects.
- Strengthened agricultural productivity and socio-economic well-being.

Selki Neighborhood

- Population: Approx. 1,000 in summer; 850 in winter.

Socio-economic Situation:

- 15 poor households.
- 40 female-headed households.
- 50 elderly households (65+).
- Livelihoods: farming, pensions.

Opinion on the Project:

- Positive outcomes expected.
- No concerns raised.

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

Focus group discussions (FGDs) will be one of the primary public consultation tools, particularly during the initial period of the construction phase when common questions are expected to arise and similar opinions may be expressed by local stakeholders. These meetings will be conducted using a participatory approach to facilitate open dialogue and active involvement of community members within the Project Area of Influence.

Stakeholder Consultation Meetings:

The first Stakeholder Consultation Meeting (SCM) of the Subproject will be organized following the disclosure of the draft ESMP report in a suitable venue within Köşk Neighbourhood that has adequate capacity and facilities to enable effective communication. Project-affected parties and other interested stakeholders from Köşk, İmrenler, and Selki neighbourhoods will be invited to participate in the meeting.

Prior to the SCM, announcements will be published through appropriate local communication channels and on the official website of KOSKİ. Project information brochures will be distributed prior to the meeting, and relevant project maps and information materials will be made available in publicly accessible locations such as village coffee houses and mukhtars' offices. In addition to official announcements, local participation will be encouraged through direct communication with the mukhtars

of the neighbourhoods in order to inform community members about the meeting and the proposed Subproject.

In addition to official announcements, local participation will be encouraged through direct engagement with neighbourhood representatives. Community visits may be conducted during the implementation period in accordance with the construction schedule. During these visits, mukhtars and local residents will be informed in detail about the Subproject activities and the grievance mechanism established for the Project. Where necessary, site walk-throughs may be conducted together with neighbourhood representatives in areas where construction activities will take place, and consultations may also be held with households located in close proximity to the project infrastructure.

Consultation meetings will begin with an introduction and explanation of the purpose and scope of the meeting, followed by presentations delivered by KOSKİ representatives. After the presentations, a discussion session will be held during which participants will be invited to raise questions, share concerns, and provide suggestions related to the Subproject.

- The main topics to be covered during the presentations include the following:
- Aim and scope of the Subproject
- Expected benefits of the Project
- Overview of potential environmental and social impacts and the proposed mitigation measures
- Grievance mechanism and communication channels available to stakeholders
- Discussion (questions and answers) session

Consultation meetings will be conducted in a participatory manner, and local stakeholders will be encouraged to share their views and suggestions regarding the Project and its implementation. Information leaflets summarizing key project details will be prepared and distributed during consultation meetings and made available in public places. These materials will include contact details such as phone numbers and email addresses to enable stakeholders to communicate with the Project team.

Other methods for stakeholder engagement:

Regular site visits and face-to-face meetings may be carried out during the implementation phase in order to:

- facilitate grievance handling processes,
- provide additional information about the Project,
- identify any changes in the local population that may result in the presence of disadvantaged or vulnerable individuals within the Area of Influence.

Stakeholder engagement may also occur through visits by local residents to the project management offices or through meetings requested by community members. Depending on the circumstances, communication may also take place via phone calls or text messages; however, face-to-face meetings will remain the preferred method of engagement whenever possible.

4.3 Stakeholder Engagement Plan

Stakeholder engagement under the Köşk 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.

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.

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.

