GREEN AND FUTURE CITIES (GFC) PROJECT

KONYA WATER AND SEWERAGE ADMINISTRATION

CONSTRUCTION OF MEKE LAKE ECOLOGICAL RESTORATION PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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Project Information

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Prepared by	POSEİDON Environmental Social Consulting Engineering Trade Ltd. Co. (POSEİDON)

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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 intermediary.

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List of Abbreviations

AoI	Area of Influence
CİMER	Presidency's Communication Center [Cumhurbaşkanlığı İletişim Merkezi]
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
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Reports
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standard
ETL	Energy Transmission Line
FGD	Focus Group Discussion
GBV	Gender-Based Violence
GM	Grievance Mechanism
GMCP	Grievance Mechanism Contact Person
GFC	Green and Future Cities Project
İLBANK	İLBANK INC.
KOSKİ	Konya Water and Sewerage Administration [Konya Su ve Kanalizasyon İdaresi]
MEVKA	Mevlana Development Agency [Mevlana Kalkınma Ajansı]
MMF	Multi-Media Filtration
MoEUCC	Ministry of Environment, Urbanization and Climate Change
NGO	Non-Governmental Organization
OG	Official Gazette
OHS	Occupational Health and Safety
OIP	Other Interested Parties
OIZ	Organized Industrial Zone
PAP	Project Affected People
PID	Project Identification Document
PIU	Project Implementation Unit
PIU	Project Implementation Unit
POSEİDON	POSEİDON Environmental Social Consulting Engineering Trade Ltd. Co

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PPM	Public Participation Meeting
RO	Reverse Osmosis
SCM	Stakeholder Consultation Meeting
SEF	Stakeholder Engagement Framework
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
Sub-project	Construction of Meke Lake Ecological Restoration Project
The Bank	World Bank
The Project	Green And Future Cities (GFC) Project
TurkStat	Turkish Statistical Institute
UF	Ultrafiltration
WB	World Bank
WBG	World Bank Group
WHO	World Health Organization
WWTP	Wastewater Treatment Plant
YİMER	Foreigners Communication Center [Yabancılar İletişim Merkezi]

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Definitions

Stakeholder: An individual, group, organisation or institution that may affect, be affected by, or have an interest in the Sub-Project and its environmental and social outcomes.

Project-Affected Parties: Individuals, groups, communities, organisations or other entities that are or may be directly or indirectly affected by the Sub-Project, including its environmental, social, economic, health and safety impacts.

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.

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Executive Summary

Construction of Meke Lake Ecological Restoration Project (Sub-project) is implemented by the Konya Water and Sewerage Administration (KOSKİ) within the scope of the Green and Future Cities Project (GFC), financed by the World Bank with İller Bankası INC. (İLBANK) acting as the Financial Intermediary. The Sub-project is located in Karapınar District of Konya Province and aims to contribute to the restoration of Meke Lake through the reuse of treated wastewater, thereby supporting climate resilience, sustainable water management, and ecosystem conservation in the Konya Basin.

The Sub-project constitutes the second phase of the Sub-project for Supplying Meke Lake with Treated Wastewater. The existing Karapınar Advanced Biological Wastewater Treatment Plant and Recovery Facility, which was commissioned in 2021 under Phase I, is already in operation. Within the scope of Sub-project, electro-mechanical works, a 5,000 m³ water reservoir, the transmission line, and the discharge system to Meke Lake will be constructed.

The existing Karapınar Wastewater Treatment Plant is located in İpekçi Neighborhood of Karapınar District on Block 772, Parcel No. 6. The parcel, with a total area of approximately 420,000 m², is Treasury-owned and has been allocated to KOSKİ by the Konya Governorship Provincial Directorate of Local Administrations. The Sub-project will be implemented entirely on publicly owned land and is not expected to require additional land acquisition, physical displacement, or economic displacement.

The transmission line will be constructed underground and will extend from the Karapınar Advanced Biological Wastewater Treatment Plant to Meke Lake. Since the transmission line will be installed underground and temporary land use will be required during construction, temporary impacts associated with access restrictions, dust, noise, and traffic are expected to be limited in duration and manageable through appropriate mitigation measures.

In accordance with the World Bank Environmental and Social Standards (ESS), the Area of Influence (AoI) has been defined to capture direct, indirect, and cumulative environmental and social impacts. A 500-meter buffer around the Karapınar Wastewater Treatment Plant and a corridor along the transmission line route were considered during the stakeholder identification process. Stakeholders located within or around İpekçi, Fatih, and Ulus Neighborhoods, the İpekçi Organized Industrial Zone, and seasonal users of Kürtül Plateau were taken into account in the environmental and social assessment.

Stakeholders were identified through a combination of desk-based review and field-based data collection methods. Secondary information was obtained from official sources including TurkStat demographic data, cadastral records, and local administrative information. Primary information was collected through field observations and stakeholder engagement activities conducted between 22 August 2025 and 5 September 2025.

Consultations were undertaken with representatives of local government institutions, public agencies, local organizations, neighborhood mukhtars, and local households. Specifically, consultations were conducted with the Karapınar Municipality, Karapınar District Directorate of Agriculture, Karapınar Organized Industrial Zone, Mevlana Development Agency (MEVKA), Karapınar Chamber of Agriculture, the mukhtars of İpekçi, Fatih and Ulus Neighborhoods, and households residing in Kürtül Plateau. Stakeholders generally expressed strong support for the Sub-project and emphasized the importance of restoring Meke Lake, protecting groundwater resources, preserving pasture areas, and maintaining effective communication throughout the Project lifecycle.

The consultations also provided valuable information regarding local demographic characteristics, livelihoods, vulnerable groups, agricultural activities, livestock breeding practices, and community expectations. Agriculture and livestock breeding were identified as the principal livelihood activities within the Sub-project area. Particular attention was given to vulnerable and disadvantaged groups, including poor households, female-headed households, elderly individuals, persons with disabilities, unemployed persons, and households with children.

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This Stakeholder Engagement Plan (SEP) has been prepared to ensure transparent communication with stakeholders, facilitate meaningful participation, address stakeholder concerns, and maximize the positive social outcomes of the Sub-project. The SEP defines stakeholder identification and analysis, consultation methods, planned engagement activities, the grievance mechanism, monitoring and reporting procedures, and measures to ensure the participation of vulnerable and disadvantaged groups.

The SEP has been prepared in accordance with the requirements of ESS10 of the World Bank Environmental and Social Framework, the Environmental and Social Management System (ESMS) of İLBANK, and applicable Turkish legislation. It will be updated throughout the Sub-project lifecycle, taking into account stakeholder feedback, Sub-project developments, and findings from environmental and social monitoring activities. The SEP has been prepared in coordination with the Environmental and Social Impact Assessment (ESIA) and reflects the stakeholder-related risks, impacts, and mitigation measures identified therein to ensure consistency and complementarity among the environmental and social management documents.

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1 Introduction/ Project Description

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

GFC will be financed by the World Bank (WB) to support participating municipalities and utilities in Türkiye in planning and investing in climate resilience and greenhouse gas (GHG) reductions. İller Bankası A.Ş. (İLBANK) will act as the Financial Intermediary (FI).

Within this scope, the "Construction of Meke Lake Ecological Restoration Project" (hereinafter referred to as the "Sub-project") will be implemented by the Konya Water and Sewerage Administration (KOSKİ). The purpose of the Sub-project is to enhance the hydrological balance and ecological sustainability of Meke Lake through the reuse of treated wastewater obtained from the Karapınar Advanced Biological Wastewater Treatment Plant. The Sub-project aims to contribute to climate resilience and sustainable water management in the Konya Basin by promoting circular water use practices and supporting the conservation of biodiversity and natural habitats associated with Meke Lake.

1.1 Objectives

The primary objective of the Sub-project is to support the restoration of the hydrological balance and ecological sustainability of Meke Lake through the reuse of treated wastewater obtained from the Karapınar Advanced Biological Wastewater Treatment Plant, in compliance with national legislation and applicable international standards.

The Sub-project is designed to contribute to climate resilience and sustainable water management in the Konya Basin by promoting circular water use practices and improving the efficient use of water resources in a region facing increasing water stress.

The Sub-project aims to:

- Support the restoration and preservation of the hydrological cycle of Meke Lake,
- Promote the reuse of treated wastewater and circular water use practices,
- Enhance climate resilience and sustainable water management in the Konya Basin,
- Protect biodiversity and ecological values associated with Meke Lake,
- Contribute to the efficient use of water resources in a water-stressed region,
- Support low-carbon and climate-resilient infrastructure investments,
- Contribute to the long-term environmental sustainability of the Konya region.

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1.2 Components

The Sub-project consists of the following components:

Existing Infrastructure (Phase I)

The following facilities were constructed and commissioned under Phase I of the Sub-project:

- Balancing Pond and Pumping Station,
- Recovery Building (MMF),
- Recovery Building (UF),
- Recovery Building (RO),
- Water Reservoir and Pumping Station,
- Site arrangement and internal roads.

These facilities are located within the existing Karapınar WWTP site and are currently operational.

Phase II Works

The Phase II Sub-project comprises the following components:

Electromechanical Works

Additional electromechanical installations required for the operation of the reclaimed water supply system will be implemented.

Water Reservoir

A new water reservoir with a storage capacity of 5,000 m³ will be constructed to ensure reliable storage and controlled conveyance of reclaimed water.

Reclaimed Water Transmission Line

Treated water produced at the existing recovery facility will be conveyed to Lake Meke through a transmission line approximately 8.6 km in length and 400 mm in diameter. The system has been designed to support the ecological balance and water level of Lake Meke.

Controlled Discharge to Lake Meke

A controlled discharge structure will be established to allow reclaimed water to be supplied to Lake Meke in a manner compatible with the ecological requirements of the lake.

Associated Facilities and Land Requirements

No associated facilities have been identified under the World Bank's Environmental and Social Framework (ESF) criteria. Existing road infrastructure will be utilized for access, and no new roads will be developed. The Recovery Facility is located within the existing Karapınar WWTP site on Block 772, Parcel 6, which is owned by the Treasury and allocated to KOSKİ. Therefore, no additional land is required for the Recovery Facility. The reclaimed water transmission line will be constructed underground and will pass through the Organized Industrial Zone, forest land, pastureland and cadastral roads. The required permits for OIZ use, pastureland use and forest land use have been obtained/provided in the ESIA appendices. The use of pastureland will be limited to temporary access during construction and will not alter its legal status. No private land acquisition, expropriation, physical displacement or economic displacement is anticipated; therefore, ESS5 is not expected to be triggered.

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1.3 Location

The Sub-project site is located in Konya Province, Karapınar District, İpekçi Neighbourhood, on Block 772, Parcel No. 6, with a total surface area of 420,000 m². The site is approximately 95 km away from Konya city center and 5 km from Karapınar district center. The existing Karapınar Advanced Biological Wastewater Treatment Plant and Recovery Facility are located within the parcel.

According to the official allocation letter issued by the Konya Governorship Provincial Directorate of Local Administrations, the property is owned by the Treasury and was allocated to the Konya Water and Sewerage Administration (KOSKİ). The allocation was made through the official letter dated 16.03.2017 and numbered 5850 (see ESIA Annex E: Associated Reports and Plans - Official Allocation Letter).

The existing Karapınar Advanced Biological Wastewater Treatment Plant and Recovery Facility have been in operation since February 2021. Phase II works of the Sub-project will be implemented in connection with the existing facilities.

