

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

**990.81 kWp /960 kW<sub>e</sub> SOLAR POWER PLANT  
PROJECT OF ÖDEMİŞ MUNICIPALITY**

**STAKEHOLDER ENGAGEMENT PLAN**

**TEMMUZ 2025**

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## LIST OF ABBREVIATIONS

AoI	Area of influence
CIMER	Presidency's Communication Centre
DC	Distributing center
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Management Report
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standard
ETL	Energy Transmission Line
E&S	Environmental and Social
FI	Financial Intermediary
GBV	Gender Based Violence
GM	Grievance Mechanism
GMCP	Grievance Mechanism Contact Personnel
IFC	International Finance Corporation
IFI	International Financial Institutions
ILBANK	İller Bank Inc.
MoEUCC	Ministry of Environment, Urbanization and Climate Change
MoM	Minutes of Public Participation Meeting
NGO	Non-Governmental Organizations
OHS	Occupational Health and Safety
PAP	Project Affected People
PMU	Project Management Unit
PIU	Project Implementation Unit
PUMREP	The Turkish Public and Municipal Renewable Energy Project
Project	PUMREP
RE	Renewable Energy
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
Sub-Project	990.81 kWp / 960 kWe Solar (Photovoltaic) Power Plant Project of Ödemiş Municipality
SPP	Solar Power Plant
TurkStat	Turkish Statistical Institute
HV	High Voltage
WB	World Bank
YIMER	Foreigners Communication Centre

## EXECUTIVE SUMMARY

The Türkiye Public and Municipal Renewable Energy Project (PUMREP) (hereinafter the "Project") aims to support the Government of Türkiye to scale-up renewable energy use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed Renewable Energy (RE) market in public facilities and 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 will support introducing RE technologies in municipalities and will be implemented by İller Bankası A.Ş. (ILBANK).

ILBANK has established an Environmental and Social Management System (ESMS) effective on 24th of Dec 2023. 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 subprojects financed by the IFIs. This process should 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<sup>1</sup> an E&S Policy applicable to all ILBANK projects and subprojects financed through IFIs.

The sub-project is planned to be built in İzmir Province Ödemiş District İşık Neighborhood lot 2 of block 0. The parcel in question is 38,080 m<sup>2</sup>. 13,440 m<sup>2</sup> of the land will be used for the solar energy plant. Land ownership belongs to Ödemiş Municipality.

This SEP has been formulated to ensure that project affected interested parties, other interest parties and disadvantaged/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 sub-project is categorized as Moderate Risk Category as per ILBANK ESMS and World Bank's Environmental and Social Framework (WB ESF), 2018. One of the tasks under the scope of the subproject is the preparation of a Stakeholder Engagement Plan (SEP) in accordance with ILBANK ESMS, WB ESF, and the national legislation in force in Türkiye.

The main objectives of this SEP are presented below;

- Identify stakeholders affected by the sub-project and establish and maintain constructive relationships with all identified stakeholders;
- Establish and promote effective and inclusive relationships with "project-affected parties", "other interested parties" and "vulnerable/disadvantaged groups" throughout the sub-project life cycle;
- Ensuring that sub-project information is publicized in a timely, understandable and accessible manner,
- Providing means for "project-affected parties", "other interested parties" and "vulnerable/disadvantaged groups" by the sub-project to express their opinions, suggestions and grievances

This Stakeholder Engagement Plan, in the first sections, sets out the purpose of the subproject, its area of influence, presents the methodology used in determining stakeholders, specifies the needs of stakeholder categories for effective participation, and the tools and methods through which their participation will be ensured.

In order to obtain information about the current socio-economic structure of the neighborhood in the subject area studies, as well as to determine the level of information about the sub-project, opinions and concerns about the

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1 <https://www.ilbank.gov.tr/sayfa/ilbank-environmental-and-social-policy>

sub-project, a sub-project site visit was organized by CA Engineering officer on 21.01.2025. Finally, a Grievance Monitoring Table is presented at the end of this SEP and the tools of monitoring activities to be carried out to evaluate the performance and effectiveness of the sub-project are suggested.

# 1. INTRODUCTION/PROJECT DESCRIPTION

## 1.1. Objectives of the subproject

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 sub-project involves the establishment and operation of "Ödemiş Municipality 990.81 kWp / 960 kWe Solar Power Plant, located within the borders of İşik Neighborhood in the Ödemiş District of İzmir Province. The Project 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.

This document is prepared in accordance with Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure, as part of the Environmental and Social Framework (ESF). Ödemiş Municipality is responsible for stakeholder engagement activities and grievance resolution, ensuring that the sub-project is carried out in an inclusive and participatory manner.

## 1.2. Components of the subproject

The sub-project includes the installation of solar power plants (SPP). Within the scope of sub-project activities; It will be connected to the system with 20 meters of overhead high voltage (HV) connection line and 50 meters of underground HV connection line. ETL route is located on the same parcel of land as SPP. The connection point to be made to the system is also located on the same parcel of land. No permit is required.

The existing stabilized road will be used as the sub-project access road within the scope of the sub-project. No new road will be constructed.

## 1.3. Subproject Location

The subproject is located on lot 0 of block 2, within the boundaries of İşik Neighborhood, Ödemiş District, İzmir Province. The land is owned by Ödemiş Municipality.

There is no agricultural or animal husbandry activity area or commercial enterprise on the land. It has not been used as a commercial enterprise by the municipality or 3rd parties before. There is no area around the SPP land where agricultural and animal husbandry activities are carried out.

Table 1. Location of Sub-project and ETL

Province	Distirct	Neighborhood	Project Component	Block	Lot
İzmir	Ödemiş	İşik	Solar Power Plant (SPP) and ETL	0	2

