

Belgrade, May 2022



REPORT

Stakeholder Engagement Plan of the RWCM Pirot, Pirot

Client: EBRD and AFD

Prepared by: ENVICO d.o.o. Belgrade, Serbia
Seureca, France

Title: **Stakeholder Engagement Plan of the RWCM Pirot, Pirot**

Client: EBRD and AFD

Developed by: dr Slobodan Cvejić, Olivera Vuković, Tijana Veljković

QA/QC: Dušan Nedeljković

Version: 2.0

Status: Draft

Date: 24. May 2022

Content

List of figures	iv
List of tables.....	v
Abbreviations and acronyms	vi
1 INTRODUCTION	1
2 STAKEHOLDER ENGAGEMENT PLAN.....	4
2.1 The Project location and areas subject to impact	4
2.2 Record what the Project is legally required to do regarding disclosure and consultation	6
2.3 Identification of stakeholders	7
2.4 Report on any previous consultation and disclosure activities.....	9
2.5 Stakeholder engagement plan.....	10
2.6 Pre-Construction Phase	12
2.7 Construction.....	13
2.8 Operation.....	15
3 GRIEVANCE REDRESS MECHANISM	16
4 MONITORING AND REPORTING ACTIVITIES FOR THE STAKEHOLDER ENGAGEMENT PROCESS	18
5 ANNEX I - PUC PIROT PUBLIC GRIEVANCE FORM	19

List of figures

Figure 1 Location of RWMC Pirot.....	2
Figure 2 Location of landfill Pirot.....	5
Figure 3 Summary of planned infrastructure and stakeholders' roles	8

List of tables

Table 1 Project Phases	3
Table 2 Overview of RWMS population and surface area (SORS, 2021)	4
Table 3 Identification of stakeholder	9
Table 4 Stakeholder Engagement Plan for Pre-Construction Phase	12
Table 5 Stakeholder Engagement Plan for the Construction Phase.....	13
Table 6 Stakeholder Engagement Plan for the Operation Phase.....	15
Table 7 Public grievance form	19

Abbreviations and acronyms

A&A	Description
AFD	The French Development Agency
CSO	Civil Society Organization
EBRD	The European Bank for Reconstruction and Development
GIZ	Gesellschaft für Internationale Zusammenarbeit
IPAM	Independent Project Accountability Mechanism
LO	Liaison officer
MoEP	Ministry of Environmental Protection
MoF	Ministry of Finance of Republic of Serbia
NALED	National Alliance for Local Economic Development
NES	National Employment Service
PIU	Project Implementation Unit
PUC	Public Utility Company
PRs	Performance Requirements
RS	Republic of Serbia
RWMC	Regional Waste Management Center
RWMP	Regional Waste Management Plan
SEP	Stakeholder Engagement Plan
SORS	Statistic Office of the Republic of Serbia

1 INTRODUCTION

The Pirot Regional Solid Waste Management Project involved the construction of a regional solid waste management centre (RWMC) to serve four municipalities: Pirot, Bela Palanka, Babušnica and Dimitrovgrad. This regional waste management area already has a RWMC Pirot with operational landfill and a secondary selection plant (in a trial period). The regional waste management scheme operates on the way that all solid waste from four municipalities is transferred directly to the regional waste management center, where unsorted waste is deposited on the landfill. The Pirot RWMC wishes to improve waste management with the construction of a new facilities and procurement of new equipment.

This site is one of several sites that are part of the solid waste management system across the country that will be supported by Banks. The European Bank for Reconstruction and Development ("EBRD") and the French Development Agency (AFD) ("the Banks" or "the Lenders") are considering providing a sovereign loan of up to EUR 100 million to the Republic of Serbia to finance critical improvements in the solid waste management system across several secondary cities in the country, which includes construction of new facilities and procurement of new equipment at the RWMC Pirot ("the Project").

The borrower on the investment component will be the Republic of Serbia (RS), represented by its Ministry of Finance (MoF) as a signatory to the AFD and EBRD's Loan agreements. The MoF will then allocate the funding to the Ministry of Environmental Protection (MoEP), the ministry in charge of building waste collection and treatment systems. As such, **MoEP will be the project owner of the program**, via a PIU housed within the ministry.

The initial plan of the RWMC Pirot is to use the investment for the construction of the following infrastructure for additional waste treatment:

- closure of cell 1,
- construction of cell 2,
- biogas collection and treatment system,
- and composting facility.

In addition, one of the planned activities within this investment is the procurement of new containers and vehicles for the municipal collection of mixed municipal waste.

All activities within this project will comply to the EBRD Environmental and Social Policy, as defined through the applicable Performance Requirements (PRs).

