



REPUBLIC OF KOSOVO

Stakeholder Engagement Framework

for

Fostering and Leveraging Opportunities for

Water Security Program

(FLOWS)

January 2020



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List of Abbreviations & Acronyms

ARDP	Agriculture and Rural Development Project
CSO	Civil Society Organization
CERC	Contingency Emergency Response Component
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
EU	European Union
FLAWS	Fostering and Leveraging Opportunities for Water Security
IPA	Instrument for Pre-Accession Assistance
LAPD	Law on Access to Public Documents
MESP	Ministry of Environment and Spatial Planning
NGO	Non-governmental Organisation
PMT	Project Management Team
RPF	Resettlement Policy Framework
RWC	Regional Water Company
SEF	Stakeholder Engagement Framework
SEP	Stakeholder Engagement Plan
SIU	Sub-project Implementation Unit
YPP	Young Professional Program
WB	World Bank



1. Introduction/Project Description

The Government of Kosovo intends to receive a loan from the World Bank (WB) for implementation of the Fostering and Leveraging Opportunities for Water Security (FLOWS) Project (the Project, or FLOWS). The Project is to be implemented by the Project Implementation Unit within the Ministry of Environment and Spatial Planning (MESP).

As concluded in the 2018 Kosovo Water Security Outlook report (World Bank, 2018), Kosovo is water stressed with the lowest level of water resources developed with infrastructure. As a first step towards achieving Kosovo's long-term national water strategy, the Government of Kosovo is working with the World Bank to develop a multi-sector investment program to respond to immediate challenges while developing the building blocks for improved water future of Kosovo taking an integrated, systematic approach.

Fostering and Leveraging Opportunities for Water Security (FLOWS) program will implement a range of investments and measures, particularly multi-sector investments that complement ongoing single-sector initiatives. All physical investments are in the Morava e Binces basin (municipalities of Kamenicë, Ranillug and Gjilan). The program will implement both the basin specific investments as well as the national investment planning. The program will be flexibly designed to adapt to priorities emerging from the basin planning process, and overall support water security, climate change adaptation and preparing investments for future programmatic investments.

The program design is as follows:

Component 1: Foundational measures for water security

This component aims to build the foundations for water security in the country and enhance readiness for major investments. It will do so by supporting engineering studies, national level knowledge base development, and institutional capacity building for river basin management institutions.

Sub-component 1.1 - Strategic investment planning. This sub-component aims to improve the long-term vision and readiness for water security in Kosovo through the following specific activities: (i) develop the national water resources investment plan, including strategic environmental assessment and (ii) subsequently develop a priority investment pipeline by supporting development of feasibility designs and studies for a limited number of prioritized investments, including the Kremenata Reservoir. In addition, structured stakeholder consultations on future investments will be imbedded within relevant activities.

Sub-component 1.2 - Enhance integrated water management capacity. This sub-component will initiate a Young Professional Program (YPP) among participating sectors to help train and mentor the next generation of water, agriculture, and environmental specialists and facilitate their entry in the professional workplace. This sub-component will also finance the PMT staffing, equipment, office and operating costs as well as short term consultants needed to address ad-hoc technical challenges.

Sub-component 1.3 - Investments in strategic water security measures. This sub-component aims to overcome the immediate investment gap for sustainable water resources management, by addressing hydromet challenges and investing in immediate needs for dam safety and irrigation systems nation-wide. Specifically, it will support the following activities: (i) investments and technical assistance to improve water information systems from data



production, analysis and dissemination and works for gauging stations and automatic weather stations, making data available in real-time; (ii) finance the assessments, equipment and training for institutionalizing dam safety surveillance measures. (iii) finance priority works and technical assistance that will improve water use efficiency measures to enhance water services delivery and demand management capacity of Kosovo's irrigation sector.

Component 2: Catalytic investments in Morava e Binces Basin

This component aims to catalyze water security investments in the Morava e Binces Basin. It finances immediate measures in integrated basin development and management in the selected sub-basin that includes: (i) the design and development of critical water infrastructure, particularly the preparation of strategic water infrastructures identified through Component 1 activities, improvements to enhance the quantity and quality of irrigation and drinking water supply in response to the region's ongoing drought crisis, and flood protection infrastructure; (ii) integrated upstream watershed and landscape agro-environmental management that can strengthen water security and resilience, protect source water, reduce erosion, and improve ecological services in an integrated approach; and improve rural livelihood measures; and (iii) development of River Basin and Flood Risk Management Plans for Morava e Binces Basin and engaging citizens in a participatory process to empower bottom-up implementation of priority measures and support private initiative for water security.

Sub-component 2.1 - Strategic investments in water infrastructure and services. This sub-component will finance preparation and development of critical water infrastructure within the Basin, based on outcomes of sub-component 1.1 and RBMP. These investments would build resilience in light of climate shocks and poor service delivery and include; (i) investments to expand, rehabilitate and modernize municipal water supply systems, including measures to improve performance and efficiency of water use in RWC Hidromorava within its service area. In addition, the project will finance works, goods and consulting services for non-revenue-water diagnostic and drought management planning and implementation measures for Gjilan and other systems under RWC Hidromorava's management. This will include a comprehensive set of activities as preliminarily identified in the RWC's drought emergency recovery plan, and will include creation of District Metering Areas, leak detection and pressure management technical assistance and equipment, network rehabilitation, flow and pressure meters, smart water meters, customer GIS database development and public awareness activities. (ii) investments to rehabilitate and construct flood protection infrastructure (embankments) along the Morava e Binces River, thereby reducing the likelihood of flooding, linked with improved early warning systems. and (iii) this sub-component will also continue preparatory work for the Kremenata Reservoir in Kamenica Municipality.

