

SUSTAINABLE CITIES PROJECT-II **Additional Financing**

NIGDE MUNICIPALITY

Nigde Central Sewerage and Storm Water Construction Project

Stakeholder Engagement Plan





JANUARY 2024













REVISION HISTORY

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LIST OF ABBREVIATIONS

AFAD	Disaster and Emergency Management Presidency
	Disaster and Emergency Management Presidency
Aol	Area of Influence
BPs	Bank Procedures
CIMER	Presidency's Communication Center
CEKUL	Foundation for the Protection and Promotion of the Environment and Cultural Heritage
DSI	Directorate General for State Hydraulic Works
EIA	Environmental Impact Assessment
ENCON	ENCON Cevre Danismanlik Ltd. Sti.
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESMRs	Environmental and Social Monitoring Reports
ESS	Environmental and Social Standard
EU	European Union
FI	Financial Intermediary
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
IFC	International Finance Corporation
IFI	International Finance Institutions
ILBANK	ILBANK A.S.
km	Kilometer
KPIs	Key Performance Indicators
MoEUCC	Ministry of Environment, Urbanization and Climate Change
МоН	Ministry of Health
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
OPs	Operational Policies
PAP/s	Project Affected Person(s)
PIF	Project Introduction File
PIU	Project Implementation Unit
SCM	Stakeholder Consultation Meeting
SCP-II-AF	Sustainable Cities Project-II Additional Financing
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SEP	Stakeholder Engagement Plan
TAYCED	Waste and Environmental Management Association
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Pre Propin









The Municipality/ Project Owner	Nigde Municipality		
The Project	Nigde Central Sewerage and Storm Water Construction Project		
TurkStat	Turkish Statistical Institute		
TUMAS	Turk Muhendislik Musavirlik ve Muteahhitlik A.S.		
WB	The World Bank		
WHO	World Health Organization		
YIMER	Ministry of Interior General Directorate of Migration Management Foreigners Communication Center		





EXECUTIVE SUMMARY

Nigde Central Sewerage and Storm Water Construction Project ("the Project") is one of the sub-projects covered under the Sustainable Cities Project-II Additional Financing (SCP-II AF) to support sustainable development in Turkish cities. The project aims to design and implement a wastewater network to meet the wastewater infrastructure needs of the residents of İhanlı and Nar neighborhoods, and to design and implement a storm water network to meet the storm water infrastructure needs of the residents of Selcuk, İlhanlı and Nar neighborhoods. The Project will be financed by World Bank (WB) and the Project Management Unit (PMU) of ILBANK A.Ş. (ILBANK) is the Borrower of the loan, serving as a Financial Intermediary (FI) to Nigde Municipality. The Municipality will be responsible for the implementation of the Project at the local level.

This Stakeholder Engagement Plan (SEP) has been prepared by TUMAS Turk Muhendislik Musavirlik ve Muteahhitlik A.S. (TUMAS) & ENCON Cevre Danismanlik Ltd. Sti. (ENCON) Joint Venture for Nigde Municipality, who is the Project Owner of Nigde Central Sewerage and Storm Water Construction Project.

The Project will be implemented in Nigde Province. The Project has two (2) different components:

Sewerage Network Sub-Project: The sewer line sub-project will be realized in Nigde (City Center) at Ilhanlı and Nar Neighborhoods. Rehabilitation works on the existing network of 128.6 km will be carried out within the scope of this sub-project. In addition, a new sewer line with a length of 14.3 km will be constructed (see

Figure II.2).

Storm Water Network Sub-Project: The storm water line sub-project will be realized in Nigde (City Center) at Ilhanlı, Nar and Selcuk Neighborhoods. Within the scope of this sub-project, a 31.5 km long storm water network will be constructed (see

Figure II.2).

The expected results from the Project are listed below:

- Since the carrying capacity of the existing infrastructure is insufficient, overflows and kickbacks may occur, which the project aims to prevent.
- By separating the storm water and sewer lines, the flow rate of the integrated system will decrease, thus reducing the amount of water to be treated.
- The Project will provide contribution for Nigde and Türkiye in general to comply with the international standards for water management.
- The Project will lead to increasing the overall effectiveness and efficiency of the wastewater distribution system in Nigde.
- The health standards of the public will be improved through the implementation.

The Project's anticipated environmental and social (E&S) impacts/risks will be in terms of air quality, soil, water resources, noise and vibration, biological environment, landscape and visual aesthetics, resources and wastes, climate change, socioeconomic environment, occupational health and safety, community health, safety and security, and cultural heritage.

The Project will be in compliance with the good international practice, including WB Safeguard Policies, guides, standards and best practices documents alongside the national legislation. Specific standards related to the SEP are as follows:

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- WB Operational Policy (OP) 4.01 Environmental Assessment
- WB OP 4.11 Physical Cultural Resources
- WBG General Environmental, Health and Safety (EHS) Guidelines











- Bank Policy (BP) 17.50 Bank Disclosure Policy
- WB 2010 Access to Information Policy
- WB Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)
- Environmental and Social Management Framework (ESMF) of SCP-II AF

According to the repealed Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette dated November 25, 2014 and numbered 29186), the Project was out of the scope of the EIA Regulation, since sewer and storm water systems are not included in Annex I and Annex II of EIA Regulation. Therefore, an EIA study was not required for this Project. In accordance with the latest EIA Regulation (Official Gazette dated July 29, 2022, and numbered 31907), the Project is still out of scope of the regulation and no additional work will be required for the Project.

On the other hand, the Project has been categorized as a Category B Project according to the above given classifications. In addition, the Project is classified as Moderate Risk according to WB's Environmental and Social (E&S) Policy.

Since the project area is owned by Nigde Municipality, there is no need to carry out expropriation procedures within the scope of the Project. During the construction phase of the Project, a construction campsite is planned to be established within the area owned by the Municipality and this area will also be used for the storage of pipes to be used in construction. The Project will not cause any economic displacement. The impact on local businesses during the construction of the network is expected to be insignificant and temporary. Road closures will be avoided as much as possible and therefore shops/stores are not expected to be closed due to the construction activities. Therefore, the Project does not trigger WB OP 4.12 – Involuntary Resettlement, any land acquisition, resettlement, and economic displacement with all of its components.

During the site visit on January 20, 2022, the Municipality officials stated that it is planned to employ around 75 workers (qualified and unskilled) for the construction phase. In the employment process, priority will be given to the local community as far as possible.





I. INTRODUCTION

This Stakeholder Engagement Plan (SEP) has been prepared by TUMAS Turk Muhendislik Musavirlik ve Muteahhitlik A.S. (TUMAS) & ENCON Cevre Danismanlik Ltd. Sti. (ENCON) Joint Venture for Nigde Municipality (The Municipality), who is the Project Owner of Nigde Central Sewerage and Storm Water Construction Project, which is being implemented under the World Bank (WB) Sustainable Cities Project-II Additional Financing (SCP-II-AF).

Nigde Central Sewerage and Storm Water Construction Project, ("the Project") is one of the sub-projects covered under the SCP-II AF to support sustainable development in Turkish cities. The Project includes two different network sub-projects; Sewerage Network and Storm Water Network sub-projects. The emergence of the SCP-II-AF is a response to ongoing technical assistance for sustainable urban development and capital investment planning being provided under Component A (Municipal Investments) of SCP-I. This exceptional demand includes identification of investments to improve public transport, water and sanitation, solid waste management, energy, environment, disaster risk management and climate resilience and social infrastructure. This project will be constructed in Nigde City Center and aims to solve infrastructure problems in order to create a planned urbanization, to ensure environmental health and protection of the environment, and to ensure the sustainability for future generations.

The Project will be financed by the WB. Project Management Unit (PMU) of ILBANK A.S. (ILBANK) is the Borrower of the loan, serving as a Financial Intermediary (FI) to Nigde Municipality. The Municipality will be responsible for the implementation of the Project at the local level.

This SEP encompasses planned stakeholder consultation activities and the process of stakeholder engagement. The SEP is prepared in compliance with WB Safeguard Policies, including Operational Policies (OPs), WBG General Environmental, Health and Safety (EHS) Guidelines, Bank Policy (BP) 17.50 Bank Disclosure Policy, Environmental and Social Management Framework (ESMF) of SCP-II AF, WB 2010 Access to Information Policy and WB Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) alongside the national legislation.





II. PROJECT DESCRIPTION

The Project will be performed in Ilhanlı, Nar and Selcuk neighborhoods of Nigde (City Center) Province located in Central Anatolia Region of Türkiye (see Figure II.1).

The presence of an integrated storm water and sewerage network in Nigde province results in excessive storm water mixing into the existing wastewater network during heavy precipitation and this leads to a decrease in efficiency of the wastewater treatment plant, insufficient infrastructure, increase in flood and overflow potential affecting the people in the region. In this direction, with the planned project, it is aimed to prevent the problems experienced together with the separation of storm water and sewerage lines in prioritized neighborhoods and to increase the sustainability of water and wastewater management in the province.

The Project has two (2) different components:

Sewerage Network Sub-Project: The sewer network sub-project will be realized in Nigde (City Center) Ilhanlı and Nar Neighborhoods. Rehabilitation works on the existing network of 128.6 km will be carried out within the scope of this sub-project. In addition, a new sewer line with a length of 14.3 km will be constructed (see

Figure II.2).

Storm Water Network Sub-Project: The storm water network sub-project will be realized in Nigde (City Center) Ilhanlı and Nar and Selcuk Neighborhoods. Within the scope of this sub-project, a 31.5 km long storm water network will be constructed (see

Figure II.2).

Since the project runs through existing zoning roads owned by Municipality of Nigde, there is no need to carry out expropriation procedures within the scope of the project.

The Project will not cause any economic displacement. The impact on local businesses during the construction of the network will only be temporary and not significant as the construction will be in the cadastral ways. Consequently, the Project does not trigger WB OP 4.12 – Involuntary Resettlement, any land acquisition, resettlement, and economic displacement with all of its components.

Nigde Municipality envisages that there will be one construction site. During the construction phase of the project, a construction campsite is planned to be established within the area owned by the municipality and this area will also be used for the storage of pipes to be used in construction. The pipes to be used in the construction phase of the Project are planned to be stored in an area of Nigde Municipality's "Hidirlik" Area. This storage area is located in parcels 55/647, 3730/1, 3728/1, 3733/2, 3729/1 and 3722/1.

Although the exact total number of workers to be employed during the construction and operation phases is currently unknown, it is estimated as 75 for the construction and 4 for the operation phases, respectively. In the employment process, priority will be given to the local community. The construction of the Project is planned to be completed in 24 months.

The Project will have positive impacts on both the socio-economic and community health and safety in general.

Environmental and social impacts/risks are expected during construction and operation phases of the Project. An Environmental and Social Management Plan (ESMP) has been developed for the management of anticipated impacts and risks that may occur during the construction and operation phase of the Project such as odor, noise, impact on water sources, wastes, occupational health and safety, and workforce arising from the development of the Project and to propose mitigation













This project is co-funded by the European Union, the Republic of Turkey and the World Bank Bu Proje Avrupa Birliĝi, Turkiye Cumhuriyeti ve Dūnya Bankası tarafından ortaklaşa finanse edilmektedir

measures for significant adverse environmental and social impacts/risks. In addition, the monitoring activities to be implemented within the scope of the ESMP are also defined.

The expected results from the Project are listed below:

- Since the carrying capacity of the existing infrastructure is insufficient, overflows and kickbacks may occur, which the project aims to prevent.
- By separating the storm water and sewerage lines, the flow rate of the integrated system will decrease, thus reducing the amount of water to be treated.
- The Project will provide contribution for Nigde Province and Türkiye in general to comply with the international standards for water management.
- The Project will lead to an increase in overall effectiveness and efficiency of the waste water distribution system in Nigde Province and;
- The health standards of the public will be improved through the implementation.

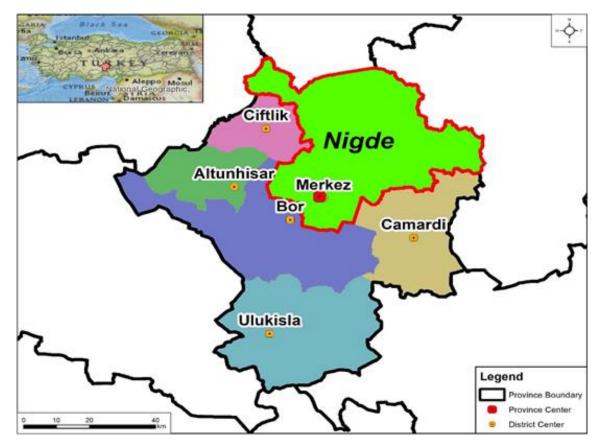


Figure II.1 Districts of Nigde Province





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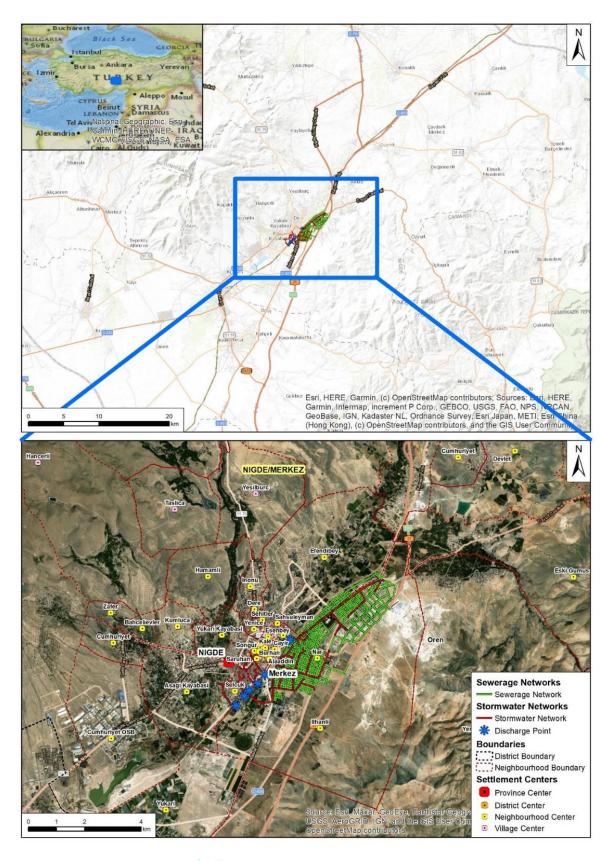


Figure II.2 Site Location Map for the Project Area

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According to the repealed Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette dated November 25, 2014 and numbered 29186), the Project was out of the scope of the EIA Regulation, since sewer and storm water systems are not included in Annex I and Annex II of EIA Regulation. Therefore, an EIA study was not required for this Project. In accordance with the latest EIA Regulation (Official Gazette dated July 29, 2022, and numbered 31907), the Project is still out of scope of the regulation and no additional work will be required for the Project.

