REPUBLIC OF KOSOVO

Stakeholder Engagement Framework

for GREENING LAND Project
# Table of Contents

List of Abbreviations & Acronyms ........................................................................................................... 3  
1. Introduction/Project Description ........................................................................................................ 4  
2. Objectives and Scope of the Stakeholder Engagement Framework .................................................. 5  
3. Regulatory Requirements for Stakeholder Engagement .................................................................. 6  
   3.1. Kosovo National Legal Framework for Stakeholder Engagement ............................................. 6  
   3.2. World Bank Environmental and Social Standard on Stakeholder Engagement ..................... 7  
4. Brief Summary of Previous Stakeholder Engagement Activities ...................................................... 8  
5. Stakeholder identification and analysis ............................................................................................... 9  
   5.1. Stakeholder Identification ............................................................................................................. 9  
   5.2. Disadvantaged / vulnerable individuals or groups ....................................................................... 16  
6. Stakeholder Engagement Program ...................................................................................................... 16  
7. Resources and Responsibilities for implementing stakeholder engagement activities ................. 19  
8. Grievance Mechanism ....................................................................................................................... 20  
9. Monitoring and Reporting ................................................................................................................... 21  

APPENDICES .......................................................................................................................................... 23  

  Appendix 1: Project Grievance Form ..................................................................................................... 24  
  Appendix 2: Project Grievance Procedure ............................................................................................. 25  
  Appendix 3: Project Grievance Registry ................................................................................................. 26  
  Appendix 4: Contact Information of Identified Stakeholders ............................................................... 27  
  Appendix 5: Report on Documentation of Stakeholder Engagement Activity ..................................... 28  
  Appendix 6: Table of Content of Stakeholder Engagement Plan for Each Investment ..................... 29
## List of Abbreviations & Acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARDP</td>
<td>Agriculture and Rural Development Project</td>
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<tr>
<td>CSO</td>
<td>Civil Society Organization</td>
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<td>CERC</td>
<td>Contingency Emergency Response Component</td>
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<td>EIA</td>
<td>Environmental Impact Assessment</td>
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<tr>
<td>ESF</td>
<td>Environmental and Social Framework</td>
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<tr>
<td>ESIA</td>
<td>Environmental and Social Impact Assessment</td>
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<td>ESMF</td>
<td>Environmental and Social Management Framework</td>
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<td>ESS</td>
<td>Environmental and Social Standard</td>
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<tr>
<td>EU</td>
<td>European Union</td>
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<tr>
<td>IPA</td>
<td>Instrument for Pre-Accession Assistance</td>
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<tr>
<td>LAPD</td>
<td>Law on Access to Public Documents</td>
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<tr>
<td>MoIE</td>
<td>Ministry of Infrastructure and Environment</td>
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<tr>
<td>NGO</td>
<td>Non-governmental Organisation</td>
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<td>PMU</td>
<td>Project Management Unit</td>
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<tr>
<td>RPF</td>
<td>Resettlement Policy Framework</td>
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<tr>
<td>RWC</td>
<td>Regional Water Company</td>
</tr>
<tr>
<td>SEF</td>
<td>Stakeholder Engagement Framework</td>
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<td>SEP</td>
<td>Stakeholder Engagement Plan</td>
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<tr>
<td>SRBLM</td>
<td>Sustainable Risk Based Land Management</td>
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<td>WB</td>
<td>World Bank</td>
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</tbody>
</table>
1. Introduction/Project Description

The Government of Kosovo intends to receive a loan from the World Bank (WB) for implementation of the Greening Land Project (the Project,). The Project is to be implemented by the Project Management Unit within the Ministry of Infrastructure and Environment (MoIE).

The proposed project aims to support the country in developing and implementing a long-term action plan for contaminated land remediation and redevelopment in Kosovo. The project will contribute to implementation of the existing laws and regulations for environment protection and climate change adaptation and mitigation by addressing the constraints identified above. It will contribute to the improvement of contaminated land management to reduce associated health risks and realize economic, environmental and social values from land redevelopment, such as the creation of urban green spaces, commercial development, and renewable energy production that furthers the climate change mitigation ambitions of Kosovo. The project will provide support to the government in addressing the key constraints it has faced over the years in managing contaminated land. It will do so through: a) investments in select sites to demonstrate international good practices for contaminated land remediation and redevelopment and b) enabling activities at both the national and local levels for developing the necessary policy / regulatory and institutional framework, building capacity, addressing data / information gaps, and developing a long-term action plan for contaminated land remediation and redevelopment in the country. SRBLM will be the principal approach to be promoted through the proposed project.

The program design is as follows:

**Component 1: Demonstration of Sustainable Risk-based Contaminated Land Remediation and Redevelopment**

This component aims to demonstrate how contaminated land can be remediated and redeveloped in line with international good practices at 2 to 3 selected sites. To maximize sustainability, remediation and redevelopment options should be considered in an integrated manner early in the planning process, enabling best management practices of SRBLM to be implemented in the entire process. Early consideration of green and sustainable remediation opportunities and transparent mechanisms offers the greatest flexibility and likelihood for related practices to be incorporated throughout site investigation, remediation, and redevelopment. The regulatory initiatives on contaminated site management through Component 2 are envisaged to actively support site remediation and redevelopment that results in beneficial reuse such as commercial operations, industrial facilities, housing, greenspace, and renewable energy development. One site has been confirmed for remediation and redevelopment operations during project preparation. The other sites are to be confirmed during project implementation.

All activities within this component will consider site-specific climate change context as well as Kosovo’s priorities in mitigation and adaptation. International experience shows that climate change will affect remediation actions, and remediation techniques can be affected by climate change.