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 ESMP and SEP of the subProject to be disclosed and consulted for finalization	- Purpose, stages, general information about the sub-Project - Anticipated E&S impacts and risks - Proposed mitigation measures - Grievance Mechanism - Monitoring objectives and activities to be performed - E&S documents (ESMP and SEP)	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	Information Disclosure - Purpose, start date, duration, and nature of land preparation, construction, and operations activities - Grievance Mechanism	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			- Status and effectiveness of implementation of mitigation measures related to relevant E&S impacts/risks - Monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results - E&S documents (ESMP and SEP)	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	Social progress, economic and social development, and environmental protection Information and consultation on: - Mitigation measures against potential E&S impacts/risks - Grievance Mechanism - Sustainability Traffic and Transportation Management - Within the scope of the sub-project, road safety awareness. - Types, number and frequency of vehicles that will be used in construction phase. - Cooperation with local communities and responsible authorities to improve signage, visibility, and overall safety on roads where the construction activities will be held. - Communication of traffic measures and Project Road usage with mukhtars - Grievance Mechanism	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					
Land preparation and construction phase	-PAPs -OIPs	Final ESMP and SEP of the subproject	Information Disclosure - Purpose, start date, duration, and nature of land preparation, construction, and operations activities - Grievance Mechanism - Status and effectiveness of implementation of mitigation measures related to relevant E&S impacts/risks - Monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results - E&S documents (ESMP and SEP)	Stakeholder Consultation Meetings (SCMs) and Focus Group Discussions (FGDs), as described in Section 4.2, along with face-to-face meetings.	SCMs (Monthly in construction phase, annually in operation phase) FGDs (only in construction phase, according to need) Face-to-face meetings (weekly in operation phase)

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, including ALO 185, the official KOSKİ contact channels, e-mail, written petitions, grievance boxes, and online forms, will be clearly communicated to ensure accessibility for all stakeholders.

Specific communication measures will be implemented for construction-related traffic and access impacts along Line A, Line B, the discharge line and access roads. These measures will include advance notification of road closures or diversions, placement of directional signage, announcements through mukhtars, and dissemination of information via local communication channels.

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



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 Hüyük 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.

4.5 Proposed Strategy to Incorporate the Views of Vulnerable Groups

During the construction phase, KOSKİ social expert might first announce the time and place of the construction works to the locals. During the information activity, the social expert will also investigate the above mentioned disadvantaged individuals and assess required mitigation activities in order to eliminate the negative impacts of the construction works. It has to be kept in mind that requiring information from secondary information sources like mukhtars or teachers might not be enough as the persons with disadvantages may not be officially registered in any health care or educational institution. As a matter of fact, a detailed Public Consultation Meetings have to be conducted in order to identify them. Face-to-face meetings will be conducted with any identified disadvantaged/vulnerable person. In case of any communication irrelevancy (i.e. with individuals with mental disabilities or children) meetings will be conducted with parents or relatives.

During the planning and construction stages of the subproject, the subproject will make an effort to solicit the opinions of vulnerable or disadvantaged groups in order to guarantee that their viewpoints and requirements are taken into consideration. Getting these groups involved is absolutely necessary in order to promote inclusiveness and address the challenges that are unique to them.

It is planned to interact with the mukhtars and non-governmental organizations (NGOs) that work closely with these communities in order to identify these groupings. In order to guarantee the inclusion of certain groups, interviews and home visits will be carried out for those groups.

By putting these ideas into action, the project intends to overcome the obstacles that are currently in place, making certain that vulnerable or disadvantaged groups are provided with a real opportunity to contribute to the project and experience its benefits.

4.6 Reporting Back to Stakeholders

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

For each of the targeted stakeholder group, different disclosure methods and means can be used in order to increase the disclosure level. Especially for the public participation meetings, the meeting venue(s), time and date will be arranged, and that information will be announced to the public at least

seven days before the event making sure that all community members are informed about the event to be held.

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

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

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

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

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

Throughout all phases of the Project, the comments gathered through all means of stakeholder engagement activities, such as the website, grievance mechanism, and during the public and/or individual meetings will be subjected to an evaluation and review by the relevant responsible staff, e.g.,

GM contact person (GMCP), Public Relation Assistant to be assigned by the Project Implementation Unit (PIU).

The contractor and KOSKİ officials will be in regular contact. When necessary, a face-to-face meeting will be held, and the contractor and KOSKİ will meet periodically (monthly).

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

If the request or comment cannot be met by the suggested resolution method, which is offered by the comment holder or request holder to resolve the grievance, alternative solutions will be sought (see *Chapter 7 for more details*). As a result of the evaluations, a decision will be made, and the final decision will be communicated to the stakeholder(s) who has given the comment or request with the timeline of the actions regarding the comment/request, together with the justifications, if it could not be met within a reasonable time interval. If the comment is not anonymous, the final decision will be communicated to the stakeholder(s) through the communication channel(s) which is preferred by the stakeholder(s). Moreover, a Request Closing Form (see Annex-C: Grievance Closeout Form) should be filled out and signed by the stakeholder(s).