Sub-component 2.2 - Agro-environment and rural livelihood investments: This sub-component will support the piloting of the implementation of several measures as defined in Kosovo Agriculture and Rural Development Program (or IPARD Program) including agro-environmental measures, farm diversification and preparation and implementation of local development strategies.

Sub-component 2.3 – Participatory basin planning and implementation of small-scale investments. This sub-component will introduce a participatory planning approach for the Morava e Binces basin and allow for related small-scale investments.



Ministry of Environment and Spatial Planning (**MESP**) of the government of Kosovo will be Project Implementation Institution.

2. Objectives and Scope of the Stakeholder Engagement Framework

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

Stakeholder Engagement process for FLOWS project is multidimensional. One dimension of the engagement is horizontal and on national level between state institutions and non-state institutions such as civic society, professional groups, private and public commercial entities, as well as settlement level representatives and local governments. This dimension of engagement is related to Component 1 activities such as support to national level knowledge, and institutional capacity for river basin management institutions. The other dimension of stakeholder engagement is vertical, within a region, and is relevant for the other activities of the Component 1 such as support to plans for collaborative and harmonized river basin development interventions.

The objective of this SEF is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for all stakeholders to voice their opinions and concerns that may influence Project decisions. The purpose of the SEF is, therefore, to enhance stakeholder engagement throughout the life cycle of the Project (consequently, the sub-projects), and to carry out stakeholder engagement in line with the laws of Kosovo, as well as the requirements of WB.

This stakeholder engagement framework carries out identification and analysis of stakeholders, both Project Affected People (PAP) and Other Interested Parties (OIP), and propose how to engage them throughout project life and propose appropriate grievance mechanisms. Special attention is given to disadvantaged and vulnerable groups who are identified as those who live in very small and remote settlements, women farmers, ethnic minorities and poorest segment of population who can be found in all project affected settlements.

Given that the exact level of detail for the scope of each activity is not yet available for this multidimensional project, in accordance with ESS10, a Stakeholder Engagement Framework is created in lieu of Stakeholder Engagement Plan.

This document serves as a Stakeholder Engagement Framework for the overall FLOWS activities, and it will guide the process of preparation of specific Stakeholder Engagement Plans for the separate FLOWS activities and investments (sub-projects).

Separate and appropriate SEP will be developed for each of the planned activity/investment (sub-project) within FLOWS project. The nature, scope and frequency of stakeholder engagement for the separate activity/investment (sub-project), will be proportionate to the nature and scale of the sub-project and its potential risks and impacts.

This SEF will be updated as necessary.



3. Regulatory Requirements for Stakeholder Engagement

3.1. Kosovo National Legal Framework for Stakeholder Engagement

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

- **Law on Environmental Protection**¹ provides the obligation of the central and local institutions and all other authorized organizations to regularly, timely and objectively inform the public on the environmental status, environmental quality and emission, warning measures, and pollution which may pose threat to human life and health. It also ensures the participation of the public in the decision-making processes.
- **Law on Environmental Impact Assessment**² regulates the Environmental Impact Assessment (EIA) procedure, including the obligation of authorities to hold public hearings for projects that require an EIA. EIA Law requires that Environmental Impact Assessment Report be subject to public debate, and that the results of these consultations have to be taken into consideration in reaching the decision on the environmental consent.
- **Administrative Instruction on information, public participation and interested parties in the environmental impact assessment procedures**³, sets the methods for notifying the interested public and enabling their participation throughout the EIA process

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

- **Article 41 of the Constitution of the Republic of Kosovo**, stipulates that every person enjoys the right to access public documents; the only restriction is set for the access to private information, business secrets and any protected and classified data.
- **Law on Access to Public Documents**⁴ (LAPD) guarantees the right of every natural and legal person to have access, without discrimination on any grounds, following a prior application, to official documents maintained, drawn or received by the public institutions. The grounds for limited access are translated from Art. 4 of the Constitution.
- In line with the **Law on Spatial Planning**⁵, the public must also be informed and consulted throughout the process of development and adoption of urban and spatial planning documents.

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

¹ No. 03/L-02526

² No. 03/L-21437

³ No.09/11

⁴ No.03/L-21519

⁵ No. 04/L-174



3.2. World Bank Environmental and Social Standard on Stakeholder Engagement

The World Bank's Environmental and Social Framework (ESF)⁶ came into effect on October 1, 2018. The Environmental and Social Standard (ESS) 10 is on "Stakeholder Engagement and Information Disclosure". The provisions of the Standards are to be read in conjunction with other applicable ESSs. The specific requirements set out by ESS10 are highlighted below:

- Borrowers will commence with stakeholder engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design and shall maintain such engagement throughout the Project cycle. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following: (i) stakeholder identification and analysis; (ii) planning on ways to engage; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose a stakeholder engagement log as documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not."

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

In certain circumstances, depending on the level of information available about the project (sub-projects), the SEP will take the format of a framework approach (SEF), outlining general principles and a collaborative strategy to identify stakeholders and plan for an engagement process in accordance with this ESS that will be implemented once the location is known.

