



SEISMIC RESILIENCE AND ENERGY EFFICIENCY IN PUBLIC BUILDINGS

(Ref : WB/CS-DESSUP-04)

ISTANBUL UNIVERSITY MEDICAL FACULTY ÇAPA CAMPUS SURGICAL HOSPITAL CONSTRUCTION WORK

STAKEHOLDER ENGAGEMENT PLAN



SEPTEMBER 2024

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Abbreviations

CİMER	Presidency's Communication Center
Consultant	Tima Engineering Consultancy Project and Management Co. Inc.
E&S	Environmental and Social
EEPB	Energy Efficiency in Public Buildings Project
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
EU	European Union
GBV	Gender-Based Violence
GDCA	Directorate General of Construction Affairs
GM	Grievance Mechanism
GS	Grievance Service
GRS	Grievance Redress Service
HVAC	Heating, Ventilation and Air Conditioning
IIP	Independent Inspection Panel
KPI	Key Performance Indicator
LMP	Labor Management Procedures
MoEUCC	Ministry of Environment, Urbanization and Climate Change
MoH	Ministry of Health
MoNE	Ministry of National Education
NGOs	Non-Governmental Organizations
OHS	Occupational, Health and Safety
OHSP	Occupational, Health, and Safety Plan
PDoEUCC	Provincial Directorate of Ministry of Environment, Urbanization and Climate Change
PIU	Project Implementation Unit
POM	Project Operational Manual
PV	Photovoltaic
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SOP	Standard Operation Procedure
SREEPB	Seismic Resilience and Energy Efficiency in public Buildings
WB	World Bank
YİMER	The Presidency of Migration Management Help Line

Glossary

Grievance Mechanism: A system developed to receive and address grievances, complaints, and queries from parties affected by the Istanbul University Medical Faculty ÇAPA Campus Surgical Hospital Structural Feasibility, Energy Study, Design Review, and Construction Consultancy Services Project (WB/CS-DESSUP-04) (Sub-Project), particularly regarding its environmental and social performance. This mechanism ensures that issues and grievances are handled transparently and impartially.

Implementing Institution: The General Directorate of Construction Affairs (GDCA) under the Republic of Türkiye, Ministry of Environment, Urbanization and Climate Change is responsible for the overall management of the Sub-Project.

PIU (Project Implementation Unit): The General Directorate of Construction Works team executes the Sub-Project.

Sub-Project: The Istanbul University Faculty of Medicine ÇAPA Campus Surgical Hospital Structural Feasibility, Energy Study, Design Review, and Construction Consultancy Services Project.

Stakeholder: (a) Individuals or groups affected or likely to be affected by the Sub-Project and (b) those directly involved or interested in the Sub-Project.

Stakeholder Engagement: An ongoing process throughout the Sub-Project's lifecycle, aimed at establishing responsible stakeholder ownership and achieving agreed-upon goals by involving relevant stakeholders. This process encompasses various activities and discussions, including stakeholder identification and analysis, information sharing, consultations, partnerships, sharing views, managing the grievance mechanism, engaging stakeholders in Sub-Project monitoring, reporting to stakeholders, and management functions.

Stakeholder Engagement Plan (SEP): This plan is a useful tool for managing communication with Sub-Project stakeholders. Its objective is to enhance and streamline the decision-making process, ensuring that stakeholders, both directly and indirectly affected by the Sub-Project, are effectively engaged at appropriate times. The SEP allows these groups to express their views and grievances, potentially influencing Sub-Project decisions.

1. INTRODUCTION

This Stakeholder Engagement Plan (SEP) has been prepared for the Istanbul University Medical Faculty ÇAPA Campus Surgical Hospital Structural Feasibility, Energy Study, Design Review, and Construction Consultancy Services Project (WB/CS-DESSUP-04). The SEP outlines the Sub-Project's target groups, the planned engagement activities for all relevant stakeholders, and the establishment of a Grievance Mechanism (GM). It is designed to ensure compliance with national and international legislation, as well as the World Bank's Environmental and Social Standard 10 (ESS10: Stakeholder Engagement and Information Disclosure) and Stakeholder Engagement Framework (SEF). The SEP is an integral part of the Sub-Project's Environmental and Social Management Framework (ESMF). The scope of this SEP is tailored to the Sub-Project's nature and scale, its potential risks and impacts, and the characteristics of the stakeholders who may be affected by or interested in the Sub-Project.

This report is based on a review of Sub-Project-related documents, consultation notes with stakeholders, and information gathered from site visits. Its main objective is establishing a management system that builds trust with stakeholders throughout the Sub-Project lifecycle and creating a dynamic operational plan that adapts to changing needs.

1.1. Sub-Project Description

The Istanbul University Medical Faculty Çapa Campus Surgical Hospital Construction Work) is a sub-project of the Seismic Resilience and Energy Efficiency in Public Buildings (SREEPB) Project. The risk level of SREEPB Projects has been determined as "moderate".. The Project, managed by the General Directorate of Construction Affairs (GDCA) under the Ministry of Environment, Urbanization, and Climate Change (MoEUCC) and financed by a World Bank (WB) loan, aims to enhance earthquake resilience, safety, and energy efficiency of public buildings in Türkiye. This project targets buildings such as universities, dormitories, hospitals, and administrative facilities that are at high risk for earthquakes and exhibit low energy efficiency. Key activities under the SREEPB Project include retrofitting, refurbishing, demolishing, and reconstructing these buildings. Additionally, the project provides technical assistance, capacity building, and improved project management and implementation practices.

The ÇAPA Surgical Hospital Sub-Project (reference number WB/CS-DESSUP-04) specifically focuses on constructing a new surgical hospital at the Istanbul University Faculty of Medicine's Çapa Campus, located in the Fatih district. The Sub-Project site is at Block 2579, Parcel 20, covering a total construction area of 21,330 m². The new hospital will have three basement levels, a sub-ground floor, a ground floor, three upper floors, and a capacity of 128 beds. The construction period is expected to last 18 months. The General Directorate of Construction Affairs (GDCA) will oversee the project to ensure it aligns with SREEPB's objectives and complies with national and international standards, including the World Bank's Environmental and Social Framework (ESF).

The ÇAPA Surgical Hospital Sub-Project is classified as having a **moderate environmental and social risk** due to its urban location and the complexity of the construction activities involved. The potential risks include disruptions to local traffic, noise and dust pollution, and waste management challenges. Additionally, given the project's location in an earthquake-prone area, ensuring the new hospital's seismic resilience is crucial. However, the project has comprehensive mitigation measures in place to manage these risks effectively and comply with the World Bank's Environmental and Social Standards (ESS) outlined in the ESF:

Traffic Management: A detailed traffic management plan will minimize disruptions by designating specific routes for construction vehicles, scheduling deliveries during off-peak hours, and using clear signage to guide traffic and pedestrians safely around the site.

Noise and Dust Control: The Sub-Project will utilize noise barriers and water spraying techniques to mitigate noise and dust pollution. Construction activities generating significant noise will be limited to daytime hours to reduce disturbances to nearby residents and businesses, schools, etc.

Waste Management: An effective waste management plan will be implemented to handle construction debris and other waste materials. This plan emphasizes recycling and safe disposal to minimize environmental impact.

Seismic Resilience Measures: The new hospital will incorporate advanced seismic design features, including seismic isolators and reinforced structural elements, to enhance resilience against earthquakes.

Energy Efficiency and CO2 Emissions Reduction: To align with the SREEPB Project's goals, the hospital will adopt energy-efficient measures such as high-efficiency HVAC systems, insulation for facades and roofs, and photovoltaic panels for solar power generation. These measures will help reduce CO2 emissions and contribute to nearly zero-energy building (NZEB) standards.

Occupational Health and Safety (OHS): A comprehensive OHS plan will be enforced, including regular safety training, emergency preparedness drills, and on-site OHS specialists to monitor compliance with safety protocols.

Community Engagement and Grievance Mechanism: The Sub-Project includes continuous engagement with local communities through public meetings, transparent communication channels, and a dedicated grievance mechanism to promptly address any concerns or feedback.

By implementing these mitigation measures and adhering to the World Bank's Environmental and Social Standards (ESS), the Sub-Project aims to minimize environmental and social impacts, reduce CO2 emissions, and maintain a moderate risk level, ensuring responsible and sustainable development.



Figure 1 Istanbul University Çapa Medical Faculty Surgical Hospital Front Design



Figure 2 Istanbul University Faculty of Medicine, Çapa Campus: Surgical Hospital Main Impact Area and Surroundings

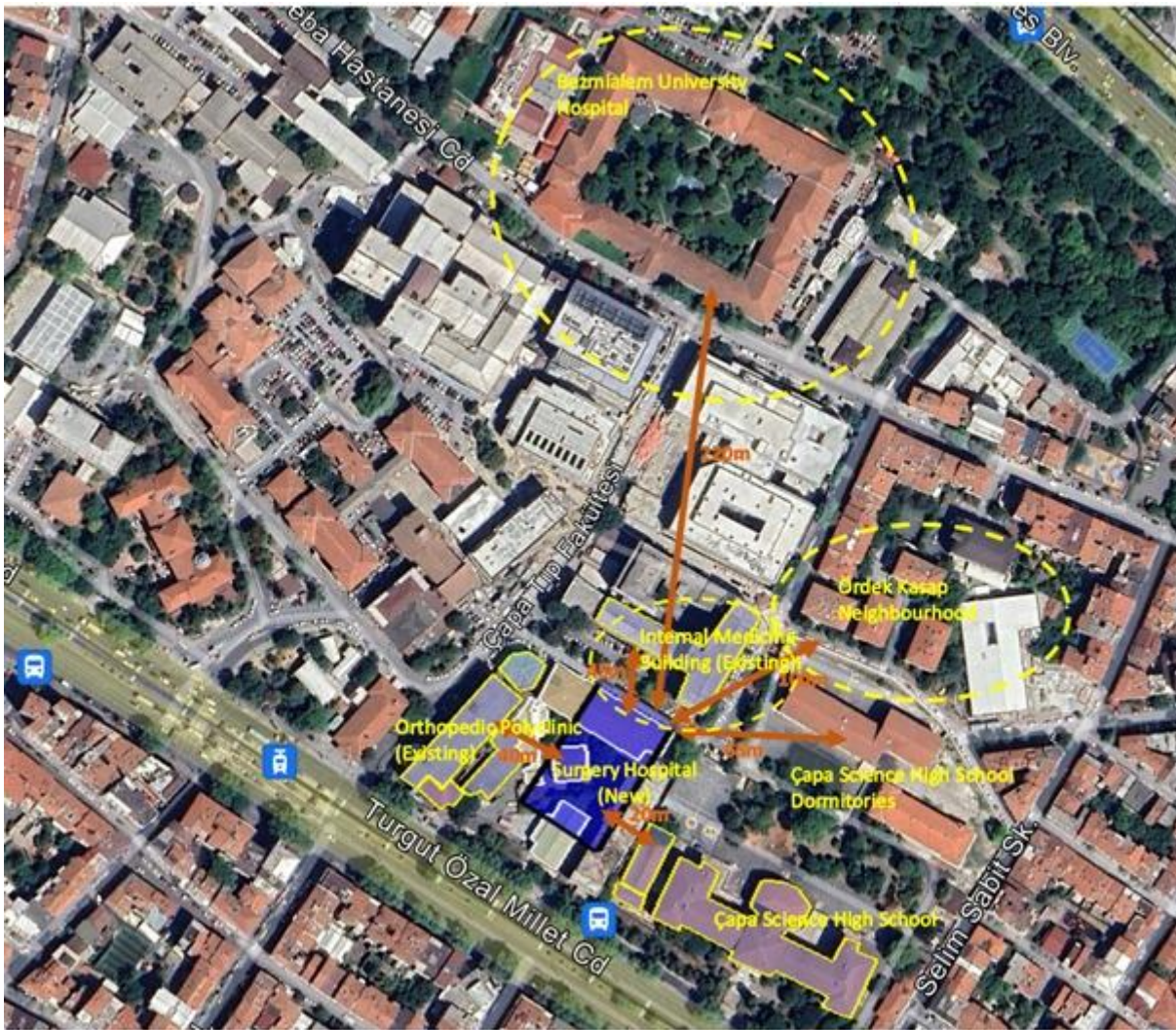


Figure 3 Primary Impact Area of the Sub-Project

The social and environmental impacts of the Sub-Project are expected to affect people, households, and institutions (such as schools, hospitals, health centers, and homes) in the vicinity of the construction site. To address this, measures will be implemented to carefully manage environmental, social, and occupational health and safety (E&S and OHS) activities, as well as to mitigate any negative environmental and social impacts.

Upon completion, the new Surgical Hospital will offer the following features to the public:

- A seismic-resistant structure equipped with seismic isolators and advanced technical capabilities
- A significant advancement in mitigating risks and enhancing public health in earthquake-prone regions
- Energy efficiency measures leading to substantial energy savings through the adoption of reliable and efficient energy sources

- Environmental contributions by functioning as a nearly zero-energy hospital, employing energy-efficient technologies to reduce energy consumption and carbon dioxide emissions
- A commitment to promoting sustainable development

Compliance with national legislation, the World Bank Environmental and Social Framework (ESF), and relevant Environmental, Health, and Safety (EHS) Guidelines will be ensured at all stages of the sub-project.

The Environmental and Social Standards (ESS), a component of the World Bank ESF, outline the requirements for Sub-Project proponents regarding the identification and assessment of environmental and social risks and impacts associated with World Bank-supported projects. The applicability of these standards to the Sub-Project is summarized in the table below.