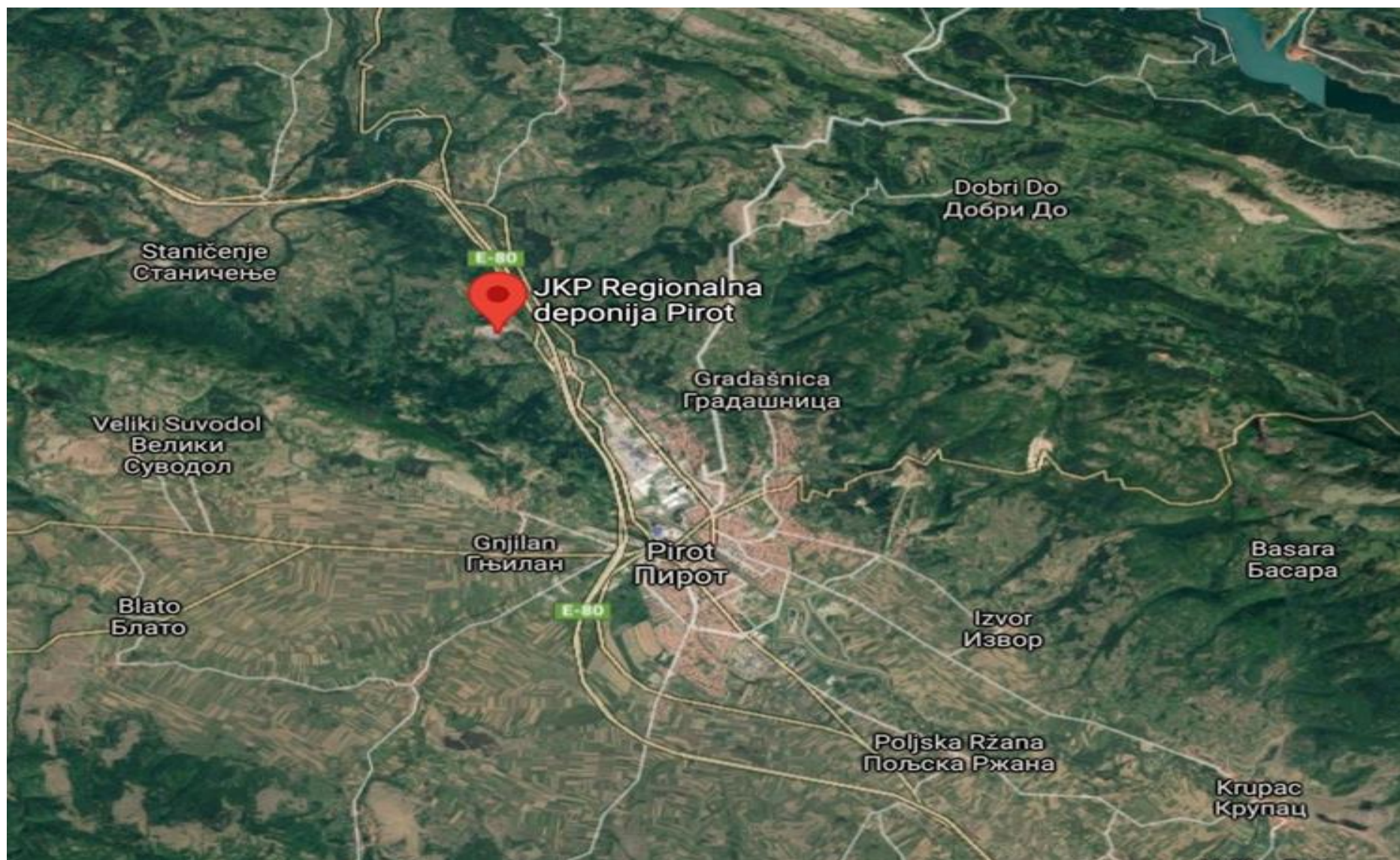


Figure 1 Location of RWMC Pirot
(Source: Google Earth)

Main aim of Stakeholder Engagement Plan (SEP) is to provide detailed involvement of different stakeholders at local, regional and national level in different phases of the project cycle (pre-construction, construction activities and operation) (Table 1).

Table 1 Project Phases

Phase	Status of each phase
Phase 1: Pre-construction Phase	Planned
Phase 2: Construction Phase	Planned
Phase 3: Operation	Planned

In addition, it is necessary to define mechanisms of participation and identification of needs of particularly vulnerable groups. The document also includes a grievance mechanism for stakeholders to raise any concerns about the Project.