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the SEP and grievance mechanism.

During the construction phase, voice announcements will be made by KOSKİ and/or Contractors for the road restrictions, water cuts and other infrastructure service limitations two (2) days in advance. Environmental and social performance indicators will be shared with stakeholders on a monthly basis via the website of KOSKİ, which is given as:

- Official Website: <https://www.KOSKI.gov.tr>

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

According to the Environmental and Social Management Framework prepared for KOSKİ one consultation meeting with affected groups and local NGOs identified during the stakeholder identification phase should be undertaken, following the finalization of ESMP.

Stakeholder Engagement Plan (SEP) has been prepared in order to identify all stakeholders and their interest in the Project and to establish an effective communication with stakeholders and to define procedures and principles to improve participation. This Plan aims to create long-term relations between the Project and local communities based on mutual trust and transparency. By implementation of the SEP, stakeholders will be able to access the information about the Project, its investments, installation works and operation activities in a timely manner. Data will be fully understandable for the targeted groups and access to consultation locations is available for all.

This SEP also aims to ensure vulnerable groups have been identified and these groups have been included in ongoing consultation and engagement process and, to ensure that all relevant parties have been engaged and no group has been excluded. In this content, this SEP aims to be a useful tool for management of communication between the Project and its stakeholders.

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 (CİMER):

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

Through CİMER, 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 CİMER or escalate it to the Ombudsman Institution (www.ombudsman.gov.tr).

- **CİMER Website:** www.cimer.gov.tr
- **CİMER Call Centre:** 150
- **CİMER Phone Number:** +90 312 525 55 55
- **CİMER Fax Number:** +90 0312 473 64 94
- **Address for Official Letter:** Republic of Türkiye, Directorate of Communications Kızılırmak 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
- **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/bilgiedinmeuluslararasi>
- **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

External stakeholders can submit grievances or comments through the following channels:

- **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.KOSKI.gov.tr/>
- E-mail: bilgi@KOSKI.gov.tr
- Phone number: +90(332) 221 61 00
- Hot Line: Alo 185
- Fax number: +90(332) 235 46 34
- Address for Official Letter / Petition: İhsaniye Mh. Kazım Karabekir Cd. No :56 42060 Selçuklu/Konya

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.