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

⁶ www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards⁶



4. Brief Summary of Previous Stakeholder Engagement Activities

There were numerous dialogues, in regards of FLOWS, with governmental agencies, national academic institutions, local self-government units and other relevant institutions operating on national, regional and local level. Additionally, Stakeholder engagement activities on separate investment (sub-projects) has been ongoing for a period more than two years, a time needed to develop appropriate and efficient activities.

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

Table 1: Previous stakeholder engagement activities for FLOWS

Date	Location	Type of engagement	Present Stakeholders	Discussed issues
Multiple	Kosovo	Meetings, Direct communication, etc	Institutional Representatives	Development of Project Activities
n/a	Kosovo	Direct email and phone communication	Various	Project development
24.10.2019	Kamenicë	Direct communication	PAPs	Resettlement issues and project development
25.11.2019	Gjilan	Meeting	Municipality, Hidromorova, ESIA team	Documentation Preparation
25.11.2019	Kamenicë	Meeting	Municipality, Hidromorova, MESP, ESIA team	Introduction and Project presentation
31.01.2020	Gjilan	Meeting	WB, Business Community	Introduction and Project presentation

5. Stakeholder identification and analysis

5.1. Stakeholder Identification

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

- A. Affected or likely to be affected by the project (**Project-affected parties**); and
- B. May have an interest in the project (**Other interested parties**).

This project includes two different levels of the process of stakeholder identification and analysis. The first level refers to the overall FLOWS project, while the second level reaches each of the separate activity and /or investment (sub-project) planned within the sub-components of the FLOWS. The second level of Stakeholder identification and analysis should be conducted while comprising the

separate SEPs that will be in strong interaction with their stakeholders from the project design phase, till comprehensive realization of the planned activity/investment (sub-project).

The following figure represents the stakeholders identified according to their power and interest for the overall FLOWS project.

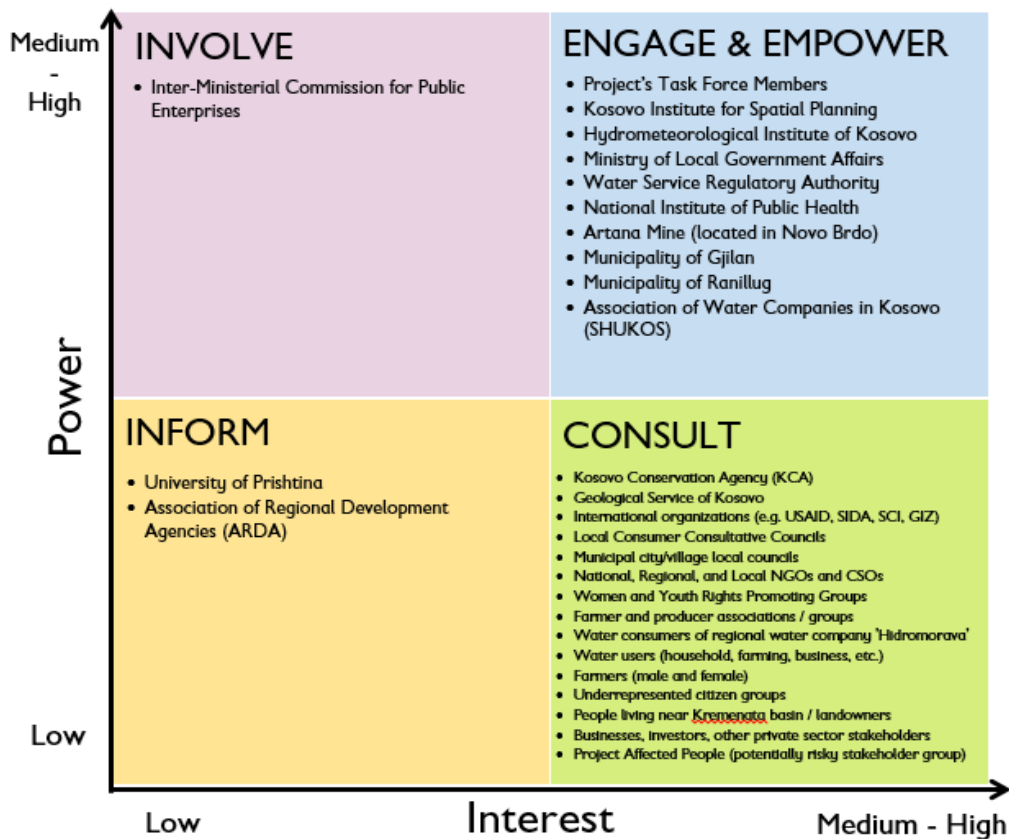


Figure 1 Identified FLOWS Stakeholders by Power/Interest Matrix

The following table presents the Stakeholder identification and analysis for the FLOWS project (the first level), and objectives and means for their engagement and communication.

