

TÜRKİYE PUBLIC AND MUNICIPAL RENEWABLE ENERGY PROJECT (PUMREP)

**5890.5 kWp / 5000 kWe Solar (Photovoltaic) Power Plant
Project of Kocasinan Municipality**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

May, 2025

Sub-Project Information	
Sub-Project	Details
Name	Türkiye Public and Municipal Renewable Energy Project (PUMREP) 5890.5 kWp / 5000 kWe Solar (Photovoltaic) Power Plant Project of Kocasinan Municipality Stakeholder Engagement Plan (SEP)
Project Owner/ Sub-borrower	Kocasinan 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
GDPN	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
KCETAŞ	Kayseri ve Çevresi Elektrik Dağıtım A.
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

Türkiye Public and Municipal Renewable Energy Project (PUMREP) is financed by the World Bank (WB) to support the deployment of Renewable Energy (RE) technologies in municipalities and to scale up renewable energy in the public sector. The Project aims to support developing cities identifying, preparing, and financing investments that enable metropolitan municipalities to plan and invest in a sustainable future while enhancing their urban planning capacities.

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 policies 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 subproject to be financed under PUMREP includes the installation of a renewable energy facility with an installed capacity of 5890.5 kWp / 5000 kWe and expected to generate 9,973,966 kWh of electricity annually by Kocasinan Municipality. During the construction phase, a total of 20 workers (including contractors and subcontractors) will work on site during the peak period and no campsite will be set up on site for these workers; prefabricated or temporary facilities will be used for temporary accommodation. During the operation phase, 8 workers (4 out of 8 people are security guards) will work on site during the peak period and there will be no permanent accommodation for these workers; they will come from outside and work when necessary.

This SEP has been formulated to ensure that Sub-project affected parties, other interested parties and disadvantage/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 Kocasinan 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 Kocasinan 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/PROJECT DESCRIPTION

1.1.Objectives

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 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. Kocasinan 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.

Kocasinan 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 ultimate purpose of this SEP is to establish and maintain constructive dialogue between Sub-project owner which is Kocasinan 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. Kocasinan Municipality is fully committed to undertaking necessary engagement activities related to sub-projects in a manner that is consistent with international good practice as outlined in next sections.

1.2.Components

Within the scope of this project, a solar power plant with a total capacity of 5000 kWe/5890.5 kWp will be constructed on parcel 6192, block 11, in the Cırgalan Neighborhood of Kocasinan district, Kayseri province. The plant will be connected to the existing grid via a 300-meter-long energy transmission line (ETH). As part of the subproject, one transmission pole will be replaced with a stopper pole, and underground cables will be used for entry and exit to the DM building.

The existing service road will be utilized without any expansion; however, improvement works will be carried out by municipal teams to ensure smooth access during construction and operation. The procurement and installation of all necessary materials will be carried out by the contractor, and the construction period is planned to last approximately 12 months. To transfer the electricity generated by the solar power plant to the national grid, an agreement has been made with Kayseri and Surroundings Electric Production A.Ş. (KCETAŞ). The subproject is designed to directly connect to an existing energy transmission line passing through the project site.

1.3.Location

The solar power plant subproject is located in Kayseri Province, within the Kocasinan District, in the Cırgalan Neighborhood, on a 104,337.18 m² land area situated on Block 6192, Parcel 11. This land has been allocated by the Real Estate Agency to the Kocasinan Municipality. The Cırgalan Neighborhood mukhtar describes the land as barren, unproductive, and rocky, making it unsuitable for grazing or farming. Previously utilized as a borrow pit by the Highways Directorate, this area presents an ideal location for solar power plant development. The land's structure offers a stable and secure foundation for the construction and operation of the facility. Additionally, there are no large-scale agricultural, livestock, or industrial activities (such as farms or meat processing facilities) in the vicinity of the subproject site, further supporting the suitability of this location for the intended renewable energy infrastructure.

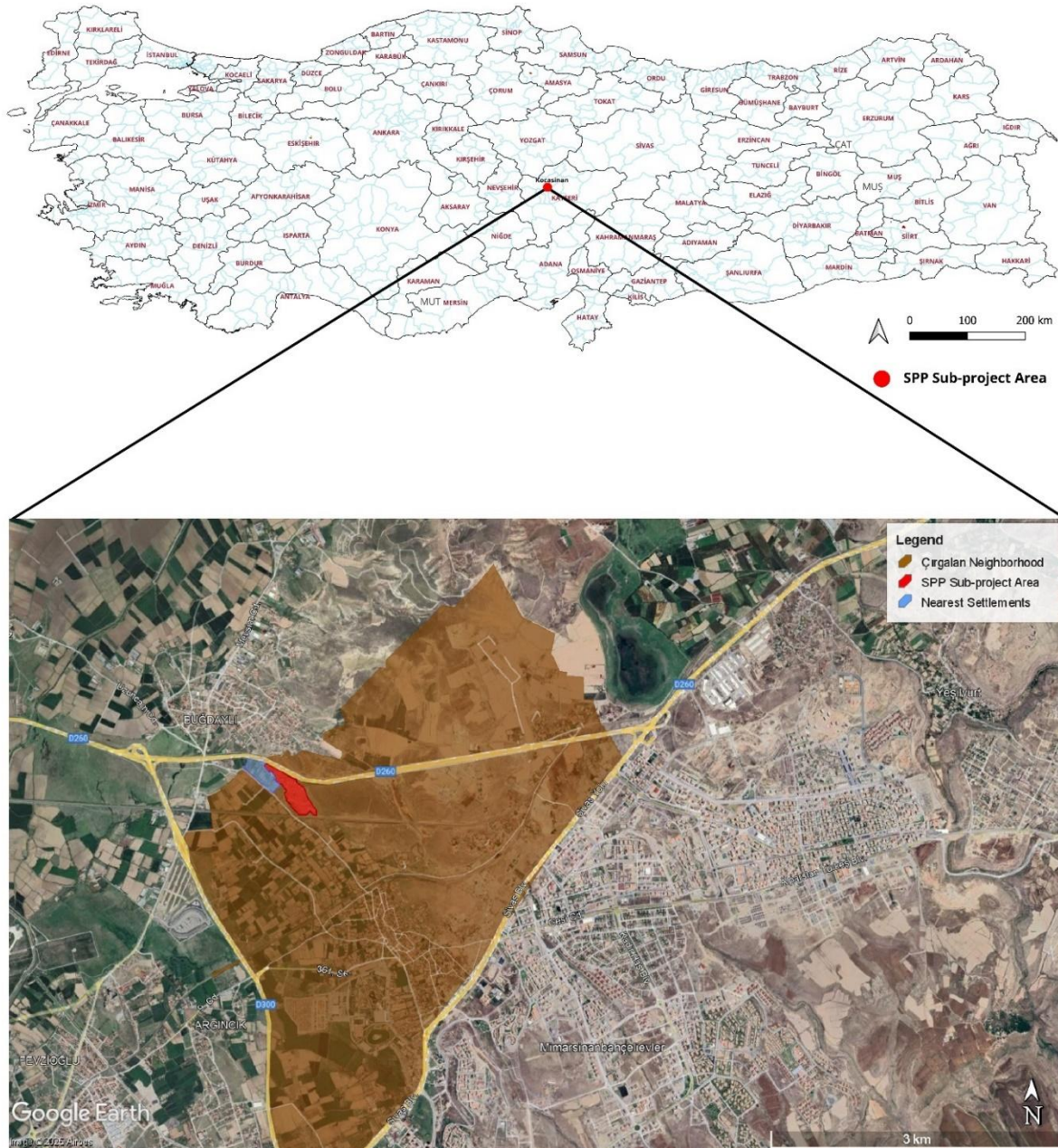
Figure 1 shows the location of the project area. The Energy Transmission Line (ETL) connection for the Kocasinan Municipality Solar Power Plant Project does not require expropriation. The ETL planned for joint use within the sub-project will be 300 meters long and will connect directly from the Distribution Management (DM) building, which will be constructed within the subproject site, to the existing transmission line already passing through the project parcel which can be also seen in the

Figure 1.

Table 1. Location of Sub-project

Province	District	Neighborhood	Block	Lot
Kayseri	Kocasinan	Çırgalan	6192	11

Figure 1. Map of Subproject Location



1.4. Area of Influence

The Area of Influence has been determined based on factors such as distance, proximity, environmental aspects (including dust, noise, and traffic congestion), social considerations