**Component 2: Developing Policy and Institutional Capacity for Contaminated Land Management**

This component aims to develop the policy and institutional capacity of the Government of Kosovo for SRBLM through a series of enabling technical assistance (TA) activities. According to lessons learnt
from clean-up projects in other countries, the set-up of a comprehensive policy framework and institutional management system takes years. Therefore, this component will focus on low-hanging fruits in terms of the policy and institutional set up with prioritized activities including contaminated sites survey and inventory, key legal instruments and technical guidelines development (including improvement of the existing land registry/information system), training and awareness raising activities, national planning for contaminated land management and reduction of industrial waste to prevent new land contamination. A comprehensive policy and institutional framework is expected to be developed as part of the next phase project. This component will support the following sub-components:

2. Objectives and Scope of the Stakeholder Engagement Framework

This Stakeholder Engagement Framework (SEF) was developed by the Ministry of Infrastructure and Environment the Republic of Kosovo in order to clearly communicate to all interested and affected parties of the stakeholder engagement framework which is to be implemented throughout the entire Project cycle, on national and local level.

Stakeholder Engagement process for Greening Land project is multidimensional. One dimension of the engagement is horizontal and on national level between state institutions and non-state institutions such as civic society, professional groups, academia, as well as settlement level representatives and local governments. The dimension of engagement in national level is related to Component 2 activities such as develop the policy and institutional capacity of the Government of Kosovo for SRBLM. The other dimension of stakeholder engagement is vertical, within a region/local government, and is relevant for the other activities of the Component 1 such as support to redevelopment plans after the environmental remediation.

The objective of this SEF 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 voice their opinions and concerns that may influence Project decisions. The purpose of the SEF is, therefore, to enhance stakeholder engagement throughout the life cycle of the Project (consequently, the sub-projects), and to carry out stakeholder engagement in line with the laws of Kosovo, as well as the requirements of WB.

This stakeholder engagement framework carries out identification and analysis of stakeholders, both Project Affected People (PAP) and Other Interested Parties (OIP), and propose how to engage them throughout project life and propose appropriate grievance mechanisms. Special attention is given to disadvantaged and vulnerable groups who are identified as those who live in respective local governments and are member of ethnic minorities such as RAE community, youth being NEET, women and the poorest segment of population.

Given that the exact level of detail for the scope of each activity is not yet available for this multidimensional project, in accordance with ESS10, a Stakeholder Engagement Framework is created in lieu of Stakeholder Engagement Plan. Proposal stakeholder engagement plan is prepared for specific remediation plan KEK site which will be used as practice for other sites for remediation to be determined during the project implementation.
This document serves as a Stakeholder Engagement Framework for the overall Greening Land Project activities, and it will guide the process of preparation of specific Stakeholder Engagement Plans for the separate Greening Land activities and investments (sub-projects). Separate and appropriate SEP will be developed for each of the planned activity/investment (sub-project) within Greening Land project. The nature, scope and frequency of stakeholder engagement for the separate activity/investment (sub-project), will be proportionate to the nature and scale of the sub-project and its potential risks and impacts. This SEF will be updated as necessary.

3. Regulatory Requirements for Stakeholder Engagement

3.1. Kosovo National Legal Framework for Stakeholder Engagement

The need for public disclosure and consultation activities, under national legislation, are set in the following relevant legislation:

- **Law on Environmental Protection**\(^2\) 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. It also ensures the participation of the public in the decision-making processes.

- **Law on Environmental Impact Assessment**\(^3\) regulates the Environmental Impact Assessment (EIA) procedure, including the obligation of authorities to hold public hearings for projects that require an EIA. EIA Law requires that Environmental Impact Assessment Report be subject to public debate, and that the results of these consultations have to be taken into consideration in reaching the decision on the environmental consent.

- **Administrative Instruction on information, public participation and interested parties in the environmental impact assessment procedures**\(^4\), sets the methods for notifying the interested public and enabling their participation throughout the EIA process.

Other relevant Laws which foresee disclosure of project information or support access to information, encompassing processes for raising grievances and appeals, are:

- **Article 41 of the Constitution of the Republic of Kosovo**, stipulates that every person enjoys the right to access public documents; the only restriction is set for the access to private information, business secrets and any protected and classified data.

- **Law on Access to Public Documents**\(^5\) (LAPD) 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. The grounds

\(^1\) Sub-projects will be selected hot spots for the remediation and redevelopment

\(^2\) No. 03/L-02526

\(^3\) No. 03/L-21437

\(^4\) No.09/11

\(^5\) No.03/L-21519
for limited access are translated from Art. 4 of the Constitution.

- In line with the Law on Spatial Planning, the public must also be informed and consulted throughout the process of development and adoption of urban and spatial planning documents.

Furthermore, The country is not acceded to the Aarhus Convention on Access to Information, Public Participation in Decision Making and Access to Justice in Environmental Matters. Hence, most of principles of the Convention have been implemented in the national legislation.

3.2. World Bank Environmental and Social Standard on Stakeholder Engagement

The World Bank’s Environmental and Social Framework (ESP) came into effect on October 1, 2018. The Environmental and Social Standard (ESS) 10 is on “Stakeholder Engagement and Information Disclosure”. The provisions of the Standards are to be read in conjunction with other applicable ESSs. The specific requirements set out by ESS10 are highlighted below:

- Borrowers will commence with stakeholder engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design and shall maintain such engagement throughout the Project cycle. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

- The process of stakeholder engagement will involve the following: (i) stakeholder identification and analysis; (ii) planning on ways to engage; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

- The Borrower will maintain and disclose a stakeholder engagement log as documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.”

