

# KOSOVO REGIONAL AND LOCAL ROADS ENVIRONMENTAL AND SOCIAL ASSESSMENT

## Stakeholder Engagement Plan



Republic of Kosovo  
Ministry of Infrastructure

Final  
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# KOSOVO REGIONAL AND LOCAL ROADS ENVIRONMENTAL AND SOCIAL ASSESSMENT

## Stakeholder Engagement Plan

**Project:** Kosovo Regional and Local Roads – Environmental and Social Assessment  
**Report:** Stakeholder Engagement Plan  
**Prepared by:** Ministry of Infrastructure  
**Financed by:** European Bank for Reconstruction and Development  
**Consultant:** Enova d.o.o. Sarajevo

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## 1 INTRODUCTION

### 1.1 Description and Context of the Proposed Project

The European Bank for Reconstruction and Development (EBRD) is considering providing financing to the Government of Kosovo in support of national road improvement works within the “Kosovo – Regional and Local Roads Project” (the Project).

The Project involves:

- **reconstruction of the pavement to single carriageway two lane road section: National Road N 25 - section Klllokot - Gjilan** in the total length of 12 km, starting at intersection from Klllokot to National Road N 25 - 3 and ending at Gjiljan bypass;
- **widening to four lanes the entry/exit roads in the Municipalities of Gjilan, Ferizaj, and Prizren.** These sections are considered priority projects under the *Multimodal Transport Strategy (2012-2021)* and *Action Plan (2012-2016)* of Kosovo.
  - The **N25-2 section Giljan access road** is the main entrance road to the Municipality of Gjilan from the direction of the country capital, Pristina and the fastest connection to the A1 motorway in Republic of Serbia. This section is a branch of the core national and regional network of Kosovo roads.
  - The **N2 section Ferizaj access road** is the fastest connection from the direction of the country capital, Pristina via the Municipality of Ferizaj to Skopje in Macedonia. This is to be a transit road for the future Pristina – Skopje motorway R6, currently under construction, with an expected completion by 2018.
  - The **R107 section Prizren access road** is a significant access road to Prizren Municipality from the direction of Gjakove, acting as an important link between the main cities in Kosovo.

More detailed information on the Project scope and benefits, the anticipated environmental and social impacts, and planned mitigation and monitoring measures is available in the Non-technical Summary publicly disclosed in the framework of the Project as part of the disclosure package.

### 1.2 Objective and Scope of the Document

This Stakeholder Engagement Plan (SEP) was prepared by the Ministry of Infrastructure of Kosovo (the Ministry) as the Project implementation agency, in order to clearly communicate to all interested parties the stakeholder engagement program which is to be implemented throughout the entire Project cycle.

The objective of this SEP is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for all stakeholders to express their opinions and concerns that may influence Project decisions.

This SEP will be updated on a regular basis to reflect Project progress, in particular the planned works schedule.

## 2 REGULATORY REQUIREMENTS

### 2.1 Kosovo Legislation

The *Constitution of the Republic of Kosovo*, Article 41, stipulates that every person enjoys the right of access to public documents, except for information that is limited by law due to privacy, business trade secrets or security classification. This foundation has led to the promulgation of the *Law on Access to Public Documents No.03/L-215*<sup>1</sup> (hereinafter referred to as: LAPD), which guarantees the right of every natural and legal person to have access, without discrimination on any grounds, following a prior application, to official documents maintained, drawn or received by the public institutions. Exceptionally, access to information may be limited under certain circumstances, by establishing an exception in each separate case, solely in the manner, situation and under the conditions defined by the LAPD (such as the protection of national security, defence and international relations, public security, privacy, commercial and other economic interests, etc.). The procedure of obtaining information under this Law is described in more detail in this SEP under 5.7 *Formal Request for Information*.

In addition, the applicable environmental legislation in Kosovo, specifically the *Law on Environmental Protection No. 03/L-025*<sup>2</sup> provides the obligation of the central and local institutions and all other authorized organizations to regularly, timely and objectively inform the public on the environmental status, environmental quality and emission, warning measures, and pollution which may pose threat to human life and health, while on the other side ensuring the participation of public in the decision making processes (by submitting opinions, comments and suggestions to competent authorities during public hearings) and granting the right of public to access the registers or records containing relevant environmental data.