On the other hand, the Project has been categorized as a Category B Project according to the definitions in OP/BP 4.01 on Environmental Assessment.





III. PURPOSE AND SCOPE OF THE SEP

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project's environmental and social impacts/risks. The purpose of stakeholder engagement is to establish and maintain a constructive relationship with a variety of external stakeholders over the entire life of the project. Initiating the engagement process in the early phases of the project helps ensure timely public access to all relevant information and provides the stakeholders with an opportunity to input into the project design and the assessment of impacts.

The main goals of stakeholder engagement are to;

- Identify the stakeholders that are affected, and/or able to influence the project and its activities,
- Identify their particular interests and requirements related to the project,
- Ensure that adequate and timely information about the Project and its environmental and social impacts/risks is provided to stakeholders,
- Provide to these groups opportunities to voice their concerns and opinions,
- Ensure that comments are received in a timely manner so that they can be taken into account during the decision-making process.

SEP is designed to ensure that the Municipality will identify all stakeholders and establishes an effective engagement strategy during the development and lifetime of the Project. The ultimate goal of this SEP is to build meaningful and trusting relationships with the local community and other interested stakeholders based on a transparent and timely supply of information and open dialogue.

SEP covers the following aspects:

- Applicable national and international regulations and WB requirements on stakeholder engagement, particularly WB OP 4.01,
- Previous consultation activities, if any, and future plans to engage with stakeholders during the construction and operation phases of the Project,
- Identification of direct and indirect project stakeholders,
- Strategy for consultation and information disclosure,
- Timetable for various stakeholder engagement activities,
- · Resources and responsibilities for the implementation of the SEP,
- Means of monitoring and reporting on consultation and disclosure activities,
- Grievance redress mechanism for both internal (including workers) and external stakeholders and the public to raise concerns, provide feedback and comments about the Project Owner operations and how complaints/comments will be handled.

In addition, workers' grievances will be addressed through separate channels. GRM is accessible to all beneficiaries of ILBANK internationally funded projects, host communities or anyone, who is affected by or is likely to affect the projects in question and who wishes to provide feedback or complaints and receive a response.





IV. PUBLIC CONSULTATION/STAKEHOLDER ENGAGEMENT REQUIREMENTS

Implementation of the Project will follow the framework laws and regulations of the Turkish Republic as well as applicable international standards and WB requirements. In this context, stakeholder engagement activities will conform to relevant WB Environmental and Social Standards and Safeguard Policies (i.e. OP 4.01 and World Bank's 2010 Policy on Access to Information) and EU Directives. Moreover, it should be noted that the most stringent among national legislation and WB standards will be complied and also the most up-to-date legislation will be considered.

IV.1 National Regulations and Requirements

Environmental Law No. 2872, which is ratified in August 1983 (Official Gazette dated 11.08.1983 and numbered 18132), is one of the principal legislation related to the Project. Several bylaws and decrees are enforced under the Environmental Law. The Environmental Impact Assessment (EIA) Regulation (Official Gazette dated July 22, 2022, and numbered 31907) defines the administrative and technical procedures and principles to be followed throughout the EIA process. When an activity (a Project) is planned, the Project developer is responsible for preparing an Environmental Impact Assessment (EIA) Report along with many other permits required to realize the Project. However, facilities are subject to the preparation of an EIA Report depending on the type of the facility, its capacity, or the location of the activity. The activities that are subject to the provisions of the EIA Regulation are listed in Annex I and Annex II of the Regulation. For Annex I activities, a full EIA report is required and those Projects go through the full EIA process. For Annex II activities, a Project Introduction File (PIF) is prepared in accordance with the outline given in the Regulation and the relevant process has to be conducted. As a result of the submission of PIF, if "EIA is required" decision is given, a full EIA Report is prepared. If it is decided that the EIA is not required as a result of the submission of the PIF, the project can be started without any obligation by the Turkish EIA regulation.

The main Turkish Regulation requiring public consultation and stakeholder engagement for development/investment/infrastructure projects is the EIA Regulation. The only related requirement for the projects listed in Annex II of EIA Regulation is the preparation of SEP as an attachment to the EIA Application File. As for the projects listed in Annex I of the regulation, the 1st Clause of the 9th Article of the Turkish EIA Regulation defines the stakeholder consultation process. In accordance with the related article, it is the legal responsibility of a Project Owner to organize an official Public Information and Participation Meeting for the Projects that are included in Annex 1 of the Regulation (as the case in the EU EIA Directive). The date and place are determined in agreement with the Ministry of Environment, Urbanization and Climate Change (MoEUCC). The aim of the Public Information and Participation Meeting is to inform people who may be potentially affected by the project and to understand their concerns, opinions and suggestions about the project. MoEUCC and the governorships are responsible for informing the public that the review period of the EIA Report is started via announcements using local and national media, boards, internet etc. Thus, public will be able to access the EIA Report from the web site of the MoEUCC or the relevant Provincial Directorate and comment on the report. Those comments are reviewed in the Review Commission meeting and the results are reflected in the EIA Report. This process is the only formal requirement for stakeholder consultation for the projects listed in Annex I of the Turkish legislation.

The Turkish Law on the Right to Information (Law No: 4982) was adopted on 09.10.2003 and published in the Official Gazette dated 24.10.2003 and numbered 25269. The main objective of this law is to regulate the procedure and provide the basis of the right to information according to the principles of equality, impartiality and openness that are the necessities of a democratic and transparent government. This law applies to the activities of public institutions and professional organizations, which qualify as public institutions. The Law which is divided into five parts in total explains the legal rights and obligations about information disclosure processes. The first part of the law defines the objective, scope and definitions of terms that are used in law. The second part of the Law makes statements about the subjects of the Right to Information and the Obligation to Provide











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Information. According to Articles 4 and 5 of this Law found in this part, everyone has the right to information and the responsible parties are obligated to provide information. The application process for accessing information is explained in the third part of the law. In the fourth part of the Law, the information that is restricted is described and some examples are: information and documents pertaining to the state secrets, information and documents pertaining to the economic interests of the state, etc. Finally, the last part of the Law describes the miscellaneous aspects of this law such as entry into force and execution.

According to the repealed Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette dated November 25, 2014 and numbered 29186), the Project was out of the scope of the EIA Regulation, since sewer and storm water systems are not included in Annex I and Annex II of EIA Regulation. Therefore, an EIA study was not required for this Project. In accordance with the latest EIA Regulation (Official Gazette dated July 29, 2022, and numbered 31907), the Project is still out of scope of the regulation and no additional work will be required for the Project.

IV.2 International Requirements and WB Safeguard Policies

The Project is intended to meet applicable international standards and best practices of the International Finance Institutions (IFIs). IFIs consider community engagement as being central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits.

In this context, SEP follows the requirements of EU directives, WB OP 4.01 and WB 2010 Access to Information Policy and BP 17.50 Bank Disclosure Policy. Also WB Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) is another specific guide to follow for the effectiveness of the grievance redress mechanism within the SEP.

The WB OP 4.01 - Environmental Assessment covers public/stakeholder consultation and disclosure and in this respect, required consultation and disclosure activities have to be conducted taking the scale and nature of the Project into account covering the following:

- Identifying the range of stakeholders,
- Providing affected communities with access to relevant project information,
- Implementing and maintaining a grievance redress mechanism,
- Engaging with and providing information to project-affected and other interested parties throughout the life-cycle of the project.

Another requirement about this SEP is to BP 17.50 Bank Disclosure Policy. Main aim of the policy is to support the decision-making process by allowing public access to information on environmental and social aspects of the project.

Also WB Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH), applies to projects in any World Bank Global Practice that involves major civil works, defined here as civil works large enough to be carried out by a contractor. The World Bank has developed this Good Practice Note to assist in identifying risks of SEA/SH – as opposed to all forms of Gender Based Violence (GBV) that can emerge in projects involving major civil works contracts – and to advise the borrowers on how to best manage such risks.

Under the WB OP 4.01, projects are classified as Category A, B and C, based on the level of their likely environmental and social impacts. Considering the location of the Project and the nature of its potential environmental and social impacts, the Project would be categorized as Category B Project for which an ESMP is required under WB OP 4.01.





V. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The Municipality informs the stakeholders and the wider public through the announcements and news shared on its website. However, the Project has not developed a structural action document for the stakeholder engagement strategy of this project and a redress reporting and monitoring mechanism for wishes, requests/suggestions and grievance for the project. All supporting documents used during the stakeholder engagement activities (newspaper ads, list of attendees, full meeting minutes (as an annex), sample brochure, etc.) will be included in the SEP.

As the project is not within the scope of EIA procedure, the stakeholder engagement activities within the scope of the Turkish EIA Regulation is not mandatory for this project. On the other hand, the Project is categorized as Category B Project for which one Public/Stakeholder Consultation Meeting is required under WB screening criteria, ESMF and OP 4.01. Key informant interviews were carried out by E&S Consultant on January 20, 2022 with the mukhtars of IlhanII and Nar neighborhoods. In these interviews, information about the general socio-economic structure of the neighborhoods was obtained from the mukhtars.

The meeting with the mukhtar of Ilhanlı Neighborhood was held in Nigde Municipality Building. In this meeting, after obtaining information about the socio-economic characteristics of the neighborhood, a consultation was held regarding the Project. After giving detailed information about the Project, the opinions of the mukhtar were obtained. It was learned that the mukhtar was informed about the Project through the Nigde Mayor. The mukhtar stated that with this project, possible floods will be prevented by separating the storm water and sewerage lines in the neighborhood and it is very positive in this respect. Mukhtar also stated that they are worried about the negative effects such as dust and noise during the construction phase of the Project. The E&S Consultant's environmental expert provided information on what mitigation measures will be taken on these issues in the Project's ESMP.

The meeting with the mukhtar of Nar Neighborhood was held in Nar neighborhood's Mukhtar office. In this meeting, after obtaining information about the socio-economic characteristics of the neighborhood, a consultation was held regarding the project. After giving detailed information about the Project, the opinions of the mukhtar were obtained. Mukhtar stated that he was aware of the Project through this field study held by E&S Consultant's field team. Sample photographs from these consultation activities are presented in Figure V.1 and Figure V.2.

In identifying vulnerable/disadvantaged groups, information obtained from formal/informal interviews and phone call interviews with representatives/key informants of neighborhoods within the project area was used. For stakeholder identification and analysis, phone calls were made with the mukhtars of Ilhanlı, Nar and Selcuk and the Social Affairs Directorate of Nigde Municipality on 5th of December 2023 and information was obtained about vulnerable/disadvantaged groups. The findings of the interviews are presented in Section VI.

Lastly, a stakeholder consultation meeting was held on 16th of January, 2024. The aim of the sakeholder consultation meeting is to inform people who may be potentially affected about the Project and to understand their concerns, opinions and suggestions about the project.





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Figure V.1 Photograph taken during the Interview with Ilhanlı Neighborhood Mukhtar



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Figure V.2 Photograph taken during the Interview with the Nar Neighborhood Mukhtar











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The stakeholder consultation meeting of the Project was held on 16th of January 2024. Nigde Municipality Assembly Hall was selected by the Nigde Municipality as the meeting venue, which is located at the central district of Nigde Province. The meeting venue had enough capacity and facilities to ensure comfortable and efficient communication during the event.

Prior to stakeholder consultation meeting, several information dissemination methods were used to inform the related public authorities (including provincial governorates, district governorates, municipality mayors, etc.), mukhtars and local people, and local media agencies and wider public including Non-Governmental Organizations (NGOs), etc. During the announcement process of the stakeholder consultation meeting, initially announcements were published in local newspapers on 5th of January, 2024, in national newspaper on 6th of January 2024, and official website of Nigde Municipality on 5th of January 2024. Advertisements on newspapers and Nigde Municipality official website to announce the meeting are given in the APPENDIX 5-1. In addition, before the commencement of meeting, project information brochures were distributed to the participants and maps of the Project were also made available for them. The brochure is provided also in APPENDIX 5-1.