The main objectives of stakeholder engagements in different phases of the project implementation can be described as follows:

- To provide necessary information to persons affected or likely to be affected by the Intervention as well as opportunities to participate in decision making and commenting;
- To establish effective channels of communication;
- To develop and put in place an effective grievance and mediation mechanisms.

2 STAKEHOLDER ENGAGEMENT PLAN

2.1 The Project location and areas subject to impact

The Pirot RWMC is located in the South-East part of Serbia and consist from following municipalities:

- Pirot City,
- Babušnica Municipality,
- Dimitrovgrad Municipality,
- Bela Palanka Municipality.

According to the SORS, a negative natural increase rate has been recorded in all four cities and the population is decreasing. As the largest municipality Pirot municipality represents majority of the Region population (65%).

Table 2 Overview of RWMS population and surface area (SORS, 2021)

Municipality	Surface (km ²)	2011 Population	2021 Population	2020 urban population (%)	2020 rural population (%)
Babušnica	529	12,352	9,653	44%	56%
Bela Palanka	517	12,132	10,432	71%	29%
Dimitrovgrad	483	10,133	8,847	63%	37%
Pirot	1,232	57,997	52,987	69%	31%
Total	2,761	92,614	81,919	66%	34%

The Regional Centre location "Muntina padina" is located northwest of the city of Pirot, at a distance by air from the center of the village about 4.5 km. The region is connected by land with the main road M-9 Leskovac - Pirot, which connects the highway E-75 (southern Europe) and the highway E-80 (eastern Europe), Corridor 10. Distance from the settlement and special settlement facilities is more than 1.5 km. The regional landfill is partly surrounded by green areas. The location "Muntina padina" is 500 m away from the river Nišava.

According to the Local Waste Management Plan from 2020 the construction of the landfill in Pirot started in December 2008, and started working at the beginning of January 2013. In addition, the estimated lifespan of the landfill is 25 years with a total volume of 1,242,710 m³.

A Regional Centre is already in place and consists of an operational landfill and a not operational secondary selection plant. Also, within Regional Centre a regional PUC ("Regionalna deponija Pirot") was established in 2012 which employed the staff and began operation in January 2013.