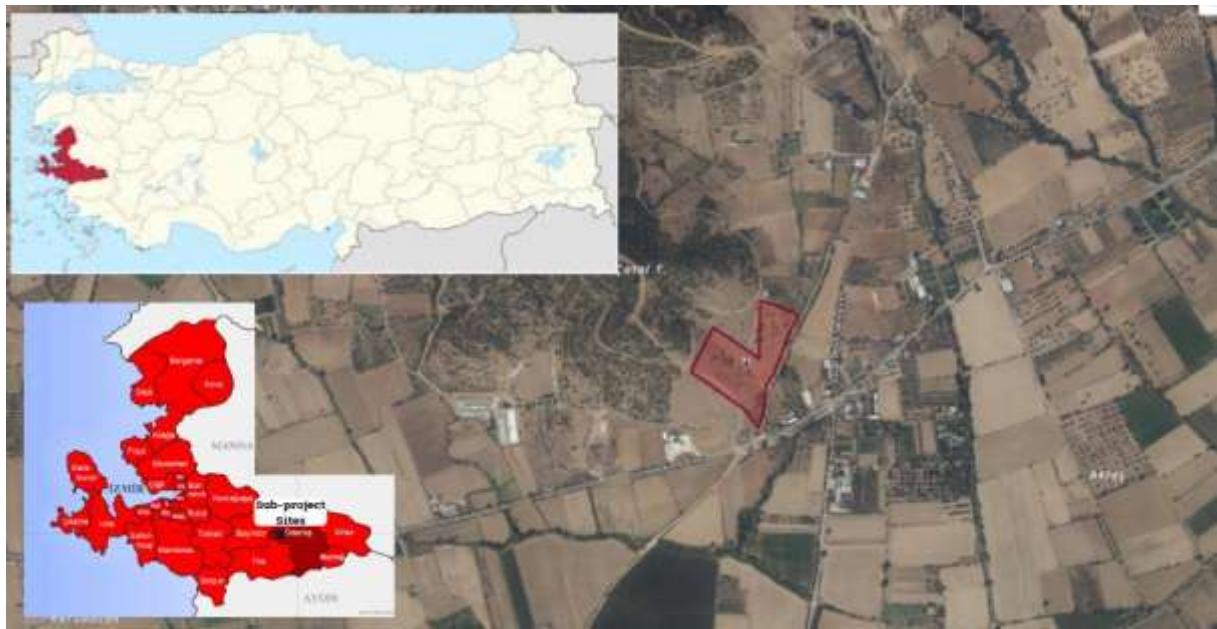


Figure 1. Location of Sub-project

#### 1.4. Area of Influence

The Area of Influence (AoI) for the subproject is determined based on the environmental and social impacts associated with the subproject components, including the subproject site, the Power Transmission Line (ETL) route and access roads. The transportation route passes in front of the neighborhood and does not intersect with sensitive structures such as health and school. Therefore, no traffic impact is expected during transportation and equipment transportation to the site.

Within the scope of subproject activities; the impact area was determined as a result of interviews with local people and mukhtars during the site visit, based on components such as dust emissions, environmental noise, provision of local employment, local people's opinions about the subproject, etc. Additionally, details regarding dust emissions and environmental noise calculations to occur during subproject activities are provided in ESMP Report.

The closest sensitive receptors to the subproject site are the mosque, greenhouses, and vineyard house located 100 meters away. Since the ETL route will remain within the subproject site, it has been evaluated together with the impacts to be carried out on the site. The access road to the subproject site passes through the settlement. For this reason, the houses and greenhouses located on the access route are also included in the impact area. During the field visits, 1 person residing on the access road was interviewed with the local people; the environmental and social risks of the subproject were explained and additional information was provided about the access road. The access channels to be applied in case of any complaints were conveyed.

The satellite view of the nearest settlement (İşik neighborhood) and their distances to the subproject area is given in Figure 4. İşik neighborhood is located 1 km away, and there is a primary school within the neighborhood. Since this school is used by students residing within the neighborhood, it does not overlap with the transportation route. The school's distance to the subproject site is 1 km. The closest health facility to the subproject site is Yeniköy Health House, which is located in Yeniköy neighborhood, 2 km northwest. The distance to the site is approximately 2.5 km. It is not located on the project route. Other health facilities are located in Ödemiş district. The subproject area impact area is given in **Hata! Başvuru kaynağı bulunamadı..**



Figure 2. Sub-project Area of Influence

## 2. OBJECTIVE/ DESCRIPTION OF SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines how the Ödemiş Municipality PIU (Project Implementation Unit) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or grievances about subproject activities or related issues. The SEP specifically emphasizes methods to engage vulnerable groups at risk of being excluded from the subproject benefits.

As an important tool in the management of the environmental and social impacts of the sub-project, SEP increases awareness of the sub-project, identifies stakeholders' views, ensures that their opinions and concerns are taken into consideration, and increases trust in the sub-project processes. The Stakeholder Engagement Plan (SEP) aims to support Ödemiş Municipality in identifying its stakeholders and fostering constructive relationships, particularly with those affected by the sub-project.

The SEP promotes effective and inclusive engagement with affected parties throughout the subproject lifecycle, addressing potentially impactful issues. It ensures that information on environmental and social risks and impacts are disclosed in a timely, understandable, and accessible manner. Additionally, the SEP provides affected parties with inclusive tools to voice concerns and grievances, enabling Ödemiş Municipality to respond and manage these effectively. By creating a transparent and respectful environment, the SEP encourages the inclusion of diverse cultural norms and engagement capacities, fostering fair and open dialogue to address stakeholder concerns engagement“.

SEP has been developed to comply with both national legal requirements and World Bank's Environmental and Social Standard 10 (ESS10). This project-specific SEP is a public document that will be regularly updated based on ongoing discussions and engagement with stakeholders, reflecting their views and input throughout the sub-project.

## 3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

In the stakeholder identification process, the potential impacts of the sub-project are assessed, and strategies for engaging stakeholders are developed, including the frequency and methods of communication. It is especially important to focus on identifying vulnerable or disadvantaged groups who may be more severely affected by the sub-project or face challenges in participating in the engagement process. Identifying stakeholders is an ongoing activity and will be continuously reviewed and updated as needed.

### 3.1. Methodology

To follow best practices in stakeholder engagement, the project will apply the following principles:

- **Openness and Life-cycle Approach:** Public consultations will be held throughout the entire project life cycle in an open and transparent way, ensuring that there is no outside influence, manipulation, or intimidation.
- **Informed Participation and Feedback:** Relevant information will be shared with all stakeholders in an accessible format. There will be opportunities for stakeholders to provide feedback, and their comments and concerns will be carefully analyzed and addressed.
- **Inclusiveness and Sensitivity:** The stakeholder identification process will focus on building strong, effective relationships and ensuring that all stakeholders are included in the consultation process. Everyone will have equal access to information. Engagement methods will be chosen based on the needs of the stakeholders, with particular attention to vulnerable groups such as women, the elderly, people with disabilities, displaced persons, migrant workers, and communities. Cultural sensitivities will also be carefully considered to ensure the participation of diverse ethnic groups.
- **Flexibility:** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

For Ödemiş Municipality SPP project, the following stakeholders have been identified and analyzed per subproject component. These stakeholders include affected parties, other interested parties and disadvantaged/vulnerable individuals or groups.

### 3.2. Project Affected Parties

The term "project-affected parties" refers to individuals or groups who are likely to be affected by the sub-project due to direct impacts or potential risks on their physical environment, health, safety, cultural practices.

The key PAP's who will be cooperated and consulted about and during the sub-project, including individuals, groups and communities are:

- Residents of İşık Neighborhood (99 people)
- Workers to be employed for the construction activities
- Local businesses in the process of supplying materials and equipment

### 3.3. 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 Izmir Province. In all cases, the media plays an important role in informing the public and building public perception of the sub-project. Other interested parties in the sub-project case are listed below, and their interest and influence levels are given in Table 2.