Table 2: Stakeholder Analysis and Communication Requirements for FLOWS project

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
Project-affected parties			
Local population from the affected municipalities: Land owners, land users and users of natural resources	<ul style="list-style-type: none"> Economic or Physical Resettlement Avoidance and/or minimisation of 	<ul style="list-style-type: none"> Providing timely information on the need for resettlement and alerting appropriate local social 	<ul style="list-style-type: none"> Public consultation meeting, and individual meetings as necessary Regular communication during the process of



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
<ul style="list-style-type: none"> living in the project's and or investment's (sub-project's) footprint whose property is affected with sub-project's activities whose daily life and livelihood are affected with project activities 	<p>adverse Socio-economic impacts</p>	<p>and other relevant local authorities</p> <ul style="list-style-type: none"> Providing timely information on the need for adapting to the temporary and new conditions of life resulting from (sub-) project's activities 	<p>resettlement and monitoring after the compensation</p> <ul style="list-style-type: none"> Direct communication (interviews, presentations, meetings) Information published on Bulletin boards Press releases
<p>Vulnerable groups:</p> <ul style="list-style-type: none"> ethnic minorities rural women elderly people others who might be identified during project implementation 	<ul style="list-style-type: none"> Informing the vulnerable groups on planned project activities and investments Inclusion of vulnerable groups into the decision-making process Avoiding further decline of the socio-economic situation of vulnerable groups by implementation of planned Project activities and investments 	<ul style="list-style-type: none"> Providing timely information on the need for adapting to the temporary and new conditions of life resulting from (sub-) project's activities Social Inclusion of vulnerable groups in the project's affected area 	<ul style="list-style-type: none"> Public consultation meeting, and individual meetings as necessary Direct communication (interviews, presentations, meetings) Information published on Bulletin boards Press releases in targeted media of the ethnic minorities
<p>Targeted groups of other individuals who will be direct beneficiary of the planned project activities on local and national level:</p> <ul style="list-style-type: none"> Water consumers Water users (household, farming, 	<ul style="list-style-type: none"> Informing the identified groups on planned project activities and investments Consulting targeted groups on development of sub-project's activities and investments 	<ul style="list-style-type: none"> Providing timely information on the need for adapting to the temporary and new conditions of life resulting from (sub-) project's activities Evaluation of the impacts from planned activities 	<ul style="list-style-type: none"> Public consultation meeting, and individual meetings as necessary Direct communication (interviews, presentations, meetings) Information published on Bulletin boards



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
business, and other purposes) <ul style="list-style-type: none"> • Farmers & farmer associations • Other citizens 			<ul style="list-style-type: none"> • Press releases in targeted media, including those of ethnic minorities
Ministry of Environment and Spatial Planning - Department of Environmental and Water Protection	<ul style="list-style-type: none"> • Successful realization of the project and its planned sub-projects • Effective and efficient management of water resources in the Morava e Binches basin 	<ul style="list-style-type: none"> • Achieving compliance with World Bank's requirements • 	<ul style="list-style-type: none"> • Public consultation meetings, and individual meetings as necessary • Regular communication during the process of resettlement and monitoring after the compensation • Publishing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the ministry's website • Deliver press releases to standard, electronic and social media
Regional Water Company "Hidromorava" - Gjilan	<ul style="list-style-type: none"> • Company will be Beneficiary of the Project and sub-project activities • Realization of planned development activities • Effective and efficient management of available water resources in the Morava e Binches 	<ul style="list-style-type: none"> • Proper management of day-to-day obligations and development plans channelled through the sub-project proposed for financing 	<ul style="list-style-type: none"> • Public consultation meeting, and individual meetings as necessary • Publishing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the company's website at least two weeks prior to the start of any construction works, and



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
	basin for public purposes <ul style="list-style-type: none"> • Delivery of quality waters to end users (individuals, institutions and companies) 		a week prior any significant change in the construction phase that is of particular interest to the local affected population <ul style="list-style-type: none"> • Deliver press releases to standard, electronic and social media
World Bank	<ul style="list-style-type: none"> • Successful realization of the Project and supported sub-projects 	<ul style="list-style-type: none"> • Achieving compliance with its requirements set in the policy documents of the bank including Environmental and Social Safeguards 	<ul style="list-style-type: none"> • Individual consultation meetings
Other interested parties			
General public in the country and particularly in the Municipalities of Kremenicë, Gjilan and Ranillug	<ul style="list-style-type: none"> • Provision of drinking, irrigational and industrial waters to the local population, agricultural households and industry 	<ul style="list-style-type: none"> • Providing timely information on Project benefits and risks 	<ul style="list-style-type: none"> • Public consultation meetings • Media/press releases
Flows Project's Working Group Members and other Relevant government authorities, ministries and public institutions including: <ul style="list-style-type: none"> • Municipalities of Kremenicë, Ranillug and Gjilan • Ministry of Agriculture, Forestry, and Rural Development • Ministry of Economic Development • Ministry of Finance 	<ul style="list-style-type: none"> • Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation • Development of supportive documentation for sub-projects • preparation, information exchange, planning, coordination, and monitoring of the FLOW project for 	<ul style="list-style-type: none"> • Consultations with relevant government authorities concerning Project activities in the framework of permitting procedures • Reporting based on national legislation requirements • Ensure efficient participation of all stakeholders throughout FLOW Project Stakeholder Platform 	<ul style="list-style-type: none"> • Public consultation meeting • Individual consultation meeting • Media/press releases • Direct communication voice and textual •



