

**TÜRKİYE PUBLIC AND MUNICIPAL
RENEWABLE ENERGY PROJECT
(PUMREP)**

**3129,3 kWp /2600,0 kWe Solar
(Photovoltaic) Power Plant Project
of Aksaray Municipality**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

December, 2024

Sub-Project Information	
Sub-Project	Details
Name	Türkiye Public and Municipal Renewable Energy Project (PUMREP) 3129,3 kWp /2600,0 kWe MWe Solar (Photovoltaic) Power Plant Project of Aksaray Municipality Stakeholder Engagement Plan (SEP)
Project Owner/ Sub-borrower	Aksaray Municipality
Financial Intermediary	İller Bankası A.Ş (İLBANK)
Prepared by	Ardea Energy Engineering & Consulting

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ABBREVIATIONS

AoI	Area of Influence
CIMER	Presidential Communication Center
CSR	Corporate Social Responsibility
EIA	Environmental Impact Assessment
EHS	Environment Health and Safety
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
ESMR	Environmental and Social Monitoring Report
ESS	Environmental and Social Standards
ETL	Energy Transmission Line
GBV	Gender Based Violence
GDNP	General Directorate of National Property
GM	Grievance Mechanism
HS	Health and Safety
IFC	International Finance Corporation
IFIs	International Financial Institutions
ILBANK	İller Bankası A.Ş.
LMP	Labor Management Plan
MEDAŞ	Meram Elektrik Dağıtım A.Ş.
MoEUCC	Ministry of Environment, Urbanization and Climate Change
NGO	Non-Governmental Organizations
OIP	Other Interested People
PAP	Project Affected People
PIU	Project Implementation Unit
RE	Renewable Energy
Project	The Public and Municipal Renewable Energy Project (PUMREP)
PUMREP	Public and Municipal Renewable Energy Project
SEA/SH	Sexual exploitation and abuse/sexual harassment
SEP	Stakeholder Engagement Plan
SPP	Solar Power Plant
TEİAŞ	Turkish Electricity Transmission Corporation
WB	World Bank
WBG	World Bank Group
YIMER	Foreigners Communication Center

EXECUTIVE SUMMARY

The Public and Municipal Renewable Energy Project (PUMREP) (hereinafter the “Project”) aims to support the Government of Türkiye to scale-up Renewable Energy (RE) use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed RE market in public facilities help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country’s climate mitigation commitment and enhance energy security.

The PUMREP is financed by World Bank (WB) to support introducing RE technologies in municipalities. İller Bankası A.Ş. (ILBANK) acts as the Financial Intermediary (FI). The RE installations will be primarily used to offset the overall energy consumption from public facilities (i.e. administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities’ energy bills.

ILBANK has established an Environmental and Social Management System (ESMS) effective on 24th of Dec 2023. The ESMS is aligned with the requirements of World Bank (WB) Environmental and Social Framework (ESF, 2018) including Environmental and Social Standards (ESSs) forming part of the ESF, and E&S polices and standards of other International Financial Institutions (IFIs) ILBANK collaborates with. It will be applicable to all ILBANK projects and sub-projects financed through International Financial Institutions (IFIs).

The ESMS is aimed at ensuring systematic identification, assessment, management, monitoring, and reporting of the environmental and social (E&S) risks and impacts of the projects and sub-projects financed by the International Finance Institutions (IFIs). This process will be implemented on an ongoing basis throughout their loan duration in line with the requirements of the national legislation, international agreements and conventions ratified by Türkiye and E&S standards of lending IFIs (World Bank for the PUMREP). As a critical element of the ESMS, ILBANK has adopted and published an E&S Policy applicable to all ILBANK projects and sub-projects financed through IFIs.

The project to be financed under PUMREP includes the installation of a renewable energy facility with an installed capacity of 3129,3 KWP/2600,0 KWE and expected to generate 5,568 MWh of electricity annually by Aksaray Municipality. The plant will meet the energy of more than 4.640 households with 5,568M Wh of electrical energy production, save the municipality

more than 11.5 million EUR in energy costs within 30 years and prevent the release of more than 1.182 tons of CO₂ per year into the atmosphere. The project site is located in the district of Kurtuluş, which is a part of Aksaray province in Türkiye. The solar power plant project is a part of Türkiye's ambitious plan to increase the share of renewable energy sources in the country's energy mix. The project site is located on a 4-hectare land allocated by Aksaray Municipality. The solar panels used in the project are of high quality and have a lifespan of 30 years. Aksaray Municipality will manage all works related to the construction and operation of sub-project, ensuring effective implementation and operation of the renewable energy facility under the PUMREP.

This SEP has been formulated to ensure that sub-project affected interested parties and vulnerable groups that constitute the stakeholders are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the Sub-Project and its impacts.

SEP establishes a systematic approach to stakeholder engagement that will help Aksaray Municipality to identify all stakeholders and how they will be affected by the Sub-project and ensure that the Sub-project is implemented in a participatory and community-friendly manner through building and maintaining a continuous constructive relationship with them, in particular with project-affected parties.

SEP also assesses the level of stakeholder interest and support for the Sub-project and guides the relations of the Aksaray Municipality team with the stakeholders throughout the construction and operation process, enabling stakeholders' views to be taken into account in sub-project design and environmental and social performance.

SEP is designed to ensure that relevant sub-project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

1. INTRODUCTION

PUMREP aims to support the Government of Türkiye to scale-up RE use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed RE market in public facilities help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country's climate mitigation commitment and enhance energy security. Aksaray Municipality is one of the sub-borrowers and has a sub-project financed under PUMREP. Therefore, this plan is prepared to define the stakeholder engagement process including the grievance mechanism management.

The PUMREP is financed by World Bank (WB) to support introducing RE technologies in municipalities. İller Bankası A.Ş. (ILBANK) acts as the Financial Intermediary (FI). The RE installations will be primarily used to offset the overall energy consumption from public facilities (i.e. administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities' energy bills.

The sub-project has been classified as having a moderate level of risk according to the E&S Risk Screening conducted by ILBANK in line with the ILBANK ESMS. One of the tasks under the scope of the Sub-project is the preparation of an Environmental and Social Management Plan (ESMP) and SEP in accordance with ILBANK's ESMS and WB ESF including applicable Environmental and Social Standards (ESSs), World Bank Group (WBG) General Environment Health and Safety (EHS) Guidelines and Industry Sector Guidelines, and the national legislation in force in Türkiye.

Aksaray Municipality is responsible for stakeholder engagement activities and grievance resolution, ensuring that the sub-project is carried out in an inclusive and participatory manner. The contractor, selected through a competitive bidding process, is responsible for the construction, logistics, design, test and commissioning, and provisional acceptance of the solar plant. The supervision consultant, appointed by the World Bank, is responsible for guiding all parties involved in the sub-project, including the municipality, the contractor, and ILBANK.

This Stakeholder Engagement Plan (SEP) of Aksaray Municipality is an action plan which was prepared for the Aksaray Municipality 3129,3 kWp /2600,0 kWe MWe Solar (Photovoltaic) SPP sub-project and sets out methods for effective communication and interaction with stakeholders.

The solar power plant project with an installed capacity of 3129,3 kW_p /2600,0 KWE belonging to Aksaray Municipality located in the Kurtuluş district of Aksaray province. The plant will meet the energy of more than 4.640 households with 5,568M Wh of electrical energy production, save the municipality more than 11.5 million EUR in energy costs within 30 years and prevent the release of more than 1.182 tons of CO₂ per year into the atmosphere.

The ultimate purpose of this SEP is to establish and maintain constructive dialogue between sub-project owner which is Aksaray Municipality and Project Affected People (PAP), Other Interested Parties (OIP) and vulnerable groups that are essential for the successful management of the environmental and social impacts of the Sub-project. Aksaray Municipality is fully committed to undertaking necessary engagement activities related to sub-projects in a manner that is consistent with good international practice as outlined in next sections.

The SEP provides a roadmap for the Aksaray Municipality's engagement with stakeholders and contributes to the achievement of the sub-project objectives and operation of the sub-project in a transparent, inclusive, responsive and cooperative manner. Stakeholder engagement activities will also contribute to environmental and social assessments, by identifying the stakeholders' concerns about the sub-project, thus facilitating the effective solution of these impacts and concerns.