The meeting started with an introduction and explanation of the purpose and scope of the meeting and followed by a presentation by ENCON and a final discussion session where questions, concerns and suggestions of the participants were received. The presentation used during the meeting is provided in APPENDIX 5-1. The main topics covered in the presentations were as follows:

- What is the Project?
- Who are the Project Main Executive Body, the Project Beneficiary and Executing Organization and the Project Sponsors?
- What are the Anticipated Benefits of the Project?
- What is the Environmental and Social Impact Assessment Studies?
- Stakeholder Engagement: How to Participate into the Process?
- Discussion (Questions and Answers) Session

Large-scale (A1 size) maps showing the Project areas were provided for the public.

A total of 15 people participated in the meeting for the Project. List of participants to the SCM are presented APPENDIX 5-2 of this document. The meeting lasted for about one hour. The questions, issues, concerns and suggestions raised by the participants during the SCM were categorized and a summary of the SCM findings is provided in Table V.1.

Table V.1 Summary of Stakeholder Cons	sultation Meeting Findings
---------------------------------------	----------------------------

Party who Raised the Question/ Issue/Concern/ Suggestion	Question/Issue/Concern/ Suggestion Raised	Response of Project Sponsors/ Environmental Consultant
Participant 1*	Flooding and sewage problems have been going on for a long time in the neighborhoods within the scope of the project. Has the decision to implement the project been finalized? When will the construction process start?	The financing and bureaucratic procedures required for the implementation of the project are about to be completed Construction work will start in 2024 probably
Participant 2*	After the infrastructure works are completed within the scope of the project, will the superstructure such as roads and pavements be completely renewed?	While sewerage and stormwater lines are being constructed within the scope of this project, there are also efforts to renew and improve the electricity and natural gas lines. If that project can be implemented in a timely manner, almost the entire infrastructure will be renewed but the superstructure will be severely damaged. In this case, it will be necessary to completely











Party who Raised the Question/ Issue/Concern/ Suggestion	Question/Issue/Concern/ Suggestion Raised	Response of Project Sponsors/ Environmental Consultant
		renew the superstructure. However, if the mentioned natural gas and electrical line renewal project could not be implemented in a timely manner or postponed, only the damaged parts of the superstructure during this project will be repaired instead of a complete renewal.
Participant 3*		The parts of Ilhanli and Nar neighborhoods that has problematic sewage lines and flood problems are determined during the inspections. These areas are within the scope of the project. Most, but not all, of the mentioned neighborhoods' area are within the scope of the project. The project life is 35 years.

*The participation's name is not given because of the Law on Protection of Personal Data.





VI. STAKEHOLDER IDENTIFICATION AND ANALYSIS

In order to develop an effective SEP, it is necessary to determine who is affected or likely to be affected (directly or indirectly) by the Project ("affected parties"); who may have an interest in the Project ("other interested parties"); and paying special attention to the identification of "disadvantaged/vulnerable individuals or groups", who may be differentially affected by the Project, or because of their disadvantaged or vulnerable status, are experiencing difficulties in accessing project benefits, or participating on equal footing in consultations.

In the process of stakeholder engagement vulnerable/disadvantaged individuals/groups would be given special attention.

The following categories of stakeholders have been identified as being affected by or potentially interested in the project:

- Affected Parties:
 - Directly Affected Stakeholders are individuals/groups/organizations within the project area of Influence (AoI) who are directly affected (actually or potentially) by the project, and/or identified as most susceptible to project-related change, and who require close communication in determining the impacts and their significance, as well as making decisions regarding mitigation and management measures.
 - Indirectly Affected Stakeholders refer to other individuals/groups/organizations that may be positively or negatively affected by the scope of the project due to the location of the project.
- Other Interested Parties refer to individuals/groups/organizations with an interest in the project, which may be because of the project location, its proximity to natural and other resources, its characteristics, and its impacts, matters related to public interests or because of the sector or parties involved in the Project.
- Disadvantaged/Vulnerable Individuals or Groups refers to persons who, due to their vulnerability, may be disproportionately affected or more disadvantaged in accessing the project compared to other groups and may require special efforts to ensure their equal representation in the consultation and decision-making processes related to the project.

The Project Management Unit (PMU) of ILBANK is the borrower, supervisor, and the intermediary of the project. It is the institution that controls the direction of the loan received by the municipality and acts as an intermediary with the WB. It is the governing institution throughout the project lifecycle. WB provides technical and financial support as Lender.

Nigde Municipality is project implementing and beneficiary organization. The design and implementation of the Project at local is under the responsibility of Nigde Municipality. The other responsible parties of the Project are the Supervision Consultant to assist Nigde Municipality and the Contractor to be awarded for the project activities.

A summary for stakeholder categories is given in Table VI.1.





Table VI.1 Stakeholder Categories

Stakeholder Category	Stakeholder	Interests/Effects	Exposure
Direct Stakeholders	Residents within the borders of Nigde City center Ilhanlı, Nar and Selcuk neighborhoods.	Project's direct stakeholders	The project will eliminate the negativities experienced by the citizens living in the project area in terms of both wastewater and storm water, and will cause an increase in the quality of public health. The residents of close settlements will be affected by construction related impacts directly. Local communities that are directly affected by the environmental, social and economic aspects of the project, living within the project's impact area and vulnerable/disadvantaged groups within these communities are in this category.
	Public administrations directly involved at the National, Provincial and District Level	Institutions that have rights and/or responsibilities at the stages/activities within the life cycle of the project.	They are public institutions that have a high impact and importance for project activities and at the same time have a high level of being affected by the project.
Indirect	Local Businesses	Proximity to the Project Area	Local businesses in the vicinity of the area where the project will be implemented, may experience nuisances resulted from the dust, noise and traffic that may occur during different project phases.
Stakeholders	Public administrations indirectly involved at the National, Provincial and District Level	Public institutions that are not directly involved in the works within the scope of the project, but that may be indirectly affected / likely to be affected.	They are public institutions that have indirect impact and importance for project activities and at the same time have a possibility level of being affected by the Project due to the Project related activities.
	Nigde Omer Halisdemir University	Academic Interest	The studies to be carried out within the scope of the project are within the academic interest of the relevant departments. It is a stakeholder group that is interested in the context of scientific aspects of the environmental, social and economic impacts of the project.
	Local Media	Local Interests	Local media organizations are the organizations that convey the environmental and social impacts of this project and the progress of the project to the local people through its tools.
Other Interested Parties	National media	Interest in the project itself and the positive/negative permanent/disconti nuous overall impacts that the project produces	National media institutions are the organizations that convey the environmental and social impacts of this project and the progress of the project to the national level through its tools.
	Non-governmental organizations (NGOs)	NGOs with fields of activity covering project activities, project impacts or project-affected elements at national or local level.	National and local NGOs with working areas covering project activities, potential impacts of the project and/or PAP/stakeholders. Public institutions and organizations and NGOs, which are the relevant parties of the project, are in this group.













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Stakeholder Category	Stakeholder	Interests/Effects	Exposure
Vulnerable/ Disadvantage d Individuals/ Groups	Disadvantaged / Vulnerable Individuals/Groups within the project area.	Proximity to the Project Area	Disadvantaged/vulnerable individuals or groups who may be differentially affected by the Project, or because of their disadvantaged or vulnerable status, are experiencing difficulties in accessing project benefits, or participating on equal footing in consultations

The list of stakeholders identified as being affected or potentially interested in the Project is presented in Table VI.2 below, and the stakeholder list in relevant is categorized as national, regional and local. The possible additions/changes will be made to/on the list throughout the project implementation. It should be noted that people, who want to be informed about the Project, may contact ILBANK and/or Nigde Municipality.

Table VI.2 Project's Stakeholder List

Stakeholder Category	Level of Involvement	Definition	Organization / Entity
Direct		Ministries and	Ministry of Environment, Urbanization and Climate Change
			Ministry of Transportation and Infrastructure
			Ministry of Health
			Ministry of National Education
Indirect			Ministry of Energy and Natural Resources
			Ministry of Foreign Affairs
		Relevant Central Authorities	Ministry of Labor and Social Security
		Authonities	Ministry of Culture and Tourism
			Directorate General for State Hydraulic Works (DSİ)
Direct	National		General Directorate of Environmental Management
			General Directorate of Water Management
Indirect			Ministry of Interior Disaster and Emergency Management Presidency (AFAD)
		NGOs	Chamber of Urban Planners
			Chamber of Environmental Engineers
Other Interested			Urban Development and Social Research Association
Parties			Waste and Environmental Management Association (TAYÇED)
			Foundation for the Protection and Promotion of the Environment and Cultural Heritage (ÇEKUL)
Indirect	Local	Governmental / Local Authorities and	Governorship of Nigde
Direct			Nigde Municipality
Direct			Nigde Municipality Directorate of Water and Sewerage
			Nigde Provincial Directorate of National Education
			Nigde Provincial Directorate of Environment, Urbanization and Climate Change
		Agencies	Nigde Provincial Directorate of Health
Indirect			Nigde Social Assistance and Solidarity Foundation
			Provincial AFAD offices
			Nigde Provincial Police Department
			Nigde Provincial Directorate of Culture and Tourism
Other Interested		NGOs	Nar Neighborhood Development and Solidarity Association
Parties		NGOs	Other related Local NGOs (if any)











Stakeholder Category	Level of Involvement	Definition	Organization / Entity
		Residential	Ilhanlı Neighborhood
Direct		Areas/Local Communities/	Nar Neighborhood
		Potentially Project Affected People	Selcuk Neighborhood
Indirect		Business Enterprises	Related business enterprises within the Project Aol
Other Interested Parties		University	Nigde Omer Halisdemir University
		Disadvantaged / Vulnerable Individuals / Groups within the	Households with physically and/or mentally disabled family members
			People with chronic diseases
Vulnerable/			Elderly people over 70 years of age who live alone and in need of care
Disadvantaged Individuals/			Female-headed and child-headed households
Groups		project area.	People who receive support from social assistance
			Pashtu/Syrian Refugee Households
			Owners/Users of agricultural fields along the line
			Farmers agricultural fields along the line

There are three (3) main neighborhoods within the project area, namely Ilhanli, Nar and Selcuk neighborhoods. Data on the population of these neighborhoods as obtained from TurkStat are given in Table VI.3.

Table VI 2 Demulations	of Noighborboodo within	the Drainet Area	(Turk Chat 2024)
Table VI.3 Populations	of Neighborhoods within	the Project Area	(TUIKSIAI, 2021)

Neighborhood	Population under 18	Percentage of Population under 18	Total Population	
Ilhanlı	7016	32%	21,675	
Nar	1102	35%	3167	
Selcuk	5967	27%	21,837	
	Total Population			

Participation of vulnerable/disadvantaged individuals/groups in stakeholder engagement activities is especially important for the construction phase of the Project. It will also be considered if there is any need for women to be consulted via a particular way (e.g., if a women's only consultation is needed, or if consultation activities need to be tailored to a particular time of day to allow women to attend) in order to achieve a better stakeholder engagement for the project.

The potential vulnerable/disadvantaged groups can be listed as follows:

- Households with physically and / or mentally disabled family members
- People with chronic diseases
- Elderly people over 70 years of age who live alone and in need of care
- Female-headed households
- · Households where the head of the household is a child
- Households with low or no income
- Refugee households

In identifying vulnerable/disadvantaged individuals/groups, information obtained from formal/ informal interviews and phone call interviews with representatives/key informants of neighborhoods











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within the project area and with the representatives of the Municipality was used. In addition, the guidance of the official authorities and public institutions in the region helped in identifying possible vulnerable/disadvantaged individuals/groups. Therefore, effective consultation and information sharing with these groups and solving their grievances are among the objectives of the SEP. The vulnerable/disadvantaged individuals/groups will be improved through the project development process.

The findings of the interviews are presented below:

- Ilhanlı: Among the residents, as vulnerable/disadvantaged individuals/groups, there are 85 physically and/or mentally disabled family members; 114 people with chronic diseases; 145 elderly people over 70 years of age who live alone and in need of care and 378)people who receive support from social assistance and solidarity foundation. In addition, there are 160 female-headed households; 12 households where the head of the household is a child and 50 Pashtu and Syrian refugee households.
- Nar: Ilhanli: Among the residents, as vulnerable/disadvantaged individuals/groups, there are 22 physically and/or mentally disabled family members; 50 people with chronic diseases; 42 elderly people over 70 years of age who live alone and in need of care and 214 people who receive support from social assistance and solidarity foundation. In addition, there are 68 female-headed households; two (2) households where the head of the household is a child and 25 Pashtu and Syrian refugee households.
- Selcuk: Ilhanli: Among the residents, as vulnerable/disadvantaged individuals/groups, there are 70 physically and/or mentally disabled family members; 105 people with chronic diseases; 96 elderly people over 70 years of age who live alone and in need of care and 360 people who receive support from social assistance and solidarity foundation. In addition, there are 158 female-headed households; six (6) households where the head of the household is a child and 37 Pashtu and Syrian refugee households.

Vulnerable/disadvantages individuals/groups may have difficulties in accessing meetings and events due to language difference, disability (physical and mental) and gender status. At this point, the precautions provided in Table VI.4 should be taken.

Stakeholder group	Action to be taken			
	 Selecting easily accessible locations for meetings and events and/or providing transportation for o people coming from distant areas. 			
Households with physically and / or mentally disabled family	 Organizing small events, meetings, face-to-face meetings or focus group discussions for sensitive people according to their sensitivities. 			
members	 Ensuring that written materials related to project information are printed in larger fonts (only literate individuals who have not gone to school and people with vision problems) and Braille system. 			
	Providing translation services for people who cannot hear.			
	 Selecting easily accessible locations for meetings and events and/or providing transportation for people coming from distant areas. 			
People with chronic diseases	 Organizing small events, meetings, face-to-face meetings or focus group discussions for sensitive people according to their sensitivities. 			
	 Ensuring that written materials related to project information are printed in larger fonts (only literate individuals who did not go to school). 			