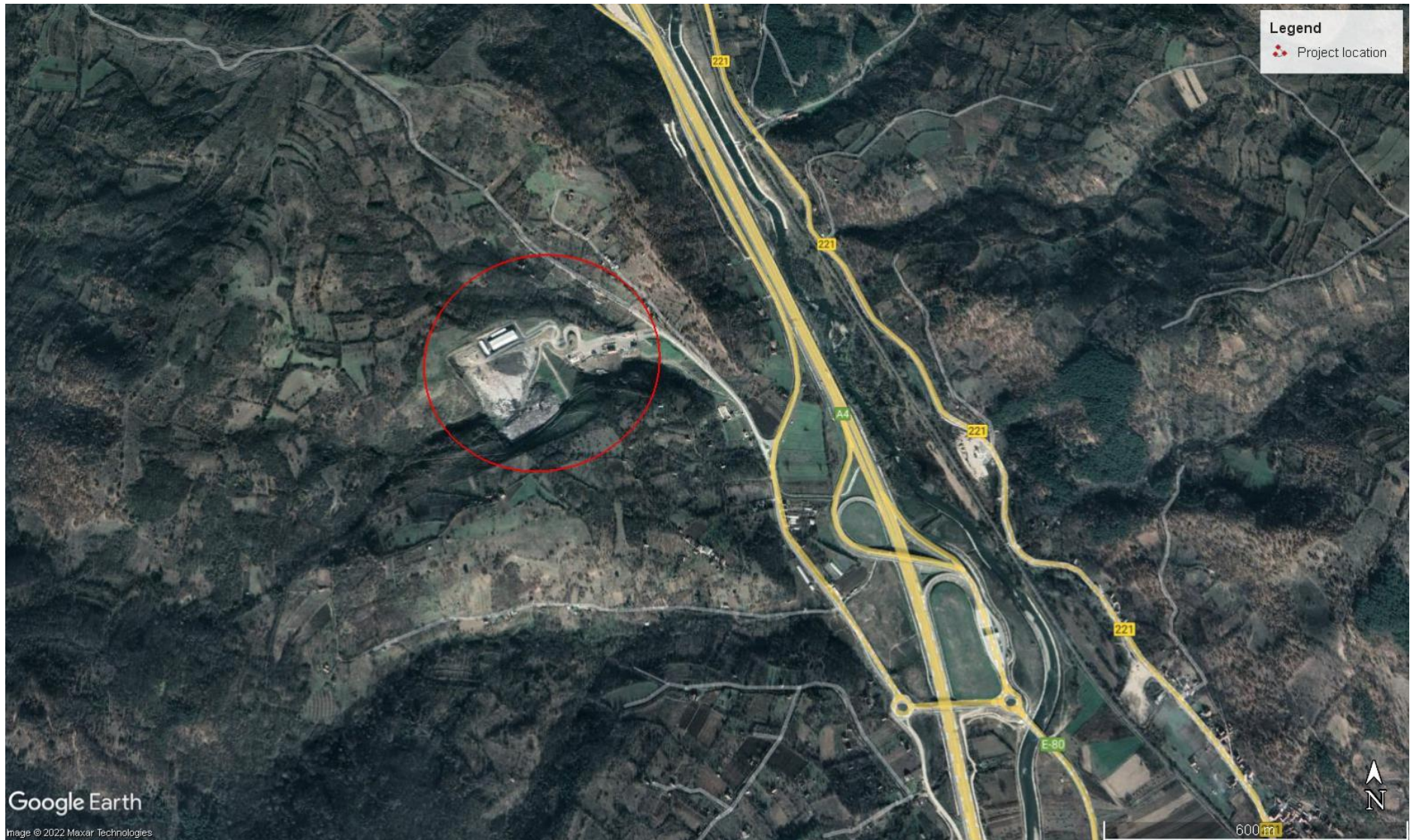


Figure 2 Location of landfill Pirot
(Source: Google Earth)

2.2 Record what the Project is legally required to do regarding disclosure and consultation

Public disclosure and consultation procedures for project like this are organised in accordance to Serbian legislation that regulates development and adoption of spatial and regulation plans for cities, municipalities, neighbourhoods. The Serbian law which regulates these issues is the Law on Planning and Construction ("Official Gazette of the RS", No. 72/2009, 81/2009 - correction, 64/2010 - decision of the CC, 24/2011, 121/2012, 42/2013 - decision of the CC, 50/2013 - decision of the CC, 98/2013 - decision of the CC, 132/2014, 145/2014, 83/2018, 31/2019, 37/2019 - other act, 9/2020 and 52/2021).

There are some obligatory steps to be conducted:

- Informing the public through the media about details of disclosure of the draft plan/document to secure transparency of the process;
- Organization of public hearing to present the draft plan/document;
- Organize collection of comments from different actors;
- Preparation of adjusted plan or document in accordance to received comments;
- Submitting the revised plan/document and report to relevant authorities whose task is to determine whether the comments have been meaningfully considered and addressed.

National legislation also requires public participation to be ensured in connection to the development of strategic environmental impact assessments, regulated by the Law on Strategic Environmental Impact Assessment ("Official Gazette of the RS" No. 135/2004 and 88/2010).

The EBRD developed Environmental and Social Policy which defines 10 Performance Requirements (PRs) for key areas of environmental and social sustainability that projects and documents are obliged to meet, including PR10 Information Disclosure and Stakeholder Engagement. PR10 principles are focused on of strong stakeholder engagement as a focal point in order to achieve strong, constructive and responsible relationships necessary for the successful management of environmental and social impacts and issues

In addition, EBRD's Independent Project Accountability Mechanism (IPAM), as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its Access to Information Policy; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.

All projects should establish a formalised procedure or process for dealing with both workers' and communities' grievances¹. Each should include as a minimum:

- assigning a responsible person, team or function to organise the resolution of grievances,
- defined timeframes for acknowledgment of the receipt of complaints and subsequent resolution,

¹ Grievance Management, guide note

- practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organizational arrangements,
- information on the grievance mechanism that is readily retrievable from respected web site, locations where project information in hard copy has been placed, and/or from leading part representatives.

The EBRD PR10 requires permanent activities and engagement during project implementation in all phases of the project activities to secure presence of all elements of grievance mechanism in order to receive and facilitate resolution of stakeholders' concerns and complains.

There are some gaps between national requirements and requirements defined by Banks in the area of public consultations and stakeholder engagement. National regulations define certain procedures that are not systematized and do not provide sufficient details of how it should look in practice and be applied in different sectors. In that case, the requirements defined by the Banks must be applied and procedures presented in this document tries to define the process of providing the whole grievance mechanism adequate stakeholder participation.

It is important to emphasize that there is no Regional Waste Management Plan for the RWMC of Pirot. The municipality of Pirot has only a Local Waste Management Plan from 2020 (covering the period 2021-2031). Based on this Plan obligation and jurisdiction of local and regional PUCs are determinate. So that article 1 of the Agreement states that "the municipalities signatory to the Agreement agree that each municipality independently regulates the manner of performing the activities of collection, separation and waste disposal to the Regional Landfill Pirot". In addition, according to Article 3 of the Agreement, "the fee for disposal of waste, charged by the Regional PUC "Regional landfill Pirot" is unique and is determined by the ton of landfill waste".