The reclaimed water transmission system associated with the Sub-project will pass through public lands. No privately owned land is expected to be affected under the Sub-project. Detailed information regarding land use and land requirements is provided in Section 4.1.1 Land Use of the ESIA.

1.4 Area of Influence

Area of Influence (AoI) of the Sub-project has been defined in consideration of the spatial extent of the potential environmental and social impacts that may arise during the construction and operation phases. Figure 1-1 presents the location of the Sub-project within Türkiye and Konya Province, while Figure 1-1 and Figure 1-2 shows the location of the Karapınar Advanced Biological Wastewater Treatment Plant and Meke Lake within the Sub-project area.

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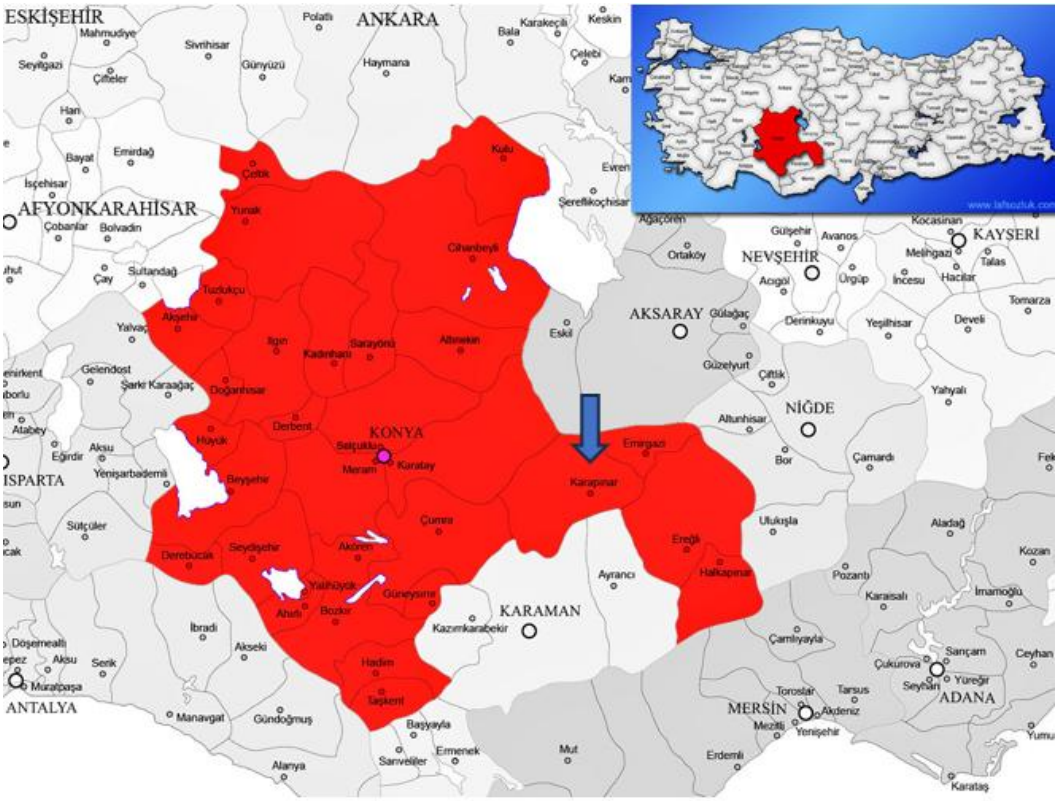


Figure 1-1 Location of the Sub-project within Türkiye and Konya Province

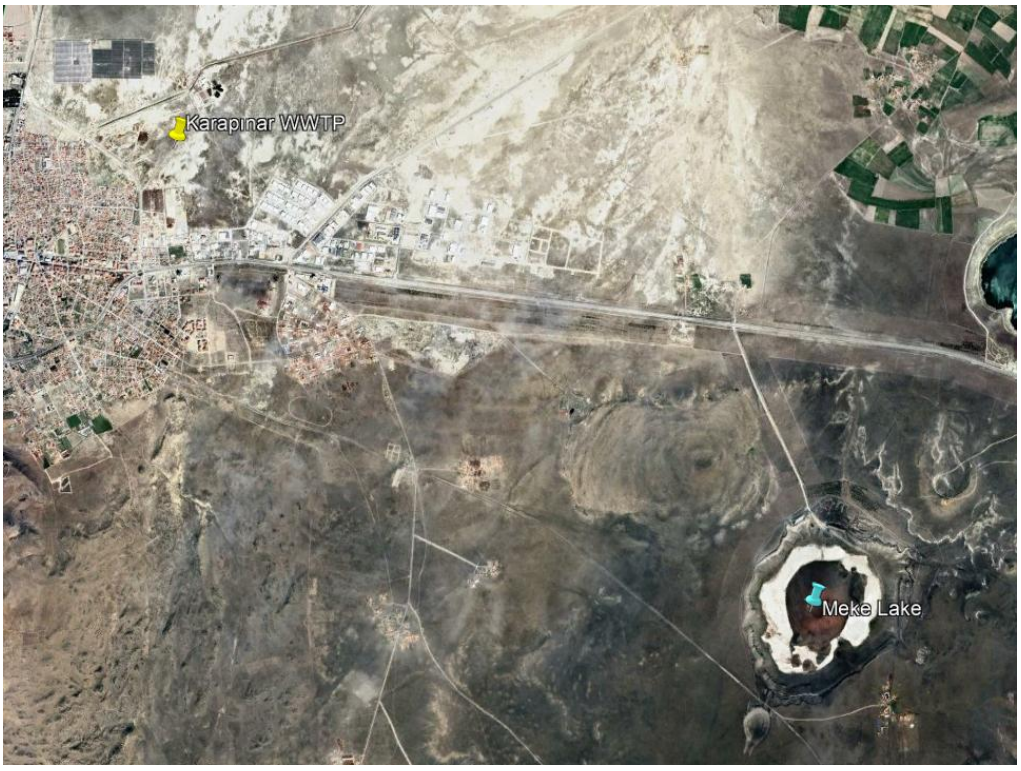


Figure 1-2 Location of Karapınar WWTP and Meke Lake

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Figure 1-3 illustrates the potential Area of Influence of the Sub-Project, including the surrounding neighbourhoods, the route connecting the Karapınar Advanced Biological Wastewater Treatment Plant to Meke Lake, and Meke Lake itself, which is included within the Area of Influence as the final discharge receptor. İpekçi, Fatih, Ulus Neighbourhoods and OIZ are considered relevant stakeholders due to their proximity to the Sub-Project and potential exposure to temporary construction-related impacts, while Meke Lake may be affected by operational impacts associated with the discharge of treated wastewater.

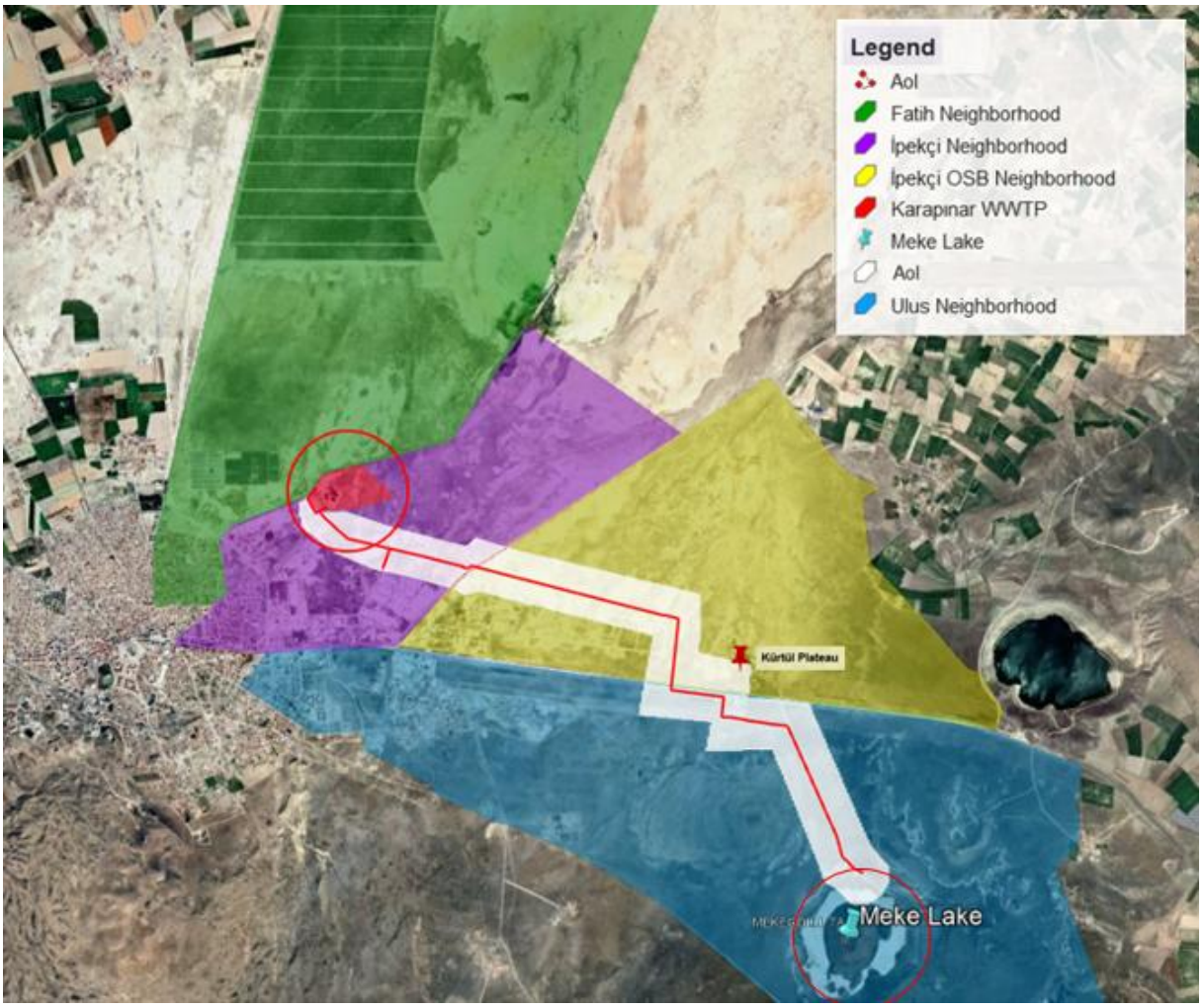


Figure 1-3 Potential Area of Influence of the Sub-Project

Figure 1-4 and Figure 1-5 present the locations of educational and health facilities situated in the vicinity of the Sub-project. During the determination of the Area of Influence, particular attention was paid to the presence of sensitive receptors, including educational and health facilities, as well as residential areas. Sensitive receptors identified around the Sub-project area include:

- Karapınar State Hospital,
- Hacı Nuri Noyan No. 2 Family Health Center,
- Amil Önal Primary School,
- Karapınar Kindergarten,
- 75th Year Primary School,
- 75th Year Secondary School,

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- Mevlana Imam Hatip Secondary School,
- Karapınar Anatolian Imam Hatip High School,
- Karapınar Şehit Oğuzhan Aydınbelge Anatolian Technical High School – Vocational and Technical Training Center,
- Murat Kurum Science High School.