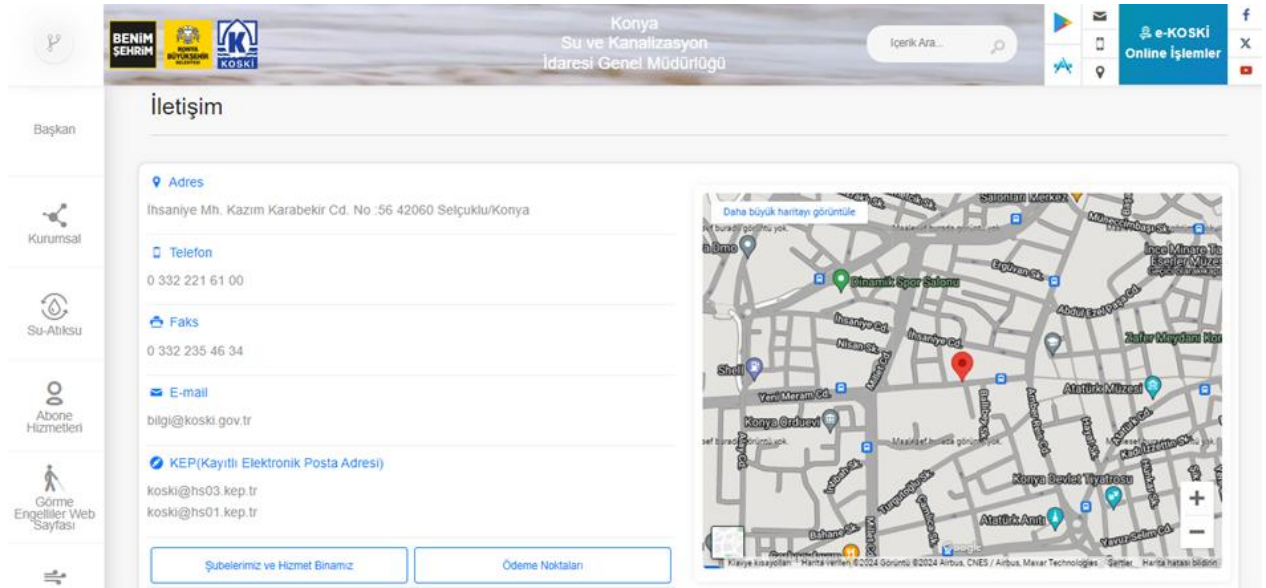


Figure 6-1. KOSKİ Contact Page - I

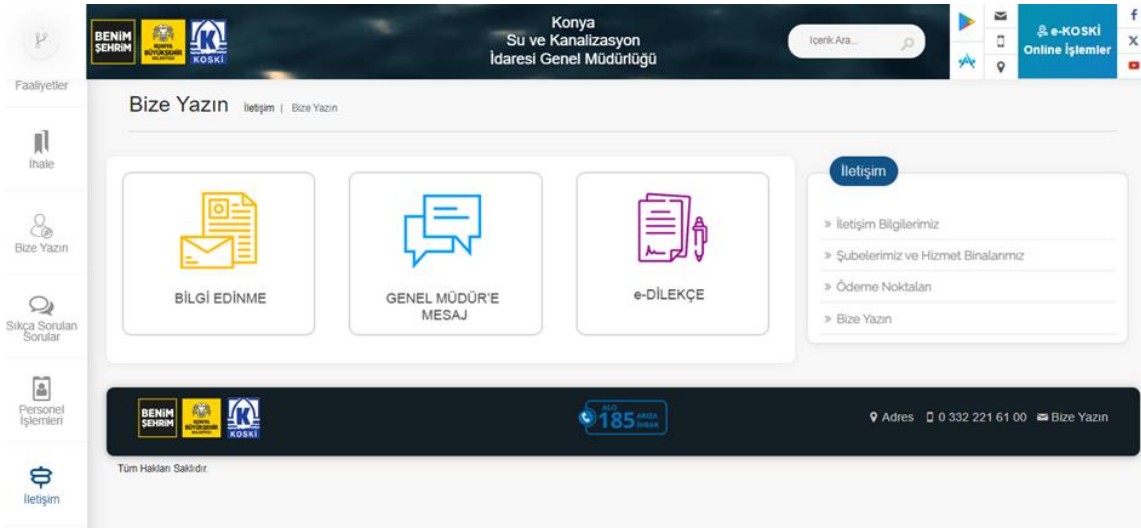


Figure 6-2 KOSKİ Contact Page - II

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 complainants 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.

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	- Ensure that GM is implemented effectively by KOSKİ and the contractor staff - Appoint staff (social expert) who will be responsible for day-to-day implementation of the GM. - Ensure that social requirements incorporated to the contractor and supervision consultant tender documents and contracts adequately cover the requirements on the GM implementation - Allocate resource to ensure monitoring of project E&S performance (including monitoring of GM implementation) and reporting to İLBANK at WB standards in line with the sub-loan agreement conditions
	Social expert	<u>Grievance Management/Resolution:</u>

Party	Role	Key Responsibilities
		• 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. • 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 • 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 • Notify the PMU social expert about the grievances found ineligible (upon conclusion of ineligibility) • Coordinate with the environmental expert for the management of grievances related to environmental subjects • Ensure implementation of actions by related KOSKİ or contractor staff for the successful management/resolution of grievances in line with this GM • 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 • 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 • Ensure the implementation and monitoring of SEA/SH prevention requirements in coordination with relevant stakeholders. • Conduct awareness-raising activities on SEA/SH for communities within the Area of Influence (AoI) <u>Information and Training:</u> • Participate in the training sessions (including GM requirements) to be organized by ILBANK • Train the construction supervision consultants and contractors for collection, registration and management of grievances in line with this GM <u>Monitoring and Reporting:</u> • Undertake periodic monitoring of Project E&S performance (including GM implementation) and reporting to ILBANK at WB standards in line with the sub-loan agreement conditions • Provide ILBANK with relevant adequate and transparent information on the grievances received as part of periodic reporting • Allow ILBANK representatives to access grievance records. • 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
	Environmental & OHS Experts	• Participate to the activities to be coordinated by the social expert of the PIU for GM for the management of grievances related to environmental &OHS subjects

