

## 1 INTRODUCTION

This document is the Stakeholder Engagement Plan (SEP) for the Mitrovica Wastewater Project, whose implementation is planned by Mitrovica Municipality and Mitrovica Regional Water Company (MRWC) and financed by the European Bank for Reconstruction and Development (EBRD) and the European Investment Bank (EIB).

The overall objective of the SEP is to define stakeholder engagement and public information disclosure activities for the project and thus presents the specific stakeholder engagement activities that MRWC will undertake before and during the project's construction phase and during operation. It highlights the way in which MRWC plans to communicate with local residents and other stakeholder groups who may benefit from, be affected by, or be interested in project activities. It also explains the grievance mechanism, through which stakeholders can raise any concerns and comments.

The SEP takes into account best international practice in relation to information disclosure and outlines the general engagement principles that MRWC will adopt. The SEP will be reviewed and updated on a regular basis. If activities change or new activities relating to stakeholder engagement commence, then the SEP will be updated and shared with project stakeholders.

The SEP is available in English, Albanian and Serbian. The SEP can be found on the MRWC, Mitrovica Municipal Administration and Vushtrri Municipal Administration web-sites and in hardcopy at the MRWC, Mitrovica Municipal Administration and Vushtrri Municipal Administration offices.

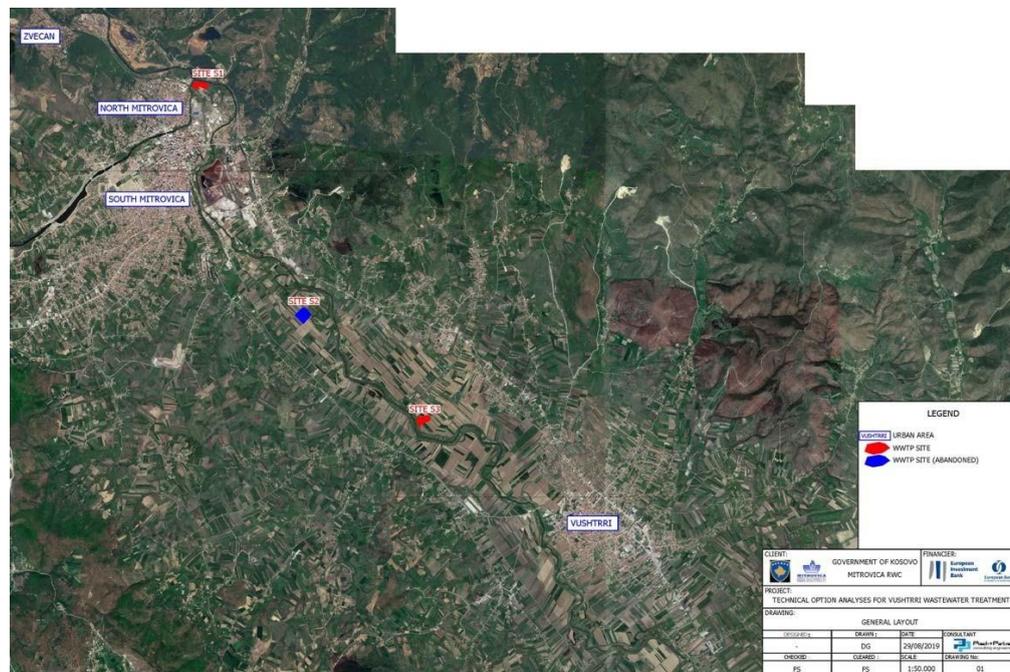
## 2 DESCRIPTION AND CONTEXT OF PROPOSED PROJECT

The Government of Kosovo requested the European Bank for Reconstruction and Development (EBRD) and the European Investment Bank (EIB) to support the construction of wastewater treatment plants (WWTPs) and related sewage infrastructure of Mitrovica and Vushtrri. An update of the existing Feasibility Study was carried out in 2018 and a technical addendum in 2019, which has resulted in a Priority Investment Programme (PIP).

This Stakeholder Engagement Plan (SEP) relates to the design and construction activities in connection with the proposed EBRD and EIB supported PIP, which will be implemented by the Mitrovica Municipal Administration and MRWC and the subsequent operations by MRWC.