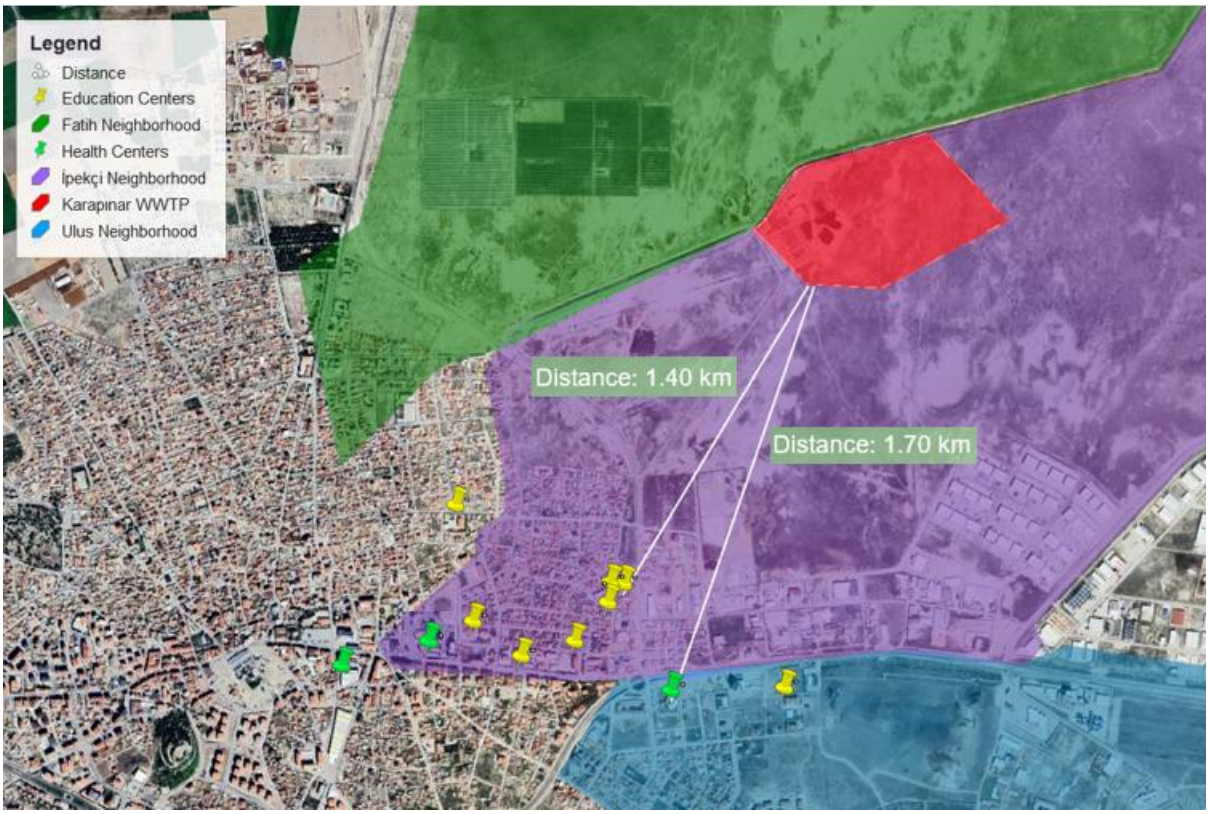


Figure 1-4 Location of Education and Health Centers

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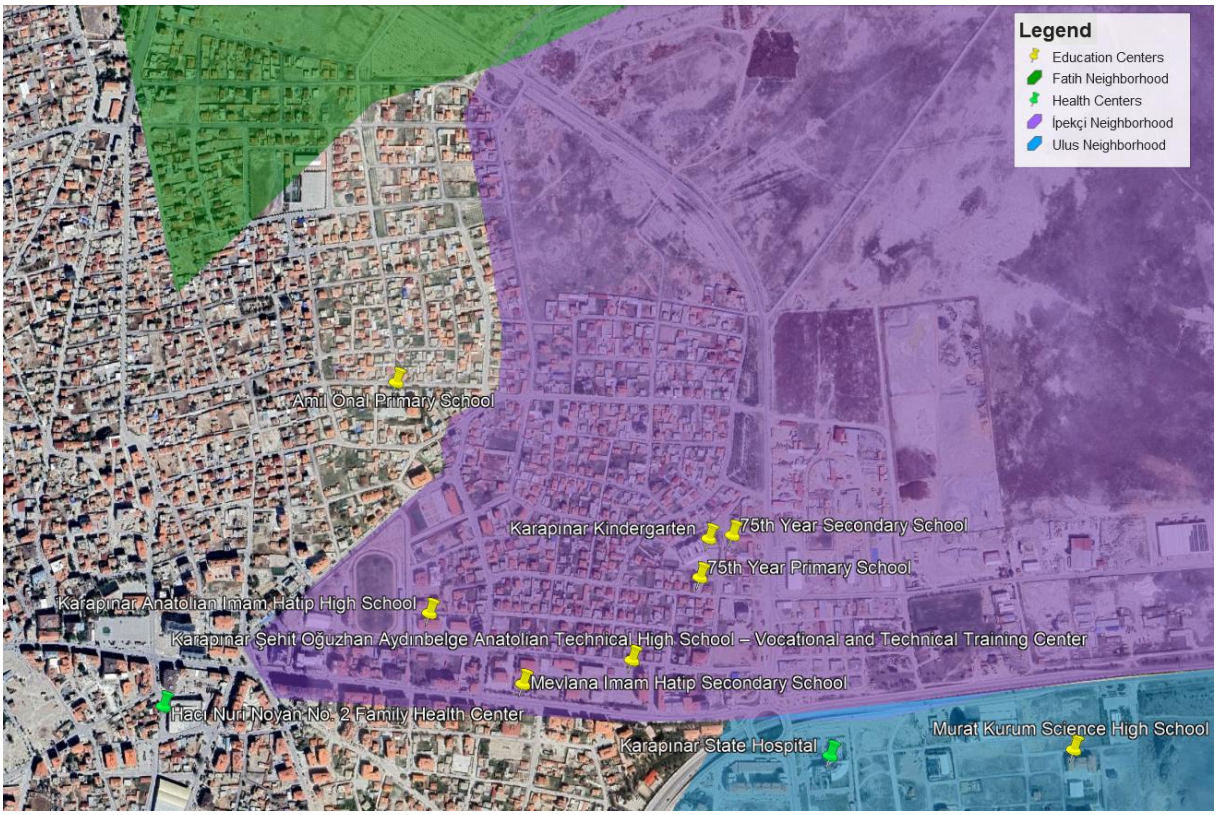


Figure 1-5 Closer View of Education and Health Centers

Figure 1-6 presents the existing access routes and their connection with State Road D330. Access to the Sub-project site will be provided through the existing road network, and no new access roads are envisaged within the scope of the Sub-project. Construction machinery and material transportation will utilize the existing roads.

Temporary increases in traffic may occur during the construction phase. Therefore, traffic management, road safety and community health and safety measures identified in the ESIA will be implemented during the construction and operation phases. No permanent widening, modification or realignment of the existing roads is planned. Any temporary arrangements required during construction will be implemented in coordination with the relevant authorities and reinstated upon completion of the works.

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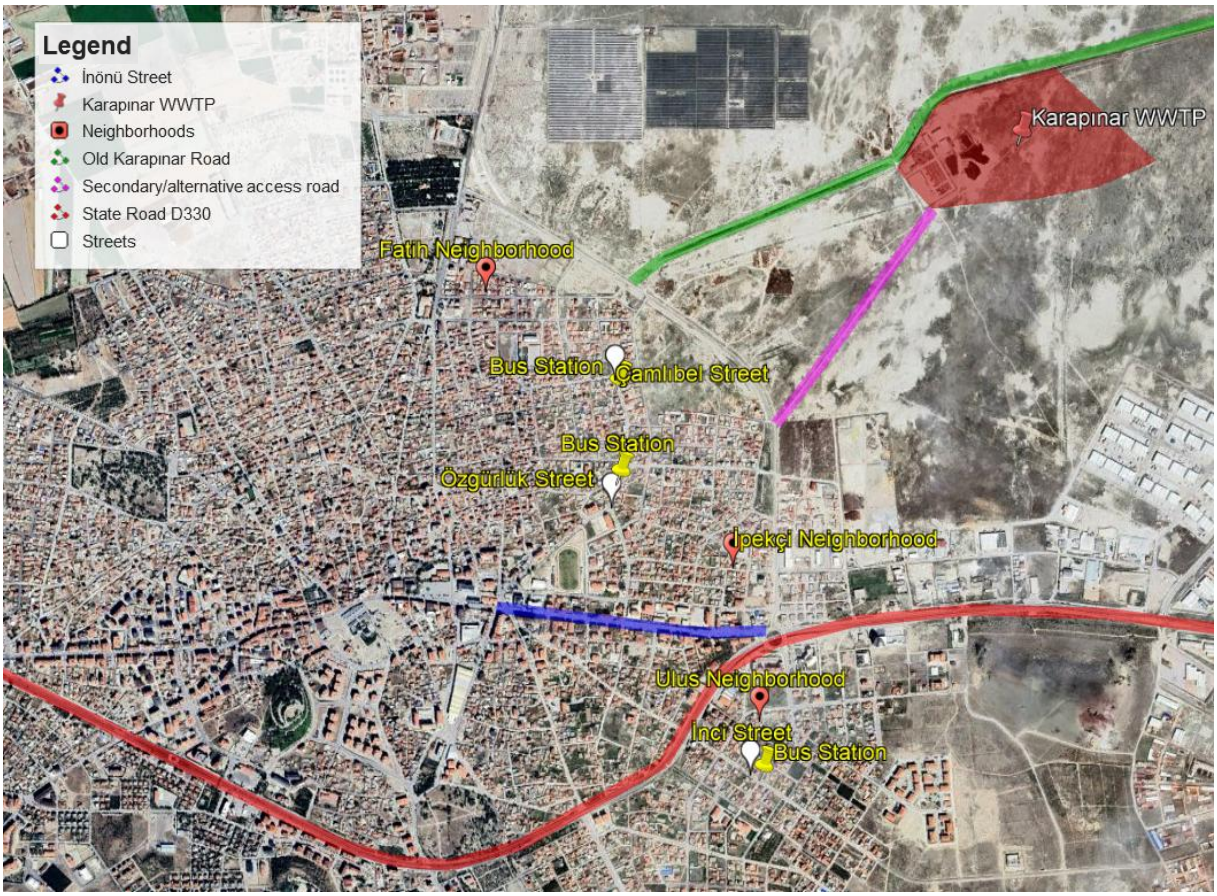


Figure 1-6 Access Routes and D330 Connection

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 Sub-project and provides a mechanism for raising concerns, providing feedback, or submitting complaints regarding Sub-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 Sub-project design and ensure environmental and social performance considerations.
- Promote effective and inclusive engagement with all stakeholders and affected parties throughout the Sub-project lifecycle.
- Ensure timely, understandable, and accessible disclosure of Sub-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.

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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 Sub-project. The SEP has been prepared in conjunction with the Environmental and Social Impact Assessment (ESIA) and 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 applicable Turkish legislation. SEP is a living document and will be regularly monitored, reviewed and updated by KOSKİ throughout the Sub-project lifecycle.