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
<ul style="list-style-type: none"> • Ministry of Infrastructure and Transportation • Ministry of Rural Development • Ministry of Infrastructure • Ministry of Culture, Youth and Sports • Ministry of Labor and Social Welfare • Ministry of Health • Ministry of Economic Development, Publicly Owned Enterprise's Policy and Monitoring Unit • Ministry of Local Government Affairs • Inter-ministerial Water Management Council • Regional River Basin Authority (department under MESP) • Kosovo Environment Protection Agency • Kosovo Cadastral Agency • Water Service Regulatory Authority • Hydrometeorology Institute of Kosovo • Association of Regional Development Agencies • National Institute of Public Health • Emergency Management Agency 	<p style="text-align: center;">FLAWS Project's Working Group Members</p>		



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
<p>National Associations</p> <ul style="list-style-type: none"> • Association of Water Companies in Kosovo (SHUKOS) • Kosovo Conservation Agency (KCA) • Geological Service of Kosovo • Farmer and producer associations • University of Prishtina • Association of Regional Development Agencies (ARDA) • 	<ul style="list-style-type: none"> • Stakeholders of significance for the Project's success which are interested in protection of the environment and human health and safety, as well as wellbeing of farmers. • 	<ul style="list-style-type: none"> • Providing timely information, communication and consultations to fit project activities to the needs of targeted stakeholders • 	<ul style="list-style-type: none"> • Public consultation meetings, and individual consultation meetings as necessary • Direct email communication • Media/ press releases
<p>Interested non-governmental organisations (NGOs) and Civil Society Organizations (CSOs)</p> <ul style="list-style-type: none"> • Associations of Farmers and Agri-production • Environmental • Social & welfare • Women and Youth Rights Promoting Groups • Other <p>Note: Any organisations interested in the Project can send their contact details to the PMT to be included in the <i>Table of NGOs</i> provided in Annex 4 of this SEF and notified directly about Project events.</p>	<ul style="list-style-type: none"> • Stakeholders of high significance for the Project's success which are interested in protection of the environment and human health and safety, as well as wellbeing of farmers. 	<ul style="list-style-type: none"> • Providing timely information, communication and consultations to fit project activities to the needs of farmers and vulnerable groups • 	<ul style="list-style-type: none"> • Public consultation meetings, and individual consultation meetings as necessary • Direct email communication • Media/ press releases
<p>Businesses</p>	<ul style="list-style-type: none"> • Involvement in development of sub- 	<ul style="list-style-type: none"> • Informed businesses who will need to 	<ul style="list-style-type: none"> • Public consultation meetings, and



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
<ul style="list-style-type: none"> • Agriculture domain • Trade and Retail • Transport domain • Artana Mine (located in Novo Brdo) • Investors • other private sector stakeholders 	<p>project activities suitable to their needs and capacities</p>	<p>adjust their investments and operations to the planned outcomes of the sub-projects</p>	<p>individual consultation meetings as necessary</p> <ul style="list-style-type: none"> • Direct email communication • Media/ press releases
<p>Donors and Other International and Supranational Organizations</p> <ul style="list-style-type: none"> • European centre for minority issues Kosovo • USAID • Swiss Cooperating Office in Kosovo • Helvetas Swiss Inter-cooperation • The European Union • The Swedish International Development and Cooperation Agency – Government of Sweden • GIZ • Other 	<ul style="list-style-type: none"> • Stakeholders of high significance for the Project’s success who are directly or indirectly engaged and involved in sub-project planning and financing of its implementation 	<ul style="list-style-type: none"> • Realization of addressed support and finances 	<ul style="list-style-type: none"> • Public consultation meetings, and individual consultation meetings as necessary • Direct email communication • Media/ press releases
<p>Employees of the Operator/ Ministry (and PMT), and the Trade Unions</p>	<ul style="list-style-type: none"> • Stakeholders of high significance for the Project’s success who are directly or indirectly engaged in Project planning and implementation 	<ul style="list-style-type: none"> • Providing timely information about the planned Project activities 	<ul style="list-style-type: none"> • The Ministry’s internal communication channels • Trainings as necessary
<p>Contractors or subcontractors for construction, monitoring and supervision of</p>		<ul style="list-style-type: none"> • Provision of Project code of conduct and work safety and health regulations, 	<ul style="list-style-type: none"> • Information through tender procedure and contracts



Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
works, and their employees		environmental protection requirements	<ul style="list-style-type: none"> • Communication via supervising engineers • Toolbox talks at construction sites on health and safety topics • Monthly reports on progress of works to be submitted by contractors during construction works • Trainings

5.2. Disadvantaged / vulnerable individuals or groups

Residents of both, Serbian and Roma ethnic groups are present in the project area. In the municipality of Kamenicë there is a minor presence of residents with Serbian ethnic origin, but in municipality of Ranillug citizens of Serbs ethnic origin represent significant majority.

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

Further to historical context and unsatisfying inclusion of all social groups in the participation in public life, women and members of other vulnerable groups (elderly people, poor farmers, ethnic minorities-Serbian and Roma) may find it difficult to defend their interests in a public forum. For this reason, it is important for project management to ensure the involvement of women and members of other vulnerable groups in the consultation process, particularly on a second level of stakeholder engagement -the level of realization of planned activities/investments (sub-projects), described within the sub-components of the FLOWS project.

6. Stakeholder Engagement Program

For the Project’s purposes PMT, along with PTC and PSC, will use different methods of stakeholder engagement in order to ensure continuous communication with all interested stakeholders and to make all necessary information available and accessible to the public. MESP in cooperation with operator Hidromorava and municipalities Kamenicë, Ranillug and Gjilan, as well as representatives of the local communities affected by the Project activities, particularly investments (sub-projects), will



ensure that affected people, local residents and businesses living or operating in the vicinity of the project area are regularly informed about the Project development especially addressing start of construction activities of sub-projects and their impacts onto the local residents and businesses.