### **Public Institutions**

Ministry of Environment, Urbanization and Climate Change (MoEUCC)

Ministry of Labor and Social Security

- General Directorate of Labor
- General Directorate of Occupational Health and Safety

Izmir Governorship

- Social Security Institution Provincial Directorate
- Provincial Directorate of Environment, Urbanization and Climate Change

Izmir Provincial Directorate of Civil Society Relations

Ödemiş District Governorship

Izmir Environment, City and Culture Presidency

### **NGOs**

- Ödemiş Chamber of Commerce
- Ödemiş Chamber of Agriculture

### **Local Press**

- Küçük Menderes Newspaper

### **National Press**

- Anadolu Agency
- Demirören News Agency

### **University**

- Ege University
- 9 Eylül University

## **3.4. Disadvantaged/ vulnerable individuals or groups**

Disadvantaged/Vulnerable individuals or groups are persons who may be disproportionately impacted or further disadvantaged by the project(s) compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

During the interviews with the locals and the observations within the AoI no disadvantaged/vulnerable individual were identified. However, according to the information obtained from the mukhtar of İşik Neighborhood – the closest settlement to the sub-project area – there are individuals considered vulnerable due to various socioeconomic or health-related conditions. These individuals may face challenges in accessing project information, participating in consultations, or expressing concerns. Details of Vulnerable and Disadvantage Groups according to the information obtained from the mukhtar of İşik Neighborhood, the closest settlement to the sub-project site, are given in Table 2.

*Table 2. İşik Neighborhood vulnerable and disadvantage groups*

Vulnerable and Disadvantage Groups	Number of People
Non-literate	5
Chronic diseases	10
Surviving on social assistance from the state, associations or individuals	4
Over 70 years of age and living alone	7
Female-headed households	8
Total Vulnerable and Disadvantage Groups	34

*Source: Mukhtar Meetings, 2025.*

Programs will be developed so that the vulnerable and disadvantage groups, whose details are provided in Table 2 do not have difficulties in participating in the consultation activities and events. A shuttle service will be provided to ensure that the said group participates in the consultation meetings. They will be picked up from their homes and returned to their homes upon completion of the event.

How each stakeholder group will be affected by the project and their interest in the project; the area of influence and the nature and quantity of the impacts that may arise were determined. The stakeholders determined as a result of the interviews with the mukhtar of İşık neighborhood and local people, interviews with non-governmental organizations, public institutions and organizations and the information obtained from Ödemiş Municipality are given in Table 3.

*Table 3. Influence/Interest Table for Stakeholder Prioritization*

Stakeholder Group	Level of Interest	Level of Influence
Project Affected Parties	High	High
Other Interested Parties	High	Low
NGOs		

	<p><b>Local Press</b></p> <ul style="list-style-type: none"> <li>• Küçük Menderes Newspaper</li> </ul> <p><b>National Press</b></p> <ul style="list-style-type: none"> <li>• Anadolu Agency</li> <li>• Demirören News Agency</li> </ul> <p><b>University</b></p> <ul style="list-style-type: none"> <li>• Ege University</li> <li>• 9 Eylül University</li> </ul>		
Vulnerable and Disadvantaged or groups	<p>34 people living in İşik Neighborhood</p> <ul style="list-style-type: none"> <li>• Non-literate</li> <li>• Chronic diseases</li> <li>• Surviving on social assistance from the state, associations or individuals</li> <li>• Over 70 years of age and living alone</li> <li>• Female-headed households</li> </ul>	Moderate	High

## 4. STAKEHOLDER ENGAGEMENT PROGRAM

The main objectives of the stakeholder engagement programme and the planned timetable for the various stakeholder engagement activities are to define at what stages and at what intervals these activities will be carried out throughout the life of the sub-project. Information is provided on how the public will be made aware of future opportunities to review information and provide their views, if decisions about public meetings, locations and timing of meetings have not yet been made.

### 4.1. Summary of stakeholder engagement done during subproject preparation

In order to inform the public about the sub-project, a field visit was carried out on 21.01.2025 to engage with the local community, gather their opinions and suggestions, and provide detailed information about the project. As part of this process, an interview was conducted with Işık neighborhood mukhtar and Ödemiş Municipality officials about the usage status of the sub-project site and the disadvantaged groups living in the region. Within the scope of the interviews;

It was determined that the sub-project site was not currently used by the local people for any purpose, and that there were no refugees or child-headed people living in Işık neighborhood, the closest settlement to the sub-project site.

The mukhtar, local authorities and local residents were questioned about the existence of cultural heritage. No tangible or intangible cultural heritage assets were identified in the sub-project site and within the influence area.

During the consultations with the local community, potential environmental and social risks associated with the existing solar power plant were mentioned, and their views, suggestions and concerns about the sub-project were discussed. They conveyed their expectations for their contributions to the region at the local level and their demands for local employment. It was conveyed that local resources would be prioritized for personnel, materials and equipment needs within the scope of the sub-project. Information was provided about the Ödemiş Municipality grievance mechanism, which they could use to share any views or complaints during both the construction and operation phases of the sub-project.

In addition, within the scope of the Stakeholder Engagement Plan, consultation meetings were held with Işık neighborhood residents (5 people) and the association president by CA Engineering authority on 21.01.2025. In order to obtain general information about the socio-economic situation of Işık neighborhood and to learn about their knowledge levels about the sub-project, the mukhtar of a "Community Level Survey" form was filled out by the consultant company as a result of interviews with the mukhtar of Işık neighborhood.

Minutes of Public Consultation Meeting will be held within the scope of sub-project activities. Before the meeting, informative posters, brochures and announcements will be prepared and will be hung in places with intense human circulation or broadcast on screens. In addition, the meeting will be announced on the Ödemiş Municipality's website<sup>2</sup> at least 10 days in advance. Meetings with high engagement will be held as much as possible.

### 4.2. Summary of sub-project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Identifying and managing stakeholder needs accurately in sub-project is critically important. Key stakeholder needs include regular updates about the sub-project, stakeholders in decision-making processes, direct or indirect benefits from the project, and an effective communication mechanism. Tools such as surveys and one-on-one interviews will be effectively utilized in information-sharing and engagement processes. Additionally, regular reporting, dashboards, and online communication tools will ensure transparent updates about sub-project progress. Community meetings and feedback mechanisms will help build trust in the sub-project while providing a better understanding of stakeholders' needs and expectations. Through these methods, stakeholder engagement in sub-projects will be strengthened, making the projects more inclusive, sustainable, and effectively managed.

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<sup>2</sup> <https://www.odemis.bel.tr/>

Stakeholders have been identified within the scope of the sub-project and consultations or key information meetings have been held with these stakeholders. Stakeholders identified in the region have been informed about the location, components and content of the sub-project.

This plan shows the nature and level of stakeholder interest in the project, how the engagement will be conducted, the frequency of engagement and the responsible unit of Ödemiş Municipality, and the following matrix provides a tabular version of this program (See Table 4).