Within this plan is also stranded out that the Pirot RWMC intends to follow the new National Waste Management Strategy in terms of transition to separate collection, separation of waste and recycling, as well as the treatment of non-recyclable waste.

2.3 Identification of stakeholders

Municipal waste that is generated and collected in each of the local governments is exclusively under the jurisdiction of the local PUC and all municipal waste is being delivered to the regional landfill. There are no transfer stations on the Pirot RWMC, all municipalities are close to the Regional Centre. Municipal waste collection is performed by 4 different municipal PUCs in each of the municipalities:

- Babušnica: PUC "Komunalac",
- Bela Palanka: PUC "Komnis",
- Dimitrovgrad: PUC "Komunalac",
- Pirot: PUC "Komunalac".

All local PUCs and also PUC in Pirot are Public utility companies which means that all important decisions must be adopted / approved by Municipal Assemblies. Management bodies are the Supervisory Board (with responsibilities of the Management Board) and the Director. All of the

PUCs are registered in the Republic of Serbia Register of the Commercial Companies for performance of the wide range of non-utility activities, that is, activities which are commercial in its nature such as construction of the utility infrastructure, demolition of the buildings, cleaning and maintenance of the multi-apartment buildings and much more.

Four municipalities of Pirot District (Pirot, Babušnica, Bela Palanka and Dimitrovgrad) signed an Inter-municipal Agreement in 2011 with the aim to establish a regional solid waste management scheme in the region. The municipalities agreed that the works related to the disposal of waste on the regional landfill should be carried out by PUC "Regional Landfill Pirot", which will be founded by the Signatory Municipalities. The Supervisory Board of the PUC company is to have three members proposed by the Municipality of Pirot and one member proposed by each of the signatory municipalities. The decision on the tipping fee, the business plan, the decision on the loan agreement and the decision on the selection of the President and Vice-president the Supervisory Board passes by two-third majority votes of all members and the other decisions from its scope by a majority of votes of the present members.

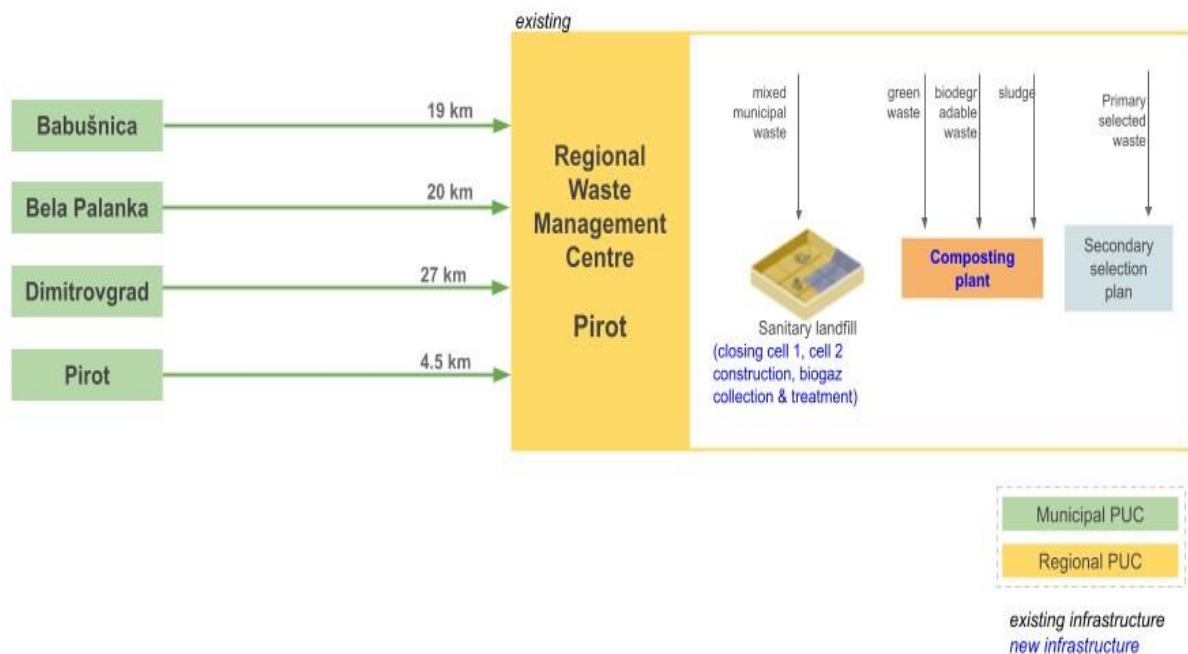


Figure 3 Summary of planned infrastructure and stakeholders' roles (Source: Inception Report SP3 Pirot)