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

A public disclosure package for the Project will contain:

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

All these documents will be published on MESP's website (www.mmph.rks-gov.net), FLOWS dedicated website, the web sites of Hidromorava, and three most affected municipalities: Kamenicë, Gjilan and Ranillug. Documents will be prepared in Albanian, English and Serbian language and made publicly available, upon their official approval.

For each separate sub-component's activity and investment (sub-project) supported within this Project, a separate SEP document will be created (see **Annex 6** for Table of Content) that will reflect the needs for information disclosure and stakeholder's engagement throughout the life cycle of the project. The separate sub-component's activity and investment's (sub-project's) SEP will be published on the above-mentioned website, along with other sub-project's documents relevant for efficient public disclosure and stakeholder engagement process.

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

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

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

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

The MESP, for the FLOWS's purpose, will schedule and hold at least one public consultation meeting after disclosure of the above listed documents. The meeting is tentatively planned for early **February 2020**. MESP will inform all relevant stakeholders about the exact date, time and venue where the meeting will be held, at least 7 days in advance (but preferably 2 weeks), through disclosure at the websites of the MESP, FLOWS, Hidromorava and Municipalities of Kamenicë, Ranillug and Gjilan, local media (newspapers, online news portals), social media and the bulletin boards of all three



municipalities. The announcement of the public meetings/presentations will also be posted in the affected settlements in order to specifically target the local population living in these communities. In addition, NGOs listed in **Annex 4** to this SEF will be directly contacted and informed of the public meeting. The same procedure applies to each investment (sub-project).

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

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

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

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

Table 3: Summary of Stakeholder Engagement and Disclosure Requirements

	Activity	Timing/further detail	Responsibility
1	<p>Ensure that the following Project documents are publicised on the websites of the MESP, Hidromorava and affected municipalities:</p> <ul style="list-style-type: none"> • This SEF • Project Grievance Form and Public Grievance Leaflet • Environmental and Social Management Framework • Resettlement Policy Framework • Any Resettlement Action Plans as developed • Any Environment and Social Management Plans as developed <p>Print and keep hard copies of documents at premises of MESP, Hidromorava and Municipalities of Kamenicë, Gjilan and Ranillug</p>	<p>All available Project information and documents will be disclosed to the public as soon as available, but at least 2 weeks in advance prior to the public meeting.</p>	<p>PMT and Hidromorava</p>



	Activity	Timing/further detail	Responsibility
2	<p>Organise at least one public consultation meeting after disclosure of the above listed documents</p> <p>Encourage written proposals and comments</p> <p>Provide timely access to the documents before any meeting (at least 2 weeks)</p>	<p>Stakeholders will be informed about the exact date, time and venue where a meeting will be held, at least seven days in advance (but preferably 14 days), through disclosure through the websites of the MESP, FLOWS, Hidromorava, Social, national and local media and the bulletin boards of the Municipalities, as well as affected settlements.</p> <p>NGOs listed in Annex 4 to this SEF will be directly contacted and informed of the public meeting.</p>	PMT and Hidromorava
3	Organise individual consultation meetings	As needed or requested by the MESP, Municipality or by any identified stakeholder groups/individuals	PMT and Hidromorava
4	Document all opinions, remarks and possible solutions with regards to the Project raised by stakeholders during consultation meetings, and address appropriately	Ongoing	PMT and Hidromorava
5	Publicise information about the extent, timing and duration of planned construction works, and any expected disruptions and inconveniences via the websites of the MESP, FLOWS, Hidromorava and affected municipalities, particularly on their Social media instruments, for the project in general and its investments (sub-project).	Two weeks prior to the start of any investment's related activities.	PMT and Hidromorava
6	Maintain general FLOWS SEP Register for the Project and investments (sub-project) and make accessible to the public Stakeholder Engagement Plan for each separate investment (sub-project)	FLOWS SEP Register will include SEP meetings held for the purpose of all Project's investments (sub-projects).	PMT and Hidromorava

Where the Project's investment (sub-project) include construction works, an Information Boards will be installed at the entrance of every affected settlement by the main Contractors on each sub-project,



and will serve as a media tool/channel for communications with the local residents. Information in relation to the Grievance Mechanism will also be included on these Information Boards. The Contractors on each sub-project will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

Throughout the life of the Project, PMT, MESP, Hidromorava, and the Contractor(s) engaged to realize planned activities for the investment (sub-project) will continue to engage with stakeholders throughout the sub-project's life cycle. This Stakeholder Engagement Plan will be updated to reflect Project progress, as well as progress of all investments (sub-projects).

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

All SEP documents for separate sub-component's activities and investments (sub-projects) will have to follow the exact model of Stakeholder Engagement Program described in this chapter of the SEF.