The following projects have been proposed as part of the Priority Investment Programme:

- ➔ Construction of a wastewater treatment plant in South Mitrovica with a proposed capacity of 123,000 PE;
- ➔ Collect and treat wastewater flows from urban Mitrovica, Vushtrri and the surrounding villages including Trepca, Broboniq, Vaganice and Koshtove.



**Figure 1-1: Project components**

The design phase is expected to last for 6 months, between June and November 2020.

The construction is to start in December 2020 and last for 12 months.

The construction of the WWTP requires the acquisition of approximately 3.5 ha of land. A site located at the confluence of the Ibar and Sitnica rivers has been selected for the WWTP. The land consists of a small parcel of private owned unused arable land, land owned by private companies, municipal land and land owned by the Railway Company. Part of the municipal land is currently occupied by a concrete factory. The concrete factory will need to be expropriated.

A Land Acquisition and Livelihood Restoration Framework has been prepared.

### **3 RESPONSIBILITY FOR IMPLEMENTATION OF THIS SEP**

The Mitrovica Municipal Administration is overall responsible for implementing the investments included in the PIP, while MRWC is responsible for the subsequent operation and management. In line with this, the City Administration is responsible for implementation of stakeholder engagement and communication activities during the construction phase, while MRWC is responsible for stakeholder engagement and communication during the subsequent operations. To ensure consistent communication during construction and operations, MRWC will also be involved in stakeholder engagement and communication activities during the construction phase.

During the construction phase, the Mitrovica Municipal Administration will be responsible for coordinating the stakeholder engagement and communication activities, this include strong cooperation with the Vushtrri Municipal Administration. MRWC's customer service unit will be responsible for stakeholder engagement and communication activities during operations.

## 4 REGULATORY REQUIREMENTS

Procedures for consultation with the public, disclosure of information and grievances relevant for this project are covered under Kosovo legislation. The *Law on Access to Public Documents No 03/L-215* guarantees the right of every legal person to have access, without Constitution of the Republic of Kosovo stipulates that every person enjoys the right of access to public documents. The *Law on Environmental Protection No 03/L-025* provides the obligation of the central and local institutions and all other authorized organizations to regularly, timely and objectively inform the public, whereas the *Law on Environmental Impact Assessment No 03/L-214* regulates the EIA procedure, including the obligation of authorities to hold public hearings.

According to the Law, persons have the right to obtain information about the performance of local governments, and submit complaints. Persons may address their inquiry or complaints either orally or in writing, including by email. Organizations must respond to written questions or complaints within 30 days.

For the current project, the Municipal Administration is required to put a summary of environmental and social information in the public domain and to hold public hearing(s). This will be done in close cooperation with MRWC.

## 5 OTHER REQUIREMENTS

EBRD's and EIB's Performance Requirement relating to Information Disclosure and Stakeholder Engagement is to be fulfilled. The current Stakeholder Engagement Plan is formulated in accordance with this.

Details on the mentioned Performance Requirement are included in EBRD's Environmental and Social Policy, which can be found on: <http://www.ebrd.com/environmental-and-social-policy.html> and in the EIB Environmental and Social Standards [http://www.eib.org/attachments/strategies/environmental\\_and\\_social\\_practices\\_handbook\\_en.pdf](http://www.eib.org/attachments/strategies/environmental_and_social_practices_handbook_en.pdf).

The key operational principles of effective stakeholder engagement for projects are summarised as follows:

- Providing meaningful information in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s);
- Providing information in advance of consultation activities and decision-making;
- Providing information in ways and locations that make it easy for stakeholders to access it and that are culturally appropriate;
- Respect for local traditions, languages, timeframes, and decision-making processes;
- Two-way dialogue that gives both sides the opportunity to exchange views and information, to listen, and to have their issues heard and addressed;
- Inclusiveness in representation of views, including ages, women and men, vulnerable and/or minority groups;
- Processes free of intimidation or coercion or incentivisation;
- Clear mechanisms for responding to people's concerns, suggestions and grievances; and
- Incorporating, where appropriate and feasible, feedback into project or program design, and reporting back to stakeholders.