2. OBJECTIVE OF THE SEP

This Stakeholder Engagement Plan has been formulated to ensure that project-affected parties, other interested parties and vulnerable groups that constitute the “stakeholders” are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the Sub-Project and its impacts.

The objectives of the Stakeholder Engagement Plan of Aksaray Municipality are as follows:

- To establish a systematic approach to stakeholder engagement that will help Aksaray Municipality to identify all stakeholders and how they will be affected by the Sub-project and ensure that the Sub-project is implemented in a participatory and community-friendly manner through building and maintaining a continuous constructive relationship with them, in particular with all stakeholders;
- To assess the level of stakeholder interest and support for the Sub-project and to guide the relations of the Aksaray Municipality team with the stakeholders throughout the installation and operation process, enabling stakeholders’ views to be taken into account in sub-project design and environmental and social performance;
- To promote and provide means for effective and inclusive engagement with all stakeholders throughout the Sub-project life-cycle on issues that could potentially create an impact;
- To ensure that relevant sub-project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format;
- To provide all stakeholders with accessible and inclusive means to raise issues and grievances, and allow Aksaray Municipality to respond to and manage such grievances.

Stakeholder engagement plays a critical role for the successful completion of sub-projects, which has a wide stakeholder circle, from local people, vulnerable groups, public institutions and non-governmental organizations. SEP provides the framework for the stakeholder engagement and details the timing and methods of engagement with the different groups of stakeholders. SEP does not only identify the different stakeholder groups, but also identifies their needs and circumstances, and how they are being affected by the sub-project. The SEP pays special attention to identified disadvantaged or vulnerable individuals or groups, and

determines how to ensure their inclusion in the stakeholder engagement activities. The SEP takes into account the main characteristics and interest of the stakeholders, and the different levels of engagement and consultation that is appropriate for different stakeholders, while defining the interaction with all stakeholders, also explores the opportunities and risks brought by interaction with them.

SEP ensures a transparent, sensitive, and inclusive participation by defining the framework for Aksaray Municipality's dialogues across the sub-project's stakeholder groups, in an inclusive, non-discriminatory manner. Implementation of the SEP will:

- Generate a good understanding of the Sub-Project among those that will be affected in particular ensuring that host communities in the potentially affected areas will have a full understanding that the sub-project is of benefit to everybody within the Sub-project area,
- Ensure early identification of issues that may pose risks to the Sub-Project or its stakeholders,
- Ensure that mitigation measures are appropriate (adequate, implementable, timely, effective and efficient), and
- Establish a system for long-term communication between the Sub-Project and communities that is of benefit to all parties. This requires that the engagement strategy for the Sub-project ensure outreach to all stakeholder groups (e.g. host community), clearly informing them of the benefits from the Sub-project, and thereby reducing any social risk that misconception about the outreach of the Sub-project may cause.

SEP communication strategy vis-à-vis stakeholders also defines the mechanisms through which the stakeholders can express their concerns and transmit their grievances, and how such concerns and grievances will be responded to and resolved in a timely and adequate manner.

The social impact area of the sub-project and nearest settlements and facilities are as follows in the Figure 1 **Hata! Başvuru kaynağı bulunamadı.** and Figure 2 **Hata! Başvuru kaynağı bulunamadı..**

Figure 1. The Social Impact Area of Sub-project

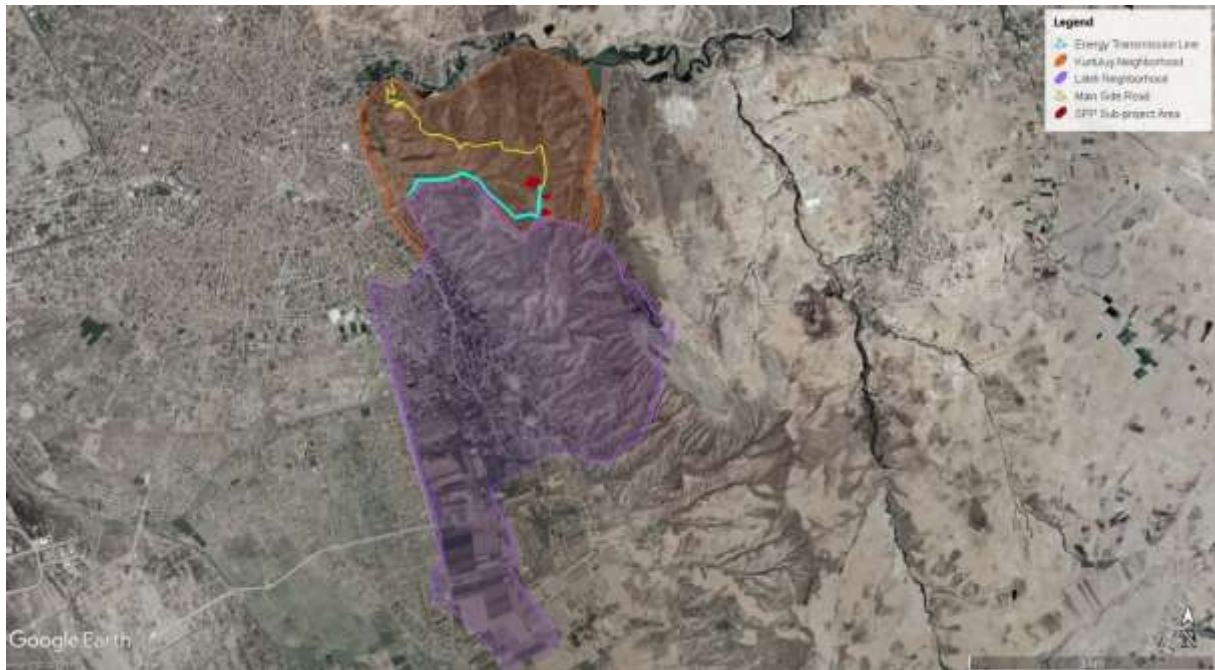
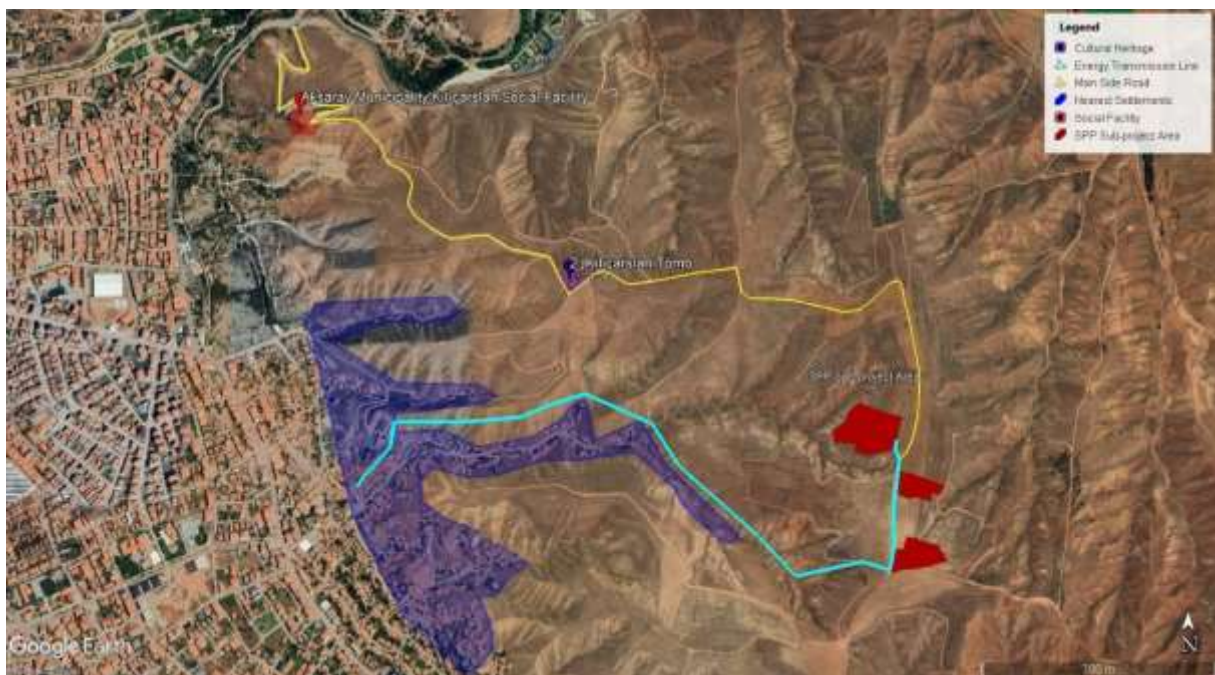


Figure 2. Nearest Facilities and Settlements



3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

During the mapping process of the stakeholders, the nature of the Sub-project's impacts are identified, and the methods and frequencies of the relations to be built with stakeholders are formulated.