7. Resources and Responsibilities for implementing stakeholder engagement activities

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

PMT will include in its team a Citizen's Engagement Facilitator (the Facilitator might be contracted entity or in house hired staff), who will:

- Together with PMT and implementing agencies will promotes the project
- Drives awareness campaigns
- Executes ground level legwork (LCs, NGOs,civil society, etc), collects ideas, identifies & empowers ambassadors
- Mentors & trains applicants
- Liaises with Municipalities, FLOWS office, River Basin Board
- Supports proposal evaluation and selection (public polls)
- Supports public consultations

Additionally, he/she will be responsible for administration of Project's Facebook Page, Cooperation with local media (eg. Kamenica TV) and Promotional events & advertising.

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

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



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

8. Grievance Mechanism

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

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

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

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

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

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



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

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

Contact information for enquiries and grievances:

Attention: Mr/Mrs. Name and Surname

Address: Rr. Skenderbeu p.n, Kamenicë

Tel: + 383 4X XXX XXX

E-mail: email@email.com

9. Monitoring and Reporting

PMT together with Hidromorava and local authorities from all three municipalities will be responsible for monitoring PMT implementing activities in the sphere of Project's Stakeholder Engagement, as well as communication channels, particularly with the PAPs. Coordinator of PMT will be responsible for monitoring of investment's (sub-project's) stakeholder engagement and implementing activities, as well as work of PMT.

Monitoring reports for separate sub-component's activity and investment should contain information about:

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

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

PMT will report on stakeholder engagement activities to the FLOWS Project implementation bodies PTC and PSC, on annual basis. Each Stakeholder Engagement Activities Report for this Project will be published on the FLOWS dedicated web site for public review and further comments.

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

Indicators to be monitored during SEF implementation are:



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



APPENDICES

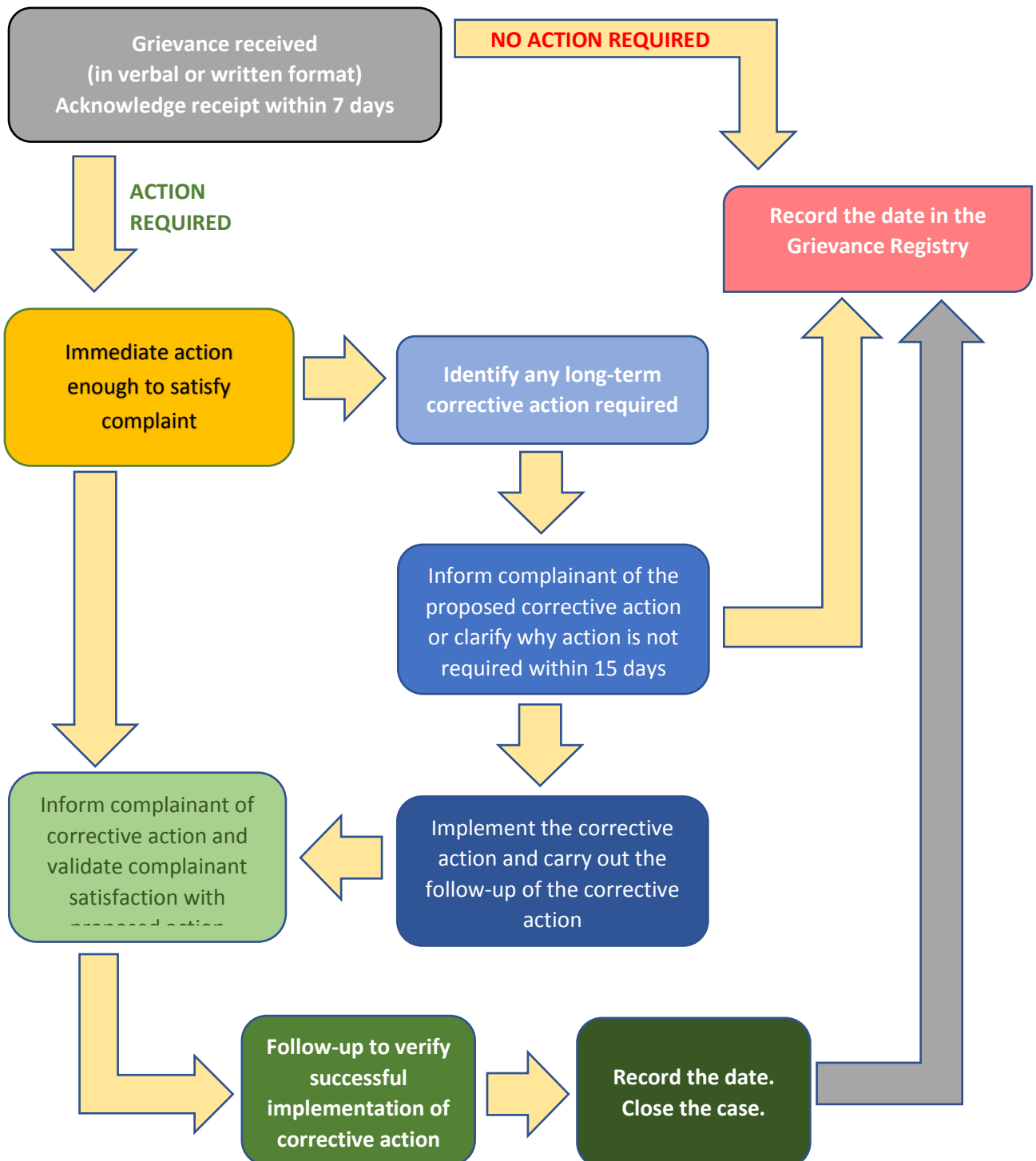


Appendix 1: Project Grievance Form

Reference Number	
Full name (optional) <input type="checkbox"/> I wish to raise my grievance anonymously. <input type="checkbox"/> I request not to disclose my identity without my consent.	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: <i>Please provide mailing address:</i> _____ _____ _____ <input type="checkbox"/> By telephone: _____ <input type="checkbox"/> By E-mail
Preferred language of communication	<input type="checkbox"/> Albanian <input type="checkbox"/> Serbian <input type="checkbox"/> Other: _____
Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident / Grievance	
	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen?	
<i>Contact information for enquiries and grievances:</i> Attention: Name & Surname Address: Rr. XYZ p.n, City Tel: + 383 4X XXX XXX E-mail: email@email.com	Signature: _____ Date: _____