3 Stakeholder Identification and Analysis

3.1 Methodology

In order to meet best practice approaches, the Sub-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 lifecycle 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 format. Opportunities will be provided for communicating stakeholder feedback and for analyzing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communication and build effective relationships. All stakeholders are encouraged to participate in the consultation process. Equal access to information will be provided to all stakeholders. Particular attention will be given to vulnerable and disadvantaged groups that may be at risk of being excluded from Sub-project benefits, including women, elderly people, persons with disabilities, poor households, unemployed individuals, children, and seasonal livestock users.

Since the main source of financing for the Green and Future Cities Project is the World Bank, the Sub-project is required to comply with the İLBANK Environmental and Social Management System (ESMS), good international industry practice, and the requirements of the World Bank Environmental and Social Standards. In particular, Environmental and Social Standard 10 (ESS10), "Stakeholder Engagement and Information Disclosure", recognizes the importance of open and transparent engagement between the Borrower and Sub-project stakeholders as an essential element of good international practice. Accordingly, the stakeholder engagement process begins with stakeholder identification and analysis.

In order to identify relevant stakeholders for the Construction of Meke Lake Ecological Restoration Project and to 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, land use information, previous studies conducted within the scope of the ESIA, and information obtained from KOSKİ, local institutions, and administrative authorities. These sources were used to understand the demographic characteristics, livelihood patterns, land use conditions, and potential stakeholder groups within the Area of Influence.

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Field-based stakeholder engagement activities were carried out between 22 August 2025 and 5 September 2025 by the POSEİDON project team. Site visits were conducted at the Karapınar Wastewater Treatment Plant, management offices, and settlements located within and around the Area of Influence. These field observations enabled the team to verify existing land uses, surrounding receptors, transportation routes, and socio-economic conditions.

Stakeholder consultations were undertaken through both face-to-face meetings and telephone interviews. Consultations were held with representatives of local authorities, public institutions, development agencies, agricultural organizations, mukhtars of İpekçi, Fatih and Ulus neighbourhoods, and local households engaged in livestock breeding activities in Kürtül Plateau. The consultations focused on environmental concerns, water scarcity, livelihoods, infrastructure conditions, expectations regarding the restoration of Meke Lake, and potential temporary impacts during the construction phase.

Particular attention was given to identifying vulnerable and disadvantaged groups within the Area of Influence in accordance with ESS10 requirements. Information regarding vulnerable groups was obtained through interviews with mukhtars, consultations with local communities, and field observations. Detailed findings regarding vulnerable and disadvantaged groups are presented in Section 3.4 of this SEP.

In addition, semi-structured and open-ended survey tools, including Key Informant Interview Forms, Community-Level Socio-Economic Surveys, and Household Surveys, were used during stakeholder engagement activities. These tools enabled flexible and in-depth discussions tailored to different stakeholder groups while ensuring systematic collection of demographic, socio-economic, and perception-based information.

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

3.2 Project Affected Parties

Project Affected Parties are the persons, groups, and other entities within the Area of Influence (AoI) of the Sub-project that are directly influenced (actually or potentially) by the Sub-project and/or have been identified as most susceptible to changes associated with the Sub-project. These stakeholders need to be closely engaged in identifying impacts and their significance, as well as in decision-making regarding mitigation and management measures.

The Sub-project will be implemented in connection with the existing Karapınar Advanced Biological Wastewater Treatment Plant and Recovery Facility. The Sub-project will be carried out entirely on public land and is not expected to result in physical or economic displacement.

As part of the ESIA preparation process, stakeholder consultations were conducted between 22 August 2025 and 5 September 2025 with local communities and households located within and around the Area of Influence. Consultations confirmed that agriculture and livestock breeding constitute the main livelihood sources in the Sub-project area and that local communities generally support the restoration of Meke Lake and expect positive environmental and social benefits from the Sub-Project.

In this Sub-Project, specifically, the following individuals and groups fall within this category:

- Residents of İpekçi, Fatih and Ulus Neighbourhoods, which have populations of approximately 1,700, 1,800 and 2,000, respectively, and who may experience temporary construction-related impacts such as increased traffic, dust, noise and movement of construction machinery;

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- Road users along the existing road network and State Road D330 who may experience temporary traffic disruptions during the transportation of materials and equipment;
- Agricultural producers and livestock breeders in the vicinity of the Sub-project area. Stakeholder consultations indicated that crop production (mainly wheat, barley, corn, sugar beet, sunflower and alfalfa) and livestock breeding activities involving both small ruminants and cattle constitute important livelihood sources for local communities;
- Households using Kürtül Plateau for seasonal livestock grazing. According to the consultations, approximately 15 households reside in the plateau during the summer period, decreasing to three households during winter. Livestock activities in the plateau involve approximately six herds corresponding to around 1,800 small ruminants;
- Employees and operators working at the existing Karapınar Advanced Biological Wastewater Treatment Plant and Recovery Facility, whose work is directly linked to the operation and maintenance of the Sub-project;
- Contractors, suppliers and service providers providing goods and services to the Sub-project;
- Visitors and users of the Meke Lake area who may be temporarily affected by construction activities during the implementation period.
- Businesses operating within the Karapınar Organized Industrial Zone (OIZ) located in the vicinity of the underground reclaimed water transmission line route. The OIZ and the relevant section of the transmission line route were considered within the Area of Influence and the environmental and social impact assessment undertaken as part of the ESIA. As the transmission line will be constructed underground, potential impacts on businesses in this area are expected to be temporary and primarily associated with construction activities, including excavation and pipe-laying works, temporary access and traffic disruptions, noise, dust, and movement of construction machinery. These potential impacts have been assessed within the ESIA, and no sensitive receptors were identified in the vicinity of the transmission line section passing through the OIZ during the ESIA assessment.

3.3 Other Interested Parties

The Sub-project's stakeholders also include individuals, groups and entities that may not experience direct impacts from the Sub-project but who consider or perceive their interests as being affected by the Sub-project and/or who could affect the Sub-project and the process of its implementation in some way, including:

- Residents of Karapınar District outside the Area of Influence and the mukhtars of indirectly affected settlements;
- Public institutions such as the Ministry of Environment, Urbanization and Climate Change, Ministry of Family and Social Services, Ministry of Labour and Social Security, Konya Provincial Directorate of Environment, Urbanization and Climate Change, Konya Provincial Directorate of Disaster and Emergency (AFAD), Karapınar District Governorship, Karapınar District Directorate of Agriculture and Forestry, Konya-Karaman-Ereğli Forest Sub-Directorate, Directorate of Police and Karapınar District Gendarmerie Command;
- Development and regional institutions, including Mevlana Development Agency (MEVKA);
- Local administrations, including Karapınar Municipality and Konya Metropolitan Municipality;
- Non-governmental organizations and professional organizations, including Karapınar Chamber of Agriculture, Social Assistance and Solidarity Foundation, Konya Industrialists' and Businessmen's Association (KONSIAD), and Karapınar Mukhtars' Association;
- Media representatives, including Merhaba News and Yeni Konya Newspaper;

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- Academia, particularly Selçuk University.

3.4 Vulnerable/Disadvantaged Individuals or Groups

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

Information regarding the presence of vulnerable and disadvantaged groups within the Sub-project area was obtained through stakeholder consultations conducted with the mukhtars of İpekçi, Fatih and Ulus Neighbourhoods and through household interviews undertaken during the ESIA preparation process between 22 August 2025 and 5 September 2025. The consultations indicated that no child-headed households, refugees or individuals dependent on unique natural resources were identified within the Area of Influence. However, the consultations identified several categories of vulnerable and disadvantaged groups, namely poor households, female-headed households, elderly individuals aged 75 and above, persons with disabilities, unemployed individuals, and children. Site-specific information obtained during the consultations is presented in Table 3-1.

Although no residential areas are located within the defined 500-metre Area of Influence surrounding the Karapınar Advanced Biological Wastewater Treatment Plant, vulnerable and disadvantaged groups reside in the surrounding neighbourhoods of İpekçi, Fatih and Ulus, which are among the settlements considered during the stakeholder identification and engagement process. Therefore, stakeholder engagement activities will take into account the specific needs of these groups, particularly with respect to information disclosure, consultation, accessibility, and participation throughout the construction and operation phases.

The identified vulnerable and disadvantaged groups include households dependent on external or state support, female-headed households, elderly individuals aged 75 and above, persons with disabilities, unemployed individuals, and children. These groups may experience different types of barriers to meaningful participation in stakeholder engagement activities. For example, persons with disabilities and elderly individuals may face mobility or accessibility constraints; poor households may face financial barriers; female-headed households may face time constraints associated with household and childcare responsibilities; unemployed individuals may have particular information needs regarding potential employment opportunities; and children may be particularly sensitive to community health and safety risks associated with construction activities.

Special measures will be implemented to facilitate the meaningful participation of vulnerable and disadvantaged groups. These measures will include the use of accessible and easy-to-understand communication methods, scheduling meetings at appropriate times and locations, providing targeted outreach through mukhtars, and considering physical, financial, social, and time-related barriers that may limit participation. Vulnerable and disadvantaged groups will also be informed about the Sub-project Grievance Mechanism and the available channels for submitting concerns and complaints.

Table 3-1 presents the site-specific information on vulnerable and disadvantaged groups identified in İpekçi, Fatih and Ulus Neighbourhoods.

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Table 3-1 Vulnerable/Disadvantaged Individuals or Groups

Neighborhood	Poor Households	Female-Headed Households	Elderly Population (75+)	Persons with Disabilities	Unemployed	Children
İpekçi	5	60	10	10	0	300
Ulus	70	60	100	15	100	1200
Fatih	55	15	35	30	10	400
Total	130	135	145	55	110	1900

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 Sub-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

Between 22 August 2025 and 5 September 2025, stakeholder engagement activities were carried out by POSEIDON within the scope of the Construction of Meke Lake Ecological Restoration Project. Consultations were conducted through face-to-face meetings and telephone interviews with representatives of local government institutions, local organizations, neighbourhood mukhtars and households engaged in livestock breeding activities. The meetings aimed to gather opinions, concerns and expectations regarding the Sub-project and to ensure that stakeholder perspectives were taken into account during the preparation of the ESIA and SEP.

The main findings of the consultations are summarized below.

- Consultations with Local Government and Institutions
    - Representatives of Karapınar Municipality emphasized that the restoration of Meke Lake with treated wastewater is highly anticipated by the local community and that the revitalized lake could provide ecological, social and recreational benefits.
    - The Karapınar District Directorate of Agriculture highlighted the existing water scarcity problem in the region and stated that the temporary construction activities associated with the Sub-project are not expected to create long-term adverse impacts.
    - Representatives of Karapınar Organized Industrial Zone (OIZ) stated that temporary land use associated with the Sub-project would not result in permanent impacts and emphasized the importance of maintaining effective communication with KOSKİ. During the consultation, it was confirmed that the necessary permit had been obtained for the section of the underground reclaimed water transmission line passing through OIZ parcel 3002/1 and that the associated land use would be temporary, with no permanent or long-term land-use impacts anticipated. The OIZ representative also indicated that communication with KOSKİ could be readily maintained through face-to-face meetings, telephone or e-mail and that any issues arising during implementation could be promptly addressed.