Since all land planned for the future activities is already owned by regional PUC "Pirot", the population is not endangered by the implementation of the Project, on the contrary. The only indirect negative impact of the project realization can have on reduce the population of members of the Roma population whose source of income is informal collection waste from the existing nearby "wild" landfill, and other similar landfills in all 4 municipalities, which will be removed / closed. Given that the informal waste pickers sell collected waste to recycling companies, they remain without a basic source of income², as access will be strictly prohibited

² The available information obtained from regional PUC so far does not allow for an assessment of the number of informal waste pickers. In order to identify the number of informal waste pickers it is necessary to conduct a social baseline assessment. This assessment will be conducted prior to the closure of the official local dumpsites. This assessment should be conducted prior to the closure of local dumpsites/non-sanitary landfills. If collected data shows that the closure of the existing dumpsites will affect the livelihood of informal waste pickers, in the next phase LARP for the improvement of livelihood of informal waste pickers will be conducted.

and waste collection at the planned regional sanitary landfill within Center (see previous footnote).

Stakeholders will be presented in the table and assessed their potential level of interest (Table 3). This list of stakeholders can be modified, as well as level of interference from internal or external factor during the implementation of project phases. It is good to emphasize that level of impact is not the same for all groups in all municipalities.

Table 3 Identification of stakeholder

Stakeholder group	Level of interest	Level of influence	Level of power
<ul style="list-style-type: none"> ▪ The Government of Republic of Serbia ▪ Ministry of Environmental Protection (MoEP) - Department for Project Management 	High	High	High
<ul style="list-style-type: none"> ▪ Municipalities of Pirot, Bela Palanka, Babušnica, Dimitrovgrad ▪ PUC from all 4 municipalities ▪ Regional PUC Pirot 	High	High	High
<p>Affected Population:</p> <ul style="list-style-type: none"> ▪ Inhabitants of the 4 municipalities ▪ Roma population³ ▪ Enterprises as a part of chain in waste management system 	High	Medium	Low
<p>External Stakeholders like</p> <ul style="list-style-type: none"> ▪ CSOs dealing with ecology ▪ CSOs dealing with Roma population ▪ Touristic organization especially in Pirot ▪ Media 	High	Medium	Medium

2.4 Report on any previous consultation and disclosure activities

Most of the activities that are planned are communicated with community and other relevant actors through official website of regional PUC "Pirot"⁴, as well as through local media (TV channels and news).

During 2021 regional PUC "Pirot" in cooperation with PUC "Komunalac" and municipality of Pirot has organized few campaigns related to promotion and raising awareness about importance of primary selection. According to the internal report received from regional PUC "Pirot" campaigns included the following:

1. Setting up metal cages (1 m³) in the City of Pirot for collection of PET.

³ According to the Local Waste Management Plan for Pirot, in the territory of the city of Pirot, 19 wild landfills and dumps have been recorded. The estimated total amount of waste on those landfills is 14,900 m³. Therefore, after the closure of those wild landfills and establishing primary selection in these municipalities mostly affected will be Roma that are living from waste collection.

⁴<https://jkpdeponijapirot.rs/%d0%bf%d0%be%d1%81%d0%bb%d0%b5%d0%b4%d1%9a%d0%b5%d0%b2%d0%b5%d1%81%d1%82%d0%b8/>

2. Removal of waste directly from households free of charge.
3. Other activities related to the management of packaging and municipal waste.
4. Setting up recycling cans in kindergartens in Pirot and organization of workshop with children about recycling and the importance of recycling.⁵

Also, during 2021 within project financed by GIZ and NALED, regional PUC "Pirot" has organized training for Roma population about collection, separation and processing of waste. Trainings were paid, and during 4 months they have trained 14 members of Roma community in Pirot.

Project team has not recorded that so far public hearing related to presentation of the plans and relevant documents for improvement of regional waste management system hasn't been organized. In addition, within regional PUC "Pirot" there is no established grievance mechanism, as well as responsible person for implementation of grievance process.

2.5 Stakeholder engagement plan

All phases of the project cycle will have own sub-plans for activation and participation of different stakeholders. Roles and responsibilities will be fine-tuned according to current situation and circumstances. Since COVID -19 pandemic is ongoing and different measures depend on number of infected, all consultations and public event need to be adopted. In addition, it is necessary to develop protocol as part of stakeholder plan where will be described all necessary steps in organizing public events during pandemic.