Appendix 2: Project Grievance Procedure





Appendix 4: Contact Information of Identified Stakeholders

Name of Stakeholder: (Organisation/Institution/PAPs)	Contact Information
Network of Organizations for Rural Development of Kosovo	To Be Added
Initiative for Kosova Community (works towards the development of rural society and increase the welfare of the population through contemporary models of farmer associations and cooperatives)	To Be Added
NGO “Let’s Do It Kosova” – environmental protection NGO	To Be Added
NGO “Network of Peace Movement”	To Be Added
NGO “Center for Kosovo Society De-politization”	To Be Added
NGO “Fortesa’	To Be Added
Local Action Council (NGO working solely on basis of project grants)	To Be Added
Local youth action council (and other similar youth association if any)	To Be Added
Kamenica’s women’s group (informal group promoting women’s rights in Kamenica)	To Be Added
Initiative for Agricultural Development of Kosovo (engaged in rural development, production of healthy foods, rational use of natural resources and environment protection in Kosovo)	To Be Added
NGO “Let’s Do It Kosova” – environmental protection NGO	To Be Added
NGO “Women 4 Women” (provides women survivors of war, civil strife and other conflicts with the tools and resources to move from crisis and poverty to stability and self-sufficiency, thereby promoting viable civil societies)	To Be Added
NGO “Toka” – youth development and citizen participation organization	To Be Added
Initiative for Kosova Community (works towards the development of rural society and increase the welfare of the population through contemporary models of farmer associations and cooperatives)	To Be Added



Name of Stakeholder: (Organisation/Institution/PAPs)	Contact Information
Women’s Business Association “SHE-ERA”	To Be Added
Millennium Foundation Kosovo (educational program for women in the energy sector)	To Be Added
Network of Organizations for Rural Development of Kosovo	To Be Added
Environmental Protection Organisation NGO “GJETHI” (Kacanik)	To Be Added
Regional Consumers’ Consultative Councils	To Be Added
The Water and Wastewater Works Association of Kosovo (SHUKOS)	To Be Added
Kosovo Agriculture Education Center – KAEC	To Be Added
Kosovo Center for Business Support	To Be Added
“Organika” Association (seeks to increase capacities of organic food producers and promote organic products in Kosovo)	To Be Added
“PePeKo” Association (seeks to develop the fruit and vegetable processing industry in Kosovo)	To Be Added
NGO “Network of Peace Movement”	To Be Added
NGO “Center for Kosovo Society Depolitization”	To Be Added
NGO “Fortesa’	To Be Added
Local Action Council (NGO working solely on basis of project grants)	To Be Added
Local youth action council (and other similar youth association if any)	To Be Added
Kamenica’s women’s group (informal group promoting women’s rights in Kamenica)	To Be Added
NGO “Center for Social Affirmation of Youth” Ranillug	To Be Added



Appendix 5: Report on Documentation of Stakeholder Engagement Activity

Number: _____	Date and location of meeting: _____
The purpose of the engagement: <i>(for example, to inform stakeholders of an intended project or to gather their views on potential environmental and social impacts of an intended project)</i>	
The form of engagement and consultation: <i>(for example, face-to-face meetings such as town halls or workshops, focus groups, written consultations, online consultations)</i>	
Number of participants and categories of participants:	
List of relevant documentation disclosed to participants:	
Summary of main points and concerns raised by stakeholders:	
Summary of how stakeholder concerns were responded to and taken into account:	
Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions:	



Appendix 6: Table of Content of Stakeholder Engagement Plan for Each Investment

- 1. Introduction/Project Description**
- 2. Brief Summary of Previous Stakeholder Engagement Activities**
- 3. Stakeholder identification and analysis**
 - 3.1. Affected parties**
 - 3.2. Other interested parties**
 - 3.3. Disadvantaged / vulnerable individuals or groups**
 - 3.4. Summary of project stakeholder needs**
- 4. Stakeholder Engagement Program**
 - 4.1. Purpose and timing of stakeholder engagement program**
 - 4.2. Proposed strategy for information disclosure**
 - 4.3. Proposed strategy for consultation**
 - 4.4. Proposed strategy to incorporate the view of vulnerable groups**
 - 4.5. Timelines**
 - 4.6 Review of Comments**
 - 4.7 Future Phases of Project**
- 5. Resources and Responsibilities for implementing stakeholder engagement activities**
 - 5.1. Resources**
 - 5.2. Management functions and responsibilities**
- 6. Grievance Mechanism**
- 7. Monitoring and Reporting**
 - 7.1. Involvement of stakeholders in monitoring activities**
 - 7.2. Reporting back to stakeholder groups**