The *Law on Environmental Impact Assessment No. 03/L-214*<sup>3</sup> regulates the Environmental Impact Assessment (EIA) procedure, including the obligation of authorities to hold public hearings for projects that require an EIA. This Law provides that projects listed in its annex 1 (specifically, widening/construction of an existing road of 5 km or more in continuous length) must be subject to the EIA procedure<sup>4</sup>, whereas projects with parameters below this threshold (listed in annex 2) must be reviewed by the Kosovo Ministry of Environment and Spatial Planning on a case-by-case basis to decide whether they will be subject to the EIA procedure<sup>5</sup>. The review is carried out based on the criteria set in the annex 3 of the Law. Furthermore, according to annexes 1 and 2 of the Law, an EIA or the issuance of an environmental consent are not required for road improvements (surface rehabilitation within existing alignment)<sup>6</sup>.

In view of the fact that Project implementation requires land acquisition, it should be noted that the *Law on Expropriation of Immovable Property No. 03/L-139*<sup>7</sup> which regulates land acquisition and resettlement in Kosovo also includes provisions on the communication and information procedure during land acquisition. According to this Law, the expropriating authority is required, within 10 business days after the adoption of

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<sup>1</sup> Official Gazette of the Republic of Kosovo, Year V/No. 88/25, November 2010

<sup>2</sup> Official Gazette of the Republic of Kosovo, Year IV/No. 50/06, April 2009

<sup>3</sup> Official Gazette of the Republic of Kosovo, Year V/No. 83/29, October 2010

<sup>4</sup> This applies to the Ferizaj access road

<sup>5</sup> This applies to the Gjilan and Prizren access roads

<sup>6</sup> This applies to the rehabilitation of the single carriageway two lane National Road N 25-3, section Kllokot – Gjilan (12 km)

<sup>7</sup> Dated 23 April 2009, and amended by the *Law on Expropriation of Immovable Property No. 03/L-205* (Official Gazette of the Republic of Kosovo, Year V/No. 91/10, December 2010)

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the decision on approval of the application for expropriation, to send all the necessary documents and information to the identified property right holders. The decision on approval is published in the Official Gazette, and in daily newspapers, followed by a 10-day period during which stakeholders may submit written comments to the expropriating authority. The expropriating authority is required to hold a public hearing within 15 days in each municipality where the properties subject to expropriation are located.

## 2.2 EBRD Policies

The provisions of EBRD's Environmental and Social Policy (2014)<sup>8</sup> (ESP) and Public Information Policy (2014)<sup>9</sup> (PIP) for public consultations and access to information have fully been taken into account in preparation of this SEP.

- *EBRD's Environmental and Social Policy (2014)*

EBRD has adopted a comprehensive set of specific Performance Requirements (PRs) that projects are expected to meet. EBRD's *PR 10: Information Disclosure and Stakeholder Engagement* recognises the importance of an open and transparent engagement between the client, its workers, local communities directly affected by the project and other stakeholders as an essential element of good international practice and corporate citizenship. Stakeholder engagement involves stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, consultation and participation, grievance mechanism, and ongoing reporting to relevant stakeholders.

- *EBRD's Public Information Policy (2014)*

EBRD's PIP sets out how EBRD discloses information and consults with its stakeholders so as to promote better awareness and understanding of its strategies, policies and operations. The project documentation will be enclosed for public on the EBRD website in accordance with this Policy.

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<sup>8</sup> Available at: <http://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

<sup>9</sup> Available at: <http://www.ebrd.com/what-we-do/strategies-and-policies/public-information-policy.html>

### 3 PREVIOUS STAKEHOLDER ENGAGEMENT

During the preparatory phase for the Project, the Kosovo Ministry of Infrastructure initiated consultations with the Municipalities involved in the Project (Municipalities of Ferizaj, Gjilan, Prizren, Klllokot, and Partesh) to determine the priority actions for road rehabilitation and widening.

During the last ten years, the involved Municipalities have undertaken actions to identify the relevant stakeholder groups and provide information within the Project area on a continuous basis, through various forms of formal and informal meetings between Municipal Mayors and local communities, as well as public meetings for the purpose of discussing various issues of significance to local communities, as it was recognized that the Project will contribute to enabling better living conditions to local communities.

Public hearings with local communities were held during the process of adoption of the Municipal Development Plan, Urban Development Plan and Urban Regulatory Plans for the Municipalities of Ferizaj, Gjilan, and Prizren, in line with the requirements of spatial planning legislation in Kosovo<sup>10</sup>.