In precreation phase it is necessary to identify key messages for communication with general public like those that will emphasize that reducing waste in the environment will directly improve the public community health. All messages should be announced through various communication channels (such as websites, media, brochures etc.). Campaigns for raising awareness should be organized in the other three municipalities as well. Up to now campaigns were only organized in the Municipality of Pirot. Those campaigns should be organized in cooperation with the local PUC and municipality.

In all four municipalities public presentation of future activities should be organized. It should encourage inhabitants of each municipality as well as other interested actors to attend public presentation. These meetings will also serve as platforms for potentially affected people to ask questions and provide suggestions for further mitigation measures.

Also, cooperation with local CSOs especially ones dealing with vulnerable people should be established. CSOs can be a valuable partner for promotion and raising awareness of inhabitants of municipalities within the region.

Workers engaged in all phases will have the opportunity to communicate working conditions and safety measures with the Company and Contractor.

⁵<https://jkpdeponijapirot.rs/%d1%81%d0%b0-%d0%bc%d0%b0%d0%bb%d0%b8%d1%88%d0%b0%d0%bd%d0%b8%d0%bc%d0%b0-%d1%80%d0%b0%d0%b7%d0%b3%d0%be%d0%b2%d0%b0%d1%80%d0%b0%d0%bb%d0%b8-%d0%be-%d0%b7%d0%bd%d0%b0%d1%87%d0%b0%d1%98%d1%83-%d1%80/>

All meetings need to be announced through the local media, on websites of main stakeholder Company and municipalities and in hard copies, as well as using social media. All materials related to stakeholder engagement need to be delivered in Serbian language.

The contractor will secure the construction site prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

2.6 Pre-Construction Phase

Table 4 Stakeholder Engagement Plan for Pre-Construction Phase

Activity	Stakeholders	Timing and Frequency	Responsibility	Communication/ Media tool	Opportunity for Stakeholder Comment	Records
Sensibilization of general public on waste separation, fees and future plans in the region a	All municipalities Local CSOs	At the beginning of preconstruction phase	PUC Pirot 4 municipalities	Leaflets Public debates Public campaign	Discussion during public debates	Notes

2.7 Construction

During construction the most important pointer is to notify local stakeholders of construction activities and changes to schedules. Aim for short response times in resolving grievances (Table 5).

Table 5 Stakeholder Engagement Plan for the Construction Phase

Activity	Stakeholders	Timing and Frequency	Responsibility	Communication/ Media tool	Opportunity for Stakeholder Comment	Records
To inform all municipalities and stakeholders about anticipated construction activities	Project affected persons from 4 municipalities, general public, all other relevant stakeholders	At least starting from 30 days prior to construction.	Contractor(s) PUC Pirot	Websites of company, contractor and municipalities, official correspondence, mass media, local noticeboards and premises of municipalities, project leaflets Liaison Officer	Grievance mechanism Liaison officer (LO)	Comments on posts on the websites Press clippings Written correspondence with relevant authorities and organizations from different level of authority
Share information on employment opportunities in all 4	Affected communities, public and private sector enterprises affected by the Project footprint etc., relevant local/regional/national authorities, General public	In the final part of the previous phase	Contractor Local branches of National employment office PUC Pirot	Contractor's website, official correspondence, mass media, local noticeboards, and premises of municipalities Employers' website 4 local NES branches	Via Contractors website Via Contractors LO	Notifications as published in affected municipalities and websites
Share the information on project Environmental and Social	General Public CSOs dealing with ecology and Touristic organizations	Semi-annually	PUC Pirot Contractor	Local presentations with quest speakers Websites	E-mail address of PUC Pirot	Comments on the websites

Activity	Stakeholders	Timing and Frequency	Responsibility	Communication/ Media tool	Opportunity for Stakeholder Comment	Records
construction performance.						
Direct communication with CSOs especially those representing vulnerable groups	Vulnerable groups	Semi -annually	PUC Pirot with local CSOs	<p>All channels of communication will be defined with local CSOs taking into account needs and specificities of vulnerable groups and PAPs</p> <p>Assistance will be provided in transportation to and from the venues.</p> <p>Simplified easy understandable brochures, using non-technical language will be prepared for information to be disseminated and disclosed.</p>	During the meeting, home visits, telephone calls	Systematized comments and suggestions from different meanings of communication