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- MEVKA representatives stressed that environmental factors, including receiving environment characteristics and groundwater conditions, should be carefully considered during implementation and stated that no significant social or economic losses are expected.
- The Karapınar Chamber of Agriculture underlined the importance of protecting pasture areas and informing livestock breeders and other stakeholders prior to the commencement of construction activities. Temporary impacts during the construction phase were acknowledged, while the long-term benefits for tourism and natural resource conservation were emphasized.

- Consultations with Local Communities
  - Mukhtars of İpekçi, Fatih and Ulus Neighbourhoods provided information regarding demographic characteristics, vulnerable groups, existing infrastructure and livelihood patterns within their neighbourhoods.
  - It was reported that agriculture and livestock breeding constitute the main sources of income in the region and that both small ruminant and cattle breeding are common economic activities.
  - Stakeholders expressed strong support for the Sub-project due to its potential to restore Meke Lake, improve ecological conditions and provide social and recreational opportunities.
  - Community representatives emphasized the importance of maintaining regular communication with KOSKİ and ensuring continuous information disclosure throughout Sub-project implementation.
  - While no significant concerns regarding permanent impacts were raised, stakeholders highlighted the need to effectively manage temporary impacts associated with construction activities, including dust, noise, traffic and possible restrictions on pasture use.
  - Some stakeholders expressed the expectation that detailed and regular information should be provided to local communities regarding Sub-project progress and implementation activities.
- Consultations with Local Households in Kürtül Plateau
  - Interviews conducted with households engaged in livestock breeding in Kürtül Plateau indicated that small ruminant breeding constitutes the primary livelihood activity and that approximately six herds corresponding to around 1,800 small ruminants are present in the area.
  - Stakeholders emphasized that temporary restrictions on pasture use during construction would not result in livelihood losses provided that households are informed in advance.
  - The households also highlighted the lack of drinking water and infrastructure services in the plateau area and stressed the importance of maintaining effective communication and grievance channels throughout the Sub-project lifecycle.

Overall, the consultations revealed that communities and institutions generally support the Sub-project and expect significant environmental, ecological and social benefits from the restoration of Meke Lake. At the same time, stakeholders emphasized the importance of continuous information sharing, timely disclosure of Sub-project developments and effective management of temporary construction-related impacts. Details of the stakeholder interviews are provided in Annex G: Details of Interviews.

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

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

FGDs will be organised, where appropriate, with residents of İpekçi, Fatih and Ulus Neighbourhoods, agricultural producers and livestock breeders, seasonal users of Kürtül Plateau, women and vulnerable groups, and businesses located within the OIZ in the vicinity of the underground reclaimed water transmission line route. This method has been selected to facilitate interactive discussion, identify shared concerns and obtain group-specific information on construction impacts, access restrictions, livelihoods and mitigation needs that may not be fully captured through larger public meetings.

Stakeholder Consultation Meetings: The first Stakeholder Consultation Meeting (SCM) of the Sub-project will be held following the disclosure of the draft ESIA and SEP documents in a suitable venue in Karapınar with sufficient capacity and facilities to ensure effective and comfortable communication. The identified Project Affected Parties (PAPs) and Other Interested Parties (OIPs) will be invited to the meeting.

Prior to the SCMs, announcements will be published in local and national newspapers, and on KOSKİ's official website. Sub-project information brochures will be distributed 20 days prior to the meeting to the participants before the meetings begin and Sub-project maps will be made available in the brochures and in public places like neighbourhood coffee houses and mukhtars' offices. Not only will announcements be made through official means, but also the involvement of the local people will be encouraged by contacting the mukhtars prior to the meeting. in order to encourage them about the meeting and the Sub-project.

In addition to official announcements, local participation will be encouraged by the KOSKİ Social Expert through direct engagement with community leaders. Neighbourhood visits will be scheduled in accordance with the construction programme. Mukhtar(s) and local communities will be informed in detail about the Sub-project and its grievance mechanism through consultation activities. As an initial step, a reconnaissance tour will be conducted with the relevant mukhtar in the areas where construction activities are planned. During this tour, households that may be directly or indirectly affected by construction activities, including those located close to work areas, access routes and other relevant Sub-project components, will be identified. Following this identification process, formal consultation meetings and, where appropriate, individual household visits will be conducted with the identified potentially affected households. Consultation meetings will begin with an introduction and an explanation of the purpose and scope of the meeting, followed by presentations by KOSKİ and a discussion session during which questions, concerns and suggestions will be received and recorded..

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

- Aim and the coverage of the Sub-project.
- What are the expected benefits of the Sub-Project?
- What are Environmental and Social Negative Impacts? An overview of the anticipated environmental and social negative impacts of the Sub-project and the measures suggested to mitigate these (participants will be invited to discuss any additional negative impacts they might foresee and offer views on whether the planned measures are sufficient or suggest alternative or additional measures)

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- Grievance mechanism
- Discussion (Questions and Answers.

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

Other methods for stakeholder engagement:

Regular site visits and face-to-face meetings will be conducted by the Contractor and/or KOSKİ Social Expert in order to:

- manage grievances and stakeholder concerns;
- provide additional information regarding the Sub-Project;
- identify newly emerged vulnerable or disadvantaged individuals or groups and ensure that their specific needs are considered throughout the Sub-project lifecycle.

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

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

4.3 Stakeholder Engagement Plan

Stakeholder engagement under the Sub-project will follow a structured process in line with ESS10 requirements. First, draft environmental and social documents (ESIA and SEP) will be disclosed. Following the disclosure period, a Stakeholder Consultation Meeting (SCM) will be conducted. Comments received during the consultation process will be evaluated and incorporated into the revised documents. Final versions of the ESIA and SEP will then be disclosed and remain publicly accessible throughout the Sub-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 Sub-project area while general Sub-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 Sub-project area.

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- **Health and Safety Measures:** Safety signs and notices will be installed at Sub-project 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 Sub-project requirements, and relevant authorities will be informed as needed.

These activities 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 Sub-project.

Further details on the consultation and information-sharing approach are outlined in Table 4-1, which presents the overall consultation and information disclosure strategy.

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

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 ESIA and SEP of the Sub-project 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 (ESIA and SEP)	KOSKİ Website, consultation form and documentation such as participant sheets, photos, recordings, brochures etc.	Before the start of Land preparation and construction activities, before the start of Operation activities and when there is a significant change in the Sub-project.
Land preparation and construction phase Operation phase	-PAPs including disadvantaged/ vulnerable groups -OIPs	Final ESIA and SEP of the sub-project	**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	SCMs FGDs Face-to-face meetings	SCMs (Every three months in construction phase, annually in operation phase) FGDs (only in construction phase, according to need)

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Project Stage	Target Stakeholders	Documents to be Disclosed	Topic of Consultation / Message	Method Used	Frequency / Timeline
			• E&S documents (ESIA and SEP)		Face-to-face meetings (every six months in operation phase)
Land preparation and construction phase Operation phase	-PAPs including disadvantaged/ vulnerable groups -OIPs	Final ESIA and SEP of the sub-project	**Social progress, economic and social development, and environmental protection** Information and consultation on: • Mitigation measures against potential E&S impacts/risks • Grievance Mechanism • Sustainability • Temporary restrictions affecting pasture use and access arrangements • Communication with livestock breeders and seasonal users of Kürtül Plateau • Measures to prevent livelihood disruptions associated with construction activities	Household visits SCMs	(Every three months in construction phase, annually in operation phase)
Land preparation and construction phase	-PAPs -Vulnerable/ Disadvantaged Individuals/ Groups -OIPs	Final ESIA and SEP of the sub-project	**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 management measures and transportation arrangements with mukhtars and local communities. • Grievance Mechanism	SCMs FGDs Face-to-face meetings Media Communication	SCMs (Every three months) FGDs (according to need) Face-to-face meetings (Every three months) Media communication (in need)

4.4 Disclosure of Information

The Sub-project documents including ESIA 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 Karapınar 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.

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The brochures that have been approved by İLBANK will contain information regarding the Sub-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.

Appropriate disclosure and consultation methods will be selected for each stakeholder group to ensure effective access to Sub-project information and opportunities for participation. For public consultation meetings, the venue, date and time will be determined in advance and announced to the public at least seven days before the meeting through appropriate communication channels.

Consultation activities will be scheduled, as far as practicable, to enable the participation of working stakeholders. Where stakeholders are unable to attend scheduled meetings, alternative communication methods, including brochures, website announcements, social media, individual meetings and other appropriate channels, will be used.

4.5 Proposed Strategy to Incorporate the Views of Vulnerable Groups

Vulnerable and disadvantaged individuals and groups have already been identified during the preparation of the ESIA and SEP through stakeholder mapping, baseline assessment, consultations with the mukhtars of İpekçi, Fatih and Ulus Neighbourhoods, household interviews and field observations. As detailed in Section 3.4 and Table 3-1 of this SEP, the identified groups include poor households dependent on external or state support, female-headed households, elderly individuals aged 75 and above, persons with disabilities, unemployed individuals and households with children.

Based on the needs and potential participation barriers already identified during the ESIA and SEP preparation, the KOSKİ Social Expert will adapt information disclosure and stakeholder engagement activities to ensure the meaningful and inclusive participation of these groups. During implementation, engagement activities will not be used as the primary means of identifying vulnerable and disadvantaged groups; rather, they will be used to verify and update the existing stakeholder information, assess any changes in their circumstances, further understand group- or individual-specific communication and accessibility needs, and identify any additional vulnerable or disadvantaged persons or groups that may emerge during the Sub-project lifecycle. The implementation and effectiveness of engagement activities targeting vulnerable and disadvantaged groups will be monitored through the relevant Key Performance Indicators (KPIs) presented in Table 6-1 of this SEP.

Information disclosure and consultation methods will therefore be tailored, where relevant, to address identified barriers such as mobility constraints, limited access to communication channels, financial constraints, caregiving responsibilities and other accessibility needs. The KOSKİ Social Expert will maintain communication with mukhtars and relevant community representatives to support outreach; however, engagement will not rely solely on secondary sources. Where necessary, direct consultations, individual meetings and home visits will be conducted with identified vulnerable or disadvantaged persons. Where direct engagement is not appropriate or feasible, including in the case of children or persons requiring assistance in communication, engagement may be undertaken with their parents, caregivers or relatives, as appropriate.The following group-specific measures will be implemented, where relevant:

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Table 4-2 Proposed Engagement and Participation Measures for Vulnerable and Disadvantaged Groups

Vulnerable/Disadvantaged Group	Proposed Engagement and Participation Measures
Poor Households	Provide clear and accessible information through mukhtars and direct outreach where necessary; use free communication materials and ensure that participation does not require financial contribution.
Female-Headed Households	Schedule engagement activities at convenient times; provide opportunities for individual consultation where preferred; consider caregiving and household responsibilities when planning engagement activities; provide safe and appropriate opportunities for women to raise concerns and provide feedback, including through individual consultations where preferred.
Elderly Population (75+)	Use accessible venues and clear communication materials; provide individual or home-based consultations where mobility constraints limit participation in public meetings.
Persons with Disabilities	Select physically accessible venues; provide accessible communication methods and reasonable assistance where needed; ensure that grievance channels can be accessed through alternative communication methods.
Unemployed Individuals	Provide clear information regarding realistic Sub-project-related employment opportunities and distinguish such opportunities from general expectations; use accessible channels to communicate relevant information.
Children	Consider children's specific sensitivities to community health and safety risks; where engagement concerning children is relevant, communicate through parents, caregivers or appropriate representatives rather than directly involving children in formal consultation activities.