It is critical that particular efforts are given to identify disadvantaged and vulnerable stakeholders who may be differentially or disproportionately affected by the sub-project or who may have difficulty participating in the engagement and development processes. Stakeholder identification is also an ongoing process and will need to be regularly reviewed and updated.

3.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** Public consultations for the project will be arranged during the sub-project cycle, carried out openly, free of external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information will be widely provided to all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholder feedback, and for analysing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification will be undertaken to support better communications and build effective relationships during the Project cycle. The participation process for the projects will be inclusive. All stakeholders at all times will be encouraged to be involved in the consultation and project implementation process. Equal access to information of all stakeholders will be provided to all stakeholders. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of being left out of project benefits and the cultural sensitivities of diverse ethnic groups.
- **Flexibility:** Where social distance, cultural context, or governance factors preclude traditional face-to-face forms of engagement, the Project's stakeholder communication

strategy methodology will accommodate alternative forms of engagement, including various internet or telephone-based communication forms.

- In accordance with ESS 10, the Project has identified stakeholders, taking into account both project-affected parties and other interested parties, such as individuals or groups affected or likely to be affected by the project. Therefore, stakeholders have been identified and categorized as “project-affected parties” and “interested parties” (other individuals or groups that may have an interest in the project).

3.2. Project Affected Parties

A stakeholder is defined as any person, institution or group that may be affected by the Sub-project or has an interest in the sub-project and its impacts.

The term “project-affected parties” includes those likely to be affected by the sub-project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. These stakeholders may include individuals or groups, including local communities.

The Area of Social Impact (AoI) consists of the Kurtuluş and Laleli neighborhoods. These neighborhoods were selected due to their proximity to the project site and their potential impacts on environmental and social infrastructure elements such as healthcare services and waste collection. Kurtuluş is the location where the sub-project will be implemented and is included in the area of impact due to administrative, social, and economic effects, as well as stakeholder engagement factors. Similarly, Laleli was selected for its proximity to the sub-project site and the anticipated increase in demand for healthcare services, shopping, and restaurants during the construction phase. Furthermore, since the project site is not used for pasture or agricultural activities, these factors are not considered determinants of social impact for either Kurtuluş and Laleli neighborhood. It has been confirmed that there is no infrastructure inventory such as housing, school and septic tank that could be damaged on the route of the main road. As seen in Figure 2, Aksaray Municipality Kılıçarslan Social Facility and 2nd Kılıçarslan Tomb located on the route of the sub-project have been evaluated as sensitive receptors.

Additionally, it was observed that a local resident recently had been brought their dogs on Parcel No. 161, Block 9, within the subproject area. Upon identifying this situation, the municipal authorities contacted the individual and informed them that the area had been designated for the solar power project and was not suitable for this purpose. The discussion was conducted in

a constructive manner, ensuring that the residents understood the situation while also considering the well-being of the animals. To facilitate a smooth resolution, the municipality provided detailed information about the necessity of relocating the Malaklı dogs to a more suitable area. Following these discussions, the individual agreed to the relocation and signed an official consent letter. To ensure the process was carried out efficiently and responsibly, the municipality provided logistical support and coordinated the safe transfer of the dogs to an appropriate location. In this way, the project area was properly utilized while also ensuring that the animals' living conditions were taken into account. The official consent letter signed by the individual, along with relevant photographs, is included in Annex-E Consent Letter and Photographs

The characteristics of the local communities in terms of population, economy, social and physical infrastructure are defined as a result of the interviews held with the mukhtars of Kurtuluş and Laleli in October 2024.

The project affected parties, including individuals, groups and communities, who will cooperate and consult on and during the sub-project are as follows:

- Kurtuluş Neighborhood
- Laleli Neighborhood
- Facilities and cultural inventories located near the sub-project area and on the road route (Aksaray Municipality Social Facility, 2nd Kılıçarslan Tomb)

The parties that affected by the project are shown in Figure 1 as Kurtuluş and Laleli Neighborhoods and as facilities and cultural inventories located near sub project area in Figure 2.

3.3. Disadvantaged/Vulnerable Individuals or Groups

In the communities under potential impact of the sub-project, there will be direct stakeholders, some of whom may be vulnerable groups. Disadvantaged or vulnerable individuals or groups are those who often do not have a voice to express their concerns or understand the impacts of a sub-project, and who may have particular limitations in participating in and/or understanding the sub-project information or participating in the consultation process. Limitations may relate to language differences, lack of transportation to events, accessibility of venues, lack of

understanding of a consultation process, and difficulties in accessing information. Vulnerable groups may be disproportionately affected by the adverse impacts of the sub-project.

Vulnerable individuals/groups may comprise of refugees, household head women, the disabled individuals, people with chronic illnesses or in need of special care and the people over 65 years of age. Vulnerable groups are important stakeholders, and it is a priority to find modes of engagement in terms of language, access, venue and time which will enable them to participate fully in the stakeholder engagement activities. Likewise, it is important to consider how these groups normally access information, through which media and language – and whether there are organizations which already work with them, and who can be used for outreach.

Moreover, the equal participation of disadvantaged/vulnerable/ groups in the stakeholder engagement activities of the sub-project at par with other stakeholder groups is also expected. Their participation, inputs and needs will inform sub-project design and implementation.

In the sub-project context, vulnerable individuals/groups would include:

- **Disabled individuals:** Construction activities can disrupt accessibility routes and restrict mobility. They may have special needs for access to participation activities. There are disabled individuals and people with chronic illnesses or in need of special care in the neighborhoods in AoI. According to data received from Kurtuluş and Laleli Neighborhoods mukhtar the number of Disabled individuals in Kurtuluş neighborhood is given as 20 and in Laleli as 40.
- **People over 65 years of age:** Construction activities can disrupt older people's daily routines and access to basic services, potentially causing discomfort or stress. They may have special needs for access to participation activities. According to data received from Kurtuluş and Laleli Neighborhoods mukhtar the number of people over 65 years of age in Kurtuluş neighborhood is given as 150 and in Laleli as 220.
- **Immigrants and Refugees:** Refugees may have difficult living conditions and limited resources, making them more susceptible to the impacts of the sub-project. Their legal status and lack of access to certain services can also heighten their vulnerability. According to data received from Kurtuluş and Laleli Neighborhoods mukhtar the number of refugees in Kurtuluş neighborhood is given as 150 and in Laleli as 30. There is 5 Syrian households, 5 Uzbek households and about 10 Afghan households in Kurtuluş Neighborhood. According to the information received from

the headman of Laleli, he reported that he did not have detailed information about the refugees' nationalities.

- **People with chronic illnesses or in need of special care:** Construction-related activities (traffic, damage to infrastructure, etc.) can affect access to basic services and routines, exacerbate health problems or cause discomfort. According to data received from Kurtuluş and Laleli Neighborhoods mukhtar the number of people with chronic illnesses or in need of special care in Kurtuluş neighborhood is given as 10 and in Laleli as 15.
- **Female head of households:** Female heads of households with special needs may have limited participation in consultations. According to data received from Kurtuluş and Laleli Neighborhoods mukhtar the number of female head of households in Kurtuluş neighborhood is given as 5 and in Laleli as 20.

3.4. Other Interested Parties

Other interested parties include individuals, groups and others who may have an interest in the sub-project because of their location, proximity to natural or other resources, or the sector or parties involved in the sub-project. This may include local government officials, community leaders, media and civil society organizations, particularly those working in or with affected communities.

Maintaining regular relationships with media stakeholders is sufficient to provide regular information at local and national level in Aksaray Province. In all cases, the media plays an important role in informing the public and building public perception of the sub-project.