As early as possible in the Project, before appraisal, the Borrower will develop and disclose a Stakeholder Engagement Plan proportionate to the nature and scale of the activity and/or investment (sub-project) and its potential risks. The SEP is a living document, potential changes are driven by any changes in the Project during its implementation. Should the project incur significant changes, such updates will be reflected in the SEP and the document will be redisclosed. According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

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6 No. 04/L-174
In certain circumstances, depending on the level of information available about the project (sub-projects), the SEP will take the format of a framework approach (SEF), outlining general principles and a collaborative strategy to identify stakeholders and plan for an engagement process in accordance with this ESS that will be implemented once the location is known.

For GREENING LAND PROJECT, information about the exact sub-component’s planned activities (services and/or works) or investments, their location and/or sub-projects’ footprint is not known, therefore it is necessary for each planned activity and/or investment (sub-project) to create separate SEP, proportionate to the nature and scale of the activity and/or investment (sub-project) and its potential risks.

4. Brief Summary of Previous Stakeholder Engagement Activities

There were numerous dialogues, in regards of GREENING LAND PROJECT, with governmental agencies, local self-government units and other relevant institutions operating on national, and local level.

The following table presents the stakeholder engagement activities held so far with reference to the overall GREENING LAND Project.

Table 1: Previous stakeholder engagement activities for GREENING LAND PROJECT

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Type of engagement</th>
<th>Present Stakeholders</th>
<th>Discussed issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple</td>
<td>Kosovo</td>
<td>Meetings, Direct communication, etc</td>
<td>Institutional Representatives</td>
<td>Development of Project Activities</td>
</tr>
<tr>
<td>n/a</td>
<td>Kosovo</td>
<td>Direct email and phone communication</td>
<td>Various</td>
<td>Project development</td>
</tr>
<tr>
<td>October 2019</td>
<td>Obiliq</td>
<td>Meeting</td>
<td>Local Government of Obiliq</td>
<td>Discussion about the plans of the local government on contaminated KEK land on their territory and the Land Fill</td>
</tr>
<tr>
<td>October 2019</td>
<td>Fushe Kosove</td>
<td>Meeting</td>
<td>Local Government of Fushe Kosove</td>
<td>Plans of local government with redevelopment of contaminated KEK site within their vicinity</td>
</tr>
<tr>
<td>January 2020</td>
<td>Prishtina</td>
<td>Direct communication, Meeting</td>
<td>KEK representatives, MoIE, ESIA Consultants</td>
<td>Discussion about EIA procedures, environmental consent and other related procedures for the project, according to Kosovo Legislation</td>
</tr>
<tr>
<td>January 2020</td>
<td>Obiliq</td>
<td>Site visit and direct group meeting</td>
<td>KEK representatives</td>
<td>Remediation activities of the site. ESIA preparation</td>
</tr>
<tr>
<td>January 2020</td>
<td>Prishtina</td>
<td>Direct group meeting</td>
<td>KFW, USAID, UNDP EU</td>
<td>Presentation of the project to donors</td>
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</table>
5. Stakeholder identification and analysis

5.1. Stakeholder Identification

Key stakeholders who are to be informed and consulted about the Project are:

A. Affected or likely to be affected by the project (*Project-affected parties*); and

B. May have an interest in the project (*Other interested parties*).

This project includes two different levels of the process of stakeholder identification and analysis. The first level refers to the overall Greening Land project, while the second level reaches each of the separate activity and/or investment (sub-project) planned within the sub-components of the project. The second level of Stakeholder identification and analysis should be conducted while comprising the separate SEPs that will be in strong interaction with their stakeholders from the sub-project redevelopment proposal phase, till comprehensive realization of the planned activity/investment (sub-project).

The following figure represents the stakeholders identified according to their power and interest for the overall GREENing Land project.
Figure 1 Identified FLOWS Stakeholders by Power/Interest Matrix

The following table presents the Stakeholder identification and analysis for the GREENin land project and objectives and means for their engagement and communication.