2.8 Operation

Table 6 Stakeholder Engagement Plan for the Operation Phase

Activity	Stakeholders	Timing and Frequency	Responsibility	Communication/ Mediatool	Opportunity for Stakeholder Comment
Clear announcement of transition of responsibilities and liabilities from Contractor(s) to PUC Pirot	Affected communities, other public utility companies, Project affected persons General public.	At least starting from three months prior to termination of works	Contractor with PUC Pirot	Contractors' grievance /liaison officer PUC Pirot official website correspondence, mass media, local noticeboards and premises of 4 municipalities	Contractors' grievance / liaison officer PUC Pirot official website
Keep stakeholders informed on any operation -related activities that might affect them (e.g. notify stakeholders changes in the fee amounts for waste collection and disposal)	General public Local /regional/ national authorities	From commencement of operation phase and on going	PUC Pirot	Mass media PUC Pirot official website Municipalities websites	As envisaged by national law

3 GRIEVANCE REDRESS MECHANISM

Since in SEP there is already developed grievance mechanism, during the continuation of RMWP same mechanism should be used. Special focus should be put on informing general public of existence of this mechanism through PUC Pirot official website, as well as websites of other 3 municipalities.

During the construction and operation anyone can raise a grievance with PUC Pirot. All grievances should be based on written forms (Annex I), which can be filled in by any affected person or organization and submitted to PUC Pirot. The PUC Pirot will look into all grievances officially received and within 15 days inform the author about taken actions. The acknowledgement will specify a contact person, their reference indicator and an anticipated target date for resolution.

In case when grievance is not connected to the PUCs activity, grievant will receive explanation in written form and grievance will not be further processed.

In all other cases the PUC will investigate whether they have failed to work to the intended standard and, if they have, identify measures which may be taken to prevent further occurrences. Upon resolution if the grievant considers the grievance to be satisfactorily resolved the PUC would appreciate sharing that with him/her by signing a Statement of Satisfaction.

The grievance mechanism will be made public throughout the public consultation process, and will be maintained during preparation, construction and operation activities. Grievances will be monitored by Director of PUC Pirot Nebojša Ivanov.

The PUC Pirot may contact the grievant at a later stage to ensure that its activities continue to pose no further problems.

The grievance can be submitted in several ways:

- Send a completed Grievance Form (see appendix) to the address on the back of the form,
- Contact the PUC Director Nebojša Ivanov,
- Send an email to the indicated address: deponijapirot@gmail.com,
- Call the PUC Pirot directly, on a confidential phone line at +381 63 459 596,
- It is also possible to leave a completed Grievance Form in the PUC Mailbox.

As described above grievance process has several steps:

1. Receive a complaint,
2. Grievance acknowledgement,
3. Investigation of cause of grievance,
4. Resolution of grievance,
5. Follow up, if needed.

PUC Pirot will put special focus on the confidentiality and anonymity of the grievant and will not disclose it without consent. The exception will be only situations when it's not possible to approach the matter without revealing the grievant identity. However, even in those cases persons responsible for resolving the problem, will in cooperation with the grievant discuss how that should proceed.

PUC Pirot doesn't encourage anonymous grievance, because it makes it more difficult to look into the matter, to protect the grievant position or to give feedback. In case when grievant insists on raising a concern anonymously, he will need to provide sufficient facts and data to enable the investigative team to look into the matter without his assistance.

4 MONITORING AND REPORTING ACTIVITIES FOR THE STAKEHOLDER ENGAGEMENT PROCESS

Monitoring and reporting activities of implementation of stakeholder engagement plan need to be developed in annual plan of PUC Pirot as well as report for previous year. Monitoring and report matrix need to have indicators that will allow accurate and easy monitoring and reporting. Main purpose of the reporting material is to know level of implementation of the project activities and level of influence and participation of different stakeholders.

- SEP should be presented and available for the public to comment at official website of PUC Pirot,
- All activities foreseen in the plan need to be scheduled and communicated,
- The minutes of consultation meetings are collected and registered in the official evidence,
- Grievances are logged and tracked through to resolution within a timeframe of 15 working days from confirmation of receipt (noted in updated Grievance Logbook),
- Semi-annual Grievance Report to be prepared and made publicly available,
- Contractors and subcontractors and associate's include parts obliging them to adopt SEP requirements, as appropriate.

5 ANNEX I - PUC PIROT PUBLIC GRIEVANCE FORM

Table 7 Public grievance form

Pirot Reference No:	
Full Name	
Contact Information	By Post: Please provide your mailing address:
Please mark how you wish to be contacted (mail, telephone, e-mail).	By Telephone:
Preferred Language for communication	By E-mail:
	Serbian
	English
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date of Incident/Grievance	One time incident/grievance (date) Happened more than once (how many times?) On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Signature:

Date:



Consultant:

ENVICO d.o.o. Beograd
Vardarska 19/IV
11000 Belgrade, Serbia
Tel: +381 11 64 17 257

Client:

EBRD and AFD