**Table 1:** Planning Documentation Developed for the Project Areas

Road section	Planning documentation developed for Project area
<b>M25-2 section Giljan access road</b>	<ul style="list-style-type: none"> <li>• Municipal Development Plan of Gjilan (2008)</li> <li>• Urban Development Plan of Gjilan</li> </ul>
<b>M2 section Ferizaj access road</b>	<ul style="list-style-type: none"> <li>• Municipal Development Plan of Ferizaj (2011)</li> <li>• Urban Development Plan of Ferizaj</li> <li>• Urban Regulatory Plans for the M2 road</li> <li>• Strategic Environmental Assessment for the area of Ferizaj</li> </ul>
<b>R107 section Prizren access road</b>	<ul style="list-style-type: none"> <li>• Municipal Development Plan Prizren (2011)</li> <li>• Urban Development Plan Prizren (2011)</li> <li>• Urban Regulatory Plans for the Business Park Zone (2011)</li> <li>• Draft Social Environmental Assessment for the Business Park Zone (2011)</li> <li>• Prizren Municipal Development Plan 2025: Strategic Environmental Assessment (SEA) Report (draft) (2015)</li> </ul>
<b>National Road M 25-3 section Klllokot - Gjilan</b>	<ul style="list-style-type: none"> <li>• Draft Report on Environmental Assessment Impact for widening the road M25-3, Gjilan – Prishtina (2015)</li> <li>• Municipal Development Plan of Gjilan (2008)</li> <li>• Urban Development Plan of Gjilan</li> </ul>

With the exception of the described public hearings and other forms of communication, no consultations with local communities relating to the Project and the wider public were held.

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<sup>10</sup> Law on Spatial Planning No. 04/L-174, Official Gazette of the Republic of Kosovo, No. 30/23, August 2013

## 4 PROJECT STAKEHOLDERS

Project stakeholders have been identified in order to address the consultation requirements. These stakeholders need to be informed about the Project activities and consulted throughout the entire Project cycle. They include persons or groups that are:

- directly and/or indirectly affected by the Project;
- have certain interests in the Project and its activities;
- have the ability to affect the Project itself and its final outcome.

Particular attention will be paid to Project Affected People (“PAP”) and vulnerable groups. Vulnerable groups may need to be informed and consulted in a specific manner, suited to their needs and vulnerability status.

**Table 2: Identified Project Stakeholders**

No.	Identified Stakeholder Group	Definition of Stakeholders
1.	<b>Project Affected People<sup>11</sup></b>	Individuals, households and businesses, owners or users, who will be affected by land acquisition and/or land use (permanent/temporary) related to Project activities
2.	<b>Local residents and businesses in the Project area</b>	Local communities, residents and businesses located in the proximity of the road sections to be widened/constructed which will be affected by Project activities (access restrictions and/or disturbances due to construction works)
3.	<b>Users of access roads</b>	Population using the roads, who may be directly or indirectly affected by Project activities
4.	<b>Affected vulnerable groups<sup>12</sup></b>	Vulnerable groups refers to people who, by virtue of gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status may be more adversely affected by Project impacts than others and who may be limited in their ability to claim or take advantage of project benefits: <ul style="list-style-type: none"> <li>▪ Elderly and ill;</li> <li>▪ People with special needs;</li> <li>▪ Households with very low or no income, particularly those who depend on public transportation;</li> <li>▪ <b>Elementary and high school children inhabiting the vicinity of road construction sites or passing the construction sites on a daily basis.</b></li> </ul>
	<b>Government authorities within the Project area, relevant ministries and public institutions:</b> <ul style="list-style-type: none"> <li>▪ Ministry of Infrastructure</li> <li>▪ Ministry of Finance</li> <li>▪ Ministry of Environment and Spatial Planning</li> <li>▪ Kosovo Agency for Environment Protection</li> <li>▪ Executive Agency of Labour Inspectorate</li> <li>▪ Municipality of Ferizaj</li> <li>▪ Municipality of Gjilan</li> <li>▪ Municipality of Prizren</li> </ul>	Institutions directly involved in Project implementation and <i>stakeholders</i> with specific interests in the Project, who also have the ability to affect the design and final outcome of the Project

<sup>11</sup> The precise number of people affected by land acquisition activities for the needs of the Project will be known after the expropriation studies are prepared.