In addition to the group-specific measures above, the KOSKİ Social Expert will ensure that vulnerable and disadvantaged groups are informed about the Sub-project Grievance Mechanism and are able to submit grievances through accessible channels. Where necessary, grievances may be received through direct communication, individual meetings, mukhtars or other appropriate channels, and assistance will be provided to persons who may face difficulties in accessing or using the established grievance channels.

Information disclosure and stakeholder engagement activities will take account of the particular concerns, accessibility needs and gender-specific participation barriers of disadvantaged and vulnerable groups to ensure that they can understand Sub-project information, provide feedback and access the Grievance Mechanism on an equal basis.

4.6 Reporting Back to Stakeholders

Stakeholders will be kept informed throughout the lifetime of the Sub-project regarding its overall progress, environmental and social performance, and the implementation of the Stakeholder Engagement Plan and Grievance Mechanism. KOSKİ will also seek stakeholder feedback on the environmental and social performance of the Sub-project and the effectiveness of the identified mitigation measures.

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Environmental and social performance indicators, together with summary information on the implementation of the SEP and Grievance Mechanism, will be disclosed to stakeholders on a monthly basis through KOSKİ's official website: https://www.koski.gov.tr

During the construction phase, KOSKİ and/or the Contractor will announce temporary road restrictions, access limitations and other construction-related disturbances at least two days in advance through appropriate communication channels.

Key Sub-project milestones, including the commencement and completion of construction activities, material design changes and commissioning, will be communicated to stakeholders through the KOSKİ website, local media and other appropriate communication channels. Where significant changes to the Sub-project result in additional environmental or social risks and impacts, particularly for Project-Affected Parties, KOSKİ will disclose the relevant information and consult the affected parties regarding appropriate mitigation measures.

Following the finalisation and disclosure of the ESIA, relevant information, including the outcomes of stakeholder consultations and how stakeholder feedback has been considered in the final ESIA and associated mitigation measures, will be communicated back to affected groups and other relevant stakeholders through appropriate disclosure and communication channels.

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 Sub-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 Sub-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 Sub-project, 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 establish E&S teams consisting of one Environmental Expert, one Social Expert and one OHS Expert prior to the commencement of any Sub-project-related activities and will maintain these teams throughout the construction phase.

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.

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Detailed contact information of designated personnel will be updated, if necessary, throughout Sub-project implementation.

The budget required for stakeholder engagement activities and implementation of the Grievance Mechanism has been allocated under the Sub-project budget and approved by KOSKİ. The allocated resources will be maintained at a level sufficient to cover information disclosure, consultation meetings, targeted engagement activities, grievance registration and resolution, communication materials and related logistical requirements throughout the Sub-project.

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 Sub-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@KOSKİ.gov.tr

PIU Social Expert: Reyyan ERDOĞAN (Department of Human Resources)

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.

Table 5-1 Functions and Responsibilities

Responsible Party	Responsibility	Content
İLBANK	Overall supervision and oversight	Review the implementation of the SEP through periodic environmental and social monitoring reports; monitor compliance with the applicable environmental and social requirements; review significant stakeholder engagement and grievance-related issues; and request corrective actions from KOSKİ where necessary.
KOSKİ / Project Implementation Unit (PIU)	Overall responsibility, coordination SEP review and update, grievance management, and reporting	The PIU Manager will have overall responsibility for SEP implementation. The PIU Social Expert will lead and coordinate stakeholder engagement activities and will be responsible for periodically reviewing and updating the stakeholder mapping, planned engagement activities and SEP documentation throughout Project implementation. The PIU Social Expert will also have overall responsibility for administration of the Grievance Mechanism and maintenance of the official Project grievance registry. This will include registering grievances received directly or referred by the Contractor, conducting or coordinating their initial assessment and categorisation, assigning and coordinating investigations with the relevant parties, monitoring resolution actions, coordinating and communicating responses to complainants, recording outcomes, and formally closing grievances once the required actions have been completed. The PIU Social Expert will

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Responsible Party	Responsibility	Content
		maintain consolidated stakeholder engagement and grievance records and report implementation progress to İLBANK through monthly and quarterly reports.
Supervision Consultant	Monitoring, verification and support to SEP implementation	The Supervision Consultant's Social Expert will monitor and verify the Contractor's compliance with the SEP and related stakeholder engagement requirements; review consultation and grievance records; support coordination between KOSKİ and the Contractor; support the PIU in the assessment and investigation of grievances related to construction activities, where required, and verify implementation of agreed corrective or resolution measures; identify non-compliances; provide the PIU Social Expert with inputs for the periodic review and update of stakeholder mapping, engagement activities and the SEP, where required; and include relevant findings and required corrective actions in supervision reports.
Contractor	Site-level implementation, stakeholder engagement and grievance management	The Contractor's Social Expert will be responsible for the day-to-day implementation of stakeholder engagement activities at site level. This will include providing advance information on construction schedules, access restrictions, traffic disruptions and other temporary impacts; conducting consultations where required; receiving and recording grievances raised at site level in a site-level grievance register; promptly transmitting such grievances and supporting information to KOSKİ/PIU for inclusion in the official Project grievance registry; supporting the assessment and investigation of grievances falling within the Contractor's scope; implementing assigned corrective or resolution actions; and providing evidence of actions taken to KOSKİ/PIU and the Supervision Consultant. The Contractor will maintain its site-level grievance register for monitoring and reporting purposes, while KOSKİ/PIU will maintain the official consolidated Project grievance registry and retain responsibility for formal grievance response and closure.

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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 Sub-project-related issues.
- Enhance accountability to beneficiaries, including stakeholders affected by the Sub-project.
- 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 Sub-project stakeholders who share their views the Sub-project.

Comments, concerns and grievances received through the Grievance Mechanism, KOSKİ website, public meetings, individual consultations and other stakeholder engagement channels will be registered and reviewed by the responsible PIU personnel, including the Grievance Mechanism Contact Person and the Public Relations Assistant.

Where a submission relates to the activities of the Contractor, it will be evaluated in coordination with the relevant Contractor personnel. The proposed resolution will be assessed in consideration of the nature of grievance, the requested remedy and the applicable Sub-project commitments.

Where the resolution proposed by the complainant cannot be implemented, alternative solutions will be considered. The final decision, together with the justification and the anticipated timeline for any required actions, will be communicated to the complainant through their preferred communication channel. For non-anonymous grievances, a Grievance Closeout Form provided in Annex C will be completed and signed by the complainant, where applicable.

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).

- **CIMER Website:** www.cimer.gov.tr
- **CIMER Call Centre:** 150
- **CIMER Phone Number:** +90 312 525 55 55
- **CIMER Fax Number:** +90 0312 473 64 94

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- **Address for Official Letter**: Republic of Türkiye, Directorate of Communications Kızılırmak neighbourhood Mevlana Bulvarı No:144 ÇANKAYA/ANKARA

The Foreigners Communication Centre (YİMER):

The Foreigners Communication Center (YİMER) offers a centralized complaint system specifically for foreigners. It will be accessible to Sub-project stakeholders as an alternative and widely recognized platform for submitting Sub-project-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

İLBANK GM:

- **Website:** https://www.İLBANK.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@İLBANK.gov.tr

6.2 Sub-project 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 the Sub-project area and neighborhood mukhtars' offices. These locations will ensure barrier-free access for elderly individuals, people with disabilities, and other vulnerable groups.
- **Face-to-face meetings or visits**, where Sub-project personnel (e.g., site chiefs, managers, CLOs in PIU) will be available to receive feedback verbally, accommodating illiterate stakeholders or those who need assistance in submitting their concerns.
- **Telephone**, with designated contact numbers for the PIU Social Expert.
- **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.

Grievances may also be submitted anonymously through the grievance/comment boxes without providing any identifying information.

All grievances received through the above-mentioned channels will be recorded in the relevant Grievance Log immediately upon receipt. At a minimum, the Grievance Log will include the date the grievance was received, method of submission, name and contact details of the complainant (unless submitted anonymously), nature and summary of the grievance, assigned responsible person/unit, status of the grievance, actions taken, and date of closure.

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The Grievance Log will be maintained and regularly updated at all levels of the GM, including the Contractor/Sub-contractor, Supervision Consultant and KOSKİ PIU, using the relevant grievance recording and monitoring forms provided in the annexes of this SEP.

Sub-borrower Level GM

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

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

An overview of the communication channels available under the Sub-borrower Level Grievance Mechanism is presented in Figure 6 1 and Figure 6 2. In addition, many parts of the home page of KOSKİ's website include information on social media accounts and telephone numbers where grievances can be submitted.

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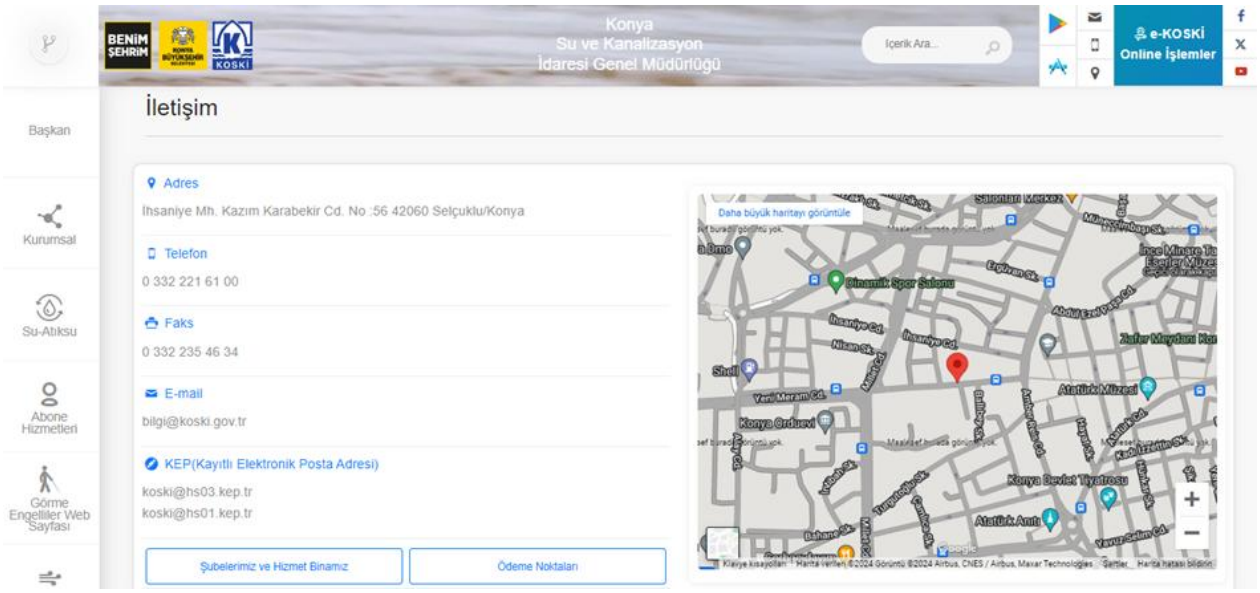