Table 2: Stakeholder Analysis and Communication Requirements for FLOWS project

<table>
<thead>
<tr>
<th>Identified stakeholder</th>
<th>Specific issues or interests</th>
<th>Communication and engagement objective</th>
<th>Communication and engagement methods</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project-affected parties</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identified stakeholder</td>
<td>Specific issues or interests</td>
<td>Communication and engagement objective</td>
<td>Communication and engagement methods</td>
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<tr>
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</tbody>
</table>
| Local population from the affected municipalities: Land owners, land users and users of natural resources  
- living in the project’s and or investment’s (sub-project’s) footprint or vicinity  
- whose property is affected with sub-project’s activities  
- whose daily life and livelihood are affected with project activities | - Economic or Physical Resettlement  
- Avoidance and/or minimisation of adverse Socio-economic impacts | - Providing timely information on the need for resettlement and alerting appropriate local social and other relevant local authorities  
- Providing timely information on the need for adapting to the temporary and new conditions of life resulting from (sub-) project’s activities | - Public consultation meeting, and individual meetings as necessary  
- Regular communication during the process of resettlement and monitoring after the compensation  
- Direct communication (interviews, presentations, meetings)  
- Information published on Bulletin boards  
- Press releases |
| Vulnerable groups:  
- RAE communities and other ethnic minorities  
- women  
- NEET youth  
- others who might be identified during project implementation | - Informing the vulnerable groups on planned project activities and investments  
- Inclusion of vulnerable groups into the decision-making process especially in planning of the redevelopment  
- Social Inclusion of vulnerable groups in the project’s affected area | - Providing timely information on the need for adapting to the temporary and new conditions of life resulting from (sub-) project’s activities | - Public consultation meeting, and individual meetings as necessary  
- Direct communication (interviews, presentations, meetings) through focus groups  
- Information published on Bulletin boards  
- Press releases in targeted media of the ethnic minorities |
| Targeted groups who will be direct beneficiary of the planned project activities on local and national level: | - Informing the identified groups on planned project activities and investments | - Providing timely information on the need for adapting to the temporary and new conditions of life | - Public consultation meeting, and individual meetings as necessary  
- Direct communication (interviews, presentations, meetings) through focus groups  
- Information published on Bulletin boards  
- Press releases in targeted media of the ethnic minorities |
<table>
<thead>
<tr>
<th>Identified stakeholder</th>
<th>Specific issues or interests</th>
<th>Communication and engagement objective</th>
<th>Communication and engagement methods</th>
</tr>
</thead>
</table>
| • Beneficiary local governments  
• Communities living in the settlements next to sites to be redeveloped | • Consulting targeted groups on development of sub-project’s activities and investments – concretely on the redevelopment of the respective site | resulting from (sub-)project’s activities  
• Evaluation of the impacts from planned activities | presentations, meetings  
• Information published on Bulletin boards  
• Press releases in targeted media, including those of ethnic minorities |
| Ministry of Infrastructure and Environment Kosovo Environmental Protection Agency | • Successful realization of the project and its planned sub-projects  
• SRBLM | • Achieving compliance with World Bank’s requirements  
• | Public consultation meetings, and individual meetings as necessary  
• Publishing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the ministry’s website  
• Deliver press releases to standard, electronic and social media |
| Beneficiary Local Governments | • Beneficiary local governments, in terms that the contaminated site is in their territory.  
• Realization of planned remediation and redevelopment activities | • Proper management of day-to-day obligations and development plans channelled through the sub-project proposed for financing | Public consultation meeting, and individual meetings as necessary  
• Publishing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the local governments website at least two weeks prior to the start of any construction works, and a week prior |
<table>
<thead>
<tr>
<th>Identified stakeholder</th>
<th>Specific issues or interests</th>
<th>Communication and engagement objective</th>
<th>Communication and engagement methods</th>
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<tbody>
<tr>
<td><strong>World Bank</strong></td>
<td>• Successful realization of the Project and supported sub-projects</td>
<td>• Achieving compliance with its requirements set in the policy documents of the bank including Environmental and Social Safeguards</td>
<td>• Individual consultation meetings</td>
</tr>
<tr>
<td><strong>Other interested parties</strong></td>
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</tbody>
</table>
| General public in the country and particularly in the Respective Municipalities where remediation plans and the redevelopment plans will be prepared | • Selection of the contaminated sites/land and what is going to be proposed for redevelopment                                                                                                                                           | • Providing timely information on Project benefits and risks                                                                                                                                                                                | • Public consultation meetings  
• Media/press releases  
• Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation  
• Development of supportive documentation for sub-projects  
• Preparation, information exchange, planning, coordination, and monitoring  
**GREENING Land project for Project’s Steering Committee**  
• Consultations with relevant government authorities concerning Project activities in the framework of permitting procedures  
• Reporting based on national legislation requirements  
• Ensure efficient participation of all stakeholders throughout Project Stakeholder Platform |                                                                                                                                                                                                                                           |
### STAKEHOLDER ENGAGEMENT FRAMEWORK

<table>
<thead>
<tr>
<th>Identified stakeholder</th>
<th>Specific issues or interests</th>
<th>Communication and engagement objective</th>
<th>Communication and engagement methods</th>
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</thead>
<tbody>
<tr>
<td>National Associations</td>
<td>• Stakeholders of high significance for the Project’s success which are interested in protection of the environment and human health and safety</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
</tr>
<tr>
<td>• Association of Local Governments</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of farmers and vulnerable groups</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of farmers and vulnerable groups</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
</tr>
<tr>
<td>• Kosovo Conservation Agency (KCA)</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
</tr>
<tr>
<td>• University of Prishtina</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
</tr>
<tr>
<td>• Association of Regional Development Agencies (ARDA)</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
</tr>
<tr>
<td>Interested non-governmental organisations (NGOs) and Civil Society Organizations (CSOs)</td>
<td>• Stakeholders of high significance for the Project’s success which are interested in protection of the environment and human health and safety</td>
<td>• Stakeholders of high significance for the Project’s success which are interested in protection of the environment and human health and safety.</td>
<td>• Stakeholders of high significance for the Project’s success which are interested in protection of the environment and human health and safety.</td>
</tr>
<tr>
<td>• NGO “Balkan Green Foundation”</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
</tr>
<tr>
<td>• KOSID - Kosovo Civil Society Consortium for Sustainable Development</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
</tr>
<tr>
<td>• Women and Youth Rights Promoting Groups</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
</tr>
<tr>
<td>• Other</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
<td>• Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders</td>
</tr>
<tr>
<td>Note: Any organisations interested in the Project can send their contact details to the PMU to be included in the Table of NGOs provided in Annex 4 of this SEF and notified directly about Project events.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Businesses</td>
<td>• Involvement in development of sub-project activities</td>
<td>• Informed businesses who will need to adjust their investments and operations to the</td>
<td>• Public consultation meetings, and individual consultation meetings as necessary</td>
</tr>
<tr>
<td>• KEK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Land Fill operators</td>
<td></td>
<td></td>
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</tbody>
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ALB Architect, January 2020
<table>
<thead>
<tr>
<th>Identified stakeholder</th>
<th>Specific issues or interests</th>
<th>Communication and engagement objective</th>
<th>Communication and engagement methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Artana Mine (located in Novo Brdo)</td>
<td>suitable to their needs and capacities</td>
<td>planned outcomes of the sub-projects</td>
<td>• Direct email communication</td>
</tr>
<tr>
<td>• Investors</td>
<td></td>
<td></td>
<td>• Media/ press releases</td>
</tr>
<tr>
<td>• other private sector stakeholders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donors and Other International and Supranational</td>
<td>Stakeholders of high</td>
<td>Realization of addressed support and</td>
<td>Public consultation</td>
</tr>
<tr>
<td>Organizations</td>
<td>significance for the</td>
<td>finances</td>
<td>meetings, and individual</td>
</tr>
<tr>
<td>• EU delegation office in Kosovo</td>
<td>Project’s success who are</td>
<td></td>
<td>consultation meetings</td>
</tr>
<tr>
<td>• EBRD</td>
<td>directly or indirectly</td>
<td></td>
<td>as necessary</td>
</tr>
<tr>
<td>• Swiss Cooperating Office in Kosovo</td>
<td>engaged and involved in</td>
<td></td>
<td>• Direct email communication</td>
</tr>
<tr>
<td>• GIZ</td>
<td>sub-project planning and</td>
<td></td>
<td>• Media/ press releases</td>
</tr>
<tr>
<td>• UNDP</td>
<td>financing of its</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees of the</td>
<td>Stakeholders of high</td>
<td>Providing timely information about the</td>
<td>The Ministry’s internal</td>
</tr>
<tr>
<td>Ministry (and PMU),</td>
<td>significance for the</td>
<td>planned Project activities</td>
<td>communication channels</td>
</tr>
<tr>
<td></td>
<td>Project’s success who are</td>
<td></td>
<td>• Trainings as necessary</td>
</tr>
<tr>
<td></td>
<td>directly or indirectly</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>engaged in Project planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contractors or subcontractors for construction, monitoring</td>
<td>Provision of Project code</td>
<td>Information through tender procedure</td>
<td>• Information through</td>
</tr>
<tr>
<td>and supervision of works, and their employees</td>
<td>of conduct and work</td>
<td>and contracts</td>
<td>tender procedure and contracts</td>
</tr>
<tr>
<td></td>
<td>safety and health regulations, environmental protection requirements</td>
<td>Communication via supervising engineers</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Toolbox talks at construction sites on health and safety topics</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monthly reports on progress of works to be submitted by contractors during construction works</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Trainings</td>
<td></td>
</tr>
</tbody>
</table>
5.2. Disadvantaged / vulnerable individuals or groups