Table VI.4 Precautions for Ease of Access of Project Stakeholders













Stakeholder group	Action to be taken
	 Selecting easily accessible locations for meetings and events and/or providing transportation for people coming from distant areas
Elderly people over 70 years of age who live alone and in need	 Organizing small events, meetings, face-to-face meetings or focus group discussions for sensitive people according to their sensitivities
of care	 Ensuring that written materials related to project information are printed in larger fonts (for the elderly, only literate individuals who did not go to school, and those with vision problems)
	 Selecting easily accessible locations for meetings and events and/or providing transportation for people coming from distant areas
Women-Female-headed households	 Organizing small events, meetings, face-to-face meetings or focus group discussions for sensitive people according to their sensitivities
	 Culturally appropriate means, childcare support during activities (women only consultation etc.)
Households with low or No	 Selecting easily accessible locations for meetings and events and/or providing transportation for people coming from distant areas
income	 Ensuring that written materials related to project information are printed in larger fonts (only literate individuals who have not gone to school)
Refugee households	Providing translation services to refugees who do not speak Turkish

In addition, the timing and place of the events and meetings to be held will be arranged and determined according to the working hours of the people living in the region (farmer, employee, etc.) or alternative solutions should be produced. Brochures, an active web page, social media, face-to-face individual meetings, one-on-one meetings, focus group discussion, etc. could be organized.

A summary of the needs of all stakeholders identified in the scope of the Project are analyzed and provided in Table VI.5.

Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
llhanli Neighborhood	Mentally/Physically disabled household	85 households	lds Official language Oral information, Face-to-face meeting Wr		Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Neighborhood	People with chronic diseases	114 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts













Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
	Elderly people over seventy (70) years of age	145 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
	Female headed households	160 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)
	Child headed households	12 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities
	Households with low or no income	378 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Refugee households	50 households Pashtu/Syrian	Official language / Pashtu/Arabic	Oral information, phone, visit	Translation services to refugees who do not speak Turkish
	Mentally/Physically disabled household	22 households	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
Nar Neighborhood	People with chronic diseases	50 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
Heighborhood	Elderly people over seventy (70) years of age	42 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
	Female headed households	68 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)





TÜRKİYE CUMHURİYETİ ÇEVRE, ŞEHİRCİLİK VE İKLİM DEĞIŞİKLİĞI BAKANLIĞI







Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
	Child headed households	2 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities
	Households with low or no income	214 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Refugee households	25 households Pashtu/Syrian	Official language / Pashtu/Arabic	Oral information, phone, visit	Translation services to refugees who do not speak Turkish
	Mentally/Physically disabled household	70 households	Official language	Oral information, Face-to-face meeting	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts and Braille system. Translation services for people who cannot hear.
	People with chronic diseases	105 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
Selcuk	Elderly people over seventy (70) years of age	96 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Written materials printed in larger fonts
Neighborhood	Female headed households	158 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities (women only consultation etc.)
	Child headed households	6 households	Official language	Oral information, phone	Easily accessible locations, transportation services Small / face-to-face meetings for sensitive people Culturally appropriate means, childcare support during activities
	Households with low or no income	360 people	Official language	Oral information, phone, visit	Easily accessible locations, transportation services Written materials printed in larger fonts
	Refugee households	37 households Pashtu/Syrian	Official language / Pashtu/Arabic	Oral information, phone, visit	Translation services to refugees who do not speak Turkish





TÜRKİYE CUMHURİYETİ ÇEVRE, ŞEHİRCİLİK VE İKLİM DEĞİŞİKLİĞİ BAKANLIĞI







VII. STAKEHOLDER ENGAGEMENT PROGRAM

All activities planned under this SEP will be programmed in accordance with some key principles which are specified under the Stakeholder Engagement Framework in ESMF of SCP-II AF. First, all of the engagement activities will be planned in such a way as to maximize stakeholder engagement, both in terms of timing and participation, while avoiding interrupting the daily business of local stakeholders. Again, these activities will be planned in a way that encourages and ensures the equal participation of different stakeholders. The public will be informed at least fourteen (14) days before the stakeholder engagement events. All stakeholder engagement activities will be recorded, and the findings/feedback from the activities will be incorporated in this SEP and the relevant project documents and shared with responsible parties and other stakeholders. Consultation activities programmed in accordance with these basic principles are presented in this section. All supporting documents used during the stakeholder engagement activities (newspaper ads, list of attendees, full meeting minutes (as an annex), sample brochure, etc.) will be included in the SEP and disclosed at the project's website.

VII.1 Methods for Information Dissemination and Public/Stakeholder Consultation

ILBANK and the Municipality will use appropriate methods to disclose information about the planned Project, consult with stakeholders on potential benefits and risks of the planned project and the impact mitigation measures. Disclosure of relevant project information helps stakeholders to better understand the risks, impacts and opportunities associated with the proposed projects. Information will be disclosed using methods, which will be suitable for various groups of stakeholders at all project implementation stages. For all disclosure attempts, the guidance of WB OP 4.01 and World Bank's 2010 Policy on Access to Information will be followed and by doing so, the Project will be implemented in compliance with World Bank standards. The relevant means for consultations with stakeholders are provided in Table VII.1.

Written and oral comments of stakeholders will be recorded during the engagement activities via the minutes of meetings by the Municipality's social expert and a participation list will also be filled out in case the participants agree to. The participant lists and/or the forms to be used during consultation activities that will include duties, e-mail addresses and contact numbers of the participants will be kept in the records and will be made publicly available after the respective lines containing personal data are blurred considering "The Law on The Protection of Personal Data".

The documentation, review and reporting back processes of all comments/concerns/ grievances of the stakeholders is comprehensively addressed in Chapter IX and Chapter X.

After the stakeholder consultation meeting on draft ESMP, ESMP and SEP will be finalized, incorporating the results of the public/stakeholder consultation and the final approved softcopy of ESMP end SEP will be published by ILBANK/Municipality and on WB website.





Table VII.1 Stakeholders/Purpose of Communication / Type and Method of Communication

Stakeholders	Purpose for Communication	Type and Method of Communication	Project Phase	Responsible Party
Local communities/settlements in the area including the following neighborhoods and representatives of local communities of the following neighborhoods:	Providing information on the nature of the proposed project, duration of the project, potential environmental, social and economic impacts/risks (positive and negative)	Information through the media: newspapers, local TV, Project Owner's website etc. Information about the prepared documents related to the project (ESMP and SEP).	Construction and/or Operation phase	Municipality/ Project Implementation Unit (PIU)
	Opportunities for the community to be actively involved in the project activities			(- /
Ilhanlı Neighborhood Nar Neighborhood	Mechanism / opportunities for suggestions and proposals (see Appendix 4: Sample	Public/Stakeholder consultation meeting		E&S Consultant
Selcuk Neighborhood	Consultation Form)	Grievance Redress Mechanism		
Farmers and owners/users of the agricultural fields along the proposed lines within the Project		Group or individual meetings and interviews to identify impacts, agree and implement mitigation measures, surveys, polls and questionnaires, workshops, and/or focus groups on		Supervision Consultant and/or contractor
Related local businesses along the proposed lines within the Project		specific topic, project announcement (brochures, poster, notifications, etc.) as necessary		
	Informing the communities in line with the Workforce Management Plan (recruitment policy, procedures, process, trainings, etc.) and other related plans to be implemented in different project phases such as Traffic Management Plan etc.	Official correspondence and meetings to provide information on project progress and issues that concern local communities and providing direct information		
	Providing information on the nature of the proposed project, duration of the project, potential environmental, social and economic impacts/risks (positive and negative)	Information through the media: newspapers, local TV, Project Owner's website, etc.	Construction and/or Operation phase	Municipality /PIU
vulnerable/ disadvantaged groups.)		Information about the prepared documents related to the project (ESMP and SEP)	Operation phase	
	Opportunities for the community to be actively involved in the project activities	Stakeholder consultation meeting		E&S Consultant
	Mechanism / opportunities for suggestions and proposals (see Appendix 4: Sample Consultation Form)	Grievance Redress Mechanism		Supervision Consultant
		Crown on individual monthers and interviews to identify imports on a dimplement		and/or contractor
		Group or individual meetings and interviews to identify impacts, agree and implement mitigation measures, surveys, polls and questionnaires, workshops, and/or focus groups on specific topic project announcement (brochures, poster, notifications, etc.) as necessary		
		Official correspondence and meetings to provide information on project progress and issues that concern local communities and providing direct information		
		Face-to-face information sessions for vulnerable/ disadvantaged individuals/groups		
Interested national and local NGOs Other interested organizations will be added, as identified	Providing information on the nature of the proposed project, duration of the project, potential environmental, social and economic impacts/risks (positive and negative)	Information through the media: newspapers, media, face to face Project Owner's website, etc.	Construction and/or Operation phase	Contractor Municipality/PIU
throughout the life of the project	These organizations can potentially help to identify key issues pertaining to the local community (vulnerable / disadvantaged individuals/groups) and the local	Information about the Project (ESMP, SEP)		E&S Consultant
	environment	Stakeholder consultation meeting		Supervision Consultant
		Grievance Redress Mechanism		Supervision Consultant
AFAD Local emergency services, fire brigades, utility owners and operators, local police, coast guard, health services		Official correspondence and meetings to prepare for and coordinate activities during		Contractor
and operators, local police, coast guard, nealth services	correspondence when needed	construction	Operation phase	Municipality/PIU
				E&S Consultant
				Supervision Consultant
Local and Central Governmental Institutions/Agencies	Informing regarding Project progress and undertake official correspondence	Official correspondence and meetings, information disclosure and consultation reporting, monitoring, permit requests.	Construction and/or Operation phase	Contractor
	Getting necessary approvals/opinions during project execution,			Municipality/PIU
	State environmental inspections			E&S Consultant
	Informing about Chance Find Procedure and notification process for any findings			Supervision Consultant
ILBANK	Providing information on the nature of the proposed project, duration of the project,	Official correspondence and meetings to prepare for and coordinate activities during		Contractor
	potential environmental, social and economic impacts (positive and negative)	construction.	Operation phase	Municipality/PIU
				E&S Consultant
				Supervision Consultant





VII.2 Consultation Documentation

In the scope of stakeholder consultations with affected groups and NGOs, one (1) stakeholder consultation meeting has been conducted on 16th of January, 2024 as per WB OP4.01. Detailed information about the SCM is given in Chapter V. The stakeholder consultation meeting has been carried out by following the steps explained in the following sections below.

Place and Date of Stakeholder Consultation Meetings

After the date and place of the stakeholder consultation meeting are clarified, details of the SCM have been announced through the local media, the Notice Board of the Municipality, in public places such as mosques, schools, etc. and an information text sent to the neighborhood mukhtars. All stakeholder participation meetings to be held within the scope of the Project have been notified to local people, headmen, public institutions and organizations and non-governmental organizations at least seven (7) days in advance. Information on the SCM is given in Table VII.2.

Table VII.2 Details of Planned Stakeholder Consultation Meeting

No	Location	Notes	Stakeholder Consultation Meeting
1	Nigde Central District	Announcement of public consultation has been published on media (local and/or national newspaper)	Indicative:
		Announcement has been placed at the Notice Boards at mukhtar offices, local mosques and schools and the website of the Nigde Municipality.	
		Non-technical Summary of the Draft ESMP Report has been disclosed via website of Nigde Municipality.	

Details on Participants

Information on the participants of the stakeholder consultation meetings was recorded via a "participant list" filled in by the attendees during the meeting. The participation list format is given in Figure VII.1.





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	MEETING PLACE			DATE: TIME:				
			PARTICIPANTS					
	Name - Sumame	Profession	Represented Institution / Residential Area	Phone Number	Signature			
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
		- Alle						

Figure VII.1 Sample Participation List

The list of participants, on which the respective lines containing personal data are blurred considering the Personal Data Protection Law, has been added to the SEP (see Annex 5).

Meeting Program

The meeting has been held with the participation of the relevant beneficiaries, local people and non-governmental organizations. The presentation prepared by TUMAS -ENCON Joint Venture, has been demonstrated and explained to the people at the consultation meeting. In addition, during the meeting, large-scale (in A1 size) maps showing the Project area have been provided for the participants.

The main framework of the presentation is given below:

- Aim of consultation meeting
- Introducing of the Project owner, Project Implementing Agency (Borrower) and Project Financier, Project route
- Purpose and benefits of the Project
- Features of Projects
- Explaining the stakeholder engagement process
- Discussion (Questions and Answers) session





Summary Meeting Reports

The Municipality is responsible for recording the minutes of the meeting and updating the SEP accordingly to ensure that SEP includes the minutes (photographs, if any) and details of the meeting.

Questions, issues, concerns and suggestions raised by the participants during the stakeholder consultation meeting have been categorized, a summary of the meeting findings have been prepared and included in Chapter V.

VII.3 Schedule and Timetable

Detailed information regarding the proposed stakeholder engagement program throughout the project phases is provided in Table VII.3. As stated in the Table VII.3 below, the purpose of this planned process is to inform all stakeholder groups about the progress of the Project, to share the relevant environmental and social reports with them, and to ensure that they are also aware of the progress of suggestions and grievances received from them. If the activities planned in this process are reshaped according to the changes experienced in the lifecycle of the project, these changes will also be detailed in this SEP and the other relevant project reports.