### **General Stakeholder Communication Records Maintenance**

Communication records will be maintained by the related project department in Mitrovica Municipal Administration. Records will be maintained of communication activities related to various stakeholder groups and of key incoming communication (i.e. general questions, complaints, etc.) and the response to these.

Stakeholder engagement activities conducted by contractors and complaints received by the contractors will also be recorded and reported to Mitrovica Municipal Administration on daily basis. Received complaints will be included into the MRWC's existing stakeholder engagement and complaints tracker.

## **6 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

### **6.1 MITROVICA MUNICIPAL ADMINISTRATION**

The Municipal Administration provides information on new infrastructure projects, which will improve the wastewater services. Such information is communicated through the local TV station, published in local newspapers and put on the websites of the Municipal Administration. Additional information is provided through brochures, posters and flyers. Communication on operational issues, such as planned repair work, is left to MRWC.

It is a legal requirement to conduct public consultation on planned infrastructure projects and Mitrovica Municipal has experience in organising consultations in cooperation with the Director of Public Services and Infrastructure and the Director for Urban Planning. Normally, Mitrovica Municipal Administration organises public meetings, with the participation of MRWC in public meetings related to water supply and wastewater projects. Both women and men participate in public meetings.

In relation to the decision of the location for the WWTP, consultation has not yet been conducted.

Residents, businesses and institutions can contact Municipal Administration with requests, complaints etc. by letter, phone: 028 532 104, or email: [kommuna.mitrovica@rks-gov.net](mailto:kommuna.mitrovica@rks-gov.net). The Municipal Administration passes water and wastewater related inquiries and complaint on to MRWC for action. However, most water and wastewater related inquiries and complaints are submitted directly to MRWC.

Mitrovica Municipal Administration will engage in close cooperation with Vushtrri Municipal Administration in relation to construction activities, public consultation and information dissemination in Vushtrri.

### **6.2 MITROVICA REGIONAL WATER COMPANY**

MRWC's main customer contacts are through the sales unit and the administrative department.

Customers submit applications for connections to the piped water supply and wastewater services to MRWC, which is then responsible for processing these requests. Some of the technical works to establish connections can be carried out either by MRWC or other organisations. A written agreement is signed between MRWC and the individual customer when a connection is established.

MRWC has experience in the participation of public hearing processes that are required according to Kosovo Act for the Right to Information. The MRWH adheres to national requirements, including the time set for response to inquiries and complaints.

It is part of MRWC's service that customers contact MRWC with inquiries and complaints. Customers have the possibility to submit their grievances and complaints in writing or by phone through MRWC's office. All complaints are registered in logbooks. Responses to the complaints are acknowledged with 7 days' deadline prescribed by law. The complainant is informed about the proposed corrective action within 30 days.

In addition to communicating with its customers regarding applications for connections, other requests and complaints, MRWC provides some information on the importance of paying bills on time, planned interruptions to the water supply and wastewater service, plans for improving water and wastewater services, efficient use of water and on tariff increases. MRWC disseminates information mainly in the following ways:

- Through the website, where general information on services including interruption and repair works are provided, as well as information on tariffs;

- The local newspapers, local TV and social media is used to remind customer to pay their bills on time, inform on changes in the payment procedures, tariff increases and announcement of planned interruption to water supply and wastewater services;
- Newsletters, brochures, leaflets and notice delivered directly to the households are also used for communication with customers.

## **7 IDENTIFICATION OF STAKEHOLDERS AND INFORMATION DISCLOSURE**

### **7.1 STAKEHOLDERS AND COMMUNICATION METHODS**

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Main primary stakeholders who are directly affected by the project include MRWC's current and potential customers, including households, budget and state organisations, commercial and industrial enterprises, and Project Affected Persons (PAPs), especially PAPs directly affected by the WWTP footprint through land acquisition and construction impacts. Other primary stakeholder include MRWC's staff, contractors and contractor workers. Important secondary stakeholders include the mass media, local organisations and public authorities that may influence the project.

During Project implementation, the Municipalities of Mitrovica and Vushtrri may identify additional groups who will then be added to the SEP and appropriate communication methods will be identified.

Different methods of communication will be used during the construction period and also during the MRWC future operations. Communication methods includes mass media, written materials and website. Other appropriate communication channels may also be identified. Particular efforts will be made to ensure that poor people in Mitrovica and Vushtrri are reached with communication activities and that both women and men receive information and are consulted.