The responsible party/person should be determined by the representatives of Ödemiş Municipality. The SEP will be implemented at the sub-project level. Consultation forms and full meeting minutes of those who participated in the consultations will be recorded, but will not be made publicly available as an annex to the SEP. When the SEP is disclosed, relevant data containing personal data will be blurred, taking into account the Personal Data Protection Law.

All supporting documentation for stakeholder activities (newspaper notices, attendee list, full meeting minutes (as an annex), sample brochure) will be included in the SEP.

The Minutes of Public Consultation Meeting (MoM) meetings to be held within the scope of the sub-project will be held face to face. A shuttle service will be provided to ensure the participation of vulnerable groups, and online participation will be provided for groups that still cannot participate.

In the participation of women in consultation activities, meetings will be held under conditions that take cultural sensitivities into account. In addition, meetings will be planned at appropriate times (e.g. evenings or weekends) depending on their age and workload.

### **4.3. Stakeholder engagement plan**

The main objectives of the stakeholder engagement program are to provide early information, explanation and consultation on various sub-project documents and activities in order to establish a dialogue with project stakeholders from planning to implementation and operation.

Ödemiş Municipality will ensure that the sub-project is communicated to all stakeholders and that meaningful engagement and consultation activities are carried out. Consultation activities are designed with some basic guiding principles, including the following:

- Consultations should be widely advertised, especially among stakeholders, preferably one week before any meeting or engagement.
- A non-technical briefing should be provided prior to any event to ensure that people are informed about the assessment and results prior to the planned meetings.
- The location and timing of meetings should be designed to maximize stakeholder engagement and compliance.
- The information provided should be clear, non-technical and in all appropriate local languages where necessary.
- Engagement should be facilitated so that stakeholders can voice their views and concerns.
- Any issues that arise should be addressed in the meetings or at a later time.

The following information should be included when documenting the stakeholder engagement activities to be carried out within the scope of the sub-project:

- Date(s) and location(s) of the consultation(s) and related notification(s) (newspaper advertisements, screenshots of social media announcements, etc.)
- Participant details (as per the Personal Data Protection Law),
- Meeting schedule/program (as well as information on what was presented and by whom),

- Summary meeting minutes (comments, questions and responses from presenters),

Review of comments, agreed actions, issues requiring follow-up actions and activities, including clarification of how stakeholders were informed about decisions taken.

Ödemiş Municipality will make the subproject E&S documents available in both Turkish and English on its website<sup>3</sup>. These documents can also be accessed at the Ödemiş Municipality. Furthermore, project posters and information on the grievance mechanism will be displayed at local points, including the Mukhtar's Office in İşık Neighborhood. Stakeholder consultations will be conducted to review the draft E&S documents before they are finalized and disclosed. This process ensures that stakeholders insights and concerns are valued and integrated, fostering a more effective and inclusive outcome.

The proposed Stakeholder Engagement Schedule is provided in Table 4.

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<sup>3</sup> <https://www.odemis.bel.tr/>

Table 4. Stakeholder Engagement Plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Pre-construction	At key project milestones and as necessary	<b>Information Statement</b> <ul style="list-style-type: none"> <li>General information about the purpose, stages, sub project and E&amp;S impacts/risks</li> <li>Purpose, start date, duration and nature of land preparation, construction and operation activities</li> <li>Implementation of mitigation measures related to relevant social and environmental impacts/risks</li> <li>Grievance Mechanism</li> <li>Information (ESMP and SEP) on Ödemiş Municipality website for review</li> <li>•</li> </ul>	Public Consultation Meeting Face to face meetings Ödemiş Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtars' office etc.	Resident of Işık neighborhood, Local communities, Local government, Local business	Supervision Consultant, Ödemiş Municipality, E&S Consultant, Construction Company, Sub-project Contractors
		<b>Employment and Supply Strategies</b> <ul style="list-style-type: none"> <li>Hiring employees</li> <li>Staff training</li> <li>Purchasing materials and services</li> <li>Grievance Mechanism</li> </ul>	Public Consultation Meeting Ödemiş Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtar's office etc.	Local businesses, All local communities and association president	
Construction In case of demand or significant change	At key project milestones and as necessary	<b>Information Statement</b> <ul style="list-style-type: none"> <li>Monitoring targets and activities to be carried out</li> <li>Monitoring targets and activities and regular reporting of monitoring results to stakeholders</li> </ul>	Public Consultation Meeting Ödemiş Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtars' office etc.	Resident of Işık Neighborhood, Local communities, Local government, Local business	Audit Consultant, Ödemiş Municipality, E&S Consultant, Construction Company, Sub-project Contractors
		<b>Traffic and Transportation Management</b> <ul style="list-style-type: none"> <li>Road safety awareness, including safe passage through bypasses and connecting roads</li> </ul>	Face-to-face meetings, Depending on the demands of the stakeholder group,	All local communities and association president	

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		<ul style="list-style-type: none"> <li>• Types, number and frequency of vehicles to be used during construction</li> <li>• Collaboration with local communities and responsible authorities to improve signage, visibility and overall road safety, especially along roads near schools or other places where children are present,</li> <li>• Planning and timing of construction activities on roads,</li> <li>• Regarding training on traffic and pedestrian safety cooperating with local communities (e.g. school education campaigns)</li> <li>• Traffic measures and sub-project road use sharing with association president</li> <li>• Grievance Mechanism</li> </ul>	Posters to be hung in work areas, etc., Ödemiş Municipality website		
Operation In case of demand or significant change	To be determined based on project requirements and stakeholder engagement needs	<b>Information Statement</b> <ul style="list-style-type: none"> <li>• Monitoring targets and activities to be carried out</li> <li>• Monitoring targets and activities and regular reporting of monitoring results to stakeholders</li> <li>• General information about the sub-project, environmental and social impacts, mitigation measures, monitoring activities of the sub-project</li> <li>• Grievance Mechanism</li> </ul>	Face to face meeting	Resident of Işık Neighborhood	Ödemiş Municipality

## 4.4. Reporting back to stakeholders

Stakeholder engagement is a continuous process that begins before the development of the SEP and will continue throughout the life of the sub-project. Ödemiş Municipality will actively communicate with the identified stakeholders throughout the life of the sub-project. In particular, Ödemiş Municipality will solicit feedback from stakeholders on the E&S performance of the subproject and the implementation of the identified mitigation measures and the Grievance Mechanism. In the event of significant changes in the subproject that lead to risks and impacts that will particularly affect the parties affected by the subproject, Ödemiş Municipality will provide information on these risks and impacts and consult with the parties affected by the sub-project on how to mitigate these risks and impacts.

Different information methods and tools can be used to increase the level of information for each of the targeted stakeholder groups. In particular, for public engagement meetings, the meeting place(s), time and date will be set and this information will be announced to the public at least ten (10) days before the meeting, ensuring that all community members are informed about the meeting to be held.

Below is the minimum requirements for the content of the Minutes to be prepared after each stakeholder engagement activities and meetings:

- Location of consultation(s)/event,
- Date(s) of consultation(s)/event,
- Details on attendees (as appropriate),
- Meeting/Event Program/Schedule: What is to be presented and by whom,
- Meeting Minutes (Comments, Questions and Response by Presenters and Photos from the meeting), and
- Agreed actions.

The PMU will take special measures to ensure that vulnerable and disadvantaged individuals/groups have equal opportunities to access information, provide feedback or voice their grievances. Assigning a public communication,

In addition, the timing of these meetings for stakeholders who are working will be arranged in a way that they can also participate in the consultation events or alternative solutions will be produced for them. The following additional support or resources will be provided for these people to participate in stakeholder engagement activities. The following measures should be taken at this point:

- Selecting accessible venues for consultation events and/or providing transportation for people in remote areas (e.g. villages),
- Organizing small events or meetings for vulnerable/disadvantaged people depending on their sensitivity
- Organizing events/meetings or consultation processes with vulnerable/disadvantaged individuals/groups in cooperation with relevant NGOs
- The timing of the consultation events should be arranged in a way that working stakeholders can participate.

For those who are unable to attend despite the scheduled time, brochures, an active web page, social media, face-to-face individual meetings, etc. can be organized.

Throughout all stages of the subproject, comments collected through the website, grievance mechanism, and all stakeholder engagement activities such as public and/or individual meetings will be subject to evaluation and review by the relevant responsible personnel such as the GM Contact Person (GMCP) and the Public Relations Assistant to be assigned by the Project Management Unit (PMU).

The contractor and Ödemiş Municipality officials will be in regular contact. Face-to-face meetings will be held when necessary, and the contractor and Ödemiş Municipality will meet periodically (monthly).

Depending on their content, comments will be evaluated and reviewed both within the PMU and by the relevant responsible personnel of the contractor(s).

If the request or comment cannot be met with the solution method proposed by the commenter or requester to resolve the grievance, alternative solutions will be sought (see Section 6 for more details). A decision will be made as a result of the evaluations and if the final decision cannot be met within a reasonable time frame, it will be communicated to the stakeholder(s) who made the comment or request, together with the justifications and the timeline of actions related to the comment/request. If the comment is not anonymous, the final decision will be communicated to the stakeholder(s) through the communication channel(s) preferred by the stakeholder(s). In addition, a Grievance Close Out Form (see Annex-B) should be filled in and signed by the stakeholder(s).

Stakeholders will be informed as the sub-project develops, including reporting on the environmental and social performance of the sub-project, implementation of the SEP and the grievance mechanism.

During the construction phase, voice announcements will be made by Ödemiş Municipality and/or Contractors two (2) days in advance for road restrictions, water cuts and other infrastructure service limitations. Environmental and social performance indicators will be shared with stakeholders monthly via Ödemiş Municipality's website<sup>4</sup>.

The commencement and completion of the construction activities of the sub-project, changes in the sub-project design and important stages such as commissioning will be communicated to stakeholders through local media channels as much as possible.

According to the Environmental and Social Management Framework prepared for Ödemiş Municipality, after the finalization of the ESMP, a consultation meeting is required to be held with the all stakeholders determined during the stakeholder identification.

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4 <https://www.odemis.bel.tr/>

## 5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

### 5.1. Project Implementation Unit (PIU)

PIU will be established within Ödemiş Municipality and will consist of Ödemiş Municipality personnel. The duties and responsibilities of PIU are explained in Table 5.

Contact details of the responsible personnel are not yet available. Therefore, contact information such as telephone number, address, e-mail address, title, etc. will be provided in this section of the SEP to be updated.

A sufficient budget will be allocated for communication and grievance resolution mechanism to be established with stakeholders. The budget is included in the project budget.

### 5.2. Resources

Ödemiş Municipality is ultimately responsible for the environmental and social performance of the entire sub-project, including the performance of its own contractors and other contractors. A Project Implementation Unit (PIU) will be established to carry out operational and administrative tasks. The PIU staff will be Ödemiş Municipality's own staff.

The PIU will be primarily responsible for coordinating stakeholder engagement activities with the Contractors as outlined in this SEP. The collection of grievances, questions and feedback will be the direct responsibility of the PIU's GM contact (GMCP) and the Contractors' E&S Specialist.

The resources to be provided by Ödemiş Municipality are as follows:

- A sup-project-specific area on the Ödemiş Municipality's official website,
- An electronic database for grievances,
- Stakeholder engagement records,
- Printed documents (guides, brochures, posters, etc.) to be used in accordance with the SEP requirements.

### 5.3. Management functions and responsibilities

Ödemiş Municipality/PIU will be the main party responsible for the implementation of the SEP and coordination with contractors, implementation, monitoring and reporting. Detailed roles and responsibilities regarding the stakeholder engagement of the sub-project are provided in Table 5.

*Table 5. Roles and Responsibilities*

Responsible Entity	Roles and Responsibilities
PMU of İLBANK	<ul style="list-style-type: none"><li>• Monitor and control whether Ödemiş Municipalities fulfils its responsibilities;</li><li>• Accelerating and monitoring the formation of PIUs to ensure proper implementation of the processes related to the grievance mechanism and stakeholder engagement issues;</li><li>• Coordinating the parties for proper implementation of the processes regarding the grievance mechanism and stakeholder engagement issues</li></ul>
PIU of Ödemiş Municipality	<ul style="list-style-type: none"><li>• Planning and implementation of the SEP;</li><li>• Leading stakeholder engagement activities in close collaboration with the İLBANK PMU;</li><li>• Management and resolution of grievances;</li></ul>

Responsible Entity	Roles and Responsibilities
	<ul style="list-style-type: none"> <li>• Consultation on specific SEP activities;</li> <li>• Announcing the important construction activities (such as road closures and service interruptions);</li> <li>• Reporting on implementation of SEP activities to ILBANK PMU;</li> <li>• Executing defined grievance mechanism in the SEP properly and informing ILBANK PMU about the overall implementation status.</li> </ul>
E&S Consultant	<ul style="list-style-type: none"> <li>• E&amp;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;</li> <li>• Taking a part in organizing the ESMP introduction meeting to be held for the public and NGOs as part of the Sub-project; and</li> <li>• Finalizing the reports as per the concerns/opinions of the stakeholders.</li> </ul>
Supervision Consultant	<ul style="list-style-type: none"> <li>• Review the SEP document to redefine the stakeholders directly or indirectly affected and/or interested in the Project and to follow up the implementation of the methods, instruments, timing and participation levels identified in the SEP,</li> <li>• Interviews Ödemiş Municipality PIU and others involved in the stakeholder engagement process to review progress and identify critical issues,</li> <li>• Consults with affected households and community leaders through key informant interviews to identify their feedback on stakeholder engagement performance of the Project,</li> <li>• Interacts with various stakeholders to get their views on SEP implementation,</li> <li>• Controls whether the necessary trainings are given to the personnel who will work during the construction phase,</li> <li>• Reviews grievance records to identify significant non-compliances or recurring issues with stakeholder engagement and other project activities and to reveal actions,</li> <li>• Meets with WB safeguard policies and audit teams and responds to queries as necessary,</li> <li>• Monitors and reports on progress made in relation to the commitments defined in SEP.</li> </ul>
Contractor	<ul style="list-style-type: none"> <li>• Implements and develops Contractor's social policy,</li> <li>• Provides necessary resources for proper remedial actions,</li> <li>• Follows up of the complaints and informs CLO about the solution process,</li> <li>• Consults with the project affected communities about grievance mechanism, entitlements, construction works and schedule, community safety, compensation of economic losses as needed in coordination with CLO and Social Expert of PIU,</li> <li>• Keeps records of complaints and participation activities when necessary and forward them to CLO and Social Expert of PIU,</li> <li>• Reports grievances to GM Team,</li> <li>• Submits monthly Environmental and Social Monitoring Reports (ESMRs) to Ödemiş Municipality (CLO related parts).</li> <li>• The construction contractor should develop monthly ESMRs and submits to Municipality through the Supervision Consultant..</li> </ul>

## 6. GRIEVANCE MECHANISM

Managing, preventing, minimizing and effectively addressing grievances are an integral part of a sound stakeholder engagement strategy. Engagement also helps to anticipate and review community concerns and prevent them from turning into grievances. Therefore, according to the WB, the following Grievance Mechanism (GM) will be implemented by Ödemiş Municipality/PIU throughout the life of the sub-project, including pre-construction, construction and operation phases. In the GM, comments/grievances will be received in Turkish, since everyone in the developed settlements speaks Turkish, there will be no need to use another language. The grievance channels used in applications will be published in Turkish. GM forms and consultation records will be kept in Turkish.

### 6.1. Grievance Mechanism at National Level

ILBANK established a transparent and comprehensive Grievance Mechanism (GM) in September 2021 to receive, assess and resolve grievances related to each international project it finances and will be in place throughout the life cycle of this subproject. Stakeholders may, if they wish, submit their comments, suggestions and grievances to ILBANK through the following means of communication:

Website: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>

E-mail: bilguidb@ibank.gov.tr ve etikuidb@ilbank.gov.tr

Phone Number: +90 312-508 79 79

Address: ILBANK International Relations Department, Emniyet Mahallesi, Hipodrom Caddesi, No:9/21, Yenimahalle/ANKARA

Presidential Communication Center: The Presidential Communication Center (CIMER) provides a centralized grievance system for Turkish citizens, legal entities and foreigners. The Presidential Communication Center (CIMER) will serve as an alternative and well-known channel through which sub-project stakeholders can directly communicate their grievances and feedback regarding the sub-project to government officials.

- [www.cimer.gov.tr](http://www.cimer.gov.tr)
- Call Centre (hotline): 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94
- Address for Official Letter/Petition: Republic of Türkiye, Directorate of Communications Kızılırmak Neighborhood. Mevlana Boulevard No:144 Cankaya/ANKARA

Mail addressed to Republic of Türkiye, Directorate of Communications

Individual applications at the community relations desks at governorates, ministries and district governorates.

Foreigners Communication Center (YIMER) will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- [www.yimer.gov.tr](http://www.yimer.gov.tr)
- Call Centre (hotline): 157
- Phone number: +90 312 515 11 22
- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: Republic of Türkiye, Directorate General of Immigration Management Camlica Neighbourhood No: 4 Yenimahalle/ANKARA

Mail addressed to Republic of Türkiye, Directorate General of Immigration Management

Individual application to the General Directorate of Migration Management of the Republic of Türkiye

## 6.2. Sub-Project Level Grievance Mechanism

As part of the stakeholder engagement, information and consultation process, stakeholders should be informed about project level grievance mechanism. The purpose of the grievance mechanism is to provide channels free from manipulation, coercion and intimidation through which local community members can submit their demands, concerns and complaints regarding the sub-project and its impacts. Responding to and resolving complaints in a timely, proactive, impartial, effective and efficient manner is essential according to international standards and requirements regarding stakeholder engagement. In particular, it provides a transparent and reliable process for fair and sustainable results. In this way, mutual trust and cooperation can be developed between the sub-project stakeholders and Ödemiş Municipality through corrective actions. The main components of a successful grievance mechanism include the principles of anonymity, confidentiality and transparency.

Ödemiş Municipality website includes a communication page, which is the mechanism where grievances/requests regarding Ödemiş Municipality activities are submitted and the resolution process is followed (see 3). In addition, many sections of the homepage of Ödemiş Municipality website include information about social media accounts and telephone numbers (such as the 444 33 95 line) to which grievances can be submitted.

- [bilgi@odemis.bel.tr](mailto:bilgi@odemis.bel.tr)
- Call Centre (hotline): 444 33 95
- Cumhuriyet Neighborhood Atatürk Street No: 14 Ödemiş/İzmir



Figure 3. Ödemiş Municipality Website

The grievances, requests, suggestions and opinions of the public will be recorded through the GM contact person (GMCP) to be assigned by Ödemiş Municipality. All grievances are examined to be classified according to whether they are real or not and whether they are related to sub-project activities. If a grievance is deemed unsuitable for investigation because it is not genuine or not related to sub-project activities, the complainant will be provided with an explanation as to why the grievance could not be followed up. Grievances received within Ödemiş Municipality are evaluated and forwarded to the relevant units. Appropriate grievances are responded to according to the sub-projects social and environmental requirements defined in the ESMP and SEP.

All grievances received through direct phone calls, e-mails, face-to-face meetings/communications and the Website are recorded and after the recording process, will contact the complainant to explain the sub-project response process and the resolution of the grievance within ten (10) business days. The development of the solution may require consultation with the relevant person(s). The requester will be informed about the methodology followed. Each request must be evaluated with the utmost care, diligence, fairness and impartiality. The proposed solutions are communicated to the complainant with a second notification. If the proposed solution is accepted by the complainant, Ödemiş Municipality PIU will handle the grievance within 15 business days and take corrective measures to resolve the grievance. Grievance registration forms will be sent to the relevant GM Team member (Social Expert of the PMU Team or E&S Expert of the Contractor) on the same day (if possible, as soon as the grievance is received). A notification should be sent to the complainant by GMCP within two (2) business days of the receipt of the grievance, indicating that the grievance has been received and evaluated. The PIU Team will also have access to the grievance record to be created within the scope of the sub-project and will be continuously updated by GMCP or PMU Social Expert. The Grievance Tracking Table will include the complainant/suggestor information, the date of receipt of the grievance/suggestion, the date and method of feedback to the complainant, the current status of the grievance (open, under review, closed, rejected) and the explanation of this current status (e.g. why it was rejected). It will include the closing/rejection and feedback dates. Grievances from contractors and subcontractors will be forwarded to GMCP by the Contractors' E&S Specialist and will be recorded by GMCP using the grievance registration forms. On the same day, the data will be entered into the Grievance Registry and Grievance Database and made accessible to the PMU Team. During this period, the relevant parties responsible for managing the grievance will be in constant communication with the complainant and all communication will be recorded in the GM system through the Consultation Forms (see Annex-D). The grievance will be closed after the implementation of the decision is completed. After the grievance is closed or resolved, the complainant will be informed with the third notification and the relevant records (Grievance Closure Form, Grievance Record, etc.) will be kept. Unless an alternative agreement is made with the complainant, grievances will be closed within thirty (30) business days from the date of application. If the grievances are not resolved within thirty (30) business days, the extenuating circumstances will be documented and reported. After the grievance is resolved and the result is communicated to the complainant, the appointed GMCP will obtain the necessary signatures and close the grievance by filling out the Grievance Close Out Form (see Annex-B). If the decision is not accepted, it will be reconsidered and a revised decision may be proposed. Ultimately, the PIUs will be responsible for consolidating, monitoring and reporting the requests received, resolved and pending regarding the project. All this data will be compiled by the PIU to be reported at the end of each month.

### **6.3. Grievance Mechanism for Workers**

The GM for employees (applicable to both Ödemiş Municipality personnel and contractor and subcontractor employees) has been established in accordance with WB ESS2. The implementation of the GM for employees will be ensured throughout the financing life cycle of the sub-project. PIU requests contractors to develop and implement a grievance mechanism for the workforce, including sub-contractors, before starting work. Sub-contractors will prepare labor management procedures that will include a detailed description of the grievance mechanism for employees.

Employees are informed about employee rights, basic occupational health and safety, the grievance mechanism and its operation at the time they start work. An up-to-date list of contact points is available in employee handbooks and/or bulletin boards. All processes related to the grievance mechanism are conveyed in a language that employees can understand.

When employees detect a hazard or risk for which no precautions have been taken regarding occupational health and safety, they inform the employee representative, occupational safety specialist and/or occupational physician selected by the employees about this hazard or risk. The employee representative shall forward the details of the hazard and risk to the occupational health and safety board, if any, or to the employer/employer's representative, and request an evaluation. If the problem is not resolved, all legal rights are reserved by applying to the contractor/subcontractor level GM contact persons through the grievance boxes located at the workplaces. Requests regarding employee rights and occupational health and safety are collected in grievance boxes placed in areas that employees can easily access.

The collected grievances and suggestions are carried out in accordance with the periods determined in the process of the grievance mechanism.

After the applications are evaluated, if there is an imminent, urgent and vital danger, a notification can be made directly to the Labor Life Communication Center, ALO 170 line or the Provincial Labor and Employment Institutions Directorates operating in the province. Upon receipt of the requests, the workflow grievance mechanism is carried out in accordance with the workflow chart.

The Ödemiş Municipality/PIU Team will be ready to handle grievances regarding working conditions. The Ödemiş Municipality/PIU Team will evaluate grievances and suggest solutions for direct and contracted employees using this internal GM, which all sub-project employees can easily access.

### **6.4. Sensitive and Confidential Grievances**

Specific procedures will be implemented by the project in order to address sensitive and confidential grievances, particularly those that are related to Sexual Exploitation and Abuse/Harassment (SEA/SH). These measures will be implemented in accordance with the World Bank ESF Good Practice Note on SEA/SH.

First of all, the complaining party has the right to remain confidential under the Turkish Constitution and the right to apply to the court at any time (in accordance with the Turkish Labor Law No. 4857 and the Turkish Civil Code No. 4721). In addition, Sub-Borrower personnel and sub-project employees will be able to directly communicate (via e-mail) with the Ethics Committee based at İLBANK Head Office in case of sensitive grievances. This issue will be clarified in the consultations carried out and in the introduction of the grievance mechanism. For cases related to gender-based violence, SEA/SH in the workplace or any potential child abuse in sub-project implementation/sub-project sites, the grievance will be directed to the relevant legal authorities or service providers by the Social Focal Point (based at İLBANK Head Office).

### **6.5. Grievance Mechanism Flow Chart**

Grievance mechanism operation diagram details are given in Table 6.

Table 6. Grievance Mechanism Flow Chart

Grievance Process	Requirement / Action
Submission of a grievance	Receiving the grievance by any communication channel explained above. (At this point, if the grievance is a sensitive grievance involving child abuse, sexual harassment abuse or Gender Based Violence (GBV) immediate action will be taken within 2 days after receiving of the grievance. For the cases relevant to sexual exploitation and abuse/sexual harassment at workplace or any potential child abuse in the project sites, the grievance 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 grievance	Registering/recording through making an entry in the sample grievance register table. All the grievances will be registered within two working days and feedback will be given to the complainant. If the complainant requests that this grievance be treated anonymously, this grievance will be recorded anonymously and the request will be met.
Forwarding of grievance	The grievance is forwarded to relevant persons (site manager on construction sites and experts of the PIU) responsible for handling the grievance in not later than three working days upon receiving the grievance (except for any emergent grievance, which would be handled as appropriate).
Evaluation of a grievance	Evaluating the grievances within 10 working days and determining whether the grievance meets the admissibility criteria. If the grievance is not valid, providing relevant explanation to the complainant.
Response for a grievance	If the grievance is valid, identifying and taking corrective measures for resolving the grievance in not later than 15 working days upon receiving.  All comments and grievances 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.  At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on the Odemiş Municipality website, so that anonymous complainants are informed about their grievance and the results.
Recording the result of a grievance	Recording the result of the grievance in register table.

Grievance Process	Requirement / Action
Right to Appeal	<p>If the grievance 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"> <li>• Civil Courts of First Instance</li> <li>• Administrative Courts</li> <li>• Commercial Courts of First Instance</li> <li>• Labor Courts, and</li> <li>• Ombudsman (<a href="https://ebasvuru.ombudsman.gov.tr/">https://ebasvuru.ombudsman.gov.tr/</a>)</li> </ul>

## 7. MONITORING AND REPORTING

### 7.1. Summary of how SEP implementation will be monitored and reported

Both the Grievance Mechanism and stakeholder consultations will be reported separately by the contractor's social expert in a timely manner and on site. The contractor's social expert will prepare a monthly environmental and social progress report, providing information about the information activities conducted and any grievances received during the reporting period. This report is then submitted to Ödemiş Municipality.

In addition to maintaining continuous communication and exchange of information with the Supervisor, the contractor's social expert will record SEP activities in monthly reports. The Supervisor will complete the relevant sections under their responsibility in the monthly monitoring reports and submit them to Ödemiş Municipality and İLBANK.

The Supervisor will prepare a monthly non-compliance report for submission to the Project Implementation Unit, noting any non-compliance issues with the contractor's information activities and the recording, storage, and resolution of grievances.

The PIU will compile a comprehensive three-month environmental and social monitoring report, integrating reports from both the contractor and the supervisor, alongside its own field observations, stakeholder engagement activities, and actions taken in response to grievances. This consolidated report will then be submitted to İLBANK, ensuring all necessary additions and corrections are made."

This revised version incorporates all the necessary notes and maintains a clear structure for monitoring and reporting the SEP implementation.

### 7.2. Reporting back to stakeholder groups

The PIU Team will systematically record and report feedback received from communities, local governments, landowners, other companies, NGOs, media, academic institutions and other interest groups through an effective consultation and grievance mechanism to İLBANK.

The PIU Team will submit feedback and grievances, as well as a statistical and qualitative analysis of their results, to the Supervisory Consultant on a monthly basis, who will review and distribute them to İLBANK PMU. In addition, relevant grievances and their actual status will be reported in the ESMRs. Only the necessary information regarding the grievance will be included in the reports, and any personal information belonging to the persons using the ESMR will be kept confidential and will not be shared in these reports.

During the sub-projects' development and construction phases, the construction contractors will prepare brief monthly reports on environmental and social performance for Ödemiş Municipality which will include an update on implementation of the stakeholder engagement plan and include indicators in this section. The construction contractors will record SEP activities with monthly and quarterly reports and submit them to Ödemiş Municipality and İLBANK

Ödemiş Municipality's PIU, will report back to stakeholder groups, primarily through public engagement meetings in project affected municipalities and/or Neighborhoods. Minutes of meetings will be shared with 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 Ödemiş Municipality's website.

The summary will be published after the identity information of the persons is removed in order to protect their identity in accordance with the Personal Data Protection Law.

Ödemiş Municipality will work with a consultant if necessary to carry out social and environmental monitoring activities. The Supervisor Consultant will monitor whether the environmental and social issues specified in the SEP and ESMP documents are implemented throughout the sub-project lifecycle and report to Ödemiş Municipality.

## ANNEXES

### Annex-A

#### Sample Grievance Submission Form

 <b>ÖDEMİŞ BELEDİYESİ</b>	<b>ÖDEMİŞ MUNICIPALITY</b> <b>SOLAR POWER PLANT PROJECT</b> <b>GRIEVANCE FORM</b>
Person Filling Out the Form: _____ Date and time: _____	
Interview Agenda: _____ Reference No: Ödemiş Municipality-Project Code-0001-2..	
<b>1. INFORMATION ABOUT THE COMPLAINANT</b>	
Name surname: <i>If the complainant requests that this grievance be treated anonymously, this grievance will be recorded anonymously and the request will be met.</i>	
<b>How received the Grievance:</b>	
TC Identification number: _____ Telephone / Toll Free Line <input type="checkbox"/>	
Telephone: _____ Face to Face Meeting <input type="checkbox"/>	
Address: _____ Website / Email <input type="checkbox"/>	
Email: _____ Other (Explain) <input type="checkbox"/>	
<b>Stakeholder Type</b>	
Public <input type="checkbox"/> PAP <input type="checkbox"/> Private Enterprise <input type="checkbox"/> Trade Association <input type="checkbox"/> NGO <input type="checkbox"/>	
Interest Group <input type="checkbox"/> Industrial Assosiation <input type="checkbox"/> Labor Union <input type="checkbox"/> Media <input type="checkbox"/> University <input type="checkbox"/>	
<b>2. DETAILED INFORMATION ABOUT THE GRIEVANCE</b>	
Description of the grievance: _____	

Solution method requested by the complainant	
<b>Registrant Name Surname/Signature</b>	<b>Complainant Name Surname/Signature</b>

**Annex-B**

**Sample Grievance Close Out Form**

 ÖDEMİŞ BELEDİYESİ	<p style="text-align: center;"><b>ÖDEMIŞ MUNICIPALITY</b> <b>SOLAR POWER PLANT PROJECT</b> <b>GRIEVANCE CLOSE OUT FORM</b></p>
Reference form:	
<b>1. DETERMINATION OF CORRECTIVE ACTION</b>	
1	
2	<input type="checkbox"/>
3	<input type="checkbox"/>
4	<input type="checkbox"/>
5	<input type="checkbox"/>
<b>2. CLOSE OUT THE GRIEVANCE</b>	
<i>This section will be filled and signed by the Complainant in case the grievance stated in the "Grievance Registration Form" is resolved</i>	
<b>Name Surname / Signature of the Person Closing the Grievance/Date</b>	<b>Name Surname / Signature of Complainant/Date</b>

## Annex- C

### Grievance Database Form

No	Complaint Register Number	How Complaint is Received (Grievance Form, Community Meeting, Telephone)	Level of Grievance (Municipality/Utility Level, Regional)	Date of Complaint Received	Location of Complaint Received	Name of Person Receiving Grievance	Land Parcel # (If complaint is related to land)	Complainant Information					Project Component Related to Complaint	Grievance Category (expropriation/land acquisition related, environmental issues, damages to structures etc.)	Complaint Summary	Grievance Status (open, closed or pending)	Action Taken				Supporting Documents for Grievance Closeout (bank receipt for compensation, grievance closure protocol)
								Name/Surname	ID Number	Telephone/ email	Village-District	Gender					Responsible Person/Department	Action Planned	Due Date of the Addressing the Grievance	Date of Action Taken	
1																					

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

 <b>ÖDEMİŞ BELEDİYESİ</b>	<b>ÖDEMİŞ MUNICIPALITY</b> <b>SOLAR POWER PLANT PROJECT</b> <b>CONSULTATION FORM</b>			
Person Filling Out the Form:		Date time and place:		
Meeting Agenda:		Interview Registration Number:		
<b>1. INTERVIEW INFORMATION</b>				
Interviewed Institution:		Form of Communication		
Name and Surname of the Interviewee:		Telephone / Toll Free Line <input type="checkbox"/>		
Telephone:		Face to Face Meeting <input type="checkbox"/>		
Address:		Website / Email <input type="checkbox"/>		
Email:		Other (Explain) <input type="checkbox"/>		
<b>Stakeholder Type</b>				
State agency <input type="checkbox"/>	PEB <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Job Room <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Group <input type="checkbox"/>	Industrial Union <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
<b>2. INTERVIEW DETAILS</b> (List of Invitees and actual participants, Summary of presentations made by whom, minutes of meeting will be annexes of this form.)				
Questions about the project:				
Concerns/feedback regarding the project:				

Responses to the views expressed above:	
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## Annex-E

### Consultation Photos