Table 1 Applicability of the World Bank Environmental and Social Standards to the Sub-Project

Environmental and Social Standards	Applicability
ESS1: Assessment and Management of Environmental and Social Risks and Impacts	Yes
ESS2: Labor and Working Conditions	Yes
ESS3: Resource Efficiency and Pollution Prevention and Management	Yes
ESS4: Community Health and Safety	Yes
ESS5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement	No ¹
ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources	No ²
ESS7: Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	No ³
ESS8: Cultural Heritage	Yes
ESS9: Financial Intermediaries	No ⁴
ESS10: Stakeholder Engagement and Information Disclosure	Yes

The table below provides a summary of the technical information regarding the work to be carried out for the reconstruction of the Istanbul University Medical Faculty Çapa Campus Surgical Hospital. The contractor will hire one full-time environmental specialist, one social specialist, and one occupational health and safety (OHS) specialist. Additionally, the construction supervision consultant firm will employ one environmental specialist, one social specialist, and one OHS specialist. The Consultant, Contractor, and -the Project Implementation Unit (PIU) of the Ministry will be responsible for documenting and addressing questions and comments from stakeholders concerning environmental, social, and OHS issues.

¹ No activities under this Sub-Project will involve land acquisition, restrictions on land use, or involuntary resettlement. All work will be conducted within the existing buildings.

² The activities under the Sub-Project's scope will not interact with natural resources or biodiversity elements.

³ There are no indigenous groups in Türkiye that meet the definition provided in ESS7.

⁴ Since no financial intermediary institution is involved in this Sub-Project, ESS9 will not be applied.

Sub-Project General Information

Table 2 Sub-Project Site Information

GENERAL INFORMATION (RECONSTRUCTION OF ÇAPA SURGICAL HOSPITAL)	
Building Name:	Istanbul University Faculty of Medicine Çapa Campus Surgical Hospital
Province:	İstanbul
District:	Fatih
Address:	Ördek Kasap District. 2579 Block and 20 Parcel
Construction Area:	21.330 m ²
Expected Number of Users in the Building to be Reconstructed:	Number of Administrative Staff: 1,219 (Campus) Number of Patients: 4,000 (monthly) Number of Beds: 128
PRODUCTIONS TO BE MADE IN THE SURGICAL BUILDING	
Earthquake Resistance:	<ul style="list-style-type: none"> • Construction with Isolators (40 pcs.) (Reconstruction)
Energy Efficiency Measures:	<p>To ensure high energy efficiency in the new building, systems such as efficient HVAC systems are employed. Below are the energy-efficient innovations incorporated into the new building:</p> <ul style="list-style-type: none"> • Facade and roof thermal insulation construction • Utilization of High-Efficiency Pumps • Integration of High-Efficiency Motors and Speed Drives • Establishment of a new heating center • Installation of Solar Thermal System • Implementation and Commissioning of Mechanical Automation System • Construction of Lighting System with Efficient Armature • Integration of Lighting Automation • Installation of Photovoltaic (PV) Panels. Establishment of a self-consumption-oriented solar power plant (rooftop) integrated into the existing supply line • Establishment and Commissioning of an Energy Management System in compliance with EN ISO 50001 Standard
DURATION AND TIMING OF ACTIVITIES	
<p>The construction period for the Sub Project is scheduled to be 18 months. The Contractor is responsible for completing the tasks outlined in the Terms of Reference within the designated timeframe. Additionally, the Contractor must inform all stakeholders clearly and in advance about the construction schedule before commencing any work.</p>	
NUMBER OF EXPECTED WORKERS DURING RECONSTRUCTION	
<p>The anticipated workforce during the construction is expected to be one hundred (75) individuals per day, although this may fluctuate during figure the construction.</p>	

2. REGULATORY LEGAL CONTEXT

2.1. National Legislation

The right to information is the right of individuals to access information held by public institutions and organizations. The framework of Turkish legislation regarding the right to information consists of the following:

- The Constitution of the Republic of Türkiye
- The Right to Information Act (Law No. 4982)
- The Law on the Use of the Right to Petition (Law No. 3071)
- The Environmental Impact Assessment Regulation

Everyone has the right to apply to public institutions and organizations to obtain information, and accordingly, the Administration is obligated to take the necessary administrative and technical measures to provide applicants with all kinds of information and documents.

Constitution of the Republic of Türkiye

The Constitution of the Republic of Türkiye is the primary legal document that guarantees everyone's freedom of thought and opinion (Article 25). It ensures that no one shall be compelled to express their thoughts and opinions for any reason or purpose, nor shall they be accused or charged for their thoughts and opinions. Everyone can express and disseminate their thoughts and opinions individually or collectively through writing, pictures, or other media. This includes the freedom to receive or impart information or ideas without interference from public authorities (Article 26). Additionally, citizens of the Republic of Türkiye, as well as foreigners residing in Türkiye who observe the principle of reciprocity, have the right to apply in writing to the competent institutions and the Grand National Assembly of Türkiye regarding their requests and complaints concerning themselves or the public (Article 74).

Law No. 4982 on the Right to Information

Law No. 4982 on the Right to Information (published in the Official Gazette No. 25269 on 24.10.2003) outlines the process for accessing information. It regulates this right per the principles of equality, impartiality, and transparency, which are essential for democratic and transparent governance. According to Article 1, the purpose of this law is “to regulate the principles and procedures regarding the exercise of the right to information by individuals in line with the principles of equality, impartiality, and openness, which are prerequisites for democratic and transparent governance.”

public institutions and organizations are required to provide access to requested information and documents within 15 working days. If the requested information or document needs to be obtained from another unit or organization within the institution, if another institution's opinion is required, or if the application concerns multiple institutions, access must be provided within 30 working days. In such cases, the applicant must be informed in writing within 15 working days about the extension and the reasons (Article 11).

public institutions and organizations must “make all kinds of information and documents available to applicants, except those exempted by this law, and take the necessary administrative and technical measures to ensure that information requests are processed effectively, promptly, and accurately” (Article 5).

Law No. 3071 on the Exercise of the Right to Petition

According to Article 3 of Law No. 3071 on the Exercise of the Right to Petition (published in the Official Gazette No. 18571 on 01.11.1984), citizens of the Republic of Türkiye have the right to submit written applications regarding their requests and complaints to the Grand National Assembly of Türkiye and other competent authorities. Foreigners residing in Türkiye may also exercise this right, provided they adhere to the principle of reciprocity and submit their petitions in the Turkish language.

Environmental Impact Assessment Regulation

According to Article 4 of the Environmental Impact Assessment Regulation, dated 29.07.2022 and published in Official Gazette No. 31907, which is based on Article 10 of the Environmental Law, a public information and participation meeting is held to inform the public about the project investment and to gather opinions and suggestions. This meeting takes place on a date set by the Ministry, at a centrally located venue and time determined by the Provincial Directorate of Ministry of Environment, Urbanization and Climate Change (PDoEUCC). The location is chosen to ensure easy access for the public expected to be most affected by the project. The meeting includes the participation of institutions and organizations qualified by the Ministry, as well as the project owner.

2.2. UN Universal Declaration of Human Rights

In the realm of human rights respect, as outlined in the Universal Declaration of Human Rights adopted by the United Nations General Assembly on December 10, 1948, for all peoples and nations, stakeholder engagement is defined as “an ongoing process of interaction and dialogue between an enterprise and its potentially affected stakeholders that enables the enterprise to hear, understand and respond to their interests and concerns, including through collaborative approaches”.

2.3. World Bank Requirements

The World Bank has established an Environmental and Social Framework (ESF), consisting of Environmental and Social Standards (ESS), which projects affiliated with it are required to comply with. These standards ensure that projects address key environmental and social risks and opportunities effectively.

ESS 10: Stakeholder Engagement and Information Disclosure emphasizes the importance of “open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice.” This standard requires:

Stakeholder Involvement: Borrowers must involve stakeholders throughout the project's life cycle, starting at the earliest feasible stage in project development to facilitate meaningful consultations on project design. The extent, depth, and frequency of stakeholder engagement are tailored to the project's nature, scale, and potential risks and impacts.

Meaningful Consultations: Borrowers are required to conduct meaningful consultations with all stakeholders, providing timely, relevant, understandable, and accessible information. These consultations must be culturally appropriate and free from manipulation, interference, coercion, discrimination, and intimidation.

Stakeholder Engagement Process: According to ESS 10, this process includes (i) identifying and analyzing stakeholders; (ii) developing stakeholder engagement plans; (iii) providing information; (iv) consulting with stakeholders; (v) resolving grievances; and (vi) notifying stakeholders.

Documenting Engagement: Borrowers must maintain and disclose a documented record of stakeholder engagement, detailing the stakeholders consulted during the environmental and social assessment, a summary of the feedback received, and a brief explanation of how the feedback was considered or, if not, the reasons for its exclusion.

ESS 2: Labor and Working Conditions necessitates the development and implementation of a written Labor Management Procedure (LMP) specific to the project. These procedures outline the management of project employees in compliance with national laws and ESS guidelines, covering:

Labor Relations and Conditions: This includes managing labor relations and trade unions, working conditions and terms of employment, non-discrimination, and equal opportunity. It also involves developing and implementing project-specific labor management procedures and a Code of Conduct for contractors.

Labor Protections: Provisions include minimum age requirements and the prohibition of child labor and forced labor.

Worker Grievance Mechanism: A grievance mechanism for workers must be established and operated, with provisions for recourse through the national system for potential risks of Sexual Exploitation and Abuse/Sexual Harassment.

Occupational Health and Safety (OHS): Measures to ensure a safe working environment must be in place.

Inclusive Coverage: The framework also includes provisions for contract workers, community workers, and primary supply workers.

ESS 4: Community Health and Safety focuses on minimizing risks and impacts on the health, safety, and well-being of communities during the project life cycle. It recognizes that project activities can pose direct or indirect risks to the surrounding community and outlines the need for proactive measures to protect them. Key requirements under ESS 4 include:

Assessment of Community Risks and Impacts: Borrowers must identify and evaluate potential risks and impacts on community health, safety, and security, arising from project activities. This includes assessing potential exposure to diseases, hazardous materials, and project-induced environmental changes.

Mitigation Measures: Based on the risk assessment, borrowers must implement measures to avoid or minimize adverse impacts on community health and safety. This includes ensuring safe construction practices, effective traffic management plans to avoid accidents, and controlling noise and dust levels.

Emergency Preparedness and Response: Projects must develop and maintain an emergency preparedness and response plan that addresses both project-specific and community needs. This plan should be developed in consultation with the affected communities and relevant local authorities.

Security Personnel Requirements: If security personnel are used to safeguard project activities, measures must be in place to ensure they operate in a manner that respects community safety and human rights.

3. STAKEHOLDER ENGAGEMENT

Stakeholder engagement is a comprehensive process that spans the entire project lifecycle. When executed with professionalism, it facilitates the establishment of robust, constructive, and responsive relationships, which are vital for effectively managing a project's environmental and social risks. Stakeholder engagement is a crucial component of the project's management and monitoring processes, as well as in assessing and addressing environmental and social risks and impacts. This engagement, which should begin early in the project's development, involves interactions with identified individuals and groups. It provides a platform for stakeholders to voice their concerns and grievances, ensuring that their input is considered in project decision-making. Stakeholder engagement encompasses all relevant parties, including both public and private entities.

This Stakeholder Engagement Plan (SEP) has been developed according to the SREEPB Project Stakeholder Engagement Framework (SEF), which adheres to national and international laws and requirements for stakeholder engagement.⁵ Through the SEP, the following objectives will be achieved: (i) establish a systematic approach to stakeholder engagement; (ii) assess stakeholders' level of interest, influence, and support for the Sub-Project, ensuring their perspectives are considered in project design and environmental and social performance; (iii) share Sub-Project information on environmental and social risks in a timely, understandable, and culturally appropriate manner; (iv) organize communication, outreach, and engagement activities to identify disadvantaged and vulnerable individuals/groups and ensure their participation in the Sub-Project; (v) provide an accessible and inclusive mechanism for Sub-Project-affected people to submit suggestions and grievances, and for implementing agencies to respond to and address them.

The SEP outlines general principles and a cooperation strategy, including (i) identifying stakeholders for all project components; (ii) determining appropriate engagement methods; and (iii) ensuring adequate transparency to facilitate participation and meaningful consultation throughout the project lifecycle.

The SEP outlines the process for interacting with stakeholders, collecting input from them, conducting consultations, disseminating project information, and justifying the selection of appropriate methods and preparations. It will aid in managing stakeholder expectations, which will help in mitigating risks, preventing potential conflicts, and avoiding project delays by ensuring early, frequent, and transparent communication throughout the project's lifecycle. The plan outlines a systematic approach to engaging with project beneficiaries, affected individuals, women, vulnerable and disadvantaged community members, and other stakeholders to understand their interests and assess the Sub-Project's impact on them.

Therefore, GDCA will ensure ongoing engagement and participation of project stakeholders

⁵ Please see the Stakeholder Engagement Framework (SEF) Document at:
https://webdosya.csb.gov.tr/db/kamuguclendirme/menu/sreepb-p175894_paydas-katilim-cercevesi-mayis-final_20210521122305.pdf

throughout the execution of activities to achieve project objectives across the project lifecycle.

The Sub-Project acknowledges the rights of local communities as key stakeholders throughout its duration. Identified stakeholders encompass individuals and groups connected to the Sub-Project, either currently or in the future during its implementation. These stakeholders have been categorized into three groups: (i) project-affected parties, (ii) other interested parties, and (iii) disadvantaged/vulnerable groups.

Stakeholder engagement will be conducted with a commitment to avoiding manipulation, interference, and intimidation while ensuring that information is provided in a timely, meaningful, understandable, accessible, and culturally appropriate manner.