Residents of RAE community groups present in the sub-project areas, other ethnic minority, youth belonging to the NEET category, poorest segments of population and women would be considered as disadvantaged/vulnerable categories.

Direct engagement of the RAE communities and providing translation into a minority's language (Serbian) for the local population on behalf of the project and its investments (sub-projects), as well as actively disseminate relevant project information to the local community (in Serbian parallel to Albanian language, and English if possible) will significantly and effectively bridge the discrepancies and potential impedance to information access that might occur during project implementation. This will facilitate avoidance of marginalization that might occur due to the existence of language gap within the affected communities. This also applies for all Project’s investments (sub-projects) that will be defined and realized within each of the planned Project’s (sub-)components.

Further socially disadvantaged / vulnerable groups such as NEET, unemployed women and the poorest (there are no data is subnational level) will be engaged through specially designed engagement method only for these particular groups. First, through contracted CSO to support engagement activities the vulnerable groups will be reached and than engaged directly through separately modes. Most probably direct meeting with the vulnerable and focus groups will be organized to solicit their input for the redevelopment activities for the sites selected for remediation.

6. Stakeholder Engagement Program

For the Project’s purposes PMU, with support of the contracted CSO, will use different methods of stakeholder engagement in order to ensure continuous communication with all interested stakeholders and to make all necessary information available and accessible to the public. MoIE in cooperation with beneficiary municipalities, as well as representatives of the local communities affected by the Project activities, particularly investments (sub-projects), will ensure that affected people, local residents and businesses living or operating in the vicinity of the project area are regularly informed about the site re-development alternatives and later construction activities for site re-development and their impacts on the local residents and businesses.

The PMU will carry out public consultations and information dissemination that will reflect main issues of relevance to the Project and each separate sub-component’s activity and investment (sub-project).

A public disclosure package for the Project will contain:

- Environmental and Social Management Framework (ESMF)
- Project’s Stakeholder Engagement Framework (SEF),
- Resettlement Policy Framework (RPF)

All these documents will be published on MoE's website, projects dedicated website in the beginning of the project. Later the site will contain the information for the respective sub-projects (contaminated sites that are selected for remediation and re-development) and same information will be available also on the site of local governments. Documents will be prepared in Albanian, English and Serbian language and made publicly available, upon their official approval.
For each separate sub-component’s activity and investment (sub-project) supported within this Project, a separate SEP document will be created (see Annex 6 for Table of Content) that will reflect the needs for information disclosure and stakeholder’s engagement throughout the life cycle of the project. The separate sub-component’s activity and investment’s (sub-project’s) SEP will be published on the above-mentioned website, along with other sub-project’s documents relevant for efficient public disclosure and stakeholder engagement process.

PMU will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the separate sub-component’s activity and investment development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the separate sub-component’s activity and investment and its potential risks and impacts.

The SEP will be designed to take into account the main characteristics and interests of the stakeholders, and the different levels of engagement and consultation that will be appropriate for different stakeholders.

Printed copies of public disclosure package will be available in MoIE premises. In addition, printed copies of relevant project documents will be available in the local government (where site is located) office premises as well as on construction site – Contractor’s office, upon beginning of construction works (for those separate sub-component’s activity and investment that includes such).

The aforementioned documents will remain disclosed on the MoIE website and affected municipalities during a period of 30 calendar days prior to consideration of the Project by the WB Board of Directors and local national procedure and will remain publicly available throughout the life of the Project.