Project information will be placed on the website of the Municipal Administrations in Mitrovica and Vushtrri. Other means of communication will also be used as for example regular newsletters and provision of information and discussions during the meetings with local communities and citizens.

The following chapters on disclosure of information, the stakeholder engagement programme, and the public grievance mechanism contain more specific details on the communication methods that will be used.

### **7.2 DISCLOSURE OF INFORMATION DURING DESIGN AND CONSTRUCTION PHASE**

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At the start of the design phase, the Municipal Administration will provide information to its citizens and other stakeholders. The main contents of this information are outlined in Table 7-1 below.

Information will be distributed in all geographical areas of urban Mitrovica, as all areas of the city will be affected by construction activities and/or tariff adjustments. Additionally, information will be distributed in Vushtrri, and the villages of Trepca, Broboniq, Vaganice and Koshtove.

The means of disclosing the information is outlined in Table 7-2 below. The initial information will be distributed through press releases and brochures with contents similar to those outlined in the table below. Information on the project, the time schedule, and opportunities for public comments will also be posted in local newspapers in Albanian and Serbian languages. In addition, information will be available upon request.

**Table 7-1: Outline Contents of Project Information Leaflet**

Headings	Outline content
Main organisations	<p>Mitrovica Municipal Administration is the organisation overall responsible for construction activities and for stakeholder engagement and communication activities during the construction. For construction activities in Vushtrri Mitrovica Municipal Administration will be in close cooperation with Vushtrri Municipal Administration.</p> <p>MRWC is the organisation responsible for operation and management of the water supply and wastewater facilities and for stakeholder engagement during operations.</p>
Main project components	<p>The PIP includes the following improvements to wastewater services:</p> <ol style="list-style-type: none"> <li>1. Construction of WWTP in South Mitrovica</li> <li>2. Connection of Mitrovica urban area, Vustrri and the villages of Trepca, Broboniq, Vaganice and Koshtove.</li> </ol>
Time frames	2019 - 2022
City areas to benefit / be affected	All areas of the city of Mitrovica, Vushtrri and the villages of Trepca, Broboniq, Vaganice and Koshtove.
Opportunities and benefits	<p>The main benefits:</p> <ul style="list-style-type: none"> <li>• Improved wastewater services</li> <li>• Improved quality of the environment</li> <li>• Improved health of the population</li> </ul>
Impacts during construction as a consequence of project activities and expected notification of mitigation actions to be applied	<p>Temporary traffic disruptions and interruption of the wastewater services:</p> <ul style="list-style-type: none"> <li>• Announcements and signs for temporary diversion of the traffic</li> <li>• Announcements on temporary interruptions of the wastewater services</li> </ul>
Announcement of planned public hearings when a first draft of the final design of the sub-projects is available	<p>A description of the public hearing process in the context of the project, including:</p> <ul style="list-style-type: none"> <li>• Place and time of the public hearings (to be decided later)</li> <li>• Time frame: 2 weeks for provision of comments, complaints and proposals from the public</li> <li>• Time frame: 1 month for authorities to react and consider complaints and proposals</li> </ul>
Review and approval of the project	<p>A description of the final review process by other external authorities and approval of the project</p> <ul style="list-style-type: none"> <li>• Time frame: 3 weeks for review</li> </ul>
General grievance procedure during construction	<ul style="list-style-type: none"> <li>• Description of the grievance procedure</li> <li>• Organisation to contact: Mitrovica Municipal Administration Ruga / Str. Bedri Gjinaj Telephone: 028 532 104 Email: <a href="mailto:kommuna.mitrovica@rks-gov.net">kommuna.mitrovica@rks-gov.net</a></li> </ul>
Local and site specific information	Local information will be distributed through Municipal Administrations and the MRWC