Party	Role	Key Responsibilities
Supervision Consultant	Management and E&S staff	• Carry out the GM-related tasks delegated by KOSKİ • Ensure sufficient E&S capacity for effective implementation of the GM; appoint staff who will be responsible from day-to-day implementation of the GM • Ensure that the grievance and feedback collection channels defined in the GM is made available in subprojects • 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. • Participate in the training sessions (covering GM requirements) to be organized by KOSKİ • Promptly notify the KOSKİ of any significant Project-related grievance received from Project workers or public
Contractor	Management and E&S staff	• Ensure sufficient E&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 • Participate in the training sessions (covering GM requirements) to be organized by supervision consultant, KOSKİ or ILBANK • Update the grievance logs and databases of subprojects regularly based on verbal and written grievances received (separately for public and employee grievances) • Provide KOSKİ with relevant adequate and transparent information on the grievances received as part of monthly reporting • Allow ILBANK and KOSKİ representatives (including supervision consultants) to access grievance records. • Ensure implementation of actions by related contractor or sub-contractor staff for the successful management/resolution of grievances in line with the GM • Promptly notify the KOSKİ PIU of any "significant" Project-related grievance received from Project workers or public • Support the implementation of SEA/SH requirements and ensure worker awareness of SEA/SH risks and reporting mechanisms.

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.

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,
 - 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
Land Preparation, Construction and Operation	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	Grievance Database (project-specific) • Number and percentage of grievances/ requests/suggestions (c/r/s) received and resolved (resolved/received) • Number of unresolved (c/r/s) (with explanation as to why they could not be resolved) and percentage (unresolved/received) • number of (c/r/s) not evaluated (with an explanation of why they were not evaluated) and percentage (not evaluated/received) • Types of grievances • Average Grievance Closeout Time			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) 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.)	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 Executors 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 Hüyük District.

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.

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.

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



Annex-A: Grievance Form

	Köşk Wastewater Treatment Plant Construction (KOSKİ) Subproject
	GRIEVANCE FORM
Application No.	
Stakeholder Type: ☐ Project Affected Person (PAP) ☐ Other Interested Party (OIP) ☐ Vulnerable / Disadvantaged Group ☐ Worker ☐ Other: _____	
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.)	
Please indicate how you would like to be contacted (mail, phone, e-mail) Method of Submission: ☐ In person ☐ Phone ☐ E-mail ☐ Website / Online form ☐ Suggestion/complaint box ☐ Anonymous ☐ Other: _____	
Province/District	
Related KOSKİ Name	
Date	

Complaint Category	
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):	
Description of Complaint: What is the problem? When and where did the problem occur? What is the result of the problem?	
What do you expect to happen for the problem to be resolved?	
Date:	Signature:
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-B: Grievance Database Form

[illegible]

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?	☐ Yes ☐ No
SOLUTION PROCESS AND CONTROL OF THE DECISION	
Stages of the Resolution Process	End Date and Responsible Institution
1.	
2.	
3.	
4.	
5.	

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

Notes:

[Name-Surname and Signature]

Date: ____ / ____ / ____

The complainant:

Representative of the Responsible Institution/Company

[Title-Name-Surname and Signature]

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 ☐
Phone:		Face to Face ☐
Address:		Website/ E-mail ☐
E-mail:		Other ☐
Stakeholder Group		
PAP ☐	OIP ☐	Vulnerable/Disadvantaged Individual or Group ☐
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.																					



Annex-G: Stakeholder Consultation Meeting

Will be added after the Stakeholder Consultation Meeting.