Figure 6-1. KOSKİ Contact Page - I

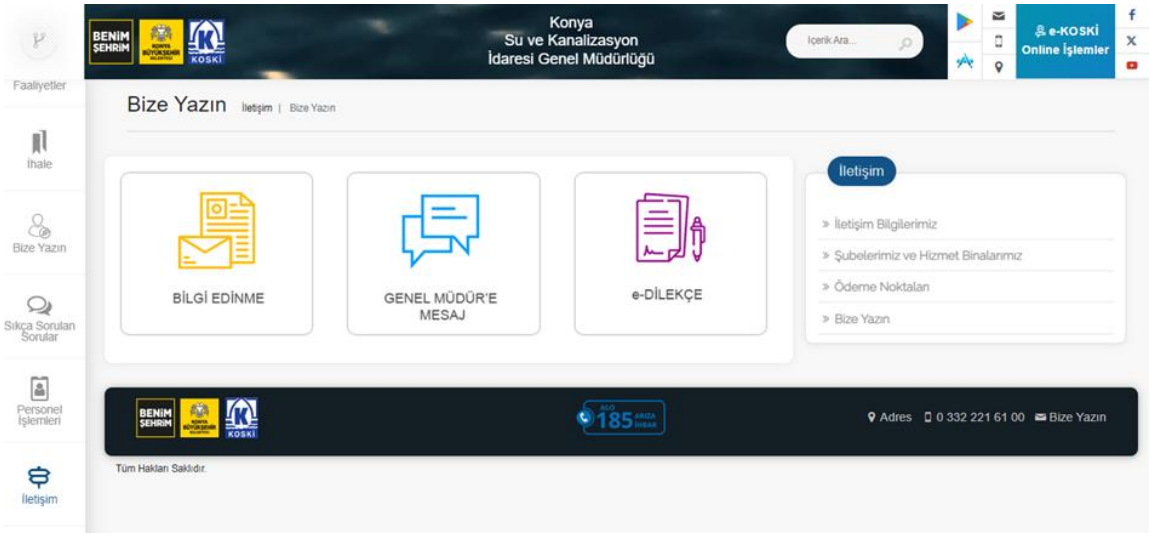


Figure 6-2 KOSKİ Contact Page - II

Initially, the KOSKİ Social Expert acknowledges receipt of a grievance within two calendar days through a Grievance Form (see Annex-A: Grievance Form). Following acknowledgement, the grievance will be reviewed by the KOSKİ Social Expert in coordination with the relevant unit(s), as necessary, and the complainant will be informed of the proposed resolution within the applicable timeframes established under the GM.If the complainant is not satisfied with the proposed resolution or compensation decision, they may request reconsideration of the decision by KOSKİ. The grievance will then be reassessed by the relevant KOSKİ unit/PIU, and the complainant will be informed of the outcome. If the complainant remains dissatisfied with the outcome, they may pursue the available administrative and/or judicial remedies in accordance with national legislation.

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Workers' Grievance Mechanism

In addition to the Sub-project Level GM, the Contractor and the Supervision Consultant will establish Workers' Grievance Mechanisms in accordance with the requirements of ESS2 on Labor and Working Conditions. The WGM will be available to all Sub-project workers, including direct workers, contracted workers, sub-contractor personnel, and supply-chain workers, providing accessible, confidential, and non-retaliatory channels for raising workplace-related concerns and grievances.

Workers will be able to submit grievances verbally or in writing to the designated social expert of the Contractor or Supervision Consultant, as applicable, or through grievance boxes placed in accessible locations at the Sub-project site. Workers may also submit grievances anonymously through the grievance boxes without providing their name or other identifying information. Information on the available grievance channels and relevant contact details will be communicated to all workers during induction and periodic awareness-raising activities.

SEA/SH and GBV Mechanisms for Workers:

Specific and confidential reporting pathways will be established within the WGM to handle workplace-related Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH). These grievances will be processed with strict victim confidentiality, handled by trained personnel, and will not require standard managerial escalation if doing so creates a conflict of interest or safety risk for the worker.

Workers' grievances will be received, recorded and processed by the designated social expert of the Contractor or Supervision Consultant, depending on the employer of the complainant. All workers' grievances will be recorded in the relevant Grievance Log immediately upon receipt, including the date received, method of submission, name and contact details of the complainant (unless submitted anonymously), nature and summary of the grievance, assigned responsible person/unit, actions taken, status of the grievance and date of closure. The confidentiality of the complainant will be maintained throughout the process, and no worker will be subject to retaliation, discrimination, or loss of employment rights as a result of using the Workers' Grievance Mechanism.

If a worker's grievance cannot be resolved at the Contractor or Supervision Consultant level, or if the worker is not satisfied with the proposed resolution, the grievance may be escalated to the KOSKİ PIU for further review. The worker will be informed of the outcome of the grievance and the reasons for the decision. If the grievance remains unresolved, the worker may subsequently refer the matter to İLBANK through the available grievance channels. Use of the WGM will not prevent workers from accessing other administrative, labor-related, or judicial remedies available under national legislation.

Workers' grievances will be acknowledged within two calendar days, responded to within seven calendar days, and resolved within a maximum of 30 calendar days, in accordance with the timeframes established under the Sub-project GM.

Monitoring and Reporting

KOSKİ will monitor the Sub-project throughout its lifetime considering the stakeholder engagement process. The approved SEP will be reviewed biannually and updated if required according to the Sub-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. Monthly reporting will include, at a minimum, the total and monthly number of grievances received, the distribution of grievances by subject and gender, the number and percentage of grievances acknowledged within two calendar days, the number and percentage of grievances responded to within 7 calendar days, the

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number and percentage of grievances resolved within 30 calendar days, and the number of unresolved grievances.

In addition to monitoring the performance of the GM, the implementation and effectiveness of stakeholder engagement activities will be monitored throughout the Sub-project. Monitoring will include, at a minimum, the number and type of stakeholder consultations and information-sharing activities conducted, dates and locations of consultations, number and profile of participants disaggregated by gender and, where relevant, vulnerable and disadvantaged groups, the level and nature of stakeholder participation, key issues and concerns raised during consultations, and the extent to which feedback received from stakeholders has been considered and addressed. The implementation of planned information disclosure activities, including the timely disclosure of relevant Sub-project information through the identified communication channels, will also be monitored and documented. The results of stakeholder engagement monitoring will be reflected in the periodic Sub-project progress and Environmental and Social Monitoring Reports, and the engagement approach will be updated where monitoring results indicate a need for additional or targeted engagement.

A set of KPIs (see Table 6-1) will also be monitored and regularly integrated by the Sub-project into the Sub-project progress report.

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.

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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 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.

In addition to grievance reporting, the Contractor/Sub-contractor, Consultant Firm and KOSKİ will report on the implementation of stakeholder engagement activities on a monthly basis, as applicable. Stakeholder engagement reporting will include, at a minimum, the number and type of consultations and information-sharing activities conducted; dates and locations of consultations; number and profile of participants, including participation of women and vulnerable and disadvantaged groups; key issues, concerns and feedback raised by stakeholders; actions taken in response to stakeholder feedback; and the implementation status of planned information disclosure activities. Any significant issues identified during stakeholder engagement activities, as well as corrective or follow-up actions, will also be documented and reported. These records will be reflected in the relevant monthly reports and ESMRs and will be used to inform updates to the SEP and future stakeholder engagement activities, where necessary.

Table 6-1 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.

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Table 6-1 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	100% of the required PIU environmental and social positions will be filled before the commencement of construction activities and maintained throughout the construction phase.
	Organizing Stakeholder engagement activities to introduce the Sub-project documents such as ESIA, SEP, Grievance Mechanism, etc. type of stakeholder engagement activities, number and type of participant stakeholders etc.[) Number and type of stakeholder engagement activities; number and type of participating stakeholders; and availability and completeness of notification records, attendance sheets, photographs and meeting minutes.	Stakeholder engagement documents (notification documentation, attendance sheets, photographs, minutes of meeting,			100% of planned stakeholder engagement and information-disclosure activities implemented in accordance with the SEP. Complete documentation available for 100% of stakeholder engagement activities, including records of participants, issues raised, feedback received and follow-up actions. At least one targeted engagement activity conducted annually or biannually with identified vulnerable and disadvantaged groups, where relevant. Participation of vulnerable and disadvantaged groups monitored and reported for 100% of relevant stakeholder engagement activities. At least one stakeholder engagement or information-disclosure activity every six months during active construction.
	Establishing a new Grievance Mechanism for the Sub-project, or making adjustments to the existing Grievance System specific to the Sub-project	Existing Grievance Database (Sub-project-specific) working efficiently			A reduction in repeated grievances compared with the previous reporting period; at least 90% of grievances closed within 30 calendar days; an average grievance closeout time not exceeding 30 calendar days; and zero grievances remaining open beyond the

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Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
					target timeframe without documented justification and a corrective action plan.
Land Preparation, Construction and Operation	Gathering and collecting of the grievances, requests, and suggestions (C/R/S)	Grievance Database (Sub-project-specific), grievance register	Monthly	E&S Consultant Supervision Consultant KOSKİ	100% of grievances, requests and suggestions will be recorded in the relevant log upon receipt and reviewed and reported on a monthly basis.
	Number and percentage of grievances/requests/suggestions	Grievance Database (Sub-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			The number and percentage of grievances, requests and suggestions will be calculated by type, subject and status and reported on a monthly basis.

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Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
	General subjects which the grievances, requests and suggestions are related to	Grievance Database (Sub-project -specific) • Percentages of the complaint, request and suggestion subjects (e.g. temporary road closures, dust generation, traffic management, temporary restrictions on pasture use, access arrangements, noise or concerns related to construction activities.)	Monthly	E&S Consultant Supervision Consultant KOSKİ	Recurring and general issues identified through grievances, requests and suggestions will be reviewed quarterly, with corrective actions, responsible persons and completion dates assigned for 100% of identified systemic issues.
	Raising awareness and conducting informative events within the Sub-project scope	Documents (minutes of meetings, photographs, brochures, leaflets, attendance sheets, etc.)			At least one informative event will be organised before construction and quarterly during active construction to disclose information on construction activities, traffic arrangements, grievance channels and temporary restrictions affecting local communities and seasonal users of Kürtül Plateau.

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6.3 Summary of How SEP Implementation will be Monitored and Reported

KOSKİ, through the Project Implementation Unit (PIU), will have overall responsibility for ensuring that the SEP is integrated into and implemented throughout all Sub-project activities. The SEP will form part of the tender and contractual documentation for physical works, and all stakeholders will be provided with opportunities to participate in engagement activities and access the Grievance Mechanism throughout the Sub-project lifecycle.

Following clearance and approval by İLBANK, the draft SEP and draft ESIA will be publicly disclosed by KOSKİ through its official website and in hard-copy format at the KOSKİ General Directorate Office and other locations accessible to affected groups, including relevant mukhtar offices and local organisations operating in Karapınar District. Updated versions of the SEP will also be disclosed through the same communication channels.

The SEP will be treated as a living document and will be reviewed and updated where necessary, including in response to changes in Sub-project design, findings of Environmental and Social Monitoring Reports, stakeholder requests and grievances, identified non-compliances, or changes in environmental and social risks and impacts. Any updated version will be submitted to İLBANK for review and approval before disclosure.