This document outlines the Project Implementation Unit's (PIU) plan and strategy for engaging with stakeholders who may be affected by or have an interest in the Sub-Project activities throughout its duration. It also details a Grievance Mechanism (GM) that allows stakeholders to submit suggestions and complaints, and for the PIU to receive, evaluate, respond to, and resolve these issues. This plan is open to revision as needed and may be updated based on stakeholder feedback or changes in project design. If significant changes are made to the Stakeholder Engagement Plan (SEP), the updated version will be redistributed.

The objectives of stakeholder engagement include:

- Informing the community and key stakeholders about project steps and progress before activities commence.
- Encouraging community participation, including marginalized groups.
- Soliciting feedback, exploring suggestions, and implementing them where feasible.
- Ensuring transparency.
- Adapting communication appropriately with a focus on gender-sensitive and non-discriminatory language.
- Employing user-friendly engagement tools.
- Utilizing multiple communication channels.

3.1. Stakeholder Identification and Analysis

Identifying relevant stakeholders is vital for ensuring a meaningful engagement process in the Sub-Project. To adhere to best practices, the following principles will guide stakeholder engagement and Sub-Project interaction:

Openness and Transparency Throughout the Project Lifecycle: public consultations on the Sub-Project will be conducted openly throughout the entire Sub-Project's life cycle, free from external manipulation, interference, coercion, or threats.

Informed Participation and Feedback Mechanisms: All stakeholders will be adequately informed, enabling them to provide feedback. Comments and concerns will be received, duly considered, and analyzed.

Inclusivity and Responsiveness: Participation in the Sub-Project will be inclusive, with stakeholder identification ensuring comprehensive communication, relationships, and involvement. Equal access to information will be guaranteed for all stakeholders. Recognizing the diverse needs of stakeholders, particularly women, youth, individuals with disabilities, the elderly, various ethnic groups, and cultural sensitivities, is fundamental.

The stakeholders currently identified, along with their potential interests and impacts, are outlined below:

Table 3 Potential Interests and Impacts for Each Affected Party

Stakeholder Groups			Relevance	Influence Level
Project Affected Parties	<ul style="list-style-type: none"> • Direct Stakeholders 	<ul style="list-style-type: none"> • General users of the Çapa Campus, including students, patients, visitors, and their families • Employees of the Çapa Campus, comprising healthcare workers, administrators, staff, and other personnel • Patients, staff, and visitors of the Orthopedics Clinic and Internal Medicine Clinic, which are the nearest clinic buildings • Construction company and its workforce • Ministry of Environment, Urbanization and Climate Change (MoEUCC) • Ministry of Health (MoH) • 	High	High
	<ul style="list-style-type: none"> • Indirect Stakeholders 	<ul style="list-style-type: none"> • Residents and street users in the neighboring areas around the construction site, such as those on Ördek Kasap Street (the nearest neighboring street) and workplaces in the vicinity, 	Moderate	High

		including the mukhtar of the Ördek Kasap neighborhood • Communities residing near the buildings likely to be affected by construction works – Students, staff, and administrators of Çapa Science High School, along with other school personnel and visitors • Ministry of Education (MoNE)		
Other Relevant Parties		• Local authorities (Istanbul Governorship and Fatih Municipality, Fatih District Governorship)	High	Moderate
		• NGOs (Fatih Mukhtars Association, Patient Relatives Association) • Media (social media, TV channels, print media, etc.) • General public	Low	Moderate
Vulnerable Groups	Includes both direct and indirect stakeholders	• Individuals with disabilities • Elderly people • Pregnant women and mothers with young children	Moderate	High

These stakeholders will be informed about the construction works and their impacts in advance through various methods, including notice boards, stakeholder engagement meetings, media, local authorities, correspondence, public and individual interviews, and more. Various responsible parties—such as the PIU, Consultant, Contractor, Istanbul University Rectorate, Istanbul PDoEUCC, Istanbul Governorship, Fatih Municipality, and Fatih District Governorship—will be involved in informing and engaging all stakeholders during the Sub-Project.

The stakeholder engagement methods and responsibilities within the Sub-Project are aimed at project affected parties (directly and indirectly), as well as other interested parties, including vulnerable individuals and groups. Cooperation and coordination with all stakeholders, will be ensured through various communication channels. In addition to regular visits to the construction site by the Contractor/Consultant and PIU social specialists (with the Contractor's social specialist on-site full-time) and telephone communication, additional methods will be employed to reach a wider audience. These methods include emails, forms available on the project's official website, and updates through social media channels. These diverse communication tools, which are explained in more detail under the Stakeholder Engagement Activities section, will help ensure that all stakeholders, regardless of their preferred mode of communication, can stay informed and engage with the project effectively. Continuous and regular liaison and direct communication at all levels will be maintained, and requests will be promptly shared with the PIU. Special attention will be given to the users of neighboring buildings and clinics within the hospital, who are among the directly and indirectly affected parties.

Affected Parties

The affected parties are categorised as ‘directly affected parties’ and ‘indirectly affected parties’. As seen in Table 3, ‘directly affected parties’ have a high level of influence and interest to the Project, while ‘indirectly affected parties’ have a high level of interest to the Project, however, the impact of the Project on these groups is at a moderate level.

Directly Affected Parties:

The users and beneficiaries of the ÇAPA Campus and the two clinic buildings closest to the construction site (Orthopedics and Internal Medicine Clinics)—including students, patients, visitors and their families, educators, health workers, and other employees—along with the owners and users of the nearby land, will be directly affected by the Surgical Hospital Reconstruction Work.

The contractor company and its employees involved in the construction of the ÇAPA Surgical Hospital are also directly affected at the construction site. Administratively, the Ministry of Environment and Urbanization (MoEUCC), the Ministry of Health, and other relevant ministries are considered direct stakeholders in the project.

These stakeholders may experience temporary impacts from construction activities, such as public health and safety concerns, disruption of material handling and access, noise, and dust. Apart from the New Surgical Hospital site, its on-campus use, and the immediate vicinity, no other buildings or structures in the district will be directly affected by the Subproject activities. A work program will be developed with institution managers to mitigate the negative impacts of construction on daily activities and health services within the campus.

Gender-disaggregated data on the users and beneficiaries of these buildings are provided in the tables below:

Table 4: Patient Data for ÇAPA Campus and Nearby Clinics (Monthly Figures as of June 2024)

	NUMBER OF INPATIENTS			NUMBER OF OUTPATIENTS		
	GENDER			GENDER		
DEPARTMENT /CAMPUS	<i>Male</i>	<i>Female</i>	Total	<i>Male</i>	<i>Female</i>	Total
ÇAPA CAMPUS	2.405	2.699	5.104	53.326	63.327	116.653
DEPARTMENT OF INTERNAL DISEASES	1.183	1.259	2.442	19.984	29.434	49.418
DEPARTMENT OF ORTHOPEDICS AND TRAUMATOLOGY	161	211	372	2.051	2.330	4.381

Table 4 Personnel Data for ÇAPA Campus and The Nearby Clinics (June 2024)

	NUMBER OF STAFF		
	GENDER		
DEPARTMENT/CAMPUS	Male	Female	Total
ÇAPA CAMPUS	1280	2076	3356
DEPARTMENT OF INTERNAL DISEASES	206	451	657
DEPARTMENT OF ORTHOPEDICS AND TRAUMATOLOGY	95	51	146

Table 5 Student Enrollment at Çapa Campus and the Nearby Clinics (June 2024)

	NUMBER OF STUDENTS		
	GENDER		
DEPARTMENT/CAMPUS	Male	Female	Total
ÇAPA CAMPUS	1493	1345	2838
DEPARTMENT OF INTERNAL DISEASES	315	235	650
DEPARTMENT OF ORTHOPEDICS AND TRAUMATOLOGY	240	210	450

Table 6 Stakeholder Engagement Methods and Responsible Parties for Stakeholder Groups Likely to be Directly Affected by Sub-Project Activities

Stakeholder Group	Participation Method	Project Phase	Responsible Party
<ul style="list-style-type: none"> ÇAPA Campus students, patients, their families and visitors ÇAPA Campus academic staff, health workers and other employees in the buildings, visitors Patients, visitors, educators, and employees of the Orthopedic Clinic and Internal Diseases Clinic closest to the construction site 	<ul style="list-style-type: none"> At least two weeks before the start of construction works, the Sub-Project Communication and Sub-Project information/notifications, such as the scope, timing, and duration of the works planned for construction and expected disruptions and setbacks, to be posted on a notice board at a central location designated by the university administration 	Throughout the Sub-Project (beginning before the start of activities)	<ul style="list-style-type: none"> PIU Consultant Contractor Istanbul University Rectorate
	<ul style="list-style-type: none"> public consultation meetings and individual meetings as needed 		<ul style="list-style-type: none"> PIU Consultant Contractor Istanbul PDoEUCC
	<ul style="list-style-type: none"> Information through the media 		<ul style="list-style-type: none"> PIU

	(radio/TV/social media announcements)		
	<ul style="list-style-type: none"> Direct information through local authorities 		<ul style="list-style-type: none"> PIU Consultant Istanbul PDoEUCC Istanbul Governorship Fatih Municipality Fatih District Governorship
	<ul style="list-style-type: none"> Group meetings with groups of employees or those using the buildings and visitors, etc. 		<ul style="list-style-type: none"> PIU Consultant
	<ul style="list-style-type: none"> Direct information through a contact person or the person responsible for the implementation of the SEP 		<ul style="list-style-type: none"> PIU Consultant Istanbul PDoEUCC
<ul style="list-style-type: none"> MOEUCC Ministry of Health (MoH) World Bank 	<ul style="list-style-type: none"> Official correspondence E-mail 	Throughout the Sub-Project (beginning before the start of activities)	<ul style="list-style-type: none"> PIU Consultant Istanbul PDoEUCC
<ul style="list-style-type: none"> Consultant and Contractor employees 	<ul style="list-style-type: none"> Information based on the tender procedure and signed contracts 	Throughout the Sub-Project (beginning before the start of activities)	<ul style="list-style-type: none"> PIU Consultant Contractor
	<ul style="list-style-type: none"> Individual meetings 		
	<ul style="list-style-type: none"> Pre-task briefings on health and safety issues at construction sites 		
	<ul style="list-style-type: none"> Trainings 		

Indirectly Affected Parties:

Individuals, groups, or legal entities that may be positively or negatively affected by construction activities due to the Sub-Project's location—such as neighboring homeowners, landowners and users, municipality, and neighborhood residents—are considered indirectly affected parties. Institutions like the Ministry of National Education are also included in this category.

The closest neighborhood to the Sub-Project is Örnek Kasap Mahallesi / Örnek Kasap Street. It is crucial to involve the residents of this neighborhood and their headman in relevant stakeholder meetings. Additionally, indirect shareholders include students and staff of ÇAPA Science High School, among the closest buildings to the construction site. General information regarding this group is detailed below:

Table 7 Çapa Science High School Student and Staff Information (2023-2024 Academic Year)

ÇAPA HIGH SCHOOL OF SCIENCE	NUMBER OF STUDENTS			NUMBER OF STAFF		
Overall	GENDER		Overall	GENDER		Overall
	Male	Female		Male	Female	
	335	176	511	35	21	56

Table 8 Stakeholder Engagement Methods and Responsible Parties of Stakeholder Groups Likely to be Indirectly Affected by Sub-Project Activities

Stakeholder Group	Participation Method	Project Phase	Responsible Party
<ul style="list-style-type: none"> Community residents potentially affected by construction activities in the buildings (communities in the immediate surroundings and buildings, residents and street users of neighboring neighborhoods/neighborhoods around the construction site, businesses, etc.). Örnek Kasap Street is the nearest neighboring neighborhood/street, the mukhtar of Örnek Kasap Neighborhood and other residents and business owners are among the stakeholders Çapa Science High School (students and school administrators, other school staff, teachers, school visitors) Ministry of National Education (MoNE) 	<ul style="list-style-type: none"> Public meetings and individual meetings as needed 	Throughout the life of the Sub-Project (from before the start of the Sub-Project activities)	<ul style="list-style-type: none"> PIU Consultant Contractor
	<ul style="list-style-type: none"> At least two weeks before the start of construction works, the Sub-Project communication and Sub-Project information/notifications, such as the scope, timing, and duration of the works planned for construction and expected disruptions and setbacks, to be posted on a notice board at a central location designated by the university administration 		<ul style="list-style-type: none"> PIU Consultant Contractor
	<ul style="list-style-type: none"> Direct communication with surrounding residents, businesses, staff, and students of the nearest educational building, etc. 		<ul style="list-style-type: none"> PIU Consultant Contractor
	<ul style="list-style-type: none"> Direct information through a liaison officer or the person responsible for the implementation of the SEP. 		<ul style="list-style-type: none"> PIU Consultant Istanbul PDoEUCC
	<ul style="list-style-type: none"> Official correspondence 		<ul style="list-style-type: none"> PIU Consultant Istanbul PDoEUCC

Other Interested Parties:

Sub-Project stakeholders, aside from directly or indirectly affected communities, include individuals, groups, and organizations whose interests may be impacted by the Sub-Project and who have the potential to influence its outcomes. Specific to this Sub-Project, such stakeholders include local authorities (e.g., Istanbul Governorship, Fatih Municipality, Fatih District Governorship), NGOs and associations (e.g., Fatih Muhtars Association, Patient Relatives Association), media organizations, and the general public. These individuals and organizations are relevant to the Project due to potential environmental and social impacts and their role in raising awareness about the construction of the Surgical Hospital.