The MoIE, for the project’s purpose, will schedule and hold at least one public consultation meeting after disclosure of the above listed documents. The meeting is tentatively planned for March 2020. MoIE will inform all relevant stakeholders about the exact date, time and venue where the meeting will be held, at least 7 days in advance (but preferably 2 weeks), through disclosure at the websites of the MoIE, and Municipalities of Fushe Kosovo, Obiliq, local media (newspapers, online news portals), social media and the bulletin boards of all two municipalities. The announcement of the public meetings/presentations will also be posted in the affected settlements in order to specifically target the local population living in these communities. In addition, NGOs listed in Annex 4 to this SEF will be directly contacted and informed of the public meeting. The same procedure applies to each investment (sub-project).

All available Project information and documents, and this refers to all sub-projects, will be disclosed to the public at least 2 weeks in advance of the meetings. If necessary, separate meetings will be held to ensure that the stakeholder engagement is gender responsive.

The meetings will be aimed at providing information to the public about the planned project components and potentially known sub-projects. Participants will be able to present their opinions and remarks with regard to the Project, as well as suggest possible solutions of the issues raised.

The conclusions of the meeting will be agreed during the meeting and recorded. For this purpose, a format presented in the Annex 5 will be used. All justified comments and proposals will be considered and appropriately addressed. The PMT will publish a summary report of all relevant issues raised, including explanations for inclusion or exclusion of proposals.

A summary of all stakeholder engagement and disclosure requirements listed above is provided in
Table below.

Table 3: Summary of Stakeholder Engagement and Disclosure Requirements

<table>
<thead>
<tr>
<th>Activity</th>
<th>Timing/further detail</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| 1 Ensure that the following Project documents are publicised on the websites of the MoIE, municipalities of Fushe Kosova and Obiliq in the beginning later as other sites are defined the information is disclosed in the sites of respective municipalities:  
  • This SEF  
  • Project Grievance Form and Public Grievance Leaflet  
  • Environmental and Social Management Framework  
  • Resettlement Policy Framework  
  • Any ESIA or Environment and Social Management Plans as developed  
  Print and keep hard copies of documents at premises of MoIE, Municipal Offices | All available Project information and documents will be disclosed to the public as soon as available, but at least 2 weeks in advance prior to the public meeting. | PMU and municipality |
| 2 Organise at least one public consultation meeting after disclosure of the above listed documents  
  Encourage written proposals and comments  
  Provide timely access to the documents before any meeting (at least 2 weeks) | Stakeholders will be informed about the exact date, time and venue where a meeting will be held, at least seven days in advance (but preferably 14 days), through disclosure through the websites of the MoIE, Social-, national and local media and the bulletin boards of the Municipalities, as well as affected settlements.  
  NGOs listed in Annex 4 to this SEF will be directly contacted and informed of the public meeting. | PMU and municipality |
| 3 Organise individual consultation meetings | As needed or requested by the MoIE, Municipality or by any identified stakeholder groups/individuals | PMU |
### STAKEHOLDER ENGAGEMENT FRAMEWORK

<table>
<thead>
<tr>
<th>Activity</th>
<th>Timing/further detail</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Document all opinions, remarks and possible solutions with regards to the Project raised by stakeholders during consultation meetings, and address appropriately</td>
<td>Ongoing</td>
</tr>
<tr>
<td>5</td>
<td>Publicise information about the extent, timing and duration of planned construction works, and any expected disruptions and inconveniences via the websites of the MoIE, Greening Land Project and respective municipalities, particularly on their Social media instruments, for the project in general and its investments (sub-project).</td>
<td>Two weeks prior to the start of any investment’s related activities.</td>
</tr>
<tr>
<td>6</td>
<td>Maintain general Project SEF Register for the Project and investments (sub-project) and make accessible to the public Stakeholder Engagement Plan for each separate investment (sub-project)</td>
<td>PROEJCT SEF Register will include SEP meetings held for the purpose of all Project’s investments (sub-projects).</td>
</tr>
</tbody>
</table>

Where the Project’s investment (sub-project) include construction works, an Information Boards will be installed at the entrance of every affected settlement by the main Contractors on each sub-project, and will serve as a media tool/channel for communications with the local residents. Information in relation to the Grievance Mechanism will also be included on these Information Boards. The Contractors on each sub-project will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

Throughout the life of the Project, PMU, MoIE, municipalities, and the Contractor(s) engaged to realize planned activities for the investment (sub-project) will continue to engage with stakeholders throughout the sub-project’s life cycle. This Stakeholder Engagement Framework and respective plans will be updated to reflect Project progress, as well as progress of all investments (sub-projects).

The SEF will be updated periodically, and each investment’s (sub-project’s) SEP will be updated prior accordingly, when (if) such need occurs. Issues raised during realization of any activities within the project and/or its investments (sub-projects) will be documented, and a response will be provided through the mechanisms described in this document.

All SEP documents for separate sub-component’s activities and investments (sub-projects) will have to follow the content proposed in the Annex 6.

### 7. Resources and Responsibilities for implementing stakeholder engagement activities

A Project Management UNit will be set up by the MoIE, and it will be responsible for implementing of the Project and separate sub-component’s activity and investments. Project Committee will monitor...
implementation of planned stakeholder engagement activities including implementation of the planned activities with this SEF and separate SEPs.

PMU will include in its team a Citizen’s Engagement Facilitator (the Facilitator might be contracted entity), who will:

- Together with PMU and beneficiary municipalities will promotes the project
- Drives awareness campaigns
- Executes ground level legwork (LCs, NGOs,civil society, etc), collects ideas, identifies & empowers ambassadors
- Mentors & trains applicants
- Liaises with Municipalities, communities
- Supports proposal evaluation and selection (public polls)
- Supports public consultations

Additionally, facilitator will be responsible for administration of Project’s Facebook Page, Cooperation with local media and Promotional events & advertising.