**Table 7-2: Means of Disclosing Information**

<b>Institution Responsible</b>	<b>Means of Information Disclosure</b>	<b>Target groups</b>
Mitrovica Municipal Administration	<ul style="list-style-type: none"> <li>• Brochure with contents as described in the previous table</li> <li>• Announcement in local newspapers, in Albanian and Serbian Languages, with the same overall contents as in the brochure</li> </ul>	Internal and external stakeholders and the general public, including local organisations
Mitrovica Municipal Administration	<ul style="list-style-type: none"> <li>• Distribution of brochure</li> <li>• Information through meetings and household visits</li> <li>• Response to local inquiries</li> </ul>	<p>Women and men in all parts of urban Mitrovica, Vushtrri and the villages of Trepca, Broboniq, Vaganice and Koshtove, and from all socio-economic groups</p> <p>Businesses and industries near the WWTP site.</p>
Mitrovica Municipal Administration through relevant municipal departments	<p>Notification of streets in the neighbourhood and villages at the beginning of construction works:</p> <ul style="list-style-type: none"> <li>• Reminder of traffic changes and parking restrictions in streets where works will commence and the time schedule for the works</li> <li>• Contact telephone number for Mitrovica Municipal Administration for emergencies or grievances to be posed close to works sites</li> </ul>	Local residents and businesses
Mitrovica Municipal Administration	<ul style="list-style-type: none"> <li>• Overall contact point for information during implementation of the project and on request distributor of information on progress of work as described in approved reports and minutes of meetings</li> <li>• During construction responsible for structured responses to grievances (see section on grievance procedures)</li> </ul>	All stakeholders

## **8 STAKEHOLDER ENGAGEMENT PROGRAMME**

### **8.1 PUBLIC CONSULTATION PRIOR TO CONSTRUCTION**

It is anticipated that public meetings will be held three months prior to construction, giving the opportunity for all citizens in Mitrovica urban area, Vushtrri and the villages of Trepca, Broboniq, Vaganice and Koshtove to attend. The meetings will be held in Albanian and Serbian languages as relevant.

Comprehensive consultation process will be implemented related to the land acquisition process, as outlined in the LALRF.

The specific dates and places for the public meetings, with presentation of details of sub-projects, will be decided when the first draft design of the sub-projects is available in November 2020. The hearings will be arranged with the purpose to give local residents and other stakeholder groups an opportunity to discuss the sub-projects and provide feedback at the design stage where adjustments can still be made. At these hearings, all types of project-related questions and proposals can be raised, including potential effects on tariffs.

Relevant information will be compiled in hand-outs and distributed through the MRWC and will also be available at the office of Mitrovica and Vushtrri Municipal Administration.

The conclusions of the public meetings will be agreed during the meeting and recorded. In addition, the public will have two weeks after the date of the hearing to submit written comments to the planned activities.

The Municipal Administration has one month after the deadline for public proposals and comments to assess and clarify the relevance of all recorded material from the hearing process. All justified comments and proposals will be addressed and incorporated in the final design of the sub-projects before the construction activities start. At the end of the hearing process, a summary report of all relevant issues raised will be published, including explanations for inclusion or exclusion of proposals to the final project designs.

The activities, specifications, means of communication and output of the hearing process are shown in the following table.

**Table 8-1: The Public Hearing Process and Outputs**

Required Activities	Specification	Means of Communication and Outputs
Announcement of the public hearing	<ul style="list-style-type: none"> <li>Location, date and time will be announced in the local newspapers and on the bulletin board at the Mitrovica Municipal Administration at least one week in advance of the meetings</li> <li>Information provided to household through the MRWC</li> </ul>	<ul style="list-style-type: none"> <li>Announcement in local newspapers in Albanian and Serbian (most relevant newspapers at time of announcement to be identified by the Municipal Administrations.</li> <li>The MRWC provide information to local residents</li> </ul>
Holding public meetings and encouraging written proposals and comments to the sub-project design	<ul style="list-style-type: none"> <li>Meeting and discussions are arranged</li> <li>Deadline for submission of written comments and proposals (2 weeks after hearing)</li> </ul>	<ul style="list-style-type: none"> <li>Conclusions from public meetings are agreed at the end of the meetings and recorded</li> <li>Written comments and proposals are received</li> </ul>
Preparation and distribution of responses to comments and proposals received during the hearing process	<ul style="list-style-type: none"> <li>Municipal Administrations prepares a summary response report</li> <li>Deadline for reporting (1 month after the hearing)</li> </ul>	<ul style="list-style-type: none"> <li>Summary response report available at the offices of Mitrovica and Vushtrri Municipal Administration, as well as on the Municipal Administrations website</li> </ul>

The draft project design proposal, including comments on proposals from the public hearings, will be submitted through Mitrovica Municipal Administration to relevant authorities and MRWC for their final review. These includes:

- Mitrovica Municipal Administration;
- Department of City Planning;
- Department for Environmental Protection;
- Department for Social Development;
- Management of MRWC;
- Employee representatives at MRWC;
- Vushtrri Municipal Administration;
- Others required by law (to be identified during implementation, as applicable).