The reporting chain for SEP and Grievance Mechanism implementation will be as follows:

- Contractor: The Contractor will implement site-level stakeholder engagement and grievance management activities, maintain the relevant records and logs, and submit monthly information on SEP implementation, stakeholder consultations, grievances, corrective actions and unresolved issues to the Supervision Consultant.
- Supervision Consultant: The Supervision Consultant will supervise and verify the Contractor's implementation of the SEP and Grievance Mechanism in the field, review the completeness and accuracy of the Contractor's records, identify non-compliances and required corrective actions, and submit its monitoring findings to the KOSKİ PIU.
- KOSKİ PIU: The PIU will review and consolidate the information received from the Contractor and Supervision Consultant, maintain overall Sub-project-level stakeholder engagement and grievance records, and report SEP and Grievance Mechanism performance to İLBANK through the applicable monthly and quarterly environmental and social monitoring reports.
- İLBANK: İLBANK will review the reports submitted by the PIU, monitor compliance with the applicable environmental and social requirements, request corrective actions where necessary and communicate relevant information to the World Bank in accordance with the agreed reporting arrangements.

The PIU and its E&S Team will hold monthly and quarterly meetings to review stakeholder engagement activities, grievances, emerging issues and required corrective actions. Ad hoc meetings may also be convened where an immediate response is required.

The effectiveness of the Grievance Mechanism will be reviewed three months after its initial establishment, in consultation with İLBANK, the PIU, the Supervision Consultant and, where appropriate, complainants whose grievances have been closed or remain under review.

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Where İLBANK identifies deficiencies in the implementation of the ESMP or SEP, it will notify the PIU and agree on the corrective actions and implementation timeframe. In the event of a significant environmental or social incident or issue, the PIU will notify İLBANK within24 hour, and İLBANK will communicate the relevant information to the World Bank in accordance with the applicable notification procedure.

6.4 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 ESIA documents are implemented throughout the life of the Sub-project.

The Contractor will submit statistical and qualitative information on stakeholder feedback, grievances and their outcomes to the Supervision Consultant on a monthly basis. The Supervision Consultant will review and verify this information and submit its findings to the KOSKİ PIU. The KOSKİ PIU will consolidate the information and report the Sub-project's stakeholder engagement and grievance management performance to İLBANK. 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.

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ANNEXES

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Annex-A: Grievance Form

	Construction of Meke Lake Ecological Restoration Project
	GRIEVANCE FORM

Application No.	
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)	
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	

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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.	

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Annex-B: Grievance Database Form

Date of Grievance	Name of the Complainant (Optional)	Stakeholder Type (PAPs / OIPs / Vulnerable)	Communication Channel (Phone / Email / In-person / Other)	Subject of Grievance	Corrective Action Proposed	Status of Grievance (Open / Under Review / Closed / Rejected)	Date of Closure	Remarks / Follow-up Action

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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

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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:		

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Annex-E: Public Consultation Form

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

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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.																					

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Annex G: Details of Interviews

Stakeholder	Interviewee	Interview Date and Place	Remarks from the Interviews
Local Government	Karapınar Municipality / Mayor	22.08.2025 Karapınar WWTP Facility	The Mayor emphasized that the restoration of Meke Lake with treated wastewater is highly anticipated by the local community. It is expected that once the lake is revived, the area will be used as a social and recreational space, similar to Acı Lake in the region, which currently serves as a reference point for such use. According to the Mayor, Meke Lake's current state is largely due to climate conditions and population pressure; therefore, the Sub-project is considered important for reversing these effects. The Mayor also underlined that the Sub-project should be implemented in a way that preserves the lake's natural structure, ensuring both ecological balance and long-term social benefits.
Local Government	Karapınar District Directorate of Agriculture / Director	05.09.2025 Phone Interview	The interviewee emphasized the existing water scarcity issue in the region. While he acknowledged that the potential restoration of Lake Meke to its former state would be a positive outcome, he also highlighted the importance of exploring alternative solutions to address the water scarcity problem. He noted that the construction works related to the Sub-project are temporary in nature and expressed the view that they would not cause any long-term or permanent problems.
Local Institution	Karapınar OIZ / Survey Engineer	22.08.2025 Management Office	As indicated in Section 4.6.7 of the ESIA, the necessary permit has been obtained from the OIZ for the collector line passing through parcel 3002/1. It was stated that there are no concerns regarding land use, as the use will be temporary and no permanent or long-term impacts are expected. Furthermore, it was emphasized that communication with KOSKİ officials can be easily established—whether face-to-face, by phone, or by e-mail—and any issues that may arise are expected to be promptly resolved. The Sub-project was also noted to have the potential to contribute to the development of the region, with positive expectations expressed among the local community.
Local Institution	Mevlana Development Agency (MEVKA) / Urban Planner	22.08.2025 Phone Interviewe	It was emphasized that significant natural degradation has occurred in the region due to both climatic conditions and population pressure. Therefore, it was stated that the Sub-project should be implemented only after examining environmental factors such as the receiving lake, permeability characteristics, and groundwater. The stakeholder was informed about the mechanisms for providing feedback and lodging complaints, and the upcoming stakeholder consultation meeting was also mentioned. The stakeholder indicated that the Sub-project is not expected to cause any social or economic loss.
Local Institution	Karapınar Chamber of Agriculture / President of the Chamber of Agriculture	05.09.2025 Phone Interviewe	The stakeholder stated that the Sub-project would have particularly positive impacts on the region in terms of tourism. In addition, it was expressed that the Sub-project would be beneficial for the conservation of natural resources; specifically, by treating wastewater and returning it to nature, groundwater resources would be preserved and pressure on the ecosystem would be reduced. At the same time, it was particularly emphasized that pasture qualifications should not be degraded during the construction phase. It was noted that small ruminant farming is widespread in the region, and therefore, the protection of pastures is considered a priority. The stakeholder highlighted that construction activities may create temporary impacts, but stressed the importance of informing pasture users and other stakeholders before the works begin.
Local Community	Mukhtar of İpekçi Neighborhood	22.08.2025 Karapınar WWTP Facility	The mukhtar of İpekçi Neighborhood reported that the population is approximately 1,700. Over the past five years, the neighborhood's population has declined by around 100 people, primarily due to the age distribution, with the majority of residents being above 40 years old. The gender ratio is almost balanced. In terms of vulnerable and disadvantaged groups, the mukhtar stated that the neighborhood includes: • Around 300 children, • Approximately 10 persons with disabilities, • About 5 poor households depending on external or state support, • Around 10 elderly individuals above 75 years, • 60 female-headed households. • It was emphasized that there is no unemployment problem in the neighborhood. • Education and Health Services: The neighborhood hosts one health center, one kindergarten, two secondary schools, one primary school, and two high schools. • Livelihoods: The main sources of income are agriculture and livestock breeding. The key crops cultivated include barley, wheat, alfalfa, corn, sugar beet, and sunflower. Livestock activities involve both small ruminants (sheep, goats) and large cattle, with household income often generated through sales in livestock markets. • Infrastructure and Services: While not all parts of the neighborhood are covered, sewerage and natural gas infrastructure exist in most areas, and electricity infrastructure is fully available. According to the mukhtar, 70% of households earn above the minimum wage. • Perceptions Regarding the Sub-project: The mukhtar expressed that the community is eagerly awaiting the Sub-project, especially the potential opening of the area as a social space, which would be highly beneficial for the neighborhood, particularly children. It was emphasized that the Sub-project is not expected to have adverse impacts on local livelihoods. However, continuous public information during Sub-project phases is considered crucial. The mukhtar also highlighted that communication with KOSKİ officials is strong and effective.
Local Community	Mukhtar of Fatih Neighborhood	22.08.2025 Karapınar WWTP Facility	The mukhtar of Fatih Neighborhood stated that the population is approximately 1,800 people. Over the past five years, there has been no change in the population, and the gender distribution is balanced. In terms of vulnerable and disadvantaged groups, the neighborhood includes: • Approximately 400 children, • 30 persons with disabilities, • 55 poor households dependent on external or state support,

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Stakeholder	Interviewee	Interview Date and Place	Remarks from the Interviews
			• 35 elderly individuals aged 75 and above, • 15 female-headed households, • unemployed individuals. • Education and Health Services: There is no school in the neighborhood. The nearest school is Amil Önal Primary School, located about 5 km away in Hankapı Neighborhood. There is also no health center in the neighborhood; residents rely on health facilities located in Reşadiye Neighborhood. • Livelihoods: There is no livestock activity in the neighborhood. The main source of livelihood is agriculture, with wheat, barley, and sugar beet being the primary crops cultivated. • Infrastructure and Services: The neighborhood has natural gas, electricity, and sewerage infrastructure. • Sub-project-Related Opinions: The mukhtar emphasized that the Sub-project is supported by the community, particularly due to its potential to provide social areas. No negative expectations or concerns have been raised regarding the Sub-project. Additionally, it was underlined that communication with KOSKİ officials is strong, and there is confidence that any issues or concerns arising will be effectively resolved.
Local Community	Mukhtar of Ulus Neighborhood	05.09.2025 Phone Interviewe	The mukhtar of Ulus Neighborhood stated that the population is approximately 2,000 people. Over the past five years, the population has increased by around 700 people, and the gender distribution is balanced. The dominant age group is between 25–50 years. In terms of vulnerable and disadvantaged groups, the neighborhood includes: • Approximately 1,200 children, • 15 persons with disabilities, • 70 poor households dependent on external or state support, • 100 elderly individuals aged 75 and above, • 60 female-headed households, • 100 unemployed individuals. • Education and Health Services: The neighborhood hosts a science high school and the Karapınar State Hospital, which provides secondary healthcare services to residents and surrounding communities. • Livelihoods: The main sources of livelihood are agriculture and livestock farming. Wheat, barley, and corn are the primary crops cultivated. Both large ruminant (cattle) and small ruminant (sheep and goats) breeding activities are common in the area. • Infrastructure and Services: The neighborhood has natural gas, electricity, and sewerage infrastructure. • Sub-project-Related Opinions: The mukhtar emphasized that communication with KOSKİ officials is strong, and any problems arising are expected to be resolved effectively. However, there is skepticism among local residents regarding whether the Sub-project will actually refill Lake Meke with water. The mukhtar highlighted that the community seeks more detailed information about the Sub-project. During the consultation, the mukhtar was also informed about communication channels and the planned stakeholder consultation meeting.
Local Community	Local Households	22.08.2025 Kürtül Plateau	Two households, one female and one male respondent, were consulted in Kürtül Plateau. Both interviewees stated that their primary source of livelihood is small ruminant livestock breeding. The households jointly own approximately 300 small ruminants (sheep and goats). It was also reported that there are in total 6 herds in the plateau, corresponding to around 1,800 small ruminants. Population and Socio-Economic Situation: During the summer, around 15 households reside in the plateau, whereas this number decreases to as few as 3 households in the winter. No female-headed households, persons with disabilities, or households dependent on state support were identified among the plateau residents. The respondents own one farmland, which they rent out, generating rental income as a secondary source of livelihood. One of the interviewees has three children: two live in Karapınar town center and are married, while the third resides in the plateau and continues livestock breeding. Infrastructure and Needs: The plateau lacks sewerage and natural gas infrastructure, and there is no drinking water source available. The respondents emphasized that the most urgent need of the plateau is drinking water infrastructure. Seasonal changes in the plateau's population were mainly attributed to these infrastructure deficiencies. Views on the Sub-project: The interviewees stated that temporary restrictions on pasture use may occur during the construction phase of the Sub-project. However, they emphasized that such restrictions would not cause livelihood losses if households are informed in advance. They were also informed about the availability of grievance mechanisms in case of any livelihood disruption or concerns. Furthermore, they were briefed on the upcoming stakeholder consultation meeting and the ways to participate in the process.

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