Citizen’s engagement facilitator will be responsible person for implementation of this SEF during the entire Project cycle, and in charge of communicating with the communities. Her/his contact information shall be updated if needed.

All contractors in charge of carrying out specific investment’s (sub-project’s) activities will also be required to implement the relevant provisions of SEF (see Chapter 5 for more details). The grievance mechanism requirements will be laid out in the tender documentation and contracts signed with the contractors.

This SEF is created by MoIE from their own operational costs. Implementation of activities planned with this SEF will also be covered by MESP budget. Separate SEPs will be prepared by the project developer from their own budget, as well as implementation process of each separate SEP.

8. Grievance Mechanism

PMU will establish a grievance procedure for the overall project, including sub-component’s activities and investments. All stakeholders, on all activities and investments (sub-projects), will be informed on the existence and availability of the grievance mechanism, the PMU’s appointed contact persons responsible for implementation of grievance mechanism, as well as the forms of submitting complaints.

Project Grievance Leaflet and Grievance Form (Appendix 1), used for the Project and its investments (sub-project) will be available on the websites of MoIE, The Project, and respective municipalities, as well as in printed copies at the Project’s premises and other locations that will be defined prior start of realization of sub-component’s activities and/or investments. In case where any of the involved instances receives grievance (in printed form or by e-mail, or verbal) it has to deliver it to the Project’s main office within period of 3 days. Grievance received on behalf of any activity and/or investment (sub-project) shall be forwarded to the responsible person for grievances within the Project.

A Grievance Form may be also submitted to the Contractor in the stage of construction works. Grievance Leaflet and Form will be available on construction site, on Albanian and Serbian language,
in printed forms whereas Leaflet will be hung on the construction site bulletin board in order to be visible to the public and interested parties. Contractor is obliged to forward all fulfilled grievances to the project’s contact person in PMU.

All grievances will be recorded in a Project’s Grievance Registry (Appendix 3) and acknowledged in 7 calendar day period. The stakeholder-complainant will be informed by PMT about proposed corrective measures and actions taken within 15 calendar days upon the acknowledgement of grievance. In case if PMU is not able to solve the issue or in case where action is not required PMU will provide explanation and justification to the complainant how to further proceed with the grievance in case if complainant is not satisfied with the outcome. Complaints can address other legal remedies in accordance to Kosovo laws and regulations.

PMU will monitor the way in which grievances will be handled and keep recording the process in Grievance Registry including those delivered by the Contractor whereas the Registry will serve as a basis for completion of grievance management reports that will be included into the Annual Environmental and Social reports to the Bank.

PMU will publish and regularly update all relevant documents and grievance procedures on the Project’s website, as well as provide hard copies of Grievance Forms to the beneficiary municipalities. PMU will provide feedback to all stakeholders who fulfilled Grievance form by e-mail or mail. PMU will communicate with all relevant stakeholders and will inform them about any changes in the project dynamics where all updates will be published on MoE and municipal web sites and provided leaflets to the local communities in the affected project area.

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

A separate grievance mechanism will be available for workers and for issues related to land acquisition.

Contact information for enquiries and grievances:

**Attention:** Mr/Mrs. Name and Surname  
**Address:** Rr. Skenderbeu p.n, Kamenicë  
**Tel:** + 383 4X XXX XXX  
**E-mail:** email@email.com

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**9. Monitoring and Reporting**

PMU together with local authorities from all three municipalities will be responsible for monitoring PMU implementing activities in the sphere of Project’s Stakeholder Engagement, as well as communication channels, particularly with the PAPs. Coordinator of PMT will be responsible for monitoring of investment’s (sub-project’s) stakeholder engagement and implementing activities, as well as work of PMU.
Monitoring reports for separate sub-component’s activity and investment should contain information about:

- Consultation meetings with stakeholders (place, time, issues discussed, mitigation measures provided by PMU), including information on each separate sub-component’s activity and investment.
- Grievances identified in the reporting period (and all detailed information about it)

PMU will prepare *Stakeholder Engagement Activities Report for the Project*, on a semi-annual basis, where it will include summarized information for stakeholder engagement activities by separate sub-component’s activity and investment.

PMU will report on stakeholder engagement activities to the project steering committee, on annual basis. Each Stakeholder Engagement Activities Report for this Project will be published on the Project dedicated web site for public review and further comments.

PMU will invite external monitoring by interested NGO/CSO in the local area to monitor implementation of SEP activities. More on this issue can be found at World Bank’s Good Practice Note on Third-Party Monitoring.

Indicators to be monitored during SEF implementation are:

- Creation of SEP for each sub-component’s activity and/or investment
- All stakeholders, defined by the separate SEP, are communicated prior project activity starts
- Number of vulnerable groups identified and communicated per separate SEP
- Number of comments and complaints about the Project lodged by separate SEP;
- Dissemination of information – availability and accessibility of Project documents;
- Realization of planned engagement activities – the number and level of participation by specific stakeholder groups;
- Number of stakeholder engagements activities by Minutes of meetings created and recorded in the Register of Stakeholder Engagement Activities, by separate SEP;
- Numbers and type of grievances, by sub-component’s activity and investment;
- Number of open, closed and recurrent grievances, by sub-component’s activity and investment
- Number of correction actions delivered;
- Compliance with the grievance mechanism: Completed records in grievance log.
## Appendix 1: Project Grievance Form

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Full name (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- □ I wish to raise my grievance anonymously.
- □ I request not to disclose my identity without my consent.