A review period of three weeks followed by discussions of any further changes will serve as the background for the final approval of the project and will be confirmed by the signing of a Memorandum of Common Understanding.

## **8.2 STAKEHOLDER ENGAGEMENT AND COMMUNICATION DURING THE CONSTRUCTION PHASE**

During construction stakeholder engagement and communication activities will be undertaken jointly by the Municipalities and Contractors (see table 7-2 for information dissemination during construction).

The Contractors are obliged to develop a project specific engagement plan, including a grievance mechanism for the public, as part of the Construction Environmental and Social Management Plan and implement it in relation to the works they are contracted to deliver. The provisions of SEP implementation, including the grievance mechanism, required from Contractors will be laid out in the tender documentations and contractor contracts.

### **8.3 STAKEHOLDER ENGAGEMENT AND COMMUNICATION DURING THE OPERATION PHASE**

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The medium and long-term stakeholder engagement and communication plan will be based on existing engagement activities undertaken by MRWC. Additional topics and means of communication may be identified during future interactions between MRWC and its current and potential future customers and this SEP will be updated accordingly to reflect these changes.

## 9 PUBLIC GRIEVANCE MECHANISM

### 9.1 PUBLIC GRIEVANCE MECHANISM DURING CONSTRUCTION AND OPERATION PHASE

For purposes of this project, the Municipal Administration will establish specific grievance mechanism for any concerns and complains to be handled in a systematic manner. Information on the grievance mechanism will be distributed together with other project information.

During the construction phase, all communication on grievance from the public will be channelled through an established Public Reception of Mitrovica Municipal Administration.

The intention is that any problem or complaint arising during the construction period as well as concerns or complaints on the sewerage services will be handled by the same team. Complaints may for example be related to noise, traffic, access to schools and businesses, problems for disabled and elderly people and working conditions for workers of the contractors. The unit will handle communication in Albanian and Serbian as appropriate.

Complaints may also be made directly to Contractors who will establish a grievance mechanism at the construction sites. Contractors will be obliged to report received complaints to the Municipal Administration on a daily basis. Contact details of the Contractors will be made publicly available in the local communities adjacent to the project works and included in the revised SEP, once Contractors are appointed.

The Grievance Form will be made available on the website of the Municipal Administration and the Contractors, and pre-printed forms will be made readily available to the public.

During operation, all communication on grievance from the public will be managed by MRWC.

The grievance mechanism to be applied is described in the figure below.