<sup>12</sup> During field visits to the Project area conducted during the development of this SEP, no particular vulnerable groups were identified; however, since a census or socio-economic survey was not conducted in this phase of the Project, such potential groups have nevertheless been included in the list of stakeholders.



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No.	Identified Stakeholder Group	Definition of Stakeholders
	<ul style="list-style-type: none"> <li>▪ Municipality of Klllokot</li> <li>▪ Municipality of Partesh</li> <li>▪ Kosovo Police</li> </ul>	
5.	<b>Interested NGOs at local and national level</b>	Non-governmental organizations (NGOs) in various field of activities, and other civil society organizations demonstrating an interest for the Project and/or possessing the ability to influence the Project <sup>13</sup>
6.	<b>Employees and workers</b> <ul style="list-style-type: none"> <li>▪ Employees and workers of the Ministry (266 employees as of November 2015)</li> <li>▪ Civil Servants Union of the Ministry of Infrastructure operating under the umbrella of the Federation of Civil Servants Trade Unions of the Republic of Kosovo</li> <li>▪ Construction workers, temporary workers, subcontractors and companies contracted to monitor and supervise the works</li> </ul>	Stakeholders of high significance for the Project's success who are directly or indirectly in charge for Project planning and implementation

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<sup>13</sup> No NGOs have expressed a particular interest in the Project to date.

## 5 STAKEHOLDER ENGAGEMENT PROGRAM

In order to adequately respond to the needs of different groups, communication and information channels have been designed for all identified stakeholders in accordance with their needs.

### 5.1 Purpose and Responsibility for SEP Implementation

The Ministry recognizes that meaningful engagement with local communities, Project Affected People (PAP) and other stakeholders will ensure the success of the Project. The engagement process will be used to obtain comments and suggestions for the development of the Project, which may enhance the Project design and lead to extended local benefits. In order to ensure an adequate and timely consultation process, **the Ministry has established a Project Implementation Unit (“PIU”) consisting of representatives of the Ministry and supported by Technical Cooperation Consultant, that will be responsible for the implementation of the SEP**, including communicating with Municipalities, the affected local communities and PAP.

Furthermore, all contractors in charge of carrying out specific Project activities will be required to implement the SEP. The provisions of SEP implementation, including the grievance mechanism, entrusted to contractors will be laid out in the tender documentation and contracts signed with the contractors.

### 5.2 Available Communication Tools

The Ministry and the involved Municipalities use the following channels for regular and direct communication with stakeholders:

- Official website of the Ministry (<http://mi-ks.net/>)
- Official website of the Municipality of Ferizaj (<https://kk.rks-gov.net/ferizaj/>)
- Official website of the Municipality of Gjilan (<https://kk.rks-gov.net/gjilan/>)
- Official website of the Municipality of Prizren (<https://kk.rks-gov.net/prizren/>)
- Official websites of the Municipality of Klllokot (<https://kk.rks-gov.net/klllokoti/>)
- Official websites of the Municipality of Partesh (<https://kk.rks-gov.net/partesh/>)
- Telephone, mail, fax or e-mail inquiries to the Public Information Office within the Ministry of Infrastructure
- Public announcements communicated to the media (local radio and television stations, daily newspapers)

### 5.3 Planned Disclosure of Information

The Ministry intends to disclose the following documentation and information regarding the Project:

- This Stakeholder Engagement Plan (SEP);
- Project description and updates regarding the implementation progress of the Project;
- Information on community health and safety risks and impacts (including any expected road access restrictions and construction works) and proposed mitigation measures;
- Non-technical Summary (NTS) of the Project;
- Land Acquisition Framework (LAF);
- Summary of conclusions from the consultative meetings and public discussions held;
- Grievance form and information request form.

**The documents will be available in Albanian and Serbian (as well as English where available) immediately upon the commencement of the Project on the websites of the Ministry and the involved Municipalities, as well as in printed copies in the Ministry’s premises at the address:**

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MINISTRY OF INFRASTRUCTURE

Address: Ex-Germia Building,  
10000, Prishtina,  
Republic of Kosovo

These documents and information will remain in the public domain for the entire duration of the Project.