Table VII.3 Proposed Stakeholder Engagement Program during Project Implementation

Activity and Documents of Disclosure	Method	Responsibility	Timing/ Location			
Pre-construction Phase (2022-2023)						
Promotion of Project timeline activities, ESMP, Stakeholder Engagement Plan, Grievance Redress Mechanism	Face to face meeting, Public/Stakeholder Consultation Meeting, Media announcements,	Municipality/ PIU (Project Implementation Unit)	One month before the commencement of construction works.			
Informing the local population and relevant NGOs on the various aspects and activities in all phases of the project	Distribution of printed documents such as final approved ESMP, SEP and other related documents (by the Municipality) to NGOs, local community offices, etc.	Municipality/ PIU	Continuous as relevant			
Disclosure of Environmental and Social Management Report (ESMR)	Municipality Website Official correspondence to ILBANK and WB	Municipality/ PIU	Annually			
Construction Phase (2023-2025)						
Setting of Bulletin Boards on project's public locations	Bulletin Boards Announcements	Municipality/ PIU	At most a week before the commencement of construction works at public locations			
Informing the local population on the various aspects and activities in construction phase of the Project - Project information - scope and rationale and E&S principles - Coordination activities - Land Acquisition Process - Grievance Redress Mechanism	Bulletin Boards Announcements, Website announcements, Public presentations, local authority visits, meetings, etc.	Municipality/ PIU Contractor	On demand			
Setting notices on Bulletin Boards on a weekly / monthly base	Bulletin Boards Announcements	Municipality/ PIU Contractor	Weekly and monthly updates			











Activity and Documents of Disclosure	Method	Responsibility	Timing/ Location		
 Meetings with Local Government and NGOs and local settlement representatives Project information - scope and rationale and E&S principles Coordination activities Grievance Redress Mechanism 	Meetings, Media announcements, etc.	Municipality/ PIU Contractor	Biannually/ As requested		
Disclosure of ESMRs	The Municipality Website Official correspondence to ILBANK and WB	Municipality/ PIU Contractor	Biannually		
Operation Phase (2025-)					
Public announcements	Media announcements,	Municipality/ PIU	Continuous as relevant		
Disclosure of ESMRs Grievance Redress Mechanism	The Municipality Website Official correspondence to ILBANK and WB	Municipality/ PIU	Annually		

Details of the stakeholder engagement activities will be recorded in Table VII.4.

Table VII.4 Sample Table for Stakeholder Engagement Log

Project Phase	Date and Location	Method used	Purpose of Activity	Meeting Summary/ Key Issues Raised	Information Shared/ Documents Disclosed and Consulted

VII.4 COVID-19 Conditions

The COVID-19 epidemic has affected the whole world and measures such as wearing masks and maintaining social distance in society have become the new normal of our daily lives. If the COVID 19 pandemic conditions continue during the phases of the project and the implementation of this SEP, the stakeholder engagement plan and its activities will be aligned and implemented in accordance with the guidelines of relevant and responsible national and international organizations such as World Health Organization (WHO), Ministry of Health's (MoH) "Guidance to Covid-19 Outbreak Management and Working" and MoEUCC.

Within the scope of SEP, face-to-face meetings will be held in accordance with mask and social distance rules of MoH and WHO. In cases where face-to-face meeting is not possible due to the COVID- 19 conditions, online interview methods can also be used along with other online disclosure and communication methods mentioned in Table VII.1. In addition, it will be ensured that the meetings to be held will be organized in open areas, in accordance with social distance and other regulations of MoH and WHO.

Apart from these measures, other practices outlined in "Interim Advice for IFC Clients on Safe Stakeholder Engagement in the Context of Covid-19" notes will also be used on planning stakeholder engagement activities.





VIII.ROLES AND RESPONSIBILITIES

The anticipated activities in the SEP will be conducted and completed in different phases of the Project by The Municipality/Project Implementation Unit (PIU) in coordination with ILBANK. In activities such as the grievance redress mechanism, the Municipality/PIU will be responsible for following requests, suggestions and complaints, and in the upcoming process, in line with the requirements in the construction and operation contracts, the contractor(s) and sub-contractors will be also responsible for implementing some of the stakeholder engagement activities (such as the grievance redress mechanism) in accordance with the OP 4.01, WB 2010 Policy on Access to Information.

The organizational chart for Nigde Municipality is given in Figure VIII.1. This organizational chart is acquired from the website of Nigde Municipality (<u>https://nigde.bel.tr/organizasyon-semasi</u>) on January 12, 2022.

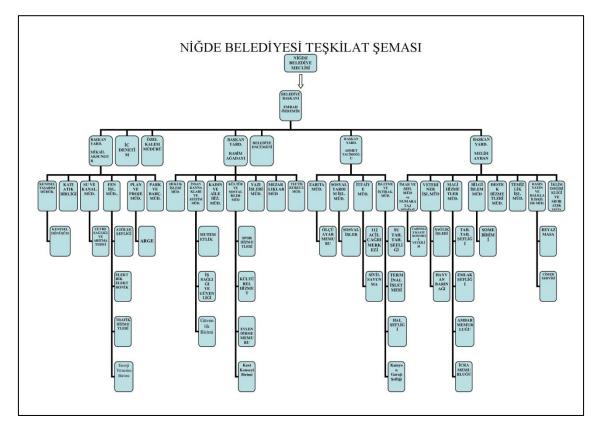


Figure VIII.1 Nigde Municipality Organization Chart

TUMAS & ENCON Joint Venture, who prepared this SEP and the ESMP for the Project, is the E&S Consultant; and provided the necessary information to the Municipality and took part in organizing the SCM (ESMP introduction meeting) held for the public and NGOs, and finalized this SEP and the ESMP as per the concerns/opinions of the stakeholders of the Project.

The implementation of this SEP will be conducted and monitored by the Municipality. A PIU will be established to carry out operational and administrative tasks. The PIU staff will be the Municipality's own staff. The Municipality's environmental engineer, who will act as the Environmental Manager of this Project, will oversee the implementation of the ESMP and monitoring progress. The responsible parties for the monitoring progress are contractor and the Municipality/PIU during













construction phase, while only the Municipality/PIU is responsible for monitoring progress during operation phase of Project. In addition, The Municipality's social expert will act as the Social Affairs Manager of this project. The social expert will also manage the grievance redress mechanism and stakeholder engagement.

The Social Affairs Manager will perform the following functions:

- Ensuring that stakeholder engagement is properly understood by all municipal employees, contractors, consultants and subcontractors
- Managing the public disclosure and obtaining feedback
- Process of all stakeholder engagement activities
- Monitoring of stakeholder engagement activities, complaints and feedback processes carried out within the scope of SEP
- Ensuring the implementation of processes related to grievance redress mechanism and stakeholder engagement
- Processing, managing and tracking grievances, including ensuring timely responses to and closure of grievances
- Controlling over the implementation of the corrective actions to remedy grievances
- Regular reviewing and if necessary, updating of the SEP and stakeholder engagement mechanism to ensure that it is effective and reflects Project circumstances and to minimize the problems that may occur in the implementation of this document
- Participation in discussion on responses and the resolution of disputes
- Assisting the implementation, recording and reporting of stakeholder engagement activities defined in this SEP
- Assistance in the preparation of the Environmental and Social Monitoring Reports (ESMRs)

The Supervision Consultant to be selected via tender process to be carried out by the Project Owner and approved by ILBANK for implementation of this SEP and ESMP of the Project during the construction phase of the Project, will have at least one Environmental Expert, one Social Expert and one Occupational Health and Safety Expert in its team.

Supervision Consultant will be responsible for identification and management of environmental, social and OHS related impacts/risks and will ensure initiation corrective actions where necessary.

Supervision Consultant has following duties;

- Supervises whether all the conditions and rules in the ESMP/SEP document, which is a part of the contract document, are implemented,
- Reviews the SEP document to redefine the stakeholders directly or indirectly affected and/or interested in the Project, if required, and to follow up the implementation of the methods, instruments, timing and participation levels identified in the SEP,
- Interviews the Municipality and others involved in the stakeholder engagement process to review progress and identify critical issues,
- Reviews grievance records to identify significant non-compliances or recurring issues with stakeholder engagement and other Project activities and to reveal actions,
- Interacts with various stakeholders to get their views on SEP implementation,
- Takes part in stakeholder engagement activities,
- Meets with WB safeguards and audit teams and responds to queries as necessary.

The Contractor will adhere its responsibilities specified in this SEP and ensure that he/she is aware of its duties and responsibilities within this SEP and the ESMP for compliance with national













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legislation and WB Safeguard Policies. The Contractor will be responsible for the preparation and submission of regular monthly ESMRs on the environmental, social and OHS issues of the Project during the construction phase. Moreover, during the construction phase, the Contractor will employ a social expert, who will instruct and consult the workers on the implementation of grievance redress mechanism and the applicable stakeholder engagement activities detailed in this SEP in accordance with Municipality's social expert and the Project Management Unit (PMU) of ILBANK.

The Project Management Unit (PMU) of ILBANK, the Borrower, has the following duties:

- Supervising and monitoring the implementation of environmental and social safeguard policies during project process
- Visiting project sites on occasion, and as required, as part of project supervision
- Reviewing the documents related to the environmental and social assessment of the project, providing comments to consultants, and giving official approval to these documents and procedures in accordance with the WB safeguards requirements
- Performing an overall quality assurance function that the EA documents prepared meet WB requirements

As a project financing institution WB has following responsibilities;

- WB will audit the Project Owner's compliance with the provisions set out in the ESMP/SEP managed by the Project Owner during the construction and operation phase via the ESMRs to be submitted by ILBANK every six months,
- Visit project sites on occasion, and as required, as part of project supervision

The operation regarding these activities is not particularly separated from the ongoing work of the PIU and the Municipality. In this context, the activities planned in this SEP, the timing, frequency, schedule, methods and responsibilities for all these stakeholder engagement activities will be carried out in accordance with the ESMP of the Project and, if necessary, will be revised during the progress of the Project.





IX. GRIEVANCE REDRESS MECHANISM

IX.1 Purpose of Grievance Redress Mechanism

The purpose of this mechanism is to establish a system for handling, evaluation and resolution of all kinds of grievances, concerns, queries and proposals of the affected communities and other stakeholders, such as construction workers, regarding the project activities (mainly construction). During the project implementation process, grievances will be addressed at mainly three (3) levels; (i) to the Construction Contractor/Operator at local (site) level, (ii) to the Municipality/PIU (involving also ILBANK, CIMER and YIMER) at national level and (iii) to World Bank at international level.

Managing grievances, including avoiding and minimizing them as well as effective handling, is an integral part of a sound stakeholder engagement strategy. Experience shows that significant numbers of grievances arise from misunderstandings, and that such grievances can be avoided, or their numbers reduced, through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating into grievances.

In accordance with WB OP 4.01, a process is established by which people who deem that they have been adversely affected by the Project during planning, construction or operation can bring grievances to the Project for consideration and, if required, resolution. A specific project grievance redress mechanism is beneficial in addressing community and individual concerns and complaints before they escalate beyond control.

IX.2 Principles of Grievance Redress Mechanism

Within the scope of the project, the principles of the grievance redress mechanism (GRM) can be listed as follows:

Legitimate: A mechanism will have clear, transparent, and sufficiently independent governance structures to ensure that no party to a particular grievance process can interfere with the fair conduct of that process.

Accessible: A mechanism will be publicized to those who may wish to access it and provide adequate assistance for aggrieved parties who may face barriers of access, including language, literacy, awareness, finance, distance, or fear of reprisal.

Predictable: A mechanism will provide a clear and known procedure, with time frames for each stage; clarity on the types of process and the outcome it can (and cannot) offer; and means of monitoring the implementation of any outcome.

Equitable: A mechanism will ensure that aggrieved parties have reasonable access to sources of information, advice, and expertise necessary to engage in a grievance process on fair and equitable terms.

Rights-based: A mechanism will ensure that its outcomes and remedies accord with internationally recognized human rights standards.

Transparent: A mechanism will provide sufficient transparency of process and outcome to meet the public interest concerns at stake and should presume transparency wherever possible.

Anonymity: A mechanism will provide means by which all individuals are able to raise anonymous complaints. This gives the applicants confidence that they will not be retaliated (see below) against for raising concerns.













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Non-retaliation: Every person or stakeholders have right to provide feedback or to raise a complaint, whether positive or negative. Any attempt of retaliation against a complainant is considered as misconduct and will be investigated.

Timely response: A mechanism will reply quickly enough to be useful in taking subsequent action related to the project.

Adequate response: A mechanism will reply with the requested information, or other appropriate information in an understandable form.

IX.3 Responsible Parties

The Municipality/PIU and the Contractors are responsible for implementing the grievance redress mechanism during the construction activities, where the Municipality is responsible for both the construction and operation phases. The PIU of the Municipality, together with contractors and supervision consultants, has to ensure that grievance redress mechanism is implemented effectively.

The GRM Officer of the Contractor is responsible to receive and manage the grievance process and actions to be taken to resolve incoming grievances, as well as reporting to the PIU/ Municipality. The relevant records will be kept and reported to the Municipality with the supervision of Supervision Consultant.

Under the PMU of the ILBANK Department of International Relations, the GRM Team was created with the assistance of expert/technical experts and technical group managers. The responsibilities of the technical group manager are to ensure the implementation of the indicated procedures and to lead the grievance closure process when multi-dimensional work is needed.