Stakeholder groups within the scope of the sub-project are as follows in Table 1 .

Table 1. Stakeholder Groups

Stakeholder Group		Cause of Impact/Risk	Level of Interest	Level of Influence
Project Affected Parties	<ul style="list-style-type: none"> • Local communities (Kurtuluş and Laleli Neighborhoods) 	Settlements that have the potential to be directly adversely affected by sub-project activities due to their proximity to the sub-project site	High	High

		in terms of dust, noise, traffic, labor influx, land acquisition issues, etc.		
	<ul style="list-style-type: none"> • Social Facility- Business, (Aksaray Municipality 2.Kılıçarslan Social Facility) 	Businesses that have the potential to be directly adversely affected by sub-project activities due to their proximity to the sub-project site in terms of dust, noise, traffic, labor influx, issues, etc.	Medium	High
	<ul style="list-style-type: none"> • Cultural Heritage (2.Kılıçarslan Tomb) 	Since the 2. Kılıçarslan Tomb is located along the route of the project, potential impacts could arise due to increased traffic, construction-related noise, and dust from transportation activities. The construction and operational phases could also result in visual disturbances or temporary access restrictions.	High	High
	<ul style="list-style-type: none"> • Workers (including supply chain) to be employed for the sub-project activities 	Potential risks related to labour and working conditions, etc.	High	High
Vulnerable individuals or groups	<ul style="list-style-type: none"> • Disabled individuals; • People over 65 years of age; • Immigrants and refugees; • People with chronic illnesses or in need of special care; • Female head of households. 	Vulnerable groups might be disproportionately affected by adverse sub-project impacts	Low	High
Other Interested Parties	<ul style="list-style-type: none"> • NGOs 	Environmental and social impacts of the sub-project (depending on NGO's field).	High	Low
	<ul style="list-style-type: none"> • Governmental Bodies <ul style="list-style-type: none"> ○ Ministry of Industry and Technology, ○ Ministry of Energy and Natural Resources, ○ Governorship of Aksaray, ○ Aksaray Provincial Directorate of Environment, Urbanization and Climate Change • Local administration • Municipality administration • Press Agencies 	A positive impact is expected with the energy generated from the subproject. Government agencies may be involved in the permitting process, land acquisition process or in organizing consultations with communities.	High	Medium

	• Local Newspapers			
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4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of Stakeholder Engagement During Subproject Preparation

During the project preparation phase, limited engagement was conducted with local stakeholders within the scope of stakeholder engagement activities anticipated for projects under 10 MW. Specifically, meetings were held with the mukhtars of the social impact area, including Kurtuluş and Laleli neighborhoods, to gather feedback from the local communities and to provide information regarding the potential impacts of the project. However, a broader stakeholder engagement activity was not organized at this stage. Additional stakeholder engagement mechanisms will be developed if deemed necessary in future phases.

4.2. Stakeholder Engagement Plan

The main goals of the stakeholder engagement program and the planned schedule for the various stakeholder engagement activities are to describe at what stages throughout the Sub-project's life these activities will take place, and with what periodicity. Where decisions on public meetings, locations, and timing of meetings have not yet been made, information is provided on how people will be made aware of forthcoming opportunities to review information and provide their views.

SEP ensures preparation of an open profile of the stakeholders and clear sight of the relationships between the sub-project and stakeholders. Meeting with all of the stakeholders listed in the matrixes on the underlined subject matters at the pre-determined timeline is crucially important. The frequency of the meetings can be increased when needed.

SEP in Table 2 presents the nature and level of stakeholders' interest in the sub-project and the ways the engagement will be conducted, the engagement frequency and the PIU of Aksaray Municipality and the following matrix is the tabulated version of this program.

The parts analyzed by the matrix are as follows in Table 2:

- Subject of Meeting/Interview identifies the subject matters that need to be discussed with the stakeholder at the predetermined frequency.

- Method of Information specifies the communication tools and ways that may be used for engagement, such as face-to-face meetings, website announcements, SMSs, and brochures, etc.
- Frequency establishes a calendar for engagement.

The responsible party/person is required to be determined by the Aksaray Municipality representatives. The Aksaray Municipality will be responsible for implementing the stakeholder engagement process even in case that actual stakeholder engagement works may be contracted to a third party.

The following stakeholder engagement program represents key characteristics, preferred notification means and specific needs for stakeholder groups.

Table 2. Stakeholder Engagement Plan

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
Directly Affected Communities				
Residents and mukhtars in affected settlements	Neighborhoods: -Kurtuluş -Laleli	<ul style="list-style-type: none"> • Web site • Flyers, posters • Announcements • Info desk at Aksaray municipality • Announcements by mukhtars • Press release • Social media • Face-to-face information meetings • Brochures 	<ul style="list-style-type: none"> -Before the construction phase started - Monthly checks can be made after construction begins. -During construction and operation phase, when needed (significant change occurs or when there is demand) 	-Accessible consultation opportunities
Vulnerable groups in settlements in AoI	<ul style="list-style-type: none"> -Disabled Individuals -People over 65 years of age -Immigrants and refugees -People with chronic illnesses or in need of special care -Female head of households 	<ul style="list-style-type: none"> • Face-to-face consultations • Telephone interviews • Social media • Web site of Aksaray Municipality • Flyers, posters • Announce • Info desk • Brochure 	<ul style="list-style-type: none"> -Before the construction phase started - Monthly checks can be made after construction begins. -During construction and operation phase, when needed (significant change occurs or 	<ul style="list-style-type: none"> -Transportation support to meetings -Special face to face meetings, -Sign Language

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
			when there is demand)	
Sub-project workers	-Workforce during construction and operation	<ul style="list-style-type: none"> • Information brochures • Grievance mechanism 	-Monthly	- Toolbox trainings
Facility on the Road Route of the Sub-Project Area	-Aksaray Municipality Kılıçarslan Social Facility	<ul style="list-style-type: none"> • Information brochures • Grievance mechanism • Information meetings • Face-to-face consultations 	-Before the construction phase started - Monthly checks can be made after construction begins. -During construction and operation phase, when needed (significant change occurs or when there is demand)	-Accessible consultation opportunities
Cultural Inventories on the Road Route of the Sub project Area	-2.Kılıçarslan Tomb	<ul style="list-style-type: none"> • Information brochures • Grievance mechanism • Information meetings • Face-to-face consultations 	-Before the construction phase started - Monthly checks can be made after construction begins. -During construction and operation phase, when needed (significant change occurs or when there is demand)	-Accessible consultation opportunities
Directly Involved Public Administrations				
National Level	-Public institutions	<ul style="list-style-type: none"> • Face to face meeting • Correspondence 	-Quarterly	-In accordance with the workflow
Provincial Level	-Public institutions	<ul style="list-style-type: none"> • Face to face meetings • Telephone • Correspondence 	-Quarterly	-In accordance with the workflow
District Level	-Mukhtars of Directly Affected District Municipalities	<ul style="list-style-type: none"> • Face to face meetings 	-Quarterly	-In accordance with the workflow

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
		<ul style="list-style-type: none"> • Telephone correspondence 		
Indirectly Affected Communities				
All residents in Aksaray	-All residents under coverage of Aksaray Municipality services	<ul style="list-style-type: none"> • Web site • Social media • Flyers, posters 	-Yearly	-Accessible informing
All vulnerable groups in Aksaray	-All vulnerable groups under coverage of Aksaray Municipality services	<ul style="list-style-type: none"> • Web site • Social media • Flyers, posters 	-Yearly	-Accessible and appropriate informing
Indirectly Involved Public Administrations				
National Level	-Government authorities	<ul style="list-style-type: none"> • Correspondence 	-Yearly	-In accordance with the workflow
Provincial Level	-Government authorities	<ul style="list-style-type: none"> • Correspondence 	-Yearly	-In accordance with the workflow
District Level	-District Municipalities Mukhtars of Indirectly Affected Neighborhoods	<ul style="list-style-type: none"> • Correspondence 	-Yearly	-In accordance with the workflow
Media/Press				
Press Agencies	-Press agencies	<ul style="list-style-type: none"> • Face to face meeting • Telephone 	-Yearly	-Prior notification
Local Newspapers	-Local newspapers	<ul style="list-style-type: none"> • Face to face meeting • Telephone • Press releases • Interviews 	-Yearly	-Prior notification

4.3. Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement and Reporting Back

4.3.1. Public/community meetings

Following the approval of the ESMP by prepared by Aksaray Municipality, a Public Consultation Meeting will be held with the participation of the residents of Kurtuluş and Laleli Neighborhoods in the social impact area. The meeting will be held to provide information about the project, answer the questions of the local people and express their concerns, if any. This meeting will be an important step in minimizing the social impacts of the project and strengthening cooperation with the local community.

4.3.2. Media communication

Information will be widely shared through various media channels, as local media usage is prevalent among individuals of different ages and backgrounds in the communities impacted by the sub-project. These channels will include local radio and TV stations, newspapers, social media, community websites and forums, SMS and mobile notifications, public notice boards, as well as community meetings or public announcements. The municipality's communication platforms and channels will also be utilized to ensure broad dissemination of information.

4.3.3. Communication materials

Written information will be made available to the public through various communication tools and materials such as brochures, flyers, posters, etc. Aksaray Municipality will also regularly update its websites with sub-project key updates and reports on the environmental and social performance of the Sub-project. The websites will also provide information on the grievance mechanism for the Sub-project (see section 4.3.7 below). All stakeholder engagement processes will be recorded, monitored, evaluated and reported with consultation and backup documents such as participant lists, photographs, records, etc.

4.3.4. Project tours for media, local representatives

If needed, site visits or demonstration tours will be organized for selected stakeholders from media organizations or local government during all phases including construction, operation and decommissioning of the sub-project.

4.3.5. Information desks

The Information Desk at Aksaray Municipality will provide information to local residents on stakeholder engagement activities, construction updates, contact information for complaint methods, etc. Brochures and flyers on social and environmental issues related to the various sub-projects will be available at these information desks.

4.3.6. Proposed strategy to incorporate the view of vulnerable groups

The sub-project will implement specific measures to ensure that disadvantaged and vulnerable groups (such as women, the elderly, disabled individuals, and refugees) have equal access to information, opportunities to provide feedback, or submit grievances.

The identification of vulnerable stakeholders will be an ongoing process, requiring regular review and updates. Engagement methods will be tailored to appropriately inform women, the elderly, disabled individuals, and refugees, while also understanding their views and concerns.

Focus group meetings, women's meetings, and the provision of translators for refugees dedicated specifically to vulnerable groups may be considered as necessary.

In Aksaray, the Provincial Immigration Administration will facilitate communication and engagement with the refugee population. Additionally, the District Social Assistance and Solidarity Foundation will be the point of contact for refugees seeking assistance. Aksaray Municipality will collaborate with these governmental bodies during the engagement process if required.

4.3.7. Information disclosure

From the early stages of the sub-project lifecycle, information about the sub-project and the grievance mechanism will continue to be disclosed to the public through individual or group meetings, printed materials, and notice boards, as well as SMS and WhatsApp group messages. The current Aksaray Municipality website (<http://www.aksaray.bel.tr>) and consultation meetings will be used to disclose sub-project documents.

The sub-project documents, including the ESMP and SEP, will be available at the Aksaray Municipality office and district municipality offices. Sub-project posters, brochures, and information related to the grievance mechanism and the sub-project will be provided in local areas such as the Kurtuluş and Laleli mukhtar's office, coffee houses, or mosques. Sub-project updates (including news on construction activities and basic environmental and social data) will also be posted on the homepage of Aksaray Municipality's website. Additionally, details about the sub-project Grievance Mechanism will be posted on the website. To enable stakeholders to submit their complaints, an electronic grievance notification system will be established via email (cagrimerkezi@aksaray.bel.tr) and a communication hotline accessible at 444 55 68. Additionally, stakeholders will also be able to submit their complaints through the WhatsApp line at 0552 888 68 68. Aksaray Municipality will regularly update and maintain its website.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

Aksaray Municipality will mobilize human and financial resources to implement the SEP and manage the Grievance Mechanism (GM). The SEP and GM activities will be overseen by Aksaray Municipality. As outlined in this SEP, the municipality will primarily be responsible for coordinating stakeholder engagement activities with the Contractors. The collection of complaints, inquiries, and feedback will be directly managed by the E&S Specialist of Aksaray Municipality and the Contractors.

The financial resources mobilized by Aksaray Municipality will include:

- A project-specific page on the website
- An electronic grievance database
- A record of stakeholder engagement
- Printed materials (guidelines, brochures, posters, etc.) to be used in accordance with SEP requirements.

5.2. Management Functions and Responsibilities

Aksaray Municipality PIU is the main responsible party for the implementation of the SEP. Aksaray Municipality PIU will have designated staff responsible for SEP and GM. The roles and responsibilities of these stakeholders are summarized in Table 3 below.

Table 3.Roles and Responsibilities of Key Actors/Stakeholders in SEP Implementation

Institution	Roles and Responsibilities
Aksaray Municipality Grievance Mechanism Contact Person	<ul style="list-style-type: none"> • Planning and implementation of the SEP; • Leading stakeholder engagement activities in close collaboration with the ILBANK PMU; • Management and resolution of grievances; • Consultation on specific SEP activities; • Announcing the important construction activities (such as road closures and service interruptions); • Reporting on implementation of SEP activities to ILBANK PMU; • Executing defined grievance mechanism in the SEP properly and informing ILBANK PMU about the overall implementation status.
ILBANK	<ul style="list-style-type: none"> • Monitor and control whether Aksaray Municipality fulfills its responsibilities. • Accelerating and monitoring the formation of PIUs to ensure proper implementation of the processes related to the grievance mechanism and stakeholder engagement issues. • Coordinating the parties for proper implementation of the processes regarding the grievance mechanism and stakeholder engagement issues
E&S Consultant	<ul style="list-style-type: none"> • E&S Consultant is responsible for preparing the Environmental and Social Assessment Study Reports, i.e. ESMP and SEP, for the approval of ILBANK and WB. • Taking a part in organizing the ESMP introduction meeting to be held for the public and NGOs as part of the Sub-project; and • Finalizing the reports as per the concerns/opinions of the stakeholders.
MEDAŞ	<ul style="list-style-type: none"> • Cooperating with Aksaray Municipality for the SEP in relation with construction of the Energy Transmission Line.
Contractors/sub-contractors	<ul style="list-style-type: none"> • Inform Aksaray Municipality on any issues related to engagement with stakeholders. • Transmit and resolve complaints caused by the construction activities in close collaboration with and as directed by Aksaray Municipality. • Inform ILBANK PMU and Aksaray Municipality on important construction activities (such as road closures and service interruptions) and of any issues related to their engagement with stakeholders. • Maintaining contact with the Aksaray Municipality GM Focal Point for the follow up of the grievances, • Organizing and carrying out the Stakeholder Engagement/Consultation Meetings and related events regarding public information sharing, • Informing local communities of any environmental and social issues (e.g., noise, vibration, water quality monitoring, community health and safety, etc.), • Developing and implementing a grievance mechanism both for the E&S performance of the sub-project and for their workforce including sub-contractors, prior to the start of works in compliance with Aksaray Municipality’s GM requirements.
National Government Departments	<ul style="list-style-type: none"> • Participate in the implementation of some activities in the SEP; such as licenses, permits, approvals. Make available and engage with the public on the Sub-project Reports.

A tentative budget for implementing the stakeholder engagement plan will be covered by Aksaray Municipality.

6. GRIEVANCE MECHANISM

In accordance with the international requirements, a grievance mechanism will be established by Aksaray Municipality in order to receive, resolve and follow the concerns and complaints of the Sub-project affected communities and the workforce. Grievance Mechanism (GM) as per WB will be implemented by Aksaray Municipality throughout the lifetime of the sub-project including pre-construction, construction, and operation phases. Aksaray Municipality will be accessible interested parties and vulnerable and respond to all grievances (complaints, requests, opinions, suggestions) at the earliest convenience. The most important point in the grievance mechanism is to ensure that all grievances are effectively received, recorded, resolved and responded. Moreover, on the basis of their contents, by Aksaray Municipality PIU and that the corrective/regulatory action to be taken is acceptable to GMCP of Aksaray Municipality PIU. Such responses to the grievances would be satisfactory for both parties and activities would be followed and the complainants would be informed on the outcomes of the corrective activities. Additionally, the grievance mechanism will be designed to allow anonymous to be addressed and handled. The Grievance Form in **Hata! Başvuru kaynağı bulunamadı.** will be utilized in the sub-project and allow submission of anonymous grievances. In addition, the sub-project's GM will include a channel to receive and address confidential complaints related with Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) with special measures in place.

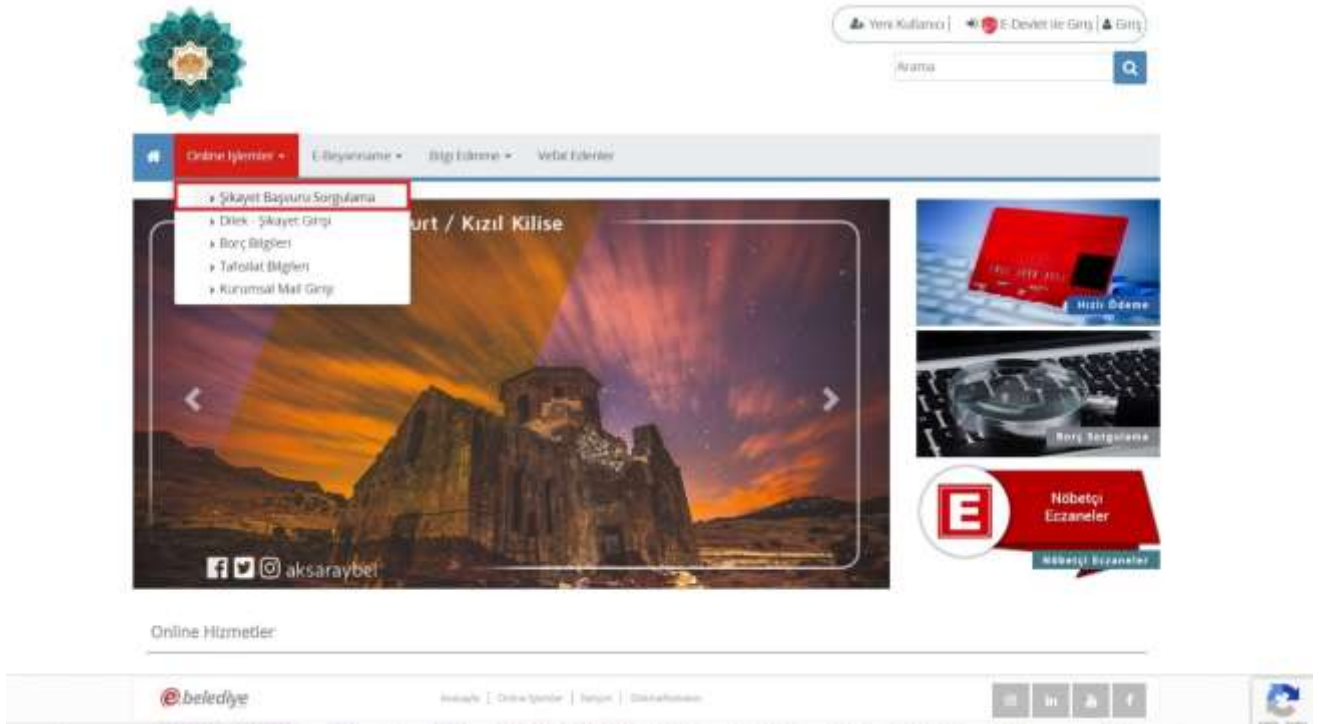
Aksaray Municipality PIU will be responsible for building close relationships with all stakeholders. The contact detailed is given in Table 4.

Table 4. Contact Details of Aksaray Municipality

Web page	Phone	Address for Official Letter	E-mail
https://www.aksaray.bel.tr/	Call Center 444 55 68	Zincirli Mahallesi, 44. (Mehmet Altınsoy) Cad. No:55, 68100 Merkez/Aksaray	cagrimerkezi@aksaray.bel.tr

Aksaray Municipality actively uses the website <https://ebelediye.aksaray.bel.tr/Giris/Index/?returnURL=/SikayetOneri/> for managing complaints, suggestions, and requests from the public in a more efficient digital manner. Through this platform, users can submit their complaints and suggestions, facilitating faster communication with the municipality. Please see Figure 3 **Hata! Başvuru kaynağı bulunamadı..**

Figure 3.Screenshot from Aksaray Municipality Website for Receiving Grievances



In addition to Aksaray Municipality communication tools, the following communication channels can be used to convey complaints:

- Points selected for grievance boxes (for worker grievances) at the construction sites and for the mukhtars of the relevant neighborhoods and/or grievance boxes,
- Direct contact with and site managers at construction sites,
- Meetings and formal/informal consultations.

If any worker and/or public stakeholders and affected groups are not satisfied with the solutions offered by the E&S Team in Aksaray Municipality PIU or have requests for a higher-level explanation, grievances / requests / suggestions can be shared at the contact addresses given below.

ILBANK has established a transparent and comprehensive GM in September 2021 in order to receive, evaluate and address grievances pertaining to every international project it finances, and relevant mechanism will be in place during the course of the Sub-project. Complainants

may - if they wish - submit their grievances to ILBANK as a higher authority through the following communication tools:

- **Website :** <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- **E-mail:** bilguidb@ibank.gov.tr and etikuidb@ilbank.gov.tr
- **Phone number:** +90 312-508 79 79

Address for Official Letter: ILBANK Department of International Relations, GM Team (letters must be marked as personal or confidential) [Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA](#) Presidency's Communication Center: The Presidency's Communication Centre (CIMER) has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CIMER will be available to sub-project stakeholders as an alternative and well-known channel for conveying their sub-project-related grievances and feedback directly to state authorities.

- www.cimer.gov.tr
- Call Centre: 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94
- Mail addressed to Republic of Turkey, Directorate of Communications
- Individual applications at the community relations desks at governorates,
- Ministries and district governorates

Foreigners Communication Center: The Foreigners Communication Center (YIMER) has been providing a centralized complaint system for foreigners. YIMER will be available to sub-project stakeholders as an alternative and well-known channel for conveying their sub-project-related grievances and feedback directly to state authorities.

- www.yimer.gov.tr
- Call Centre: 157
- Phone number: +90 312 5157 11 22
- Fax number: +90 0312 920 06 09
- Mail addressed to Republic of Turkey, Directorate of Communications

- Individual applications at the Republic of Turkey General Directorate of Migration Management

Any grievance and feedback lodged/conveyed through CIMER and/or YIMER related to the sub-project will be registered in the GM database and managed as per GM Procedures, as relevant, by observing the requirements stipulated by the Law on the Protection of Personal Data (Law No. 6698, 2016).

An English version of the grievance forms that will be filled in Turkish are available in **Hata! Başvuru kaynağı bulunamadı..** A Grievance Form in Arabic Translation will be made available for Refugees to raise their concerns.

The operational flow of Grievance Mechanism for the stakeholders is as follows:

1. Tools of information are prepared for grievance mechanism. Local people and stakeholders are informed. The tools are defined as follows:
 - a. Web page
 - b. E-mail address
 - c. Brochure
 - d. Public meetings
 - e. Telephone
 - f. Frequently Asked Questions (Brochure, web page, bulletin, etc.)
2. There are multiple channels for submitting grievance and concerns. Grievances can be submitted by the following channels:
 - a. Telephone (Call Center and units)
 - b. Personal visit to Aksaray Municipality head office
 - c. Application through the grievance boxes (installed at the Aksaray Municipality Units)
 - d. Through concerned public administrations (district governorship, municipality, mukhtars of Kurtuluş and Laleli)
 - e. E-mail
 - f. Meetings
 - g. Through staff and local communication desk of Aksaray Municipality
 - h. By written petition to Aksaray Municipality
 - i. During site visits and miscellaneous
 - j. Application by grievance forms and letters through the grievance boxed to be placed at Aksaray Municipality, ILBANK and contractor's sub-project site offices
3. All the grievances received through the above channels are collected and recorded by, Grievance Mechanism Contact Person (GMCP).
4. The grievances received are recorded in the database and maintained (Please see Annex 1 for template of grievance database)
5. Requests that require urgent remedy and/or support will be responded to and given support for within the same day, and all outstanding grievances/requests will be recorded within 2 business days, and reviewed and assessed within 10 business days, and concluded not later than 15 business days. Corrective actions will be taken to resolve the grievance.

GMCP of Aksaray Municipality prepares the draft response and submits it to the approval of the Sub-project Management.

6. For the cases relevant to sexual exploitation and abuse/sexual harassment (SEA/SH) at workplace or any potential child abuse in the sub-project site, the complaint will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers. The sub-project Owner will provide training to employees and subcontractors before the construction phase begins. Behavioural codes, including compliance with rules addressing gender-based violence, sexual harassment, sexual exploitation, and abuse, will be explicitly stated in the terms of the personnel's contract. The consequences of non-compliance with these codes will be clearly outlined in the contract. Measurement and evaluation should be conducted at the end of the training provided to the personnel.
7. A monitoring- evaluation system is established for the grievances. The monitoring process of grievances is recorded in the monitoring and evaluation system.

Table 5. Grievance Mechanism Flow Chart

Grievance Process	Requirement / Action
Submission of a complaint	Receiving the grievance by any communication channel explained above. (At this point, if the complaint is a sensitive complaint involving child abuse, sexual harassment abuse or Gender Based Violence (GBV) immediate action will be taken within 2days after receiving of the complaint. For the cases relevant to sexual exploitation and abuse/sexual harassment at workplace or any potential child abuse in the Sub-project sites, the complaint will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.”)
Registration of complaint	Registering/recording through making an entry in the sample grievance register table. All the complaints will be registered within two working days and feedback will be given to the complainant. If the complainant requests that this complaint be treated anonymously, this complaint will be recorded anonymously and the request will be met.
Forwarding of complaint	The complaint is forwarded to relevant persons (site manager on construction sites and experts of the PIU) responsible for handling the complaint in not later than three working days upon receiving the complaint (except for any emergent complaint, which would be handled as appropriate).
Evaluation of a complaint	Evaluating the complaints within 10 working days and determining whether the complaint meets the admissibility criteria. If the complaint is not valid, providing relevant explanation to the complainant.

Grievance Process	Requirement / Action
Response for a complaint	<p>If the complaint is valid, identifying and taking corrective measures for resolving the complaint in not later than 15 working days upon receiving. If resolving the complaint would take longer, a partial response could be provided to the complainant and fill the Grievance Closeout Form</p> <p>All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.</p> <p>At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on the Aksaray Municipality website, so that anonymous complainants is informed about their complaint and the results.</p>
Recording the result of a complaint	Recording the result of the complaint in register table.
Right to Appeal	<p>If the complaint cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow:</p> <ul style="list-style-type: none"> • Civil Courts of First Instance • Administrative Courts • Commercial Courts of First Instance • Labor Courts, and • Ombudsman (https://ebasvuru.ombudsman.gov.tr/)

7. MONITORING AND REPORTING

7.1. Summary of How SEP Implementation will be Monitored and Reported

Monthly summaries of complaints, queries and related incidents, together with the status of implementation of corrective/preventive actions, shall be prepared by the Contractor during the construction phase and by Aksaray Municipality during the operation phase. These summaries shall be included in the monthly ESMRs to be prepared by the Contractor during the construction phase of the subproject for submission to the Municipality. Furthermore, the Contractor shall promptly forward the complaints to the Subproject Owner in addition to summarizing them in the monthly ESMRs. The monthly summaries/reports shall be a means of assessing both the number and nature of complaints (if any) and the ability of Aksaray Municipality and the Contractor(s) to address the complaints in a timely and effective manner. As for incidents, the Contractor shall be responsible for promptly reporting to the Subproject Owner any unexpected events such as environmental, social and labor issues or accidents, incidents or loss of time and maintaining an incident log on site throughout the life of the subproject.

Monthly ESMRs will be prepared by the Contractor for submission to Aksaray Municipality. Quarterly ESMRs and six-monthly sub-project Progress reports will be prepared by Aksaray Municipality and submitted to ILBANK together with the Complaint Register. Six-monthly ESMRs and sub-project Progress reports will be prepared by ILBANK for submission to WB. These reports will include a summary of the sub-project's performance in health, safety, environmental and social issues management, grievance mechanism and stakeholder engagement activities conducted within the specified period. All efforts for effective implementation of the GM will be documented using forms and records in the sub-project specific SEP and will be evaluated and reported against the specified KPI targets. It should also be noted that the personal information of the complainant using the GM will remain confidential and will never be shared in these reports.

7.1.1. Indicators for Engagement with Stakeholders

- Number and location of formal and informal meetings with Direct & Indirect Stakeholders and Interested Groups

- Number and location of formal and informal meetings with Disadvantaged/Vulnerable groups specify which group (women, elderly, disabled, refugees), number of men and women that attended each of the meetings above
- Number of local and refugees attending each of the meetings above
- For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Sub-projects environmental and social management system.

Minutes of meetings of formal meetings and summary note of formal and informal meetings will be annexed to this SEP and the environmental and social quarterly reports as evidence.

7.1.2. Indicators for Grievance Mechanism

- Number of grievances received in reporting period
- Number of grievances received from stakeholders, and sorted and analyzed according to category of grievance,
- Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance.

7.2. Reporting Back to Stakeholder Groups

During the Sub-project's development and construction phases, the construction contractors will prepare brief monthly reports on environmental and social performance for Aksaray Municipality Management which will include an update on implementation of the stakeholder engagement plan and include indicators in this section. The monthly reports will be shared with ILBANK which will report quarterly to World Bank.

Aksaray Municipality's Social Affairs Manager will report back to stakeholder groups, primarily through public meetings in sub-project affected municipalities and/or Neighborhoods. Minutes of meetings will be shared with the participants during subsequent public meetings. The summary will be published after removing identifying information on individuals to protect their identities in accordance with the Law on the Protection of Personal Data. Feedback received through the GM will be responded to in writing and verbally. Key sub-project updates will be posted on Aksaray Municipality's website.

ANNEXES

Annex-A Sample Grievance Submission Form

Grievance Form

Turkish Version will be used at the SPP Site

Reference No	
Name – Surname <i>The complainant shall hold the right to remain anonymous. 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>	
Please mark how you wish to be contacted	Please provide details for your preferred communication
E-mail	
Telephone	
Mail	
Other	
Province/Town/Settlement	
Date	
Category of the Grievance	
1. On assets/properties impacted by the Sub-project	
2. On infrastructure damages (roads , sewage system or water resources etc.)	
3. On decrease or complete loss of sources of income	
4. On environmental issues	
5. On employment process	
6. On traffic, transportation and other risks	
7. On Inappropriate behavior	
8. Other (Please specify):	
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?	

Signature:

Date:

Annex-B Sample Grievance Closure Form

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 of the Complainant

Title-Name-Surname and Signature of the Representative of the Responsible Institution/Company

Date..../..../....

Grievance Database

Date of Grievance	Name of Grievance Holder	Subject of Grievance	Corrective Action	State of Grievance

Annex-C Sample Key Informant Interview Form (For Single Stakeholder Interviews)

Turkish Version will be used in the interview

Survey No:	
Survey Conductor:	
Date:	
Province/District/Neighborhood	
Position/Name/Surname/Phone Number of the Person Conducted to Survey	

A. PROJECT KNOWLEDGE LEVEL

A.1. Have you heard about the project before? (If no, go to section B)	1. Yes 2. No
A.2. Who did you hear about the project from?	
A.3. What do you know about the project?	
A.4. Is your level of knowledge about the project sufficient?	1. Yes 2. No 3. Partially
A.5. What additional information would you like to obtain about the project?	
A.6. Have you had any complaints or suggestions about the project to date? If so, through which channel did you submit them? Are you satisfied with the way your complaint or suggestion was handled or resolved?	

B. DEMOGRAPHIC CHARACTERISTICS OF THE SETTLEMENT

B.1. Population		Population	Household
	Permanent Resident		
	Seasonally Coming		
	Other (.....)		
B.2. If there is a seasonal change in the population, what is the reason?			
B.3. Household	Usage		
	Empty		
	Total		
B.4. Has there been a permanent change in the population of your neighborhood/village in the last 5 years? (financial hardship, elderly deaths, employment purposes, etc.)	1. Increased 2. Decreased 3. Unchanged		
B.5. If there has been a permanent change in the population, what is the reason?			

C. SOCIO-ECONOMIC LEVEL

C.1. Education Level (Please provide the numbers in the side column.)	1. Current student 2. Never went to school and is illiterate 3. Never went to school but can read and write 4. Primary/secondary school graduate 5. High school graduate 6. University graduate 7. Postgraduate
C.2. Source of income (Please provide the numbers in the adjacent column.)	1. Retired 2. Civil Servant 3. Service Sector Employee 4. Tradesman/Trader 5. Agriculture 6. Animal Husbandry 7. Hunting 8. Other.....

D. AGRICULTURE AND LIVESTOCK

D.1. What are the agricultural products grown in the neighborhood/village?	
Product	Annual production (tons)
Wheat	
Barley	

Peanuts	
Olives	
Potato-onion	
Vegetables	
Fruit	
Other.....	
Other.....	

D.2. Are people from your neighborhood/village or from outside using the planned solar power plant land? If your answer is yes, please specify how many households use it for what purpose (agriculture/animal husbandry/hunting).

D.3.Has there been any change in agricultural production in the last 5 years?

1.Increased 2.Decreased 3.Unchanged

D.4.If there has been a change, what are the main reasons?

.....

D.5.What are the 3 most important problems related to agriculture?

1-.....

2-.....

3-.....

D.6.Number of animals in the neighborhood/village	
1.Cattle	
2.Small cattle	
3.Beehive	
4.Poultry	

D.7. Has there been a change in the production of animal products in the last 5 years?

1. Increased 2. Decreased 3. Unchanged

D.8.If there has been a change, what are the main reasons?

.....

D.9.What are the three most important problems related to animal husbandry?

1-.....

2-.....

3-.....

E. INFRASTRUCTURE SERVICES

	Is it there?	Is it enough?	If not, what is the reason?
E.1.Electrical infrastructure	1.Yes 2.No	1.Yes 2.No 3. Partially (seasonally)	
E.2.Drinking water source	1.Open source 2.Closed source 3.Truck water 4.Well water 5.Neighborhood/village fountain 6.Ready water 7.Other....	1.Yes 2.No 3. Partially (seasonally)	
E.3.Use water source	1.Open source 2.Closed source 3.Truck water 4.Well water 5.Neighborhood/village fountain 6.Other....	1.Yes 2.No 3. Partially (seasonally)	
E.4.Irrigation water source	1.Open source 2.Closed source 3.Truck water 4.Well water 5.Neighborhood/village fountain 6.Other....	1.Yes 2.No 3. Partially (seasonally)	
E.5.Wastewater services	1. Sewage 2. By vacuuming from the septic tank 3. Discharge to the environment without treatment 4. Other.....	1.Yes 2.No 3. Partially (seasonally)	
E.6.Solid waste services	1. Collected by the Municipality 2. Collected by the Provincial Special Administration 3. Burned 4. Buried 5. Other.....	1.Yes 2.No 3. Partially (seasonally)	
E.7.Heating source	1. Wood-coal 2. Electricity 3. Natural gas 4. No heating source 5. Other.....	1.Yes 2.No 3. Partially (seasonally)	
E.8.Telephone/internet access	1.Yes 2.No	1.Yes 2.No 3. Partially (seasonally)	
E.9.Road	1.Yes 2.No	1.Yes 2.No 3. Partially (seasonally)	
E.10.Transportation services	1.Yes 2.No	1.Yes 2.No 3. Partially (seasonally)	

E.12.Other.....		1.Yes 2.No 3. Partially (seasonally)	
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F. EDUCATION AND HEALTH SERVICES

F.1.Is there a school in your neighborhood/village?

1.Yes 2.No

F.2. If not, how do students travel and for what distance?

They go to school in settlement area, km away, by (service, private vehicle, public transportation).

F.3.How many students are there in your neighbourhood/village?

.....

F.4. Is there a health institution in your neighborhood/village?

1.Yes (Health center, hospital, other.....) 2.No

F.5.If not, how do citizens go and how far?

.... km away they go to the health institution in the settlement of (health center, hospital, other.....) by (service, private vehicle, public transportation).

F.6.Is there a widespread epidemic disease in your neighborhood/village? (except Covid-19)

.....

G.PROJECT EFFECTS

What kind of positive/negative impacts do you expect during the construction and operation phases of the project?

Impact topic	Nature of impact	Project period	Explanation of expected impact	Recommendations for reducing impact
G.1.Dust	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.2.Odor	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.3.Noise	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.4.Road	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.5.Transportation services	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		

G.6.Traffic	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.7.Employment	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.8.Local supply	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.9.Security	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.10.Electrical infrastructure	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.11.Drinking water infrastructure	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.12.Drinking water source	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.13.Use water infrastructure	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.14.Use water source	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.15.Irrigation water infrastructure	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.16.Irrigation water source	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.17.Wastewater infrastructure	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.18.Solid waste collection	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.19.Education services	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		
G.20.Health services	1.Positive 2.Negative 3.Both	1.Construction 2.Operation 3.In both periods		

	4.None			
G.21.Population	1.Positive 2.Negative 3.Both 4.None	1.Construction 2.Operation 3.In both periods		

H. SENSITIVE GROUPS

Are there people from the following groups in your neighborhood/village? If so, can we get their names and contact information or that of their relatives?

Vulnerable Groups	Are there?	Number of people	Are they affected by the project? (For example, do they use the GES land for agriculture, animal husbandry or transit?)
Illiterate	1.Yes 2.No		1.Yes 2.No
Asylum seeker/refugee	1.Yes 2.No		1.Yes 2.No
Child not attending school despite being of school age	1.Yes 2.No		1.Yes 2.No
Female head of household	1.Yes 2.No		1.Yes 2.No
A person over 70 years of age and living alone	1.Yes 2.No		1.Yes 2.No
Mentally disabled	1.Yes 2.No		1.Yes 2.No
Physically disabled	1.Yes 2.No		1.Yes 2.No
People living on social assistance from the state, associations or individuals	1.Yes 2.No		1.Yes 2.No
People with chronic diseases requiring constant medical attention or in need of care	1.Yes 2.No		1.Yes 2.No
Unemployed who cannot find a job despite looking for one	1.Yes 2.No		1.Yes 2.No

Annex-D Sample Consultation Form (For Stakeholder Participation Meeting(s))

CONSULTATION FORM

MEETING DETAILS						
Interviewed Entity				Mode of Communication <input type="checkbox"/> Telephone <input type="checkbox"/> Face-to-face <input type="checkbox"/> Web site <input type="checkbox"/> Other		
Name-Last Name of the Interviewee						
Telephone						
Address						
Email						
Type of Stakeholder						
Government organization	Private Enterprise	Professional/ University	Chamber	NGO	Industry	Media
Meeting Context						
Sub-project-related questions:						
Sub-project-related concerns/feedback:						
Responses to the views provided above						

Annex-E Consent Letter and Photographs

MUVAFKATNAME

ADI : Ziya

SOYADI: BOZ

TC : ~~11-11-11-11-11~~

Yukarıdaki bilgiler tarafıma aittir. Aksaray İl Merkez İlçesi Kurtuluş Mahallesi 161 Ada 9 no.lu parselin mülkiyeti Aksaray Belediyesine ait olup bu alanda yakın tarihten beri kendi imkanlarım ile hazırladığım 1,2 kulübe ile köpeklerimi geçici olarak barındırmakta idim. Aksaray Belediyesi yetkilileri tarafından bu alan üzerine GES projesi yapacaklarını ve yine Aksaray Belediyesine ait benim uygun bulacağım parsel üzerinde barındırma faaliyetlerime devam edebileceğimi, ayrıca taşınma esnasında kendilerinin yardımcı olabileceklerini bildirdiler. Tarafıma ait köpekleri Aksaray Belediyesinin yardımı ile Aksaray Belediyesine ait yeni alana taşıyarak geçici olarak kullandığım mevcut alanı kendi rızam ile boşaltacağımı muvafakat ederim.

17.02.2025

Ziya BOZ