#### 5.4 Planned Information and Communication Tools

The **Ministry, together with the involved Municipalities, will carry out public consultations and information dissemination** that will reflect main issues of relevance to the Project. All interested stakeholders will be timely informed about the Project's scope and contacts for further information inquiries, as well as the availability of Project documentation, through the websites of the Ministry and the involved Municipalities, as well as through announcements in the local daily media (newspapers, TV or radio). **Special attention will be given to the adequate use of official languages in Kosovo.**

**Information on the extent, timing and duration of planned construction works, and any expected disruptions and inconveniences will be publicly disclosed** through:

- the websites of the Ministry and the involved Municipalities;
- local media (newspapers, TV or radio).

**Households and businesses directly affected by land acquisition and temporary occupation of land will be individually visited and also informed in writing about the impacts of the Project on their property,** particularly the precise road route with regards to each land plot.

**Residents and business in the Project area directly affected by any road closures and disruptions in access to their properties will be informed through letters / leaflets** about the duration, timing and extent of planned works.

**Access to information for vulnerable groups will be facilitated by the PIU,** as appropriate for each person/household according to their specific needs and/or situation, in cooperation with Municipal departments for social affairs.

The **Ministry, together with the relevant Municipalities, will schedule and hold regular meetings with the representatives of different stakeholder groups,** as follows:

- **public consultative meetings** are foreseen to take place at least once prior to the commencement of the construction works, and at least once during the construction works. Such meetings are aimed at providing regular gatherings of all stakeholders and are open for all interested parties. During these meetings, the Ministry will present the Project footprint, the expected impacts and the planned mitigation measures. The participants will be able to present their opinions and remarks with regards to the Project, as well as to suggest possible solutions of the issues raised, which will be documented and addressed appropriately in monitoring reports for grievances received and follow up action taken to be prepared by the Ministry. If necessary, separate meetings will be held to ensure that stakeholder engagement is gender responsive.
- **Local community consultative meetings** are aimed at engaging individuals, households and businesses affected by the construction activities into the consultation process, and will be organized on a needs basis in local communities.
- **Individual consultative meetings** are aimed at engaging individual stakeholder groups regarding specific issues, and will be organized on a needs basis. This type of meetings can be initiated by the Ministry, or by any identified stakeholder groups.

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- **Public hearings** will be held as required by the local legislation to consult the public with regards to the contents of the EIA and land acquisition and other documents, as described in earlier sections of this document.

**Table 3: Stakeholder Communication Tools**

Stakeholder	Relevant issues	Communication / proposed media
<b>Project Affected People</b>	Providing timely information on land acquisition activities	<ul style="list-style-type: none"> <li>▪ Individual consultative meetings to discuss Project impacts</li> <li>▪ Disclosure of information through the websites of the Ministry and involved Municipalities and daily media</li> </ul>
<b>Local residents and businesses in the Project area</b>	Providing timely information on construction activities, potential traffic delays, road closures and access restrictions	<ul style="list-style-type: none"> <li>▪ Delivering letters / leaflets with information about the duration, timing and extent of planned works to residents/businesses directly affected by any road closures and disruptions in access to their properties</li> <li>▪ Public and local community consultative meetings to discuss Project impacts at relevant Municipalities</li> <li>▪ Disclosure of information through the websites of the Ministry and involved Municipalities, and daily media</li> </ul>
<b>Users of roads covered by the Project</b>	Providing timely information on construction / reconstruction activities	<ul style="list-style-type: none"> <li>▪ Disclosure of information through the websites of the Ministry and involved Municipalities and daily media</li> <li>▪ Public consultative meetings at relevant Municipalities</li> </ul>
<b>Affected vulnerable groups</b> (especially if they are affected by land acquisition or involuntary resettlement)	<p>Providing timely information on expropriation activities</p> <p>Assistance in interpreting and understanding the submitted information</p>	<ul style="list-style-type: none"> <li>▪ Public consultative meetings to discuss Project impacts at relevant Municipalities (including local schools, where elementary and high school children are recognised as affected vulnerable groups)</li> <li>▪ Individual meetings as necessary to provide information and assistance in understanding the provided information and submitted documentation</li> </ul>
<b>Government authorities within the Project area, relevant ministries and public institutions:</b> <ul style="list-style-type: none"> <li>▪ Ministry of Infrastructure</li> <li>▪ Ministry of Finance</li> <li>▪ Ministry of Environment and Spatial Planning</li> <li>▪ Kosovo Agency for Environment Protection</li> <li>▪ Executive Agency of Labour Inspectorate</li> <li>▪ Municipality of Ferizaj</li> <li>▪ Municipality of Gjilan</li> <li>▪ Municipality of Prizren</li> <li>▪ Municipality of Klllokot</li> <li>▪ Municipality of Partesh</li> <li>▪ Kosovo Police</li> </ul>	<p>Providing timely information on planned road construction and expansion works, consultations regarding the prepared plans and documentation</p> <p>Consultations with relevant government authorities concerning the Project activities undertaken by the Ministry</p>	<ul style="list-style-type: none"> <li>▪ Regular contacts through internal communication channels such as contacts and meetings with the representatives of the Municipalities, including Mayors, Deputy Mayors coming from minority communities, Cadastral and Urbanism Departments, Public Service Departments, Local Community and Returns Offices, Human Rights Offices, Information Offices, etc.</li> </ul>
<b>Interested NGOs on national and local level</b>	Providing timely information, communication and consultation, grievance management	<ul style="list-style-type: none"> <li>▪ Disclosure of information through the websites of the Ministry and involved Municipalities, and daily media</li> <li>▪ Public consultative meetings and consultative meetings as necessary</li> </ul>
<b>Employees and workers of the Ministry</b> <ul style="list-style-type: none"> <li>▪ Employees and workers of the Ministry;</li> <li>▪ Civil Servants Union of the Ministry of Infrastructure operating under the umbrella of the Federation of Civil Servants Trade Unions of the</li> </ul>	Providing timely information about the Project	<ul style="list-style-type: none"> <li>▪ Ministry's internal bulletin board</li> <li>▪ Trainings as necessary</li> </ul>