### Contact information

- □ By Post: Please provide mailing address:
  - ________________________________________________________________
  - ________________________________________________________________

- □ By telephone: ________________________________________________

- □ By E-mail

### Preferred language of communication

- □ Albanian
- □ Serbian
- □ Other: ____________________

### Description of Incident for 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?

### Contact information for enquiries and grievances:

- **Attention:** Name & Surname
- **Address:** Rr. XYZ p.n, City
- **Tel:** + 383 4X XXX XXX
- **E-mail:** email@email.com

- **Signature:** __________________________
- **Date:** __________________________
Appendix 2: Project Grievance Procedure

*Grievance received (in verbal or written format)*
Acknowledge receipt within 7 days

**ACTION REQUIRED**

Grievance received (in verbal or written format)

**NO ACTION REQUIRED**

Record the date in the Grievance Registry

**Immediate action enough to satisfy complaint**

**ACTION REQUIRED**

Immediate action enough to satisfy complaint

**NO ACTION REQUIRED**

Record the date in the Grievance Registry

**Inform complainant of the proposed corrective action or clarify why action is not required within 15 days**

**Inform complainant of corrective action and validate complainant satisfaction with proposed action**

Follow-up to verify successful implementation of corrective action

Record the date. Close the case.

Implement the corrective action and carry out the follow-up of the corrective action

Identify any long-term corrective action required
## Appendix 3: Project Grievance Registry

<table>
<thead>
<tr>
<th>Reception date</th>
<th>Name of Complainant Channel (how)</th>
<th>Communication &amp; Investment</th>
<th>Description of Problem</th>
<th>Actions taken</th>
<th>Date of resolution</th>
</tr>
</thead>
</table>
# Appendix 4: Contact Information of Identified Stakeholders

<table>
<thead>
<tr>
<th>Name of Stakeholder: (Organisation/Institution/PAPs)</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balkan Green Foundation</td>
<td>To Be Added</td>
</tr>
<tr>
<td>KOSID - Kosovo Civil Society Consortium for Sustainable Development</td>
<td>To Be Added</td>
</tr>
<tr>
<td>NGO “Let’s Do It Kosova” – environmental protection NGO</td>
<td>To Be Added</td>
</tr>
<tr>
<td>NGO “Network of Peace Movement”</td>
<td>To Be Added</td>
</tr>
<tr>
<td>NGO “Center for Kosovo Society De-politization”</td>
<td>To Be Added</td>
</tr>
<tr>
<td>NGO “Fortesa’</td>
<td>To Be Added</td>
</tr>
<tr>
<td>Local Action Council (NGO working solely on basis of project grants)</td>
<td>To Be Added</td>
</tr>
<tr>
<td>Local youth action council (and other similar youth association if any)</td>
<td>To Be Added</td>
</tr>
<tr>
<td>Kosovo Women’s Network</td>
<td>To Be Added</td>
</tr>
<tr>
<td>NGO “Women 4 Women” (provides women survivors of war, civil strife and other conflicts with the tools and resources to move from crisis and poverty to stability and self-sufficiency, thereby promoting viable civil societies)</td>
<td>To Be Added</td>
</tr>
<tr>
<td>NGO “Toka” – youth development and citizen participation organization</td>
<td>To Be Added</td>
</tr>
<tr>
<td>Network of Organizations for Rural Development of Kosovo</td>
<td>To Be Added</td>
</tr>
<tr>
<td>Environmental Protection Organisation NGO “GJETHI” (Kacanik)</td>
<td>To Be Added</td>
</tr>
</tbody>
</table>
## Appendix 5: Report on Documentation of Stakeholder Engagement Activity

<table>
<thead>
<tr>
<th>Number: __________</th>
<th>Date and location of meeting: ____________________________</th>
</tr>
</thead>
</table>

**The purpose of the engagement:** (for example, to inform stakeholders of an intended project or to gather their views on potential environmental and social impacts of an intended project)

**The form of engagement and consultation:** (for example, face-to-face meetings such as town halls or workshops, focus groups, written consultations, online consultations)

**Number of participants and categories of participants:**

**List of relevant documentation disclosed to participants:**

**Summary of main points and concerns raised by stakeholders:**

**Summary of how stakeholder concerns were responded to and taken into account:**

**Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions:**
Appendix 6: Table of Content of Stakeholder Engagement Plan for Each Investment

Contents
Introduction ...........................................................................................................................................
Stakeholder Engagement ..................................................................................................................
  Purpose and Importance ...................................................................................................................
  Main objectives of the stakeholder engagement plan ..................................................................
Stakeholder Identification and Categorization ..................................................................................
  Internal Stakeholders .....................................................................................................................
  External Stakeholders ....................................................................................................................
    Local communities ......................................................................................................................
    Other national institutions, media, NGOs, and CSOs .................................................................
  International Organizations ...........................................................................................................
Stakeholder Analysis ..........................................................................................................................
  Stakeholder Power/Interest Mapping: ..............................................................................................
  Stakeholder Categorization: ...........................................................................................................
Stakeholder Engagement Plan (SEP) .................................................................................................
  Overall Objectives ........................................................................................................................
  Guiding principles of stakeholder engagement plan: ..................................................................
  Creation of the Healand Project Stakeholder Platform ............................................................... 
  Stakeholder Engagement Plan by Project Phase ........................................................................
Table- Planned Stakeholder Engagement Activities .........................................................................
  Information Disclosure: Key documents ....................................................................................... 
Community / Citizen Engagement ......................................................................................................
  Importance of Citizen Engagement ............................................................................................
  Guiding Principles of the Citizen Engagement Plan ....................................................................
  Table - Planned Community Engagement Activities ....................................................................
Public Consultations ..........................................................................................................................
  General Organizational Guidelines ..............................................................................................
  Public Consultation Principles ......................................................................................................
First public consultation
Second public consultation
Thematic public consultations
Grievance Redress Mechanisms
Monitoring and Reporting