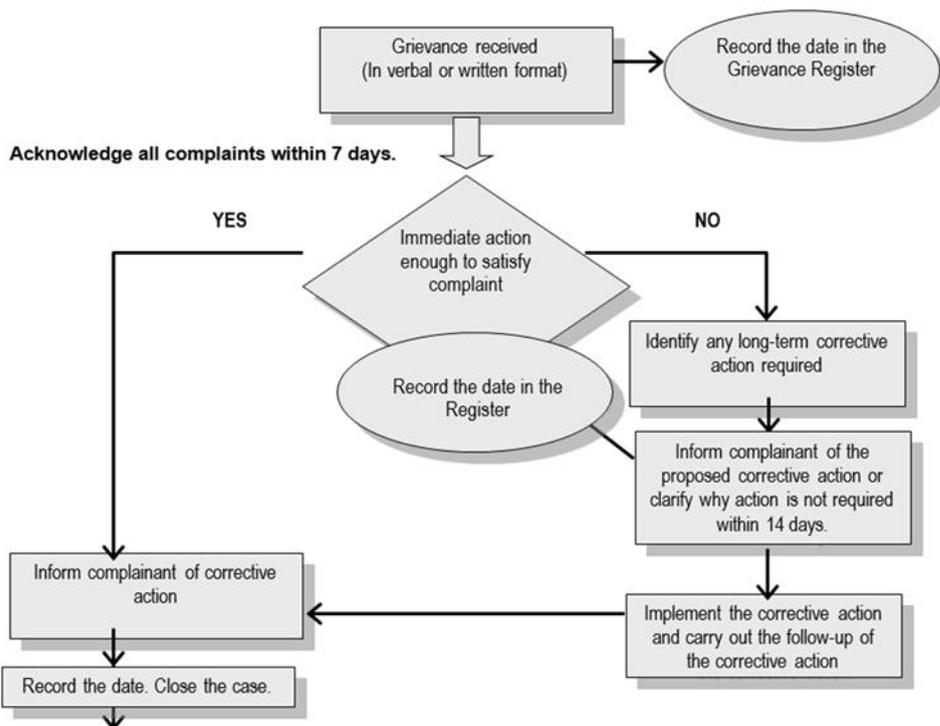


Figure 9-1: Flowchart for Processing Grievances

### Public Grievance Form

It is possible to submit an anonymous grievance. If you wish to submit an anonymous grievance, you should not submit your contact information. Submitting an anonymous grievance means you will receive no response to your grievance.

<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact Information</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____
	<input type="checkbox"/> <b>By Telephone:</b>
	<input type="checkbox"/> <b>By E-mail:</b>
<b>Preferred Language for communication</b>	<input type="checkbox"/> <b>Albanian</b> <input type="checkbox"/> <b>Serbian</b>
<b>Description of Incident or Grievance:</b> What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident/Grievance</b>	
	<input type="checkbox"/> <b>One time incident/grievance (date _____)</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	

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

**Please return this form to:**  
 Mitrovica Municipal Administration  
 Rruga / Str. Bedri Gjinaj  
 Telephone: 028 532 104  
 Email: kommuna.mitrovica@rks-gov.net

**Figure 9-2: Public Grievance Form**

## **10 MONITORING AND REPORTING ON SEP IMPLEMENTATION**

The SEP implementation will be monitored through selected performance indicators, including:

- Place and time of carried out consultative meetings and other types of engagement activities, including information on participation
- Issues and concerns raised during consultative meetings and information on how issues are taken into consideration in project implementation
- Number and type of received complaints
- Average time for closing the grievance and percentage of grievances closed within the set timeframe
- Number and type of information materials prepared and distributed

Mitrovica Municipality and MRWC will include monitoring data and progress reporting in its quarterly reporting during construction and summarise relevant information in their annual reports to EBRD/EIB.

## 11 CONTACT INFORMATION

### 11.1 DESIGN AND CONSTRUCTION PHASE

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Mitrovica Municipal Administration is responsible for stakeholder engagement during the design and construction phase. The relevant contact information is:

Mitrovica Municipal Administration  
Rruga / Str. Bedri Gjinaj  
Telephone: 028 532 104  
Email: [kommuna.mitrovica@rks-gov.net](mailto:kommuna.mitrovica@rks-gov.net)  
<http://kk.rks-gov.net/mitrovicjeejugut>  
Fisnik Ibrahim - Email: [fisnik.ibrihimi@rks-gov.net](mailto:fisnik.ibrihimi@rks-gov.net)

Regarding construction activities in Vushtrri contact can also be made to:

Vushtrri Municipal Administration  
Ahmet Krasniqi Square 10  
Telephone: 080 042 000  
Email: [info.vushtrri@rks-gov.net](mailto:info.vushtrri@rks-gov.net)  
<http://kk.rks-gov.net/vushtrri>

### 11.2 OPERATION PHASE

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MRWC is responsible for stakeholder engagement during the operations phase. The relevant contact information is:

Mitrovica Regional Water Company  
Rruga / Str. Bislim Bajgora Pn. 40000 Mitrovica  
Telephone: 49 965 344  
Email: [info@kru-mitrovica.com](mailto:info@kru-mitrovica.com)  
<http://kru-mitrovica.com/ujesjellesi>  
Sami Miftari - Email: [sami.miftari@hotmail.com](mailto:sami.miftari@hotmail.com)