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Stakeholder	Relevant issues	Communication / proposed media
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Construction workers, subcontractors or companies contracted for monitoring and supervision of works	Grievance procedure, code of conduct and work safety and health regulations, environmental protection requirements	<ul style="list-style-type: none"> <li>▪ Information in contracts</li> <li>▪ Communication via PIU and other supervising engineers</li> <li>▪ Training as necessary</li> </ul>

### 5.5 Timetable

The first public consultative meeting will be organized during the tender stage and following the contracting of the above mentioned Technical Cooperation Consultant. The timetable and the venue designated for public consultative meetings will be precisely defined by the Ministry after the Project's start date is determined. **The first public meeting will be organized within one month after the official Project start date.** All stakeholders will be informed about the exact date, time and venue where a consultative meeting will be held, at least 7 days in advance, through disclosure through the websites of the Ministry and the involved Municipalities, as well as daily newspapers/ radio/ television stations.

**All information on the Project that will be made available to the public, and set out in SEP, will be disclosed to the public prior to the first public meeting.**

### 5.6 Information Provided by Contractors

During the construction works, **the contractors will submit monthly information to the Ministry regarding the progress of works.** The schedule of works and potential amendments to the schedule of works will also be submitted approximately 2 weeks prior to the commencement of construction works to Municipal authorities. The schedules will provide information on the commencement and finalization of the works, which may impact the affected groups (such as changes in the transport/ water/ electricity supply regime, and access, noise and dust due to construction works). The Ministry in Cooperation with Municipalities will be responsible for timely informing the public about planned construction works in line with the updates from the Contractor. The Contractors are obliged to develop project specific engagement plan, including a grievance mechanism for public, as part of the Construction Environmental and Social Management & Monitoring Plan and implement it in relations to the works they are contracted to deliver.

### 5.7 Formal Request for Information

**In case the Ministry receives a formal request for access to information, it will apply the provisions and procedures set out by the *Law on Access to Public Documents No. 03/L-215*<sup>14</sup>** described in more detail under Chapter 2: Regulatory Requirements. All applications/requests for access to documents shall be addressed to the Ministry's *Public Information Office*, set up in accordance with the Law. In case this Office does not have the information requested or access to such information, it is required, within 5 calendar days of receipt, to forward the request to the competent organization, and notify the requester about the undertaken measure. Public authorities are required to provide a response to the applicant within 7 days, either granting access to the requested documents or notifying the applicant of the reasons for total or partial refusal. In case of total or partial refusal, the applicant is entitled, within 15 days, to submit a new application for review of the issue.