The Supervision Consultant, who will be selected by tender process to be opened by the Project Owner and approved by ILBANK, will take part in the management of the GRM and regularly monitor the reporting of complaints to the Project Owner and Contractor. The Supervision Consultant will also take a part in stakeholder engagement activities to assist the Municipality and the Contractor to be awarded for the project activities.

IX.4 Grievance Procedure

The Grievance Redress Mechanism (GRM) is a process that allows any stakeholder to file a complaint, raise a concern or provide opportune feedback regarding the planning, implementation or the management of a project.

Contractor GRM at Local (Site) Level

Project specific grievance redress mechanism will be adopted and used by Contractor during the construction phase of the Project. All grievances related to the Project will be evaluated and responded to. The grievance redress mechanism will serve for both internal (such as employees of Contractor) and external stakeholders. Any individual or organization may make enquiries and/or lodge complaints personally. The communication channels will be determined by Contractor for lodging both internal and external grievances.

Nigde Municipality GRM at National Level

A GRM has been established by the Municipality to facilitate and ensure that people or communities who have been impacted or fear adverse effects from the project will have access to and













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be heard and assisted by the project with effective and timely resolution to their concerns. The most important point in the grievance redress mechanism is to ensure that all complaints are effectively received, recorded, resolved and responded to by the PIU on a predetermined timetable and according to their content, and to ensure that the corrective / regulatory action to be taken is acceptable to both parties.

Any individual or organization may make enquiries and/or lodge complaints personally. The following communication channels could be used for lodging both internal and external grievances.

- Telephone (Toll Free hotline; ALO 181 and Municipality Line; 444 51 01)
- Individual Application to Municipality (Yukarı Kayabaşı Mah. Adliye Sok. No:1-51100 Nigde)
- Website of the Municipality (www.nigde.bel.tr) and e-mail of the Municipality: iletisim@nigde.bel.tr
- On the Municipality website home page, complainants will also be able to submit their ideas/requests/complaints via the "Grievance Notification Form" option which is under the "e-Municipality" Tab
- In addition, all stakeholders can follow the updates and news about the ongoing and completed projects and other activities of the Municipality via "Projects" and "Actual" tabs on the Municipality's Website homepage (see Figure IX.1)
- Grievance Boxes at construction sites (mainly for internal grievances from workers) and related neighborhoods' Mukhtars office and/or selected points
- Direct contact with gate keepers and GRM Officer at construction sites
- Meetings and formal/informal consultations

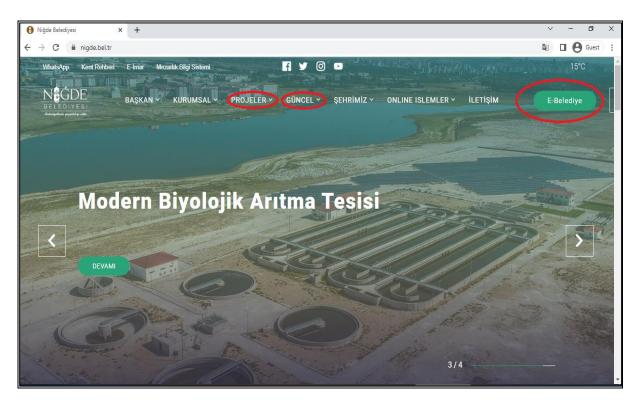


Figure IX.1 Screenshot of Nigde Municipality Website





ILBANK GRM at National Level

ILBANK'S GRM procedure has been prepared in line with ESF/ESS10¹. It also complies with the World Bank's environmental and social standards. ILBANK has a policy in this regard, and it is shared on its website². ILBANK International Relations Department, GRM Team, through the following communication tools:

- Website : https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi
- E-mail: <u>bilguidb@ilbank.gov.tr</u> and etikuidb@ilbank.gov.tr
- Phone number: +90 312-508 79 79
- Address for Official Letter: ILBANK Department of International Relations, GM Team (letters must be marked as personal or confidential) Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA

CIMER and YIMER GRMs at National Level

Apart from the means of Grievance Redress Mechanism presented by the Project Owner as mentioned above, all internal and external stakeholders, who are not satisfied with the solutions offered by the Project's Grievance Redress Mechanism or have requests for a higher-level explanation could apply following means at the national level.

- Presidency's Communication Center: The Presidency's Communication Centre (CIMER) has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CIMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.
 - Website: <u>www.cimer.gov.tr</u>
 - Call Centre: 150
 - Phone number: +90 312 525 55 55
 - Fax number: +90 312 473 64 94
 - Address for Official Letter: Republic of Türkiye, Directorate of Communications Kizilirmak Mah. Mevlana Bulvari No:144 ÇANKAYA/ANKARA
 - Individual applications: Community relations desks at governorates, ministries, and district governorates.
- Foreigners Communication Center: The Foreigners Communication Center (YİMER) has been providing a centralized complaint system for foreigners. YİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Projectrelated grievances and feedback directly to state authorities.
 - Website: www.yimer.gov.tr
 - Call Centre: 157
 - Phone number: +90 312 157 11 22
 - Fax number: +90 312 920 06 09
 - Address for Official Letter: Republic of Türkiye General Directorate of Migration Management, Camlica Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA
 - Individual applications: Republic of Türkiye General Directorate of Migration Management.

If the complaint cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow:





- Civil Courts of First Instance
- Administrative Courts
- Commercial Courts of First Instance
- Labor Courts
- Ombudsman (https://ebasvuru.ombudsman.gov.tr/)

Certain complaints warrant urgent action, and the regular GRM procedure may be inappropriate or too slow to prevent an issue from escalating. A separate fast-tracked GRM, including guidance on the circumstances under which it should be employed, can help ensure that high-priority complaints are dealt with in a timely manner. In the case of complaints alleging serious harm or risk of harm, and/or serious rights violations, the GRM's standard operating procedures will call for a fast-track response, whether by the GRM or by immediate referral to another office or organization and immediate notification to the complainant of that referral.

Furthermore, the project GRM will include a channel to receive and address confidential complaints related to SEA/SH and gender based violence (GBV) with special measures in place. If an employee faces SEA/SH issue s/he can either apply to a higher level superior or directly go to police station, as stipulated in the national referral system of the country for dealing such cases. The content and procedures of the project's GRM will also have a reporting line on such cases in regard to SEA/SH issues and will be handled under full confidentiality. The GRM focal point receiving the SEA/SH related grievance should direct this to national referral systems immediately and record that this has been directed, as set out in the GRM Procedure of ILBANK. All details of the complainant of the sensitive case will be kept strictly confidential.

WB Redress Service at International Level

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the Bank's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns.

Project affected communities and individuals may submit their complaint to the Bank's independent Inspection Panel, which determines whether harm occurred, or could occur, as a result of Bank non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond.

For information on how to submit complaints to the Bank's corporate Grievance Redress Service (GRS), please visit: http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

The step-by-step internal and external grievance redress process to be adopted is provided in





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Table IX.1. In addition, the sample forms to be used by Municipality/PIU's Social Affairs Manager, GRM Officer of the Contractor and/or PIU members responsible for GRM are Grievance Form, Grievance Closeout Form and Consultation Form that are provided in Appendix-2, Appendix-3 and Appendix-4. In addition to the grievance register provided in Appendix-1, a database for grievance logging will also be included in the GRM.





Table IX.1 Grievance Redress Mechanism Flowchart

Grievance Redress Mechanism	Requirement / Action	Responsible Party
Submission of a complaint	Receiving the grievance by any communication channel explained above. (At this point, if the complaint is a sensitive grievance involving child abuse, sexual exploitation and abuse/sexual harassment (SEA/SH), or Gender Based Violence (GBV), immediate action will be taken within 48 hours after receiving the complaint. For the cases relevant to SEA/SH and/or GBV at workplace or any potential child abuse in the project sites, the complaint will be directed by the GRM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.	Municipality/ PIU Contractor Supervision Consultant
Registration of complaint	Registering/recording through making an entry in the grievance register (see Appendix-1 for a sample) and filling of the Grievance Form (see Appendix-2). All the complaints will be registered within two (2) working days and feedback will be given to the complainant and detailed information about the complaint may be requested from the complainant within this period. Moreover, the details of implemented stakeholder engagement activities will be recorded in a Stakeholder Engagement Log (see APPENDIX-1). If the complainant requests that this complaint be treated anonymously, this complaint will be recorded anonymously and the request will be met.	Municipality/ PIU Supervision Consultant
Forwarding of complaint	The compliant is forwarded to the relevant persons (GRM Officer on construction sites and experts of the PIU) responsible for handling the complaint in not later than three (3) working days upon receiving the complaint (except for any emergent complaint, which would be handled as appropriate).	Municipality/ PIU Contractor Supervision Consultant
Evaluation of a complaint	Evaluating the complaints within ten (10) working days and determining whether the complaint meets the admissibility criteria. If the complaint is not valid, providing relevant explanation to the complainant.	Municipality /PIU Supervision Consultant
Response for a complaint	If the complaint is valid, identifying and taking corrective measures for resolving the complaint in not later than fifteen (15) working days upon receiving. If an agreement cannot be reached on the closure of the complaint, the complainant will be informed that he/she may apply ILBANK, CIMER, YIMER and other legal remedies. After the notification of this process, the Grievance Closeout Form will be filled (see Appendix-3). All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.	Municipality/ PIU Supervision Consultant
	provided. At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on the Municipality's website, so that anonymous complainants is informed about their complaint and the results.	
Recording the result of a complaint	Recording the result of the complaint in grievance register (see Appendix- 1).	Municipality/ PIU Supervision Consultant



1-- Y -01











Grievance Redress Mechanism	Requirement / Action	Responsible Party
Right to Appeal	If the complaint cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow: Civil Courts of First Instance Administrative Courts Commercial Courts of First Instance Labor Courts, and Ombudsman (https://ebasvuru.ombudsman.gov.tr/)	Municipality/ PIU ILBANK

In addition, the Construction Contractor has an existing grievance redress mechanism to handle the complaints received from workers. The Construction Constructor aims:

- To ensure that existing mechanism for all construction contractors' workers to share their thoughts and complaints regarding their working conditions is used properly.
- To ensure that the repetition of complaints related to the same issues will be prevented.
- To have an active and transparent engagement with workers aiming for solving concerns at an early stage of dispute.

Basic steps in a grievance redress mechanism are explained in Figure IX.2.





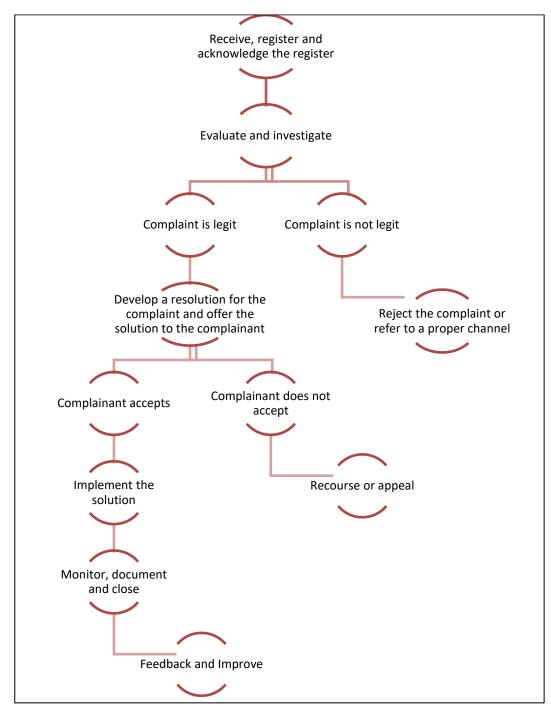


Figure IX.2 Sample grievance redress mechanism for workers

The grievance form and grievance register will be available at the construction site and will be available for the experts following the inquiries at the PIU/Municipality.





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X. MONITORING AND REPORTING

This SEP is a living document, which will be updated periodically (at least once every six months) to record consultations undertaken, issues raised, actions taken; to describe lessons learned and any changes to the consultation process; and to outline the schedule for on-going and future interaction. The Municipality will inform ILBANK on any changes made in SEP.

The Municipality/PIU will monitor participation of the stakeholders to the planned engagement activities. Through evaluation of outcomes and effect of engagement, PIU intends to obtain regular feedback from stakeholders via some of the planned engagement activities which are given in Chapter VII and effective usage of Grievance Redress Mechanism and its different communication tools which are given in Chapter IX and to learn if the planned outcomes are achieved or if there is a need for changing the approach. Additionally, Key Performance Indicators (KPIs) to be targeted for this SEP during the construction and operation phases of the Project are given in Table X.1.

Table X.1 Key Performance Indicators (KPIs) for SEP Monitoring

Parameter	Key Performance Indicator	Target	Project Phase	Assessment Frequency	Responsible Party
	Number of Grievances Received (by gender and category of grievance)	Decrease in number of grievances received Increase in grievance	Construction	Monthly	Municipality/ PIU Contractor
Internal Grievances (mainly from workers.)	Number of Open or Closed Grievances Average Grievance Closeout Time Types of Grievances Number of Invalid Grievances (Grievance forms, other online and offline communication methods, etc.)	closeout rate (closed grievances /total number of grievances) Decrease in time of grievance closeout Zero grievances not closed out within the target timeframe. Target closeout rate of total grievances: 90%	Operation	Quarterly	Municipality/ PIU
	Number of Grievances Received (by gender and category of grievance)	Decrease in number of grievances received Increase in grievance	Construction	Monthly	Municipality/ PIU Contractor
External Grievances	Number of Open or Closed Grievances Types of grievances Number of Invalid grievances (Grievance forms, database, other online and offline communication methods, etc.)	closeout rate (closed grievances /total number of grievances) Decrease in time of grievance closeout Zero grievances not closed out within the target timeframe. Target closeout rate of total grievances: 90%	Operation	Quarterly	Municipality/ PIU
	Number of Planned Stakeholder Engagement Activities	Increase in the number of activities carried out	Construction	Monthly	Municipality/ PIU Contractor
Stakeholder Engagement Activities	Type of planned Stakeholder Engagement Activities Number of participant stakeholders Type of participant stakeholders (Activity records, meeting minutes, participant	Increase in the number of participants Increase in the number of different types of stakeholder (as group or person) Increase in the number of activities carried out	Operation	Quarterly	Municipality/ PIU











Parameter	Key Performance Indicator	Target	Project Phase	Assessment Frequency	Responsible Party
	records and related reports, documents, etc.)				

Throughout the Project, the Municipality/PIU will communicate with stakeholders and inform them about any significant issues, for example, changes in the project schedule. Any additional stakeholders identified during the lifetime of the Project will also be added to the stakeholder list and communication with them will be initiated. Improvements, upgrades and all environmental and social issues will be timely communicated via the methods outlined in Chapter VII of this SEP.

The feedbacks received from communities, local authorities, landowners, other companies, NGOs, media, academic institutions and other interest groups on a systematic basis through an effective consultation and grievance redress mechanism, which is developed, will be registered and reported by the Municipality during the construction and operation phase.

Monthly summaries/reports regarding the grievances, queries, and related incidents together with the implementation status of corrective/preventive actions will be prepared by the Contractor throughout the construction phase and by the Municipality during the operation phase. These summaries will be incorporated to monthly ESMRs, which will be prepared by Contractor in construction phase of the project to be submitted to the Municipality. Also, the Contractor should convey the grievances immediately to the Project Owner besides summarizing them in monthly ESMRs. The monthly summaries/reports will be a means to assess both the number and nature of complaints (if any), along with the Municipality's and contractor/s' ability to address complaints in a timely and effective manner. As for the incidents, the Contractor is responsible for immediate notification of the contingencies such as environmental, social and labor issues or accidents, incidents or loss of time to the Project Owner and keeping an event log on site throughout the lifetime of the Project.

Monthly ESMRs will be prepared by the Contractor to be submitted to the Municipality. Quarterly ESMRs will be prepared by the Municipality, to be submitted to ILBANK together with the Grievance Register. Semiannual ESMRs and Project Progress Reports will be prepared by ILBANK to be submitted to WB. These reports will include a summary of the Project's performance on management of health, safety, environment and social issues, grievance redress mechanism and stakeholder engagement activities conducted during the specified period. All the work done within the GRM will be documented with the forms and logs in this SEP and will be evaluated and reported according to the determined KPI targets. It should also be noted that the personal information of the complainant having used the GRM will remain confidential and will never be shared in these reports.

Stakeholder engagement activities can be presented in a tabular format (see Table VII.4) listing the tasks undertaken, the time of action, responsible party, target group and the purpose of the action.





XI. APPENDICES

APPENDIX 1: Sample Grievance Register

										Complain	ant Information	n	-						Action Take	n		
,	lo F	Complaint Register Number	How Complaint is Received (Grievance Form, Community Meeting, Telephone)	Level of Grievance (Municipality/Utility Level, Regional ILBANK Office, ILBANK HQ Level)	Date of Complaint Received	Location of Complaint Received	Name of Person Receiving Grievance	Land Parcel # (If complaint is related to land)	Name/Surname	ID Number	Telephone/ e-mail	Village- District	Gender	Project Component Related to Complaint	Grievance Category (expropriation/land acquisition related, environmental issues, damages to structures etc.)	Complaint Summary	Grievance Status (open, closed or pending)	Responsible Person/Department	Action Planned	Due Date of the Addressing the Grievance	Date of Action Taken	Supporting Documents for Grievance Closeout (bank receipt for compensation, grievance closure protocol)
	1																					







APPENDIX 2: Sample Grievance Form

1	NIGD	E MUNICIPALITY				
NGDE		Nigde Central Sewerage and Storm Water Construction Project				
BELEDIYESI	GRIE	GRIEVANCE FORM				
Person Filling out the Form:		Date and time:				
Meeting Agenda:		Reference No:				
1. INFORMATION ABOUT TH	IE COMPLAINANT					
Name Surname:		Form of Complaint:				
TR Identification number:		Phone / Toll Free Hotline				
Phone:		Face to Face Meeting				
Address:		Website / E-Mail				
E-Mail:		Other (Explain)				
Stakeholder Type						
Public Institution PAP	Private Enterprise	Professional NGO				
Interest Groups Industry Associatio	ns Labor Unions	Media University				
2. DETAILED INFORMATION	ON THE COMPLAINT					
Explanation of the complaint:						
Action requested by the complainan	t:					
Registrant Name Surname/Signature	Complainant Name	Surname /Signature				



P-Y-P









APPENDIX 3: Sample Grievance Closeout Form

I .	NIGDE MUNICIPALITY
NGDE	Nigde Central Sewerage and Storm Water Construction Project
BELEDIYESI	GRIEVANCE CLOSEOUT FORM
Reference No:	
1. IDENTIFICATION OF	CORRECTIVE ACTION
1	
2	
3	
4	
5	
Responsible Departments	
2. TERMINATION OF C	OMPLAINT
This section will be filled and signed by the	
complainant in the event	
that the complaint specified	
in the "Grievance Register Form" is resolved.	

Grievance Closeout Date:

Name-Surname/Signature of the Person Closing Complaint:

36

Name-Surname/Signature of Complainant:











APPENDIX 4: Sample Consultation Form

	NIGDE MU	INICIPALITY
NGDE		rage and Storm Water tion Project
BELEDIYESI	CONSULTA	TION FORM
Person Filling out the Form:		Date and time:
Meeting Agenda:		Consultation Registration No:
1. CONSULTATION INFO	ORMATION	
Interviewed Institution:		Communication Type
Name-Surname of the Interview	wee:	Phone / Hotline
Phone:		Face to Face Meeting
Address:		Website / E-mail
E-Mail:		Other (Explain)
Stakeholder Type		
Public Institution PAF	Private Enterprise	Professional NGO
	ustry Labor Unions	Media University
2. CONSULTATION DET	AILS	
Questions about the project:		
Project concerns/feedback:		
Responses to the views expressed above:		
Recorded by Name-Last Name/Signature	Complainant Name-Last Name/Signature	





APPENDIX 5 STAKEHOLDER CONSULTATION MEETING

APPENDIX 5-1 Announcements and Presentation for the PCM



Appendix 5-1-1 Local Newspaper Announcement



Part Part I











Appendix 5-1-2 National Newspaper Announcement







ILBANK

39







)E	
DE BAŞKAN × KURUMSAL × PROJELER × GÜNCEL × ŞE المجانبة	EHRİMİZ V ONLINE ISLEMLER V İLETİŞİM E-B

NİĞDE MERKEZ KANALİZASYON VE YAĞMURSUYU ŞEBEKESİ İNŞAATI PROJESİ PAYDAŞ KATILIM TOPLANTISINA DAVET

A⁻ A⁺ %

05.01.2024

Sürdürülebilir Şehirler Programı-II Ek Finansman (SŞP-II-EF) kapsamında Niğde Belediyesi tarafından çalışmaları devam eden Niğde Merkez Kanalizasyon ve Yağmursuyu Şebekesi İnşaatı Projesi'ne ait Çevresel ve Sosyal Yönetim Planı çalışmaları kapsamında, paydaşları bilgilendirmek, görüş ve önerilerini almak, yatırım ve işletme dönemlerinde paydaşlar ile işbirliği tesis etmek üzere "Paydaş Katılım Toplantısı" düzenlenecektir. Toplantının detayları aşağıda verilmiştir.

Halkımıza saygı ile duyurulur.

BAĞLI İLİ/İLÇESİ	YER	TARIH ve SAAT
	Niğde Belediyesi	
Niăde / Merkez	Meclis Salonu	16.01.2024
	Niğde Belediyesi 2. Kat Meclis Salonu Yukarı Kayabaşı Mah. Adliye Sk. No:1	10:00

 Proje Sahibi
 : Niğde Belediyesi

 Telefon
 : 444 51 01

 E – posta
 : nigdebelediyesi@hs01.kep.tr

ÇSYP Raporu

Hazırlayan Kuruluş : ENCON Çevre Danışmanlık Ltd. Şti

Telefon : +90 (312) 447 71 23



Appendix 5-1-3 Website Announcement





sızıntı, su kirliliği, atık üretimi ve iş sağlığı ve güvenliği, işletme aşamasında ise kimyasalların depolanması ve kullanımı, gürültü, atıklar, gürültü, geçim kaynakları, şikâyetler, topluluk çatışmaları, iş sağlığı ve güvenliği ve işgücü parametreleri vb. ÇSYP'de belirlenen şartlara uygun olarak izlenecektir.

Bu ÇSYP'nin uygulanmasından sorumlu ana kurum, projenin inşaatından ve işletme aşamalarından da sorumlu olan Niğde aşamalarında va solurinu oları higde Belediyesi'dir. Ayrıca, projenin farklı aşamalarında çeşitli taraflar (Yükleniciler, Proje Uygulama Birimi, İLBANK, vb.) ÇSYP kapsamında çeşitli konularda sorumluluk alacaklardır. Sözü edilen tüm çalışmalar Niğde Belediyesi tarafından koordine edilecektir edilecektir.

Proje dokümanları ayrıca Niğde Belediyesi'nin internet sitesi üzerinden yayınlanacaktır ve talep edilmesi halinde dokümanları bu dokümanlar Niğde Belediyesi tarafından pavlasılacaktır

Niğde halkının hem inşaat hem de işletme aşamasında Proje ile ilgili endişelerini, görüşlerini, şikâyetlerini ve önerilerini almak adına bir **Şikâyet Mekanizması** kurulacaktır

Bu mekanizma aracılığıyla iletilen şikâyetler, hızlı ve hassas bir şekilde ele alınacaktır.

5

Sikâyet Mekanizmasının kurulmasından ve uygulanmasından sorumlu kurum Niğde Belediyesi olacaktır. Bu kapsamda proje ile ilgili beklenti, görüş, öneri ve şikâyetlerin paylaşılması için aşağıda verilen iletişim kanalları da ayrıca kullanılabilecektir:

- Paydaş Katılım Toplantıları Alo 153 444 51 01
- . E-mail: nigdebelediyesi@hs01.kep.tr

Tüm iç ve dış paydaşlar, projeyle ilgili şikâyetlerini ve geri bildirimlerini doğrudan devlet vetkililerine iletmek icin alternatif ve iyi bilinen bir kanal olarak tüm proje paydaşlarının erişimine açık olan ve ülke çapında kullanılan Cumhurbaşkanlığı İletişim Merkezi (CİMER) gibi diğer şikâyet giderme mekanizmalarından yararlanma hakkına sahip olacaktır.

CİMER iletişim bilgileri;

- CİMER Web Sitesi: www.cimer.gov.tr
- CİMER Çağrı merkezi:150 CİMER Telefon: +90 312 525 55 55
- CİMER Faks: +90 312 473 64 94
- CİMER Resmi Yazı Adresi: TC İletişim Başkanlığı Kızılırmak Mah. Mevlana Bulvarı No:144 ÇANKAYA/ANKARA
- Bireysel başvurular için valilikler,



Kanalizasyon Niğde Merkez Yağmursuyu Şebekesi İnşaatı Projesi Türkiye'deki şehirlerde sürdürülebilir kalkınmayı desteklemek için Sürdürülebilir Şehirler Projesi- II Ek Finansman (SŞP-II-EF) kapsamındaki alt projelerden biridir. SŞP-II-EF, özellikle afetlere ve iklim değişikliğinin olası risklerine karşı şehirlerin direncinin arttırılması ve bu risklerin gerçekleşmesi durumunda şehirlere etkilerinin hafifletilmesine ilişkin yaklaşımları geliştirmeyi amaçlamaktadır.

Dünya Bankası (DB) tarafından finanse edilen proje, İller Bankası A.Ş. aracılığı ile Niğde Belediyesi tarafından yürütülecektir. Projenin genel amacı, İlhanlı ve Nar mahallelerinin atıksu altyapı ihtiyaçlarını karşılamak için kanalizasyon şebekesi tasarlamak ve uygulamak ve Selçuk, İlhanlı ve Nar mahallelerinin yağmursuyu toplama hattı altyapı ihtiyaçlarını karşılamak için yağmursuyu şebekesi tasarlamak ve uvgulamaktır.

Proje, üç bileşenden oluşmaktadır (Bkz: Şekil 1).

Bilesen I- Niğde İlhanlı ve Nar Merkez Mahalleleri'nin Kanalizasyon Şebekelerinin Yenilenmesi, Niğde'nin İlhanlı ve Nar Merkez Mahallelerinin 128,6 km'lik mevcut kanalizasyon şebekesinde rehabilitasyon çalışmaları yapılmasını ve 14,3 km uzunluğunda yeni bir kanalizasyon hattı inşa edilmesini kapsamaktadır.

2

Bileşen II- Niğde İlhanlı, Nar, Selçuk Merkez Mahalleleri Yağmursuyu Şebekesi İnşası, entegre olarak tasarlanan kanalizasyon ve yağmursuyu toplama sistemlerinin ayrı birer sistem haline getirilmesi için 31,5 km uzunluğunda bir yağmur suyu şebekesi inşa edilmesini kapsamaktadır.

Projenin beklenen sonuçları aşağıdaki gibidir:

- yükünün ve atıksu arıtma tesisine giden su miktarının azalması,
- verimliliğinin artması ile alıcı su ortamına patojen deşarj riskinin azalması,
- Sucul türler ve habitat üzerindeki etkilerin
- Enerji tüketiminde tasarruf ve temiz su kaynaklarının daha verimli kullanımı.
- Projenin inşaat faaliyetlerinin 24 ay süreceği öngörülmektedir.

Projenin personel ihtiyaçları henüz kesinleşmemiş olmakla beraber inşaat aşamasında 75, işletme aşamasında 4 kişinin istihdam edilmesi öngörülmektedir. İşe alım sürecinde yerel halka öncelik verilecektir.

3



Şekil 1: Yer Bulduru Haritası

Beklenen etkilerin yönetimi için bir Çevresel ve Sosyal Etki Değerlendirmesi (ÇSYP) geliştirilmiştir. ÇSYP, Projenin uygulanmasından kaynaklanan olası çevresel ve sosyal etki ve riskleri belirlemek ve önemli olumsuz çevresel etkiler için etki azaltma önlemleri önermek amacıyla hazırlanmıştır.

Ayrıca ÇSYP kapsamında uygulanacak izleme ve denetim faaliyetleri do izleme ve denetim faaliyetleri de tanımlanmıştır. ÇSYP çalışmaları kapsamında toprak ve hava ortamları, gürültü, su kaynakları, atıklar, trafik üzerinde oluşabilecek etkiler belirlenmiş ve ilgili etki azaltma önlemleri belirtilmiştir.

gereklilikleri de ÇSYP tablolarında İzleme kapsamındaki izleme tanımlanarak sunulmuştur. Buna göre projenin inşaat aşamasında, üst toprak kaybı, toprak kirliliği, toz emisyonu, gürültü,

Appendix 5-1-4 Brochure Distributed During the SCM











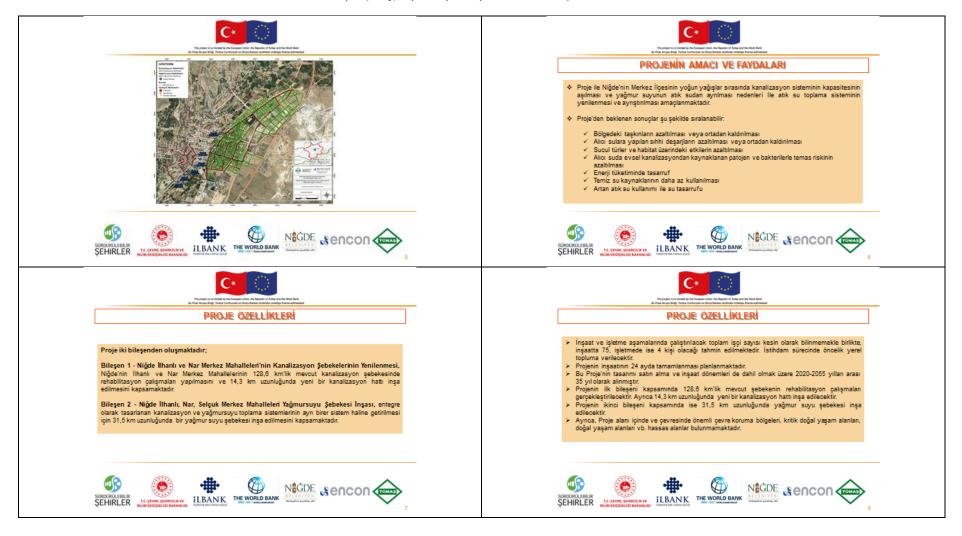
- Proje hizmet alanındaki taşkınların azaltılması veya ortadan kaldırılması, Kanalizasyon sistemine düşen su taşıma
- Meycut atiksu arıtma tesisinin
- azalması





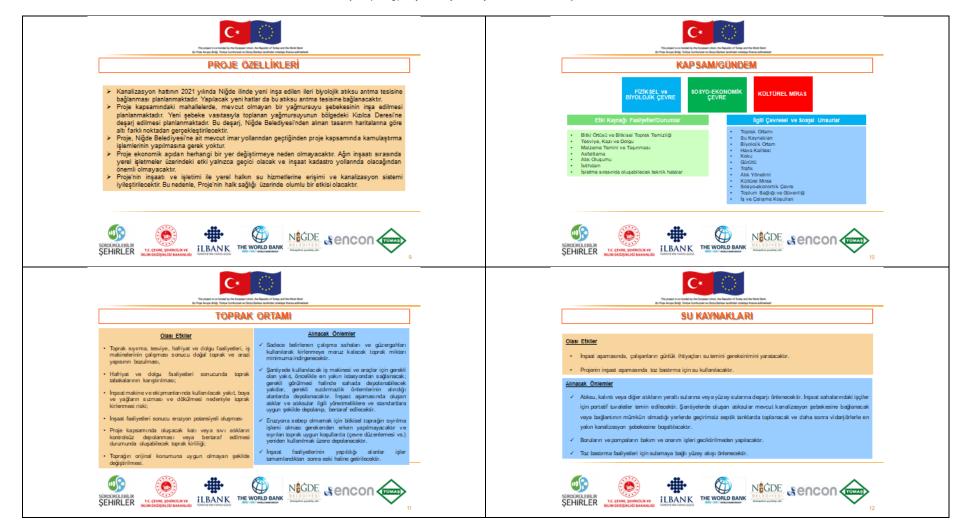






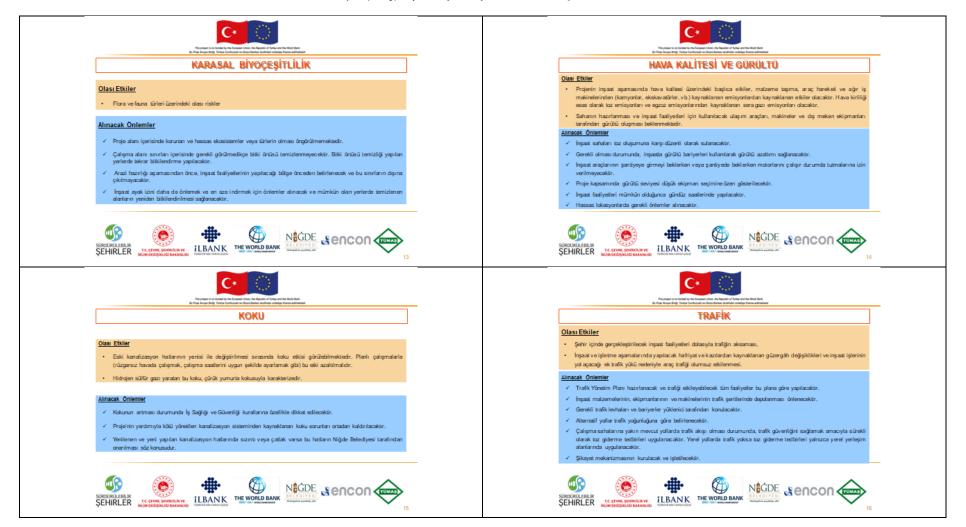






















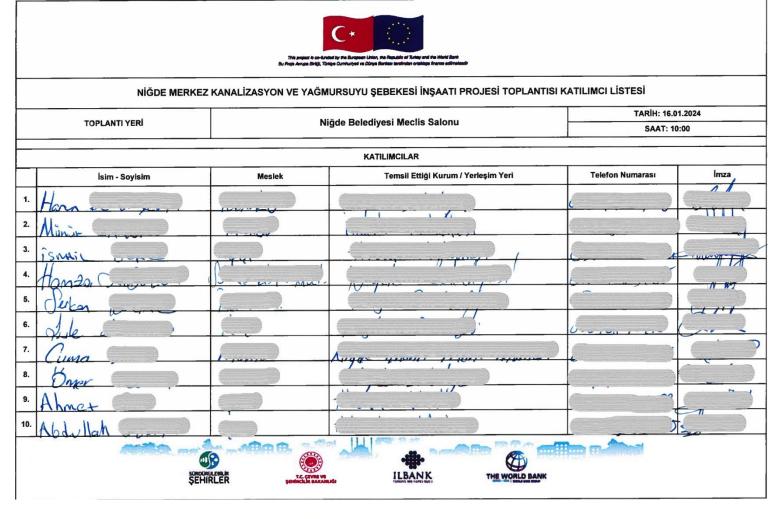


Appendix 5-1-5 Project Information Presentation that was presented at the SCM





APPENDIX 5-2 Stakeholder Consultation Meeting Participant Lists and Photos







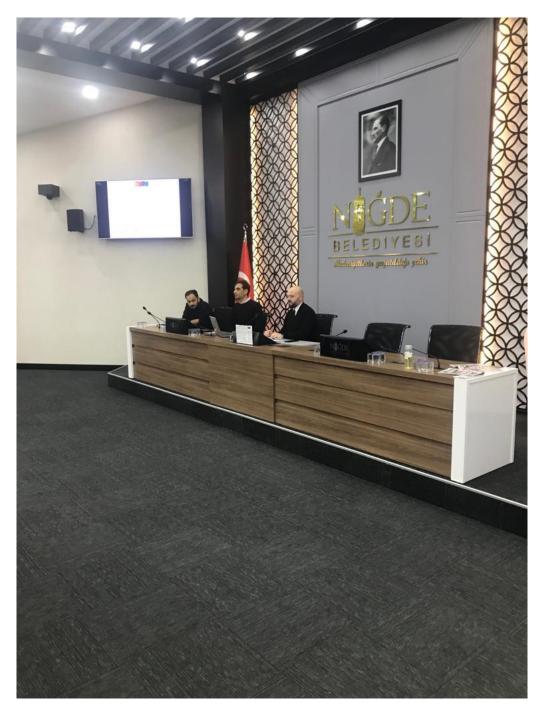
NİĞ	DE MERKEZ KANALİZASYON VE YAĞI	NURSUYU ŞEBEKESİ İNŞAATI PROJESİ TOPLANTIS	SI KATILIMCI LİSTESİ	
TOPLANTI YERİ	N	liğde Belediyesi Meclis Salonu	TARİH: 16.01. SAAT: 10:	
		KATILIMCILAR		
İsim - Soyisim	Meslek	Temsil Ettiği Kurum / Yerleşim Yeri	Telefon Numarası	lmza
Höseyin		()		V
Nuh				
- Arm			<u>(</u>)	
· mert '				
Mennet				(,
0.				

Appendix 5-2-1 Participation List of the SCM





This project is co-funded by the European Union, the Republic of Turkey and the World Bank Bu Proje Avrupa Birliĝi, Turkiye Cumhuriyeti ve Dürya Bankası tarafından ortaklaşa finanse edilmektedir







This project is co-funded by the European Union, the Republic of Turkey and the World Bank Bu Proje Avrupa Birliği, Türkiye Cumhuriyeti ve Dünya Bankası tarafından ortaklaşa finanse edilmektedir







This project is co-funded by the European Union, the Republic of Turkey and the World Bank Bu Proje Avrupa Birliĝi, Turkiye Cumhuriyeti ve Dünya Bankası tarafından ortaklaşa finanse edilmektedir



Appendix 5-2-2 During the SCM Presentation





APPENDIX-6 MINUTES OF STAKEHOLDER PARTICIPATION MEETING





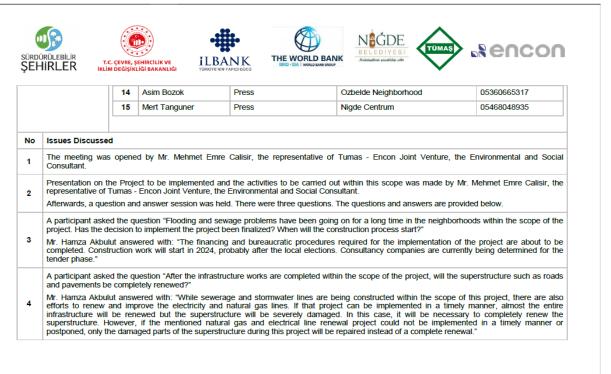






		MINUTES O	F STAKEHOLDER F	PARTICIPATION	IEETING					
Subject of Meeting:	Nigde	gde Central Sewerage and Stormwater Construction Project Stakeholder Consultation Meeting								
Place/Date of Meeting:	Nigde	Municipality Meeting H	all	16.01.2024 - 10:00						
Participants:		Name-Surname	Occupation	Represented Residence	Institution / Place of	Telephone				
	1	Hamza								
	2	Harun I								
	3	Mehmet								
	4	Nuh								
	5	Munir (
	6	Ismail C								
	7	Serkan I								
	8	Sule /								
	9	Cuma I								
	10	Omer								
	11	Ahmet L								
	12	Abdullah								
	13	Huseyin								

1













2





lifespan/service period?"
 Mr. Hamza Akbulut answered with: "The parts of Ilhanli and Nar neighborhoods that has problematic sewage lines and flood problems are determined during the inspections. These areas are within the scope of the project. Most, but not all, of the mentioned neighborhoods' area are within the scope of the project. The project life is 35 years."

3

6 The meeting was concluded in 1 hour and 15 minutes.

Appendix 6-1 Minutes of SCM