Table 9 Stakeholder Engagement Methods and Responsible Parties for Other Related Stakeholders of the Sub-Project

Stakeholder Group	Participation Method	Project Phase	Responsible Party
<ul style="list-style-type: none"> Local authorities (governorates and municipalities: Istanbul Governorship, Fatih Municipality, Fatih District Governorship) Relevant NGOs (Fatih Mukhtars Association, Patient Relatives Association etc.) Media (social media, TV channels, print media, etc.) General public opinion 	<ul style="list-style-type: none"> Official correspondence 	Throughout the Sub-Project (beginning before the start of activities)	<ul style="list-style-type: none"> PIU Consultant Istanbul PDoEUCC
	<ul style="list-style-type: none"> public consultation meetings and individual meetings as needed 		<ul style="list-style-type: none"> PIU Consultant
	<ul style="list-style-type: none"> Direct email communication 		<ul style="list-style-type: none"> PIU Consultant
	<ul style="list-style-type: none"> Media/press releases 		<ul style="list-style-type: none"> PIU

Vulnerable Individuals or Groups

Individuals in vulnerable situations may be affected or harmed by the project(s) to a different or greater extent than other groups. Special engagement efforts are required to ensure their equal representation in consultation and decision-making related to the Subproject. These individuals or groups are at a higher risk of being excluded from the consultation process or unable to participate fully, necessitating special measures and assistance to enable their participation.

Vulnerability can arise from factors such as a person's origin, gender, age, health status, economic constraints, financial insecurity, disadvantaged status in society (e.g., foreigner under temporary protection, refugee status, minority, or marginalized group), or dependence on other individuals or natural resources. The Sub-Project will monitor whether it disproportionately affects vulnerable people or groups to understand the impacts and address their concerns. Additionally, the specific constraints, concerns, and cultural

sensitivities of these groups and individuals will be considered in awareness-raising and stakeholder engagement activities. Engagement will be tailored to ensure that they fully understand the Subproject activities and benefits.

Individuals and groups who are vulnerable or underprivileged within the context of this Subproject may often find themselves in disadvantaged conditions, lacking access to the information necessary to express their concerns and wishes or to understand the impact of the project.

To ensure the consideration of the views of vulnerable groups:

- Information will be shared with regional organizations and NGOs representing the rights of disabled individuals.
- Consultations will be conducted in easily accessible locations for pregnant women, mothers with young children, elderly individuals, disabled individuals, and other identified disadvantaged/vulnerable groups in target provinces.
- Project-related information will be shared through individual meetings and in different languages or Braille when necessary.
- Consultations will be conducted in places accessible to vulnerable groups.
- All written or printed materials related to the project will be prepared in a culturally appropriate and easily understandable language. They will be translated, if necessary, before being distributed in areas accessible to vulnerable groups.

In communicating with vulnerable groups and individuals, efforts will be made to ensure their awareness and participation in the overall process are on par with other stakeholders. Special measures will be taken to facilitate their engagement and needs-based techniques will be applied. The identified vulnerable groups and the corresponding communication methods are detailed in the table below:

Table 10 Identified Vulnerable Groups, Communication Channels, Project Phases, and Responsibilities*

Vulnerable Groups and Individuals⁶	Characteristics / Needs	Preferred Ways of Notification / Consultation and Participation Methods⁷	Responsible Party	Additional Resources Needed
Individuals with physical disabilities (mobility, hearing, visual impairment, etc.)	Accessibility training, information, and assistance for individuals with special needs	Communication via accessible formats (e.g., large print, Braille, audio devices); Accessible meeting spaces; Public and individual meetings	PIU, Consultant, Istanbul PDoEUCC	Special education facilitators, sign language interpreters
Individuals with psycho-social disabilities	Tailored support and communication methods	In-person consultations with mental health professionals; Easy-to-understand materials; Public and individual meetings	PIU, Consultant, Istanbul PDoEUCC	Special education facilitators, mental health support staff
Young people and children	Limited access to information and online tools; Unfamiliarity with digital services and communication channels	Communication in more accessible locations (e.g., schools, community centers) and through user-friendly methods; Printed materials	PIU, Consultant, Istanbul PDoEUCC	Child-friendly communication materials and facilitators
Pregnant women and women with young children	Accessibility issues, specific information regarding project impact	Information sessions in community centers, accessible locations, or via mobile health units; Public meetings	PIU, Consultant, Istanbul PDoEUCC	Childcare support during meetings, accessible transport to venues
Elderly persons	Accessibility, information, and familiarity with online tools, services, and communication channels	Printed materials delivered to homes; Information sessions in easily accessible community locations; Direct information through contact persons	PIU, Consultant, Istanbul PDoEUCC	Printed materials, community liaison officers
Refugees	Accessibility challenges, lack of information, and low familiarity with local services and online tools	Information provided in multiple languages; inclusive community meetings; Printed leaflets in alternative languages; At least two weeks before the start of construction works, notifications will be posted on a notice board at a central location designated by the university administration	Consultant, Contractor	Translators, multilingual staff, community outreach.

*

⁶ As construction activities will take place on the hospital campus, all stakeholders directly or indirectly affected may include vulnerable groups.

⁷ Communication and engagement activities with vulnerable groups will be carried out throughout the Sub-Project, beginning before the commencement of activities and continuing through the preparation phase.

*

The demolition of the Psychiatry Hospital building and its annex, as well as the relocation of the English Medicine Building, will be undertaken by Istanbul University. Currently, the annex building is empty and used for storage, while the Psychiatry Hospital building is still in use but will be vacated by the end of September 2024. Construction of the new psychiatric hospital building has begun, and once completed, operations will move to the new facility. In the interim, services will be provided in the Monoblock and the New Outpatient Clinic buildings until the new Psychiatry Hospital building is finished. The evacuation plan for the psychiatric hospital is as follows:

- Inpatients will be transferred to the Monoblock Surgery building.
- Outpatient services will be provided in the new outpatient clinic building, as indicated in the Google Earth image below.
- The faculty and staff of the Psychiatry Hospital will be assigned to either the Monoblock or the new outpatient clinic building, depending on their roles.

All these activities are the responsibility of Istanbul University. Although the demolition and relocation are not funded by the World Bank's credit, they will be included in this document and the Environmental and Social Management Plan (ESMP) as they are related activities.

The Internal Medicine Hospital is located in front of the Psychiatry Hospital, with the Orthopedics Hospital to the north. There are no current plans to relocate the Orthopedics and Internal Medicine Hospitals; they will continue to operate at their existing locations. Although outside the subproject area, Çapa Science High School, which borders the construction site, is also expected to be impacted by the construction activities, along with the Internal Medicine and Orthopedics Hospitals.

3.2. Stakeholder Engagement Activities, Proposed Strategy for Information Disclosure and Consultations

Stakeholder engagement will be an ongoing process throughout the Sub-Project's lifecycle, covering the preparation, construction, and operation phases. Engagement will begin as early as possible and continue through planning and implementation until the Sub-Project's completion.

Before the Reconstruction of Çapa Campus Surgical Hospital begins, public information about the Sub-Project, including its scope, feedback methods, and communication channels, will be made available to all affected parties through public stakeholder meetings, information boards, brochures, flyers, printed newspapers, the SREPB Project website, and social media accounts. All information related to the Istanbul University Faculty of Medicine Çapa Campus Surgical Hospital Construction Work will be announced by PIU through social media. All

interested and affected parties will be able to find the following documents on the SREEPB official website (kamuquclendirme.csb.gov.tr).

- SREEPB Environmental and Social Management Framework (ESMF)
- SREEPB Project's Stakeholder Engagement Framework (SEF), including Grievance Mechanism
- Istanbul University Faculty of Medicine Çapa Campus Surgical Hospital Construction - Labor Management Procedure
- Istanbul University Faculty of Medicine Çapa Campus Surgical Hospital Construction – Environmental Social Management Plan (ESMP)

These documents will remain publicly accessible for the entire duration of the Sub-Project, with the Stakeholder Engagement Plan (SEP) updated periodically.

Various consultation methods will be employed by the PIU to communicate information about the Sub-Project and gather stakeholders' suggestions, observations, options, and grievances. The consultation methods that may be used include:

- Face-to-face meetings, such as public meetings or workshops
- Written consultations
- Online consultations
- Grievance mechanisms

Information about the Sub-Project will be provided through posters and brochures displayed and distributed in buildings and areas near the construction site. The PIU is responsible for sharing information about the SEP and grievance channels before the project starts, ensuring the public knows how to submit their grievances.

The PIU will organize communication activities to explain the Sub-Project to all identified or potential stakeholders, including users of ÇAPA Campus (managers, administrative staff, medical staff, academic staff, patients, students, etc.) and those in other buildings that may be affected. Stakeholders will be informed about the potential risks and impacts of the Sub-Project. Feedback and concerns from stakeholders will be collected and assessed throughout the Sub-Project's implementation.

To ensure that all stakeholders are adequately informed about the Sub-Project's implementation and the process for submitting grievances, requests, and suggestions, the Environmental and Social Management Plan (ESMP) will be accessible throughout the project's duration. It will be available at the construction site and on the SREEPB website (www.kamuquclendirme.csb.gov.tr). Additionally, the MoEUCC will prepare and distribute communication materials such as brochures and posters specific to the Sub-Project to relevant stakeholders.

Sub-Project-specific consultations will begin immediately, and a grievance system will be established at the Sub-Project level to facilitate prompt consultation with relevant parties during the design and implementation phases.

Various communication methods will be used for different stakeholder groups, including:

- Public and individual consultation meetings
- Media announcements
- General information posted on notice boards in public places
- Regular postal and email correspondence
- Posting Sub-Project information on the SREEPB website (<https://kamuguclendirme.csb.gov.tr/>)

Throughout the Sub-Project gender, ethnic, and cultural diversity will be considered in organizing meetings and public events to ensure broad participation.

Before any engagement activities, the following steps will be taken:

- Identifying individual stakeholders to be engaged
- Selecting methods for publicizing information (including format, language, and timing)
- Choosing the time and location for engagement events (avoiding peak working hours, seasonal variations, and culturally significant dates)
- Agreeing on mechanisms to ensure stakeholder involvement in events
- Utilizing feedback mechanisms

The social impacts of the Sub-Project will be monitored through surveys conducted before, during, and after construction. The three surveys are:

- Awareness survey before the construction of Çapa Campus Surgical Hospital (<https://forms.gle/uTSdaxqtBub6XY7i6>)
- Satisfaction survey during stakeholder engagement meetings
- Satisfaction survey after the construction of Çapa Campus Surgical Hospital

During Sub-Project implementation, the stakeholder list will be continuously updated and included in the SEP document.

The ESMP will be posted on the Istanbul University official website (www.istanbul.edu.tr) at least 10 days before the meeting to ensure stakeholders have adequate information about the project in advance. The Consultant will support the PIU in organizing these meetings. The Contractor will employ full-time specialists in environmental, social, and occupational health and safety (OHS), and the Consultant will also have specialists in these areas. The Consultant, Contractor, and PIU will be responsible for recording and addressing any environmental, social, and OHS-related questions and comments from stakeholders.

All stakeholders, including neighborhood residents, will have access to the Grievance Mechanism (GM). The GM is designed to enhance accountability and provide a channel for stakeholders to offer feedback and express grievances related to the Sub-Project.

The Consultant and PIU will collect relevant feedback, comments, and information through ongoing consultations with stakeholders and the GM. When necessary, corrective and mitigation measures will be implemented promptly.

3.3. Analysis of Stakeholder Feedback

The PIU's social specialist and Consultant's social specialist in collaboration with relevant stakeholders, will continuously review the feedback and comments received throughout the Sub-Project implementation. If deemed necessary, corrective actions will be taken to ensure the Sub-Project progresses smoothly.

Furthermore, the Sub-Project Grievance Mechanism will remain operational throughout the Sub-Project's lifespan to address concerns from both internal and external stakeholders.

3.4. Implementation Framework for Stakeholder Engagement

The PIU's Social Specialist, along with the consultant firm, will be responsible for implementing the SEP and engaging with communities throughout the Sub-Project cycle.

All parties involved in project activities are obligated to adhere to the relevant provisions outlined in the SEP.

Once the SEP is reviewed and approved by the World Bank, stakeholder engagement activities at the provincial level will be overseen by the PIU. The consultant firm will support the PIU in managing the stakeholder engagement process, ensuring its smooth execution. This process will involve consultation meetings at the provincial level, with participation from building management representatives, provincial ministry representatives, and others. All stakeholder engagement activities at the Sub-Project level will be conducted collaboratively among the PIU, Consultant, and Contractor.

4. GRIEVANCE MECHANISM

The handling of grievances, suggestions, and concerns within the Sub-Project at the levels of the contractor, consultant, PDoEUCC, and MoEUCC / PIU, along with related roles, responsibilities, and the entire operational flow, are detailed in the Grievance Mechanism Procedure in Annex 4. The Sub-Project Grievance Mechanism (GM) process enables all relevant stakeholders to submit grievances or suggestions during the planning, construction, and implementation phases of the Sub-Project, by the Grievance Mechanism Procedure document provided in Annex 4. Therefore, this section provides a summary of the Grievance Mechanism.

The MoEUCC General Directorate of Construction Affairs (GDCA) has developed a transparent and comprehensive Grievance Mechanism (GM) specific to the SREEPB Project. This mechanism was established before the start of the Sub-Project implementation to collect, evaluate, and resolve grievances, opinions, and suggestions that may arise during activities in public buildings within the SREEPB Project scope. Within the scope of the Sub-Project, grievances will be addressed at multiple levels: (a) contractor level; (b) consultant level; (c) İstanbul PDoEUCC level; and (d) national level at the MoEUCC Project Implementation Unit (PIU).

Contractor Level: The contractor responsible for the construction works will receive, record, and, if possible, resolve grievances, opinions, and suggestions from the Sub-Project stakeholders. The Contractor's social specialist will record complaints and suggestions using the Grievance and Suggestion Form and Grievance Closure Form (Annex 2 and Annex 3). Verbal complaints will be documented by the contractor's social specialist using the Grievance and Suggestion Form. The Contractor will ensure that all personnel involved in the Sub-Project can use the GM without fear that their complaints will affect the renewal of their employment contracts. Unresolved grievances will be referred to the relevant persons or organizations. The Contractor will submit records of both resolved and unresolved grievances to the Ministry of Environment, Urbanization, and Climate Change (MoEUCC) weekly.

Consultant Level: Grievances that cannot be resolved at the contractor level will be addressed by the Project Manager and Social Specialist appointed as Construction Supervisor. They will issue a status report, reminding the Contractor of its responsibilities and ensuring that necessary measures and corrective actions are taken.

The Consultant is responsible for addressing concerns and grievances within 15 calendar days and ensuring that personnel can use the GM without fear of contract renewal issues. Unresolved grievances will be directed to the PIU.

İstanbul Provincial Directorate of Environment, Urbanization, and Climate Change Level: The İstanbul Provincial Directorate will be responsible for taking necessary measures to address grievances, concerns, and suggestions related to the Sub-Project activities as much as possible. During the implementation of the Sub-Project, hard copies of the

Grievance/Suggestion Form will be available at the buildings/construction site involved in the Sub-Project and at the Istanbul PDoEUCC once construction works have commenced. Istanbul PDoEUCC will immediately forward all resolved or unresolved requests, suggestions, and grievances to the Administration. Istanbul PDoEUCC is obliged to send a record of complaints, concerns, and suggestions to the MoEUCC monthly. The Istanbul PDoEUCC responsible for supervisory affairs will also be responsible for implementing the Grievance Procedure.

MoEUCC (PIU) Level: The MoEUCC is responsible for collecting, recording, and resolving all grievances raised by stakeholders at the above levels. The PIU social worker will maintain a centralized grievance register. The MoEUCC will resolve grievances within 30 days and inform the complainants of the outcomes.

The Sub-Project Grievance Mechanism (GM) allows stakeholders to submit grievances or suggestions during the planning, construction, and defect-liability phases. Feedback can be submitted verbally (in person or by phone) or in writing (via digital channels or grievance forms). All parties involved in the GM must forward the received records to the PIU.

The GM will be accessible to all Subproject stakeholders, including vulnerable groups. The PIU will oversee the GM and ensure its proper and timely functioning. The social specialist at the PIU will be responsible for overseeing the process, reporting on grievance redress for monitoring purposes, and coordinating the GM.

The PIU will have overall responsibility for the Grievance Mechanism (GM) and will act as the main implementing agency. A GM focal person, who is a social specialist, is assigned at the PIU to ensure the proper and timely functioning of this mechanism. This focal person oversees the entire process and is part of the MoEUCC project team. The social specialist is also responsible for reporting on the grievance redress process for monitoring purposes and coordinating to ensure the smooth functioning of the GM under the Sub-Project. The GM will assist all relevant stakeholders in communicating their grievances, opinions, and suggestions about the activities to be implemented to the appropriate persons and institutions, thereby strengthening stakeholder participation in the Sub-Project.

Stakeholders can contact the PIU through the following channels:

- Grievance boxes at the construction site (forms in Annex 2-3)
- Email: yigmkadev@csb.gov.tr
- Online: <https://kadevoneri.csb.gov.tr/oneri.jsp>
- MoEUCC Call Center: Alo 181
- Written and verbal notifications via the Istanbul Provincial Directorate of MoEUCC
- Phone: 0312 586 4858

The Presidential Communication Center (CİMER) is another platform for citizens to communicate with public institutions. It facilitates information requests, suggestions, and complaints, supporting participatory governance.

CİMER communication channels:

- Online: <https://www.cimer.gov.tr/>
- E-Government: <https://giris.turkiye.gov.tr/>
- Call Center: 150
- Mail: Republic of Türkiye Presidential Complex 06560 Beştepe - Ankara
- Phone: +90 312 590 2000
- Fax: +90 312 473 6494

YIMER communication channels:

- Website: <http://yimer.gov.tr>
- Help Line: Alo 157
- Mail: Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA
- Email: yimer@goc.gov.tr
- Phone: 0312 157 11 22
- Fax: 0312 920 06 09

Detailed responsibilities for grievance monitoring and reporting are explained in Section 9 of the Grievance Mechanism Procedure (Annex 4).

Grievance boxes, essential for the grievance resolution mechanism, will be placed in easily accessible and visible locations, including:

- Entrance of Çapa Medical Faculty Campus
- Near clinics close to the construction site (Orthopedics Clinic, Internal Diseases Clinic)
- Construction site (for workers)
- Inside Çapa Science High School
- Örnek Kasap Street (near the Surgical Hospital construction site)

Grievance box locations may change during the Sub-Project, if needed. Grievance boxes will be lockable and opaque to ensure confidentiality and allow anonymous complaints. A poster explaining the Subproject, grievance channels, and the ESMP document and brochures will be available next to the grievance boxes. The Consultant firm will be responsible for maintaining these materials.

Grievances will be recorded within three (3) working days of receipt. During this period, the responsible party will analyze the grievances to determine their authenticity and relevance to Sub-Project activities. If the issues or conflicts raised are unrelated to the Sub-Project, the Complainant will be directed to the appropriate entity.

Corrective actions will be initiated within 15 working days. If the resolution process extends beyond 15 days (with a maximum of 30 calendar days), agreement will be reached between the Consultant/PIU and the complainant. The complainant will be notified once the complaint has been closed. If the grievance remains unresolved, the PIU Contact Person for the GM will issue a statement summarizing the corrective measures taken. The complainant will be informed of the resolution and any other alternatives available, including legal options.

4.1. Grievance Mechanism for Employees

A dedicated grievance mechanism will be established to allow employees to report various issues including working conditions, financial concerns, child labor/forced labor, legal matters, and gender-based discrimination in the workplace, with a specific focus on addressing sexual harassment/abuse. Special efforts will be made to raise awareness about gender-based violence and the exploitation of female employees in both on-site and off-site locations covered by the Sub-Project. Awareness activities/trainings will also be conducted to educate both male and female workers about appropriate workplace conduct. Within the scope of the Sub-Project, complaints/requests/suggestions from both Contractor/Consultant employees will be evaluated following the SREEPB Project Grievance Mechanism Procedure (Annex 4), and all stakeholders will act in line with their duties and responsibilities in the procedure.

MoEUCC Project Implementation Unit PIU has developed and implement a grievance mechanism for its employees, including subcontractors before work commences at the PIU, contractor, and consultancy levels. The employee grievance mechanism comprises (i) a detailed procedure outlining the grievance handling process; (ii) defined timeframes for addressing and resolving grievances; (iii) a structured recording system to document and monitor the prompt resolution of grievances; (iv) designated contact personnel responsible for receiving, recording, addressing, and monitoring the resolution of grievances. Employees have the option to submit their grievances to the PIU through the SREEPB website. As with all the phases of the grievance mechanism, workers/employees have the option to make anonymous complaints. Confidentiality of the grievances is strictly maintained, and workers/employees must not be subjected to any form of discrimination.

Employee grievances at the Contractor, Consultant, and Provincial Directorate of the Ministry of Environment, Urbanization, and Climate Change levels are logged, addressed, and documented in monthly progress reports submitted to the PIU. Oversight of this process will be conducted by the MoEUCC's social specialist within the Grievance Mechanism. Additionally, the MoEUCC is centralising the registration and resolution of staff grievances collected from various levels.

Employees will be notified about the availability of the grievance mechanism, accessible to all Sub-Project employees (both direct and contractual, including PIU personnel), through multiple channels. These include notices on bulletin boards, installation of "suggestion/grievance boxes" at relevant sites, and other necessary means. Awareness of the grievance mechanism will be disseminated to all Sub-Project staff (direct and contractual) through bulletin boards, "suggestion/grievance boxes" placed strategically, the project call center, announcements during training sessions, seminars, meetings, links on the SREEPB website, printed project materials, social media platforms, and any other relevant communication channels. It's important to note that the Sub-Project grievance mechanism

does not hinder project staff from utilizing other legal or administrative remedies available under the law.

Furthermore, the employee grievance mechanism is outlined during the staff induction training for all project personnel.

This mechanism is guided by the following principles:

- Transparency: Employees have the opportunity to express and report their grievances, suggestions, and desires.
- Non-discrimination: All employees who raise grievances are treated fairly and without bias, and confidentiality is maintained.
- Equality: Anonymous complaints are given the same consideration as complaints from identified sources.
- Responsiveness: Management takes grievances seriously and responds promptly and appropriately.

5. ANNEXES

Annex 1. Sample Table of Meeting and Consultation Records

Sub-Project	Date	Participant Information			Question / Comment	Answer(s) provided
		(Number, Gender distribution, place of residence, type of stakeholder [student, teacher, doctor, etc.], etc.)				
		Number, Gender Distribution	Place Of Residence	Type of Stakeholder [Student, Teacher, Doctor, Etc.]		

Annex 2. Grievance and Suggestion Form

Grievance and Suggestion Form	
Reference Number	
Name: [Optional] Surname: [Optional] (While providing your name and contact information is not mandatory, please note that lack of information may lead to challenges during the feedback process regarding your complaint, queries, opinion, or suggestions).	
Please indicate your preferred method of contact regarding your complaint, suggestion, or opinion by ticking the appropriate box.	E-mail (please specify your e-mail address) _____@_____
	<i>Telephone (please indicate the telephone number at which you would like to be contacted)</i> (____) _____
	Postal Address (please indicate the postal address where you would like to be contacted)
Province/District/Neighborhood	
Date	
Category of Grievance	
1. Concerning affected assets or properties within the project scope	
2. Disruptions in infrastructure (such as electricity, water, internet, natural gas)	
3. Loss or reduction of income sources (e.g., canteen closures)	
4. Employment-related issues (e.g., contractor employee concerns)	
5. Environmental concerns (e.g., litter, dust, oily floors)	
6. Health and safety hazards (e.g., unsafe construction practices)	
7. Issues related to traffic, transportation, and other risks	
8. Other (Please specify):	
Description of the complaint (What happened? When did it happen? Where did it happen? What is the outcome of the problem?)	
What kind of actions do you expect/suggest being taken to resolve the problem?	
Name:	Contact Info:
Signature:	Date:

Annex 3. Grievance Closing Form

Grievance Closing Form		
Complaint closure number:		
Describe the immediate action required:		
Describe the long-term action required (if necessary):		
Is Compensation Necessary?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
CORRECTIVE ACTION AND CONTROL OF THE DECISION		
Stages of Corrective Action	Application Deadline and Responsible Institutions	
1.		
2.		
3.		
4.		
5.		
6.		
7.		

COMPENSATION AND FINAL ASSESSMENT

This section should be filled out and signed by the Complainant upon receipt of compensation fees and resolution of the complaint.

Notes: [

Name/Surname and Signature]

Date: ____ / ____ / ____

Complainant

Representative of Responsible Institution/Company

[Title/Name/Surname and Signature]

Appendix 4. Grievance Mechanism Procedure Document

REPUBLIC OF TÜRKİYE MINISTRY OF ENVIRONMENT, AND URBANIZATION AND CLIMATE CHANGE

Seismic Resilience and Energy Efficiency in Public Buildings Project (SREEPBP)

STANDARD OPERATING PROCEDURE FOR GRIEVANCE MECHANISM

JULY 2022

1. Introduction

The Grievance Mechanism (GM) is a process that enables any stakeholder to submit a complaint or a suggestion about how the project is being planned, constructed or implemented.

The main objective of a GM is to assist in resolving complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation, which forms an integral part of the more detailed community consultations that will pave the way for corrective action, as well as builds stakeholder engagement and ownership of the project. Specifically, the GM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants;
- Supports accessibility, anonymity, confidentiality and transparency in handling complaints and grievances; and
- Reduces the need to resort to judicial proceedings.

The operational flow of Grievance Mechanism for the stakeholders is given in **Hata! Başvuru kaynağı bulunamadı..**



Figure 1 Operational Flow of Grievance Mechanism

The overall process for the GM usually is described in detail in the Project Operational Manual (POM) and is comprised of 6 steps: (1) uptake; (2) sorting and processing; (3) acknowledgment and follow up; (4) verification, investigation and action; (5) monitoring and evaluation; and (6) feedback.

2. Purpose

The GM can be used to enable the stakeholders to raise their any type of requests (complaints, compliments, feedback, inquires for information, etc.) related to the overall management and implementation of the project, as well as issues pertaining to services that are being financed and supported by the project, including:

- mismanagement, misuse of Project Funds or corrupt practices,
- violation of project policies, guidelines, or procedures, abuse or any misbehavior/misconduct [including sexual exploitation and abuse/sexual harassment (SEA/SH)]⁸ in workplace),
- disputes relating to resource use restrictions that may arise between or among affected communities, and
- grievances that may arise from members of communities who are dissatisfied with the project activities, or actual implementation of the project.

General feedback, questions, suggestions, compliments: The Project Implementation Unit (PIU) of the Ministry of Environment, Urbanization and Climate Change (MoEUCC) established a transparent and comprehensive project level GM with the aim of resolving and administering the requests that could be encountered during renovation of public buildings as well as to address other social issues pertaining to transfer of staff and relocation once the public buildings are operational, if needed.

The individuals and communities directly or indirectly affected or likely to be affected by the Project may have concerns regarding the actual benefits or the temporary impacts of renovation. In this respect, the mechanism will allow public communities to express their concerns and requests. The GM will establish clearly defined timelines for acknowledgement, update and final feedback to the complainant. These timelines will be disseminated widely to Project stakeholders.

3. Scope

The GM will be accessible to a broad range of Project stakeholders who are likely to be affected directly or indirectly by the project. These will include beneficiaries, employees (including PIU members), administrations, users of the buildings that are strengthened and wider public, project implementers/contractors/service providers etc.—all of whom will be encouraged to

⁸ Measures to be taken in the context of the consent of the survivor in the future complaints on sensitive issues such as this will be carried out on the basis of the principle of confidentiality and by putting the safety of the survivor at the center.

refer their grievances and feedback to the GM. In addition, care will be taken to ensure that the grievance mechanism to be established is accessible to vulnerable groups.

4. Responsible Parties

The Ministry of Environment, Urbanization and Climate Change/Project Implementation Unit (MoEUCC/PIU) would assume overall responsibility for the GM and serve as the main implementing agency. For this mechanism to function in a proper and timely manner, PIU will also assign a GM focal point.

The GM contact person who will oversee the entire process will be assigned as a part of the project team of the MoEUCC. GM's Contact Person (Social Expert) will also be responsible for reporting the grievance redress process of the project for monitoring purposes. This person will also be responsible for coordinating the GM to ensure its smooth functioning within the scope of the project.

The below **Hata! Başvuru kaynağı bulunamadı.** presents the responsible parties and their roles/responsibilities for the GM implementation.

Table 1 Responsible Parties in Grievance Mechanism Implementation at Each Defined Level

Responsible Party	Responsibilities
Ministry of Environment, Urbanization and Climate Change/Project Implementation Unit (MoEUCC/PIU)	<ul style="list-style-type: none"> The PIU will be responsible for the overall implementation, management, and coordination of this Standard Operating Procedure (SOP). PIU will also guide and assist the relevant responsible parties to ensure successful implementation of this SOP. PIU will be responsible for continuous monitoring of each process of the stakeholder's requests to assure compliance with the GM Procedure.
GM Contact Person of the PIU	<ul style="list-style-type: none"> Acting as the GM contact person in the PIU. Reviewing, and classifying whether the grievances are genuine/eligible and related to Project activities or not together with relevant member(s) of the PIU. Establishing the main register and monitoring system for this SOP and following up all grievances relevant to the Project. Managing and coordinating the resolution of grievances within the Project. Reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding the stakeholder engagement and other Project activities and coming up with actions. Coordinating and monitoring the GM contact person at contractor level. Consolidating Project related requests received from different GM levels. Informing the PIU and the management about the resolution process. Preparing consolidated GM reports of the Project.
GM Contact Person of the (Provincial	<ul style="list-style-type: none"> Receiving the project related requests (complaints, compliments, feedback, inquires for information, etc.).

Directorate of Ministry of Environment and Urbanization (PDoEUCC)	<ul style="list-style-type: none"> • Evaluating and addressing the complaints whichever falling into their area of responsibility by taking confidentiality and security measures. • Recording each request whether they are addressed or not on the register and monitoring system and convey the register log to the MoEUCC on weekly basis. • Immediately notifying the MoEUCC/PIU if complaints have great significance (sexual abuse, workplace accident, etc.).
Social Specialists of the Contractor	<ul style="list-style-type: none"> • Receiving, recording and if possible, resolving the concerns and grievances. • Recording the requests through the: Grievance/Suggestion Form (Annex 3) and the Grievance Closeout Form (Annex 4). • Recording verbal concerns and grievances to Complaint and Suggestion Form. • Submitting the record of the concerns and grievances to the Project Manager of the supervision consultants. • Recording and resolution of grievances and reporting these to the Supervision Consultant in their monthly progress reports.
Supervision Consultant	<ul style="list-style-type: none"> • Evaluating and addressing the received applications together with the Contractor's Social Specialist/OHS Specialist or if deem necessary the management of the contractors' and the Project Managers (of supervision consultants) will involve the resolution process of the applications. • Monitoring the contractors' recording and resolution of grievances and reporting these to PIU in their monthly progress reports.

5. Dissemination of the Grievance Mechanism

MoEUCC will provide leaflets and other means of information (official letters, notice boards, official website of MoEUCC, consultation meetings, etc.) to inform the communities about the project, project activities to be carried out and renovation/retrofitted of the public buildings.

The Grievance/Suggestion Form for the project is publicly available on the project website⁹ and on the webpage of the relevant government institutions included to the Project.

MoEUCC/PIU will also conduct numbers of GM consultation meetings with representatives of the beneficiaries, the supervision consultants and contractors.

During the implementation of the Project, once the civil works commence, printed copies of the Grievance/Suggestion Form will also be available in the buildings/government authorities included to the Project and at the offices of relevant neighborhood mukhtars.

6. Submission of a Request

6.1. Who May Use the Grievance Mechanism?

⁹ <https://kadevoneri.csb.gov.tr/oneri.jsp>

The targeted audience of the GM includes but not limited to are:

- Project's beneficiaries.
 - The retrofitted and renovated buildings of the Staff (teachers, healthcare professionals and contracted workers at the buildings, etc.)
 - The retrofitted and renovated buildings of the Users (students, patients, visitors, and their families, etc.)
- Communities which could potentially be affected by the construction/renovation/retrofitted activities at the buildings (visitors, surrounding residence etc.)
- Workers and Supervision Consultants
- Members of the PIU
- Other parties (NGOs, etc.)

The GM will allow anonymous applications through its different request/suggestion/grievance intake channels established within the scope of the project. In case the request/suggestion/grievance is submitted anonymously, same process will be followed as non-anonymous request. However, since no contact information can be recorded in anonymous requests/suggestions/grievances, the applicants should be informed that information on how the grievance process will end cannot be transmitted.

6.2 How to Submit a Request?

The Ministry of Environment, Urbanization and Climate Change (MoEUCC) has a hotline 'Alo181' which is both accessible via phone and website. This hotline serves also as a ministerial level grievance mechanism for its employees, partners and wider public. Request/suggestion/grievance about all environmental and urban services provided by MoEUCC are responded by a professionally managed call center.

The applicants can submit their request/suggestion/grievance in any of the ways outlined below:

MoEUCC Call Center	Alo 181
Telephone	+ 90 312 586 48 58
Grievance Forms	https://kadevoneri.csb.gov.tr/oneri.jsp
E-mail	yigmkadev@csb.gov.tr

Provincial Directorates of Environment and Urbanization (PDoEU)	Alo 181 SREEBPB Grievance Forms disclosed on the official webpage of the respective PDoEUCC.
Contractors	Forms that are available at construction sites (Annex 3-4)

In addition to the above-mentioned communication channels, the stakeholders may also utilize the Presidency's Communication Center (CİMER) to submit their concerns and grievances about the project implementation. The communication channels of CİMER are given below.

6.3. Grievance Mechanism Process

<https://www.cimer.gov.tr>

Webpage

<https://giris.turkiye.gov.tr/>

Hotline	Alo 150
Phone	+90 312 590 2000
Fax	+90 312 473 6494

Within the scope of SREEPB Project, request/suggestion/grievances will be handled at different levels: (a) contractor level; (b) construction supervision level; (c) MoEUCC Provincial Directorates level; (d) national level MoEUCC Project Implementation Unit (PIU).

- a) **Contractor:** Each contractor appointed for conducting the civil works will be responsible for receiving, recording and if possible, resolving the requests/suggestions/grievances raised by any stakeholder (public building management, building users, visitors, host communities, or beneficiaries, etc.) due to the civil works executed within the scope of the SREEPB Project. If the Contractor is not able to resolve the requests/suggestions/grievances, they are obliged to direct them to the relevant person/institutions. The Contractors will also submit the records including solved and unsolved requests/suggestions/grievances to the Ministry of Environment, Urbanization and Climate Change (MoEUCC) on weekly basis.
- b) **Construction Supervision:** Requests/suggestions/grievances that cannot be addressed at contractor level, they will be dealt by the Project Manager of Supervision Consultant who is appointed as Construction Controller. The Project Manager will remind the responsibilities of the contractor by issuing a status report and ensure that necessary measures are/will be taken to solve the problem and ensure implementation of

required corrective actions. If the Project Manager is not able to resolve the requests/suggestions/grievances, he/she is obliged to direct them to the MoEUCC.

- c) **MoEUCC Provincial Directorate:** Provincial Directorate of Environment, Urbanization and Climate Change will be responsible for taking the necessary measures to address received requests/suggestions/grievance regarding the activities carried out within the scope of the SREEPB Project to the extent possible. The Provincial Directorates will also immediately forward all received requests/suggestions/grievances to the Administration.
- d) **MoEUCC:** Within the scope of SREEPB Project, MoEUCC is responsible to collect, record, and resolve all requests/suggestions/grievances raised by stakeholders through the above-mentioned levels. MoEUCC is responsible for resolving the collected requests/suggestions/grievance within 15 days and informing the owner of the requests/suggestions/grievances about the result.

This GM procedure will be used for all parties above mentioned. The roles and responsibilities of all parties are detailed in this procedure to ensure the successful implementation of the GM. MoEUCC will lead to the GM and provide support to all parties if deemed necessary.

6.3.1. Registration

The requests/suggestions/grievances raised by any stakeholder (including but not limited to; workers of the SREEPB Project, public building management, building users, visitors, surrounding residents, or beneficiaries, etc.) due to the executed civil works will be logged in the Grievance Table (Annex 2) within 3 business days from the date of receipt by PIU, Contractors and PDoEUCC.

The grievance contact person may delegate responsibilities to other staff, but is ultimately responsible for:

- Investigating the grievance,
- Consulting relevant technical persons within the project,
- Defining and implementing resolution actions,
- Making sure resolution actions are completed,
- Tracking progress of individual grievances,
- Informing the Complainant once the grievance is registered in the system and then when the grievance is resolved,
- Documenting resolution actions, and
- Gaining necessary approvals from and reporting to relevant management.

The anonymous grievances will be logged and reported with other grievances to facilitate continuous improvement of the GM and project implementation. To ensure the confidentiality and life safety of the survivor's identity info, necessary measures will be taken to log in to the system (where the complaint mechanism is followed) with a username and password especially in cases of gender-based violence, sexual exploitation and harassment.

The Contractor will record the request/suggestion/grievance through the Grievance/Suggestion Form and the Grievance Close-Out Form (provided in Annex 3 and 4 respectively). Verbal request/suggestion/grievance will be recorded by the responsible personnel for the Contractor by filling out the Grievance and Suggestion Form. The Contractor is obliged to send the record of the request/suggestion/grievance to the Project Manager on a weekly basis.

Grievance Registration Process of Alo 181

Headquarters of Alo 181 has been informed about the SREEPB Project and it currently receives, and records all inquiries received on SREEPB Project and conveys them to the PIU of the SREEPB Project. The officer of ALO 181 will record the grievance and will ask the complainant if a response is requested or not. If the complainant requests feedback about the result of her/his complaint, then the complainant is asked to provide her/his phone or e-mail information. Even if the complainant would prefer to stay anonymous, her/his complaint is recorded by the customer representative of Alo 181. Thereafter, all types of the recorded complaint will be sent to the relevant department of MoEUCC.

6.3.2. Assessment, Addressing and Closure Process of the Requests

The complaints will be registered within three (3) business days from the date of receipt. During these three (3) days, grievances will be reviewed to be classified whether they are genuine and related to Project activities or not by responsible person. If the issues/disputes raised are not related to the Project, guidance is provided to the Complainant to contact relevant party.

The requests will be addressed, and corrective actions will be taken to resolve the complaint within *15 working days*. If the resolution period takes more than 15 days (the resolution period will take maximum 30 calendar days) this should be agreed between the Contractor/PIU and the complainant. The applicant should be informed about the closure of the request.

All parties of GM is responsible for assigning a grievance owner to liaise with the stakeholder/s and work on a resolution. Grievances will be screened to determine who the responsible party for further assessment will be and how the grievance is approached. Steps to be taken for assessing, addressing and closing the request at each level of GM are provided in **Hata! Başvuru kaynağı bulunamadı..**

Table 2 Steps to be taken for Assessing, Addressing and Closing the Request for all parties of GM

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
Contractor Level	If an answer/ corrective action can be provided immediately	Social Specialist of the Contractor	<p>If the complaint verbal, it will be recorded in Grievance/ Suggestion forms (this action will be taken for all type of grievances).</p> <p>Social specialist will draft a response with explanations corrective actions.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p>	Management of Contractor	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>Further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> Site visit would be held to collect more information about the issue/dispute, if appropriate. Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> CIMER Civil Courts of First Instance Administrative Court Commercial Courts of First Instance Labor Courts Ombudsman https://ebasvuru.ombudsman.gov
	If it cannot be ensured whether the complaint is eligible or not	Management of Contractor	<p>Further-assessment will be made by the management.</p> <p>If the management decides the grievance is relevant to SREEPB Project activities and is eligible for assessment, the Social Specialists of the Contractor will assess the application and will draft a response</p>	Management of Contractor	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with</p>	<p><u>If the complaint is eligible and there is disagreement, then</u> further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> Site visit would be held to collect more information about the issue/dispute, if appropriate. Virtual or face to face meeting would be conducted with the complainant in 	<ul style="list-style-type: none"> CIMER Civil Courts of First Instance Administrative Court Commercial Courts of First Instance

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
			to the Complainant with explanations and corrective actions to be taken. Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant. If the management decides the complaint is NOT relevant to SREEPB Project activities, the Complainant will be informed; accordingly, and guidance will be provided to contact relevant party(-ies).		corrective actions and explanations will be signed by complainant	order to propose another corrective action, if possible. <ul style="list-style-type: none"> Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant. If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.	<ul style="list-style-type: none"> Labor Courts Ombudsman https://ebasvuru.ombudsman.gov
	If the submitted grievance or concern is indefinite or is not clear enough	Social Specialist of the Contractor	Social Specialists of the Contractor will assist and provide advice in formulating/ redrafting the submission, to ensure that the grievance is clear enough for assessment in the best interests of persons affected by the Project. After necessary revisions are made on the complaint to ensure it is detailed enough for assessment and the complaint is assessed; feedback including necessary actions taken will be sent to the complainant.	Management of Contractor	If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by complainant	Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU. <ul style="list-style-type: none"> Site visit would be held to collect more information about the issue/dispute, if appropriate. Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. If agreement is ensured, the proofing documents for the corrective actions taken	<ul style="list-style-type: none"> CIMER Civil Courts of First Instance Administrative Court Commercial Courts of First Instance Labor Courts Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
						will be collected and attached to the Grievance Close-Out Form to be signed by complainant. If the complainant does not satisfy with the solution , s/he will be informed about the appeal process.	
	If the issues/disputes are related to the project but cannot be addressed at contractor level	Management of Contractor and Project Manager of the Supervision consultant	Draft assessment will be sent to GM contact person of the PIU by the Supervision Consultant. Considering the draft assessment shared by the Supervision Consultant, GM contact person of the PIU will draft a response with explanations and corrective actions to be taken. The final response will be prepared and shared with the complainant.	PIU/MoEUCC	If the complainant is satisfied with the explanation provided and actions taken , the Close-Out Form with corrective actions and explanations will be signed by complainant.	If there is still a disagreement with the actions taken, further assessment will be taken by the PIU. <ul style="list-style-type: none">• Site visit would be held to collect more information about the issue/dispute, if appropriate.• Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible.• Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. If agreement is ensured , the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant. If the complainant does not satisfy with the solution , s/he will be informed about the appeal process.	<ul style="list-style-type: none">• CIMER• Civil Courts of First Instance• Administrative Court• Commercial Courts of First Instance• Labor Courts• Ombudsman https://ebasvuru.ombudsman.gov
	When contractor's worker	Social Specialists of the	The complaint will be directed to the management of the contractor.	Project Manager of Supervision	If the worker is satisfied	In case of disagreement , the complaint will be directed to the PIU.	<ul style="list-style-type: none">• CIMER• Civil Courts of First Instance

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
	issues a complaint	Contractor	<p>The Project manager of the supervision consultant will be immediately informed about the grievance received.</p> <p>If the grievance can be resolved immediately, the Contractor will identify and take necessary actions. If not, the grievance will be escalated to the Supervision Consultant and/or the PIU for necessary actions to be identified and taken.</p> <p>If the grievance is repetitive, extensive and high-profile that may jeopardize the Project or the reputation of the Bank then the grievance will be escalated to the PIU and necessary actions to be taken will be identified.</p> <p>The response with appropriate solution and actions to be taken will be prepared and shared with the complainant.</p>	Consultant	<p>with the explanation provided and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>PIU will organize a meeting with the worker and to further assess potential corrective actions those can be taken and additional information to be provided, as appropriate.</p> <p>If the worker is still dissatisfied with the recommended additional actions or explanation, s/he will be informed about appeal process.</p>	<ul style="list-style-type: none"> • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
Supervision Consultant	When Supervision Consultant's worker issue a complaint	Project Manager and/or headquarter of Supervision Consultant	<p>If the grievance can be resolved immediately, the Project Manager or the HQ of the Supervision Consultant will identify and take necessary actions. If not, the grievance will be escalated to the PIU for necessary actions to be identified and taken.</p> <p>If the grievance is repetitive, extensive and high-profile that may jeopardize the Project or the reputation of the Bank then the grievance will be escalated to the PIU and necessary actions to be taken will be identified.</p> <p>The response with appropriate solution and actions to be taken will be prepared and shared with the complainant.</p>	<p>Project Manager of Supervision Consultant</p> <p>PIU/Mo EUCC</p>	<p>If the worker is satisfied with the explanation provided and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<ul style="list-style-type: none"> Virtual or face to face meeting would be conducted with the worker in order to discuss, propose and agree on any other correction actions. If agreement is ensured, the proof documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by the worker. If the worker is still dissatisfied with the recommended actions of explanation, s/he will be informed about the appeal process. 	<ul style="list-style-type: none"> CIMER Civil Courts of First Instance Administrative Court Commercial Courts of First Instance Labor Courts Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
Provincial Directorate of MoEUCC	If the complaint is related to the activities of an on-going sub-project	Contact person of the PDoEUCC	<p>In case an answer/corrective action can be taken immediately; the responsible person will take the required corrective action to resolve the grievance and inform the PIU/MoEUCC about grievance and the corrective action taken via GM Register Table.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p>	Focal point of the PDoEUCC	<p>If the complainant is satisfied with the explanation provided and corrective actions taken, the Close-Out Form including the corrective actions and explanations will be signed by the complainant.</p>	<p>If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUCC for further assessment.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another correction action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
PIU/MoEUCC	When an answer/ corrective action can be provided immediately.	Contact Person of the PIU	<p>If the complaint is verbal, it will be recorded in online Grievance & Suggestion form (this action will be taken for all type of grievances).</p> <p>Feedback including explanation and corrective necessary actions to be taken will be prepared and shared with the complainant by the GM Focal point of the PIU.</p>	PIU/MoEUCC	<p>If the complainant is satisfied with the explanation provided and corrective actions taken, the Close-Out Form including the corrective actions and explanations will be signed by the complainant.</p>	<p>If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUCC for further assessment.</p> <ul style="list-style-type: none"> Site visit would be held to collect more information about the issue/dispute, if appropriate. Virtual or face to face meeting would be conducted with the complainant in order to propose another correction action, if possible. Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p><i>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</i></p> <p><i>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</i></p>	<ul style="list-style-type: none"> CIMER Civil Courts of First Instance Administrative Court Commercial Courts of First Instance Labor Courts Ombudsman https://ebasvuru.ombudsman.gov
	If it cannot be ensured whether the complaint is eligible or not	PIU/MoEUCC	<p>Further-assessment will be made by PIU/MoEUCC.</p> <p>SREEPB</p> <p>If the PIU & MoEUCC decides the grievance is relevant to SREEPB project activities and is eligible for assessment, the PIU focal point will assess the application and will draft a response to the Complainant with</p>	PIU Director	<p>Feedback including necessary actions taken will be sent to the complainant.</p>	<p>If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUCC for further assessment.</p> <ul style="list-style-type: none"> Site visit would be held to collect more information about the issue/dispute, if appropriate. Virtual or face to face meeting would be conducted with the complainant in 	<ul style="list-style-type: none"> CIMER Civil Courts of First Instance Administrative Court Commercial Courts of First Instance

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
			<p>explanations and corrective actions to be taken.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p> <p>If the PIU & MoEUCC decides the grievance is NOT relevant to SREEPB project activities and is NOT eligible for assessment, the Complainant will be informed; accordingly, and guidance will be provided to contact relevant party(-ies).</p>		<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>order to propose another correction action, if possible.</p> <ul style="list-style-type: none"> Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> Labor Courts Ombudsman https://ebasvuru.ombudsman.gov
	When the submitted grievance or concern is indefinite or not clear enough	GM Contact Person of the PIU	<p>The GM Contact Person of PIU (Social Specialist) will assist and provide advice in formulating/ redrafting the submission, to ensure that the grievance is clear enough for assessment in the best interests of persons affected by the Project.</p> <p>After necessary revisions are made on the complaint to ensure it is detailed enough for assessment and the complaint is assessed; feedback including necessary actions taken will be sent to the complainant.</p>	PIU Director	<p>If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by</p>	<p>Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> Site visit would be held to collect more information about the issue/dispute, if appropriate. Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken</p>	<ul style="list-style-type: none"> CIMER Civil Courts of First Instance Administrative Court Commercial Courts of First Instance Labor Courts Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Part	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
					complainant .	<p><i>will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</i></p> <p><i>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</i></p>	
	When member/s of PIU issues a complaint	MoEUC General Directorate of Personnel	<p>The PIU member will submit their grievances to the General Directorate of Personnel with a petition.</p> <p>General Directorate of Personnel will forward the grievance to any other department (rather than “External Investments Department Directorate”) within the ministry.</p> <p>This department will select an “Assessor”. Assessor will evaluate the grievance, make necessary inquiries, and reveal a summary report with corrective action(s).</p> <p>Summary report will be assessed by Head of Department of <i>Internationally Funded Seismic Retrofit- General Directorate of Construction Affairs.</i> General Manager will make a final decision and complainant will be informed about the decision.</p>	General Manager of GDCA	<p>If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by complainant .</p>	<ul style="list-style-type: none"> <i>If the complainant does not satisfy with the solution, s/he is informed about appeal processes</i> 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Focal points will lead grievance investigation, when needed, which could include collecting relevant documents, making site visits, consulting appropriate internal staff, contacting external stakeholders, and other activities. Investigation findings will be used to document decision making process and inform proposed remedy.

6.3.3. Feedback

If the grievance has not been resolved, GM's Contact Person (Social Specialist) of PIU will make a statement summarizing the corrective actions taken and inform the complainant of the resolution and other alternatives, if any, including legal alternatives.

6.3.4. Right to Appeal

Applicants whose complaints could not be resolved through existing GM or whose complaints contain sensitive issues can always apply to the relevant legal institutions. Such institutions can be summarized as follow:

- CİMER
- Civil Courts of First Instance,
- Administrative Court,
- Commercial Courts of First Instance
- Labor Courts, and
- Ombudsman (<https://ebasvuru.ombudsman.gov.tr>)

7. World Bank Grievance Service

Individuals or communities who believe that they are adversely affected by the projects implemented by the Ministry of Environment, Urbanization and Climate Change and financed by WB can send their complaints to the Ministry or the World Bank's Grievance Service (GS). (<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>) GS ensures that the received grievances are quickly examined in order to eliminate the project-related concerns.

Project affected communities or individuals can also raise their grievances to the World Bank Independent Inspection Panel (IIP). This panel determines whether the person or communities that made the complaint were harmed because of the breach of one or more of the WB's performance criteria. The panel can directly convey its concerns about the received complaints to the WB. At this stage, the WB would have an opportunity to respond to the complaints.

8. Monitoring

As part of project progress reports, GM's effectiveness will be monitored, evaluated and reported to the Bank regularly. The statistics of the grievances should be reported to the WB rfor, every six-months in project progress reports.

Several Key Performance Indicators (KPIs) will also be monitored and integrated into project progress report by the project on a regular basis, including the following parameters:

- (i) Number of public grievances received within a reporting period (i.e. monthly):
- (ii) Number and percentage of those resolved within the prescribed timeline.
- (iii) Number of grievances that are open more than 30 days with reasons explained

9. Reporting

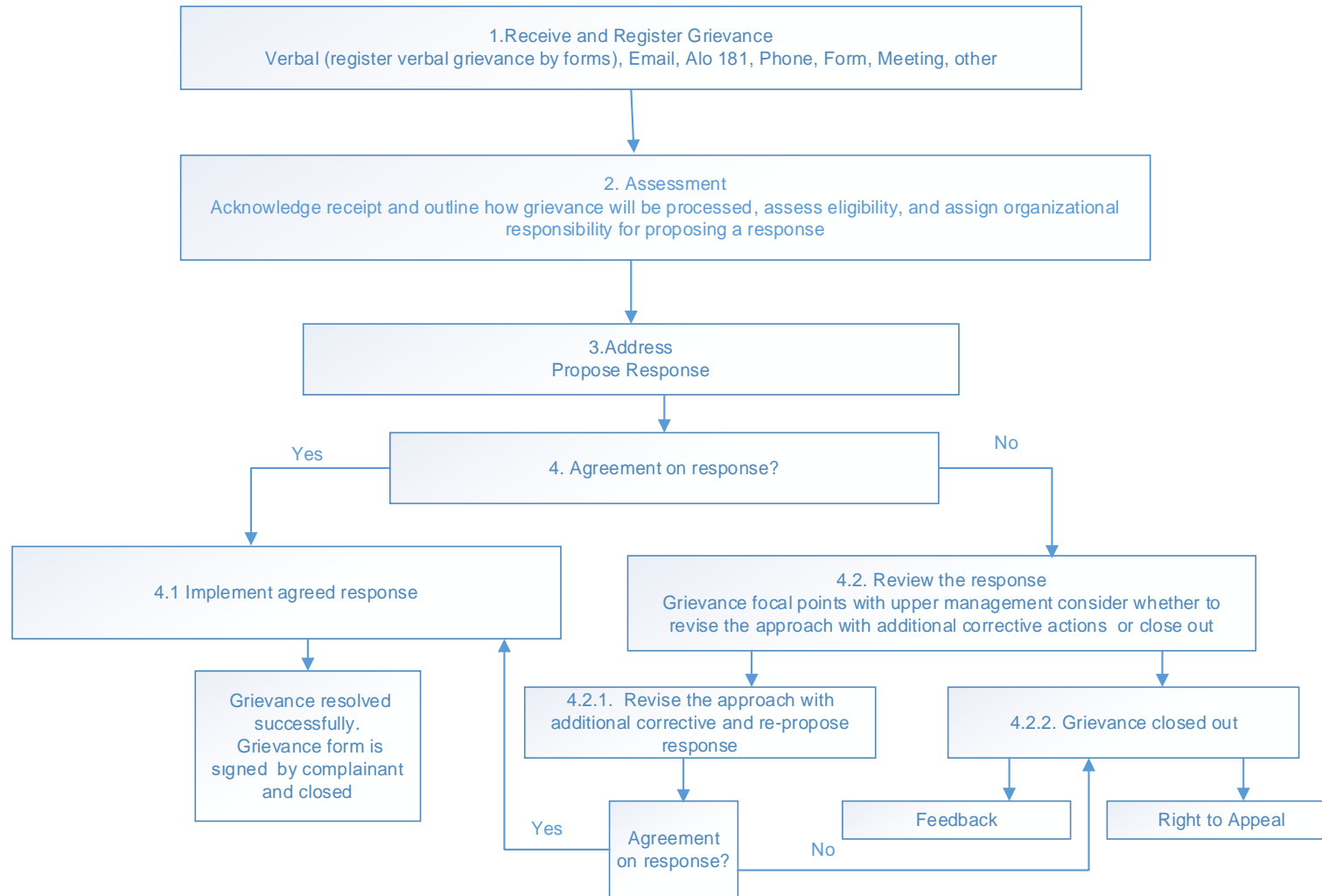
Responsible parties regarding GM reporting and requirements on reporting process are provided in Table 3.

Table 3 GM Reporting and Requirements on Reporting Process

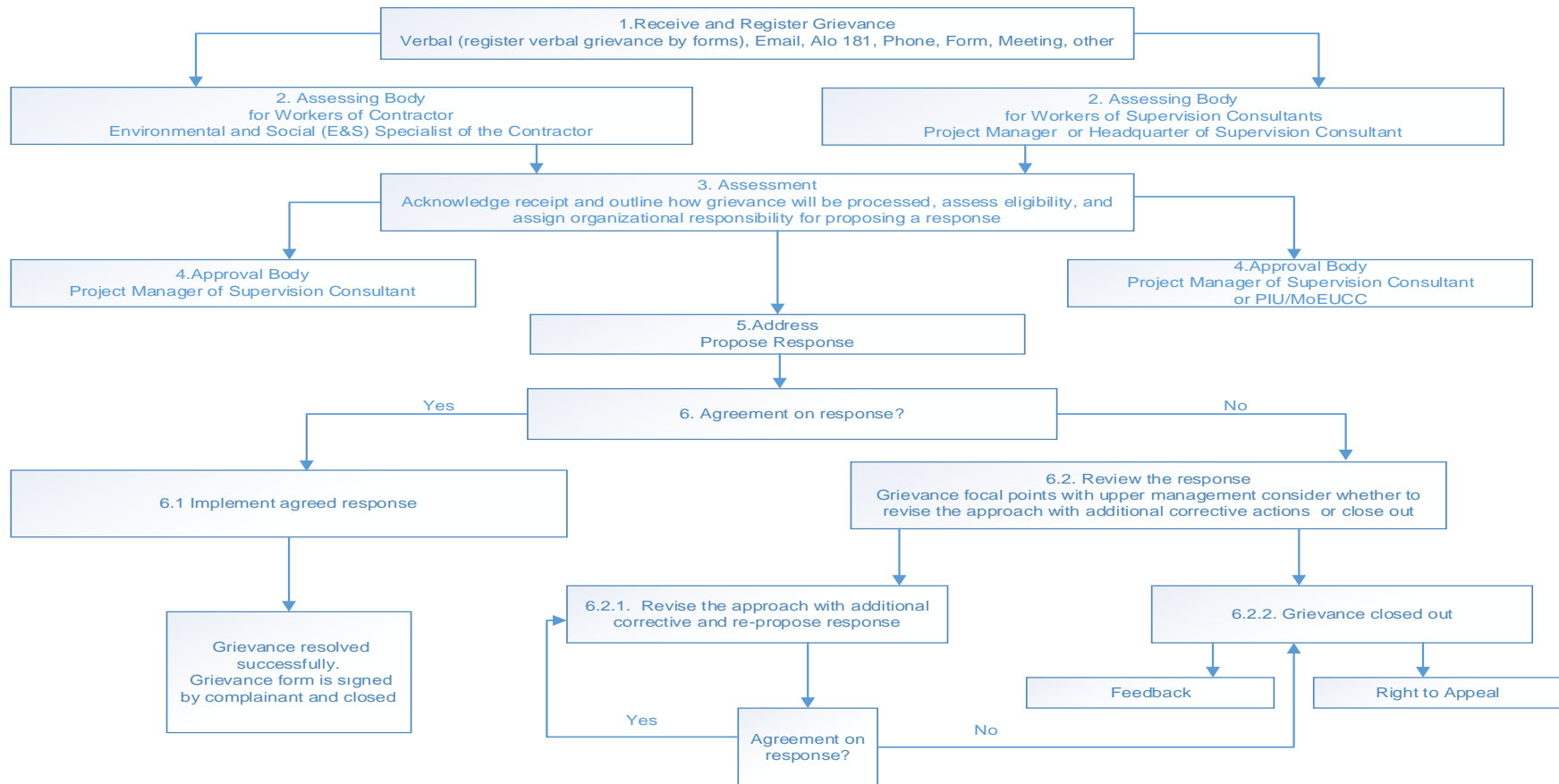
Responsible Party	Reporting Process Requirements
Social Specialists of the Contractor	<p>Submit Monthly Reports to the Project Manager of Supervision Consultants, which shall include a Grievance Table as an annex related to GM including updated information on the following:</p> <ul style="list-style-type: none"> • Quantitative data on number of received applications (suggestions, complaints, requests, positive feedback), and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • Summary of correction measures taken, • Disaggregated data (gender, province, etc.) about the received grievances.
Building Administration	<p>Inform and update the PIU/MoEUCC/Project Manager of Supervision Consultant weekly, in case any grievances are submitted to the Building Administration and conveyed via CIMER.</p>
Supervision Consultants	<p>Submit Monthly Reports to the PIU, which shall include the contractor's report including,</p> <ul style="list-style-type: none"> • Quantitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • summary of correction measures taken,

	<ul style="list-style-type: none"> Disaggregated data (gender, province, etc.) about the received grievances.
PDoEUCC	Submit Grievance Table to the PIU on weekly basis.
The PIU's GM focal point	<p>Submit Quarterly Reports to the PIU, which shall include following items related to the management of the received grievances,</p> <ul style="list-style-type: none"> Quantitative data on number of received applications (suggestions, complaints, requests, positive feedback) from various intake channels (PDoEUCC, PIU, meetings, scorecards, Alo 181, online forms etc.) and number of resolved grievances, Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, Summary of correction measures taken, Disaggregated data (gender, province, etc.) about the received grievances.
MoEUCC/PIU	<p>Submit biannually reports to the WB, which shall include a Grievance Table as an annex (Annex 2) related to the GM including updated information on the following:</p> <ul style="list-style-type: none"> Status of GM implementation (procedures, training, public awareness campaigns, budgeting etc.), Quantitative data on number of received applications (, suggestions, complaints, requests, positive feedback), and number of resolved grievances, <ul style="list-style-type: none"> Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, Summary of corrective actions taken, Disaggregated data (gender, province, etc.) about the received grievances.

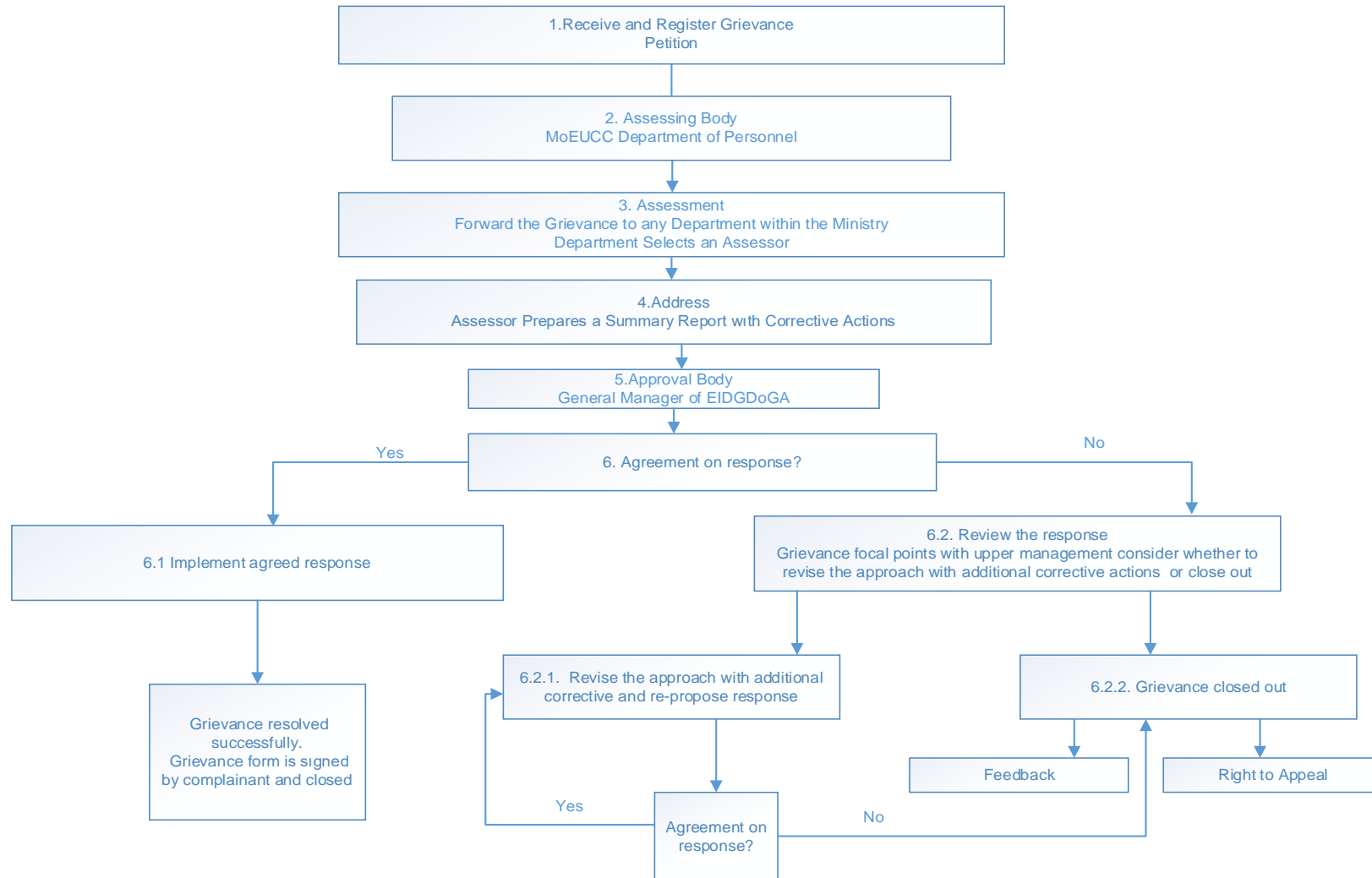
ANNEX 1. GRIEVANCE MECHANISM FLOWCHART



ANNEX 2 WORKERS GRIEVANCE MECHANISM FLOWCHART



ANNEX 3 PIU GRIEVANCE MECHANISM FLOWCHART



ANNEX 4. GRIEVANCE TABLE

Grievance and Suggestion Register Number	Details on Grievance/Suggestion on In-Take Channel				About the Complainant				About the Complaint/Suggestion		Action Taken			Supporting Documents for Grievance/Suggestion Close-Out						Please provide details If the Complaint could not be Closed/Resolved	
	How Complaint is Received	Date of Complaint Received	Person Receiving Complaint/Suggestion Name/Surname and Position	Level of Grievance (contractor, etc.)	Name and Surname of the Complainant	Gender of the Complainant	Complainant's E-mail*	Complainant's Phone Number*	Province which the C/S is Relevant	Building/Institution Related to Complaint/Suggestion (Sub-Project)	Project Component Related to Complaint	Complaint Category (Renovation-related, environmental, etc.)	Summary of Complaint/Suggestion	The date when the complainant is received	Status of the Complaint Open, Closed, Pending	Person/Department to whom referred	Action Planned	Due Date for Addressing the Complaint	Closed Date of Grievance		

ANNEX 5. GRIEVANCE / SUGGESTION FORM

Reference No		
Full Name* (Anonymous applications are also received. If you want to keep your application anonymous, then please mark how you wish to be contacted below)		
Please mark how you wish to be contacted (mail, telephone, e-mail).		E-mail (please provide e-mail) _____@_____
		Phone (please leave the phone number) () _____
		Posta (please provide mail address)
Province/Town/Settlement		
Date		
Category of the Grievance		
2. On assets/properties impacted by the project		
3. On infrastructure		
4. On decrease or complete loss of sources of income		
5. On environmental issues (ex. Noise, pollution, waste management)		
6. On employment		
7. On traffic, transportation and other risks		
9-Other (if confidential, please directly call the PIU):		
Description of the Grievance What did happen? When did it happen? Where did it happen? What is the result of the problem?		
What would you like to see happen to resolve the problem?		
<i>Although giving name and address is not compulsory, it should be kept in mind that during the feedback process regarding the grievance some problems may occur due to lack of information.</i>		

Signature:

Date:

ANNEX 6. GRIEVANCE CLOSE-OUT FORM

Grievance closeout number:	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	<input type="checkbox"/> YES <input type="checkbox"/> NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

COMPENSATION AND FINAL STAGES

This part will be filled and signed by the complainant after s/he receives the compensation fees and his/her complaint has been remediated.

Notes:

[Name-Surname and Signature]

Date: ____ / ____ / ____

Of the Complainant:

Representative of the Responsible Institution/Company

[Title-Name-Surname and Signature]