In case of dissatisfaction with the decision of the public authority, **applicants are entitled to address the Ombudsperson Institution**<sup>15</sup> - **an independent authority** with a designated official responsible for providing

<sup>14</sup> Official Gazette of the Republic of Kosovo, Year V/No. 88/25, November 2010

<sup>15</sup> The Constitution Kosovo sets forth the role and competencies of the Ombudsperson which include monitoring and protection of human rights and freedoms of legal and natural persons from unlawful and irregular actions or inactions of public authorities. The Ombudsperson conducts investigations, issues recommendations, publishes reports, and provides services free of charge and public advocacy to all citizens of Kosovo.

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free assistance to citizens in gaining access to the necessary documents being refused to them. The Ombudsperson Institution has its headquarters in Prishtina, and regional offices in representative offices in Prizren, Gjilan, Pejë, Mitrovicë, Ferizaj, Gjakovë and Graçanicë.

**Contact information:**

*Main Office in Prishtina*

Free calls for applicants: 0800 15555

**Tel:** +381 (0) 38 223 782; +381 (0) 38 223 783 or +381 (0) 38 223 784; +381 (0) 38 223 789

**Fax:** +381 (0) 38 223 790

**E-mail address:**

info@ombudspersonkosovo.org

**Address:**

Ombudsperson Institution

"Sunny Hill" neighbourhood, Str. "Enver Maloku", no. 28

10000 Pristina, KOSOVO

**Website:**

[www.ombudspersonkosovo.org](http://www.ombudspersonkosovo.org) (accessible in Albanian, Serbian, Turkish and English)

## 6 GRIEVANCE MECHANISM

The Ministry will establish a registry of grievances. Any comments or concerns can be brought to the attention of the Ministry or the Contractor verbally or in writing (by post or e-mail) or by filling in a grievance form (see Appendix 2), without any costs incurred to the complainant. All grievances will be recorded in the registry and assigned a number, and acknowledged within 7 calendar days.

Each grievance will be recorded in the registry with the following information:

- description of grievance,
- date of receipt acknowledgement returned to the complainant,
- description of actions taken (investigation, corrective measures), and
- date of resolution and closure / provision of feedback to the complainant.

The Ministry will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the Ministry is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 30 calendar days upon the acknowledgement of grievance.

If the Ministry is not able to address the particular issue raised through the grievance mechanism or if action is not required, it will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person/ organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

At all times, complainants may seek other legal remedies in accordance with the legal framework of Kosovo.

A separate grievance mechanism is available for workers.

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**Contact information for enquiries and grievances:**

Attention: Head of PIU – Mr. Rame Qupeva,  
Ministry of Infrastructure  
Address: Ex-Germia Building,  
10000, Prishtina,  
Republic of Kosovo  
E-mail: mi.info@rks-gov.net  
Tel/fax: +381 (0)38 211 494  
Tel.: +381 (0)38 200 28 ext. 505

**Contact information for enquiries:**

Public Information Office:

Tel/fax.: +381 (0)38 200 28 ext. 507  
Tel/fax.: +381 (0)38 200 28 ext. 041  
Tel/fax.: +381 (0)38 200 28 ext. 048

## 7 MONITORING AND REPORTING

The **results of the stakeholder engagement process will be included in the monitoring reports to be prepared by the Ministry**. The first report will be produced 3 months after the beginning of the Project, and will continue on a quarterly basis. The reports will be made public on the website of the Ministry, with the following information:

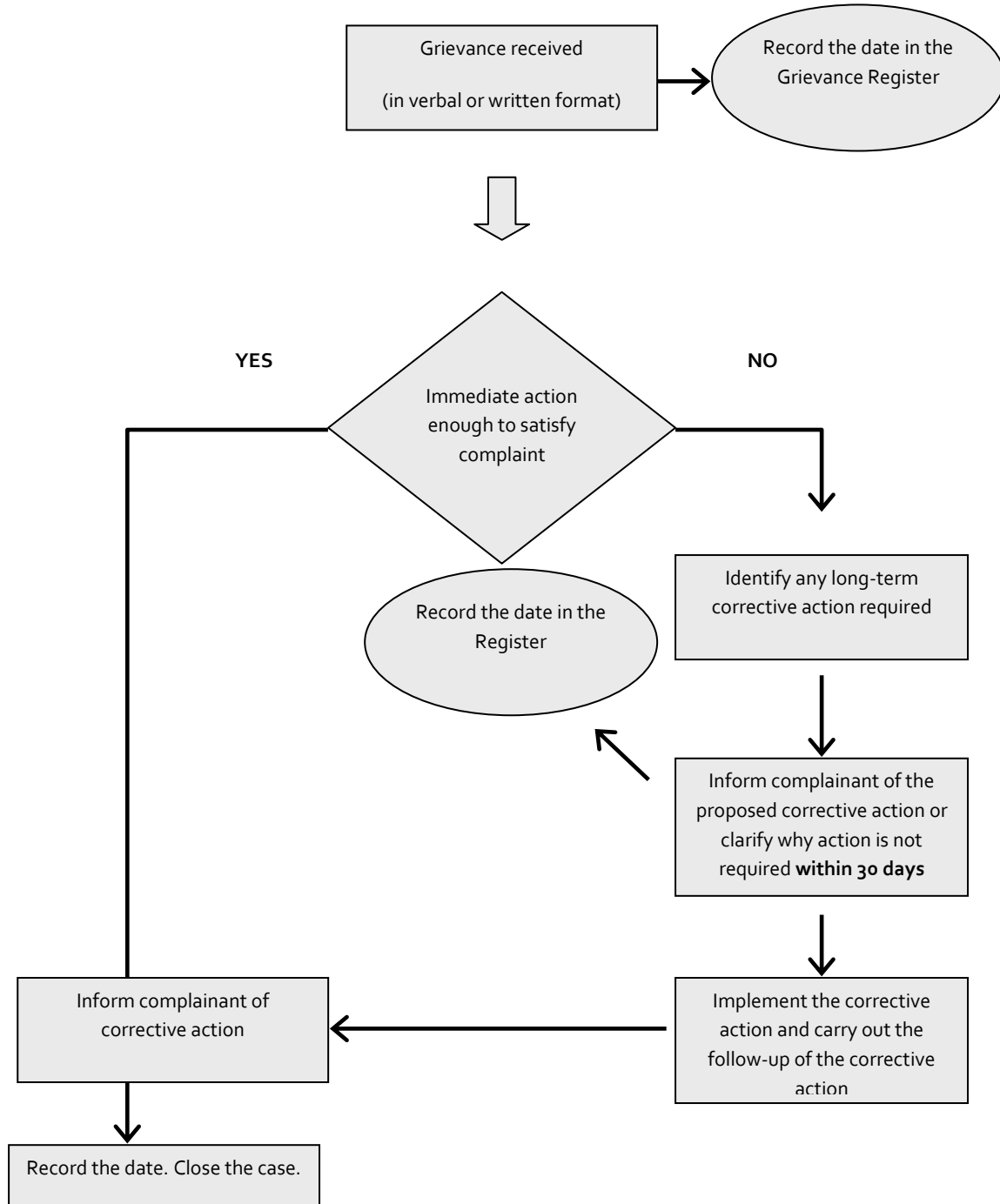
- Place and time of carried out consultative meetings (including other types of engagement activities) with information on the participants;
- Issues and concerns raised during consultative meetings and information on how the issues raised during the meetings were taken into consideration by the Ministry, including the implemented corrective measures meant to address the grievances;
- Number and types of grievances raised in the reporting period, with indication of opened, resolved and closed grievances.

In addition, the **Ministry will submit Annual Environmental and Social Reports to EBRD** summarising environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism.

The **Ministry's Project Implementation Unit will be responsible for monitoring** all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to EBRD.

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Appendix 1: Flowchart for Processing Grievances





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Appendix 2: Public Grievance Form

<b>Reference number:</b>	
<b>Full name (optional)</b>	
<b>Contact information</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____ <input type="checkbox"/> <b>By Telephone:</b> _____ <input type="checkbox"/> <b>By E-mail</b>
<b>Preferred language of communication</b>	<input type="checkbox"/> <b>Albanian</b> <input type="checkbox"/> <b>Serbian</b> <input type="checkbox"/> <b>English (if possible)</b>
<b>Description of Incident for Grievance</b>	
<b>Description of Incident for Grievance</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of Incident / Grievance</b>	<input type="checkbox"/> <b>One-time incident/grievance (date _____)</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen?</b>	

Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

**Please return this form to:**  
**PROJECT IMPLEMENTATION UNIT - MINISTRY OF INFRASTRUCTURE**  
 Mr. Rame Qupeva  
 Address: Ex-Germia Building, 10000, Prishtina, Republic of Kosovo  
 E-mail: mi.info@rks-gov.net  
 Tel/ Fax: +381 (0) 38 211 494, Tel.: +381 (0) 38 200 28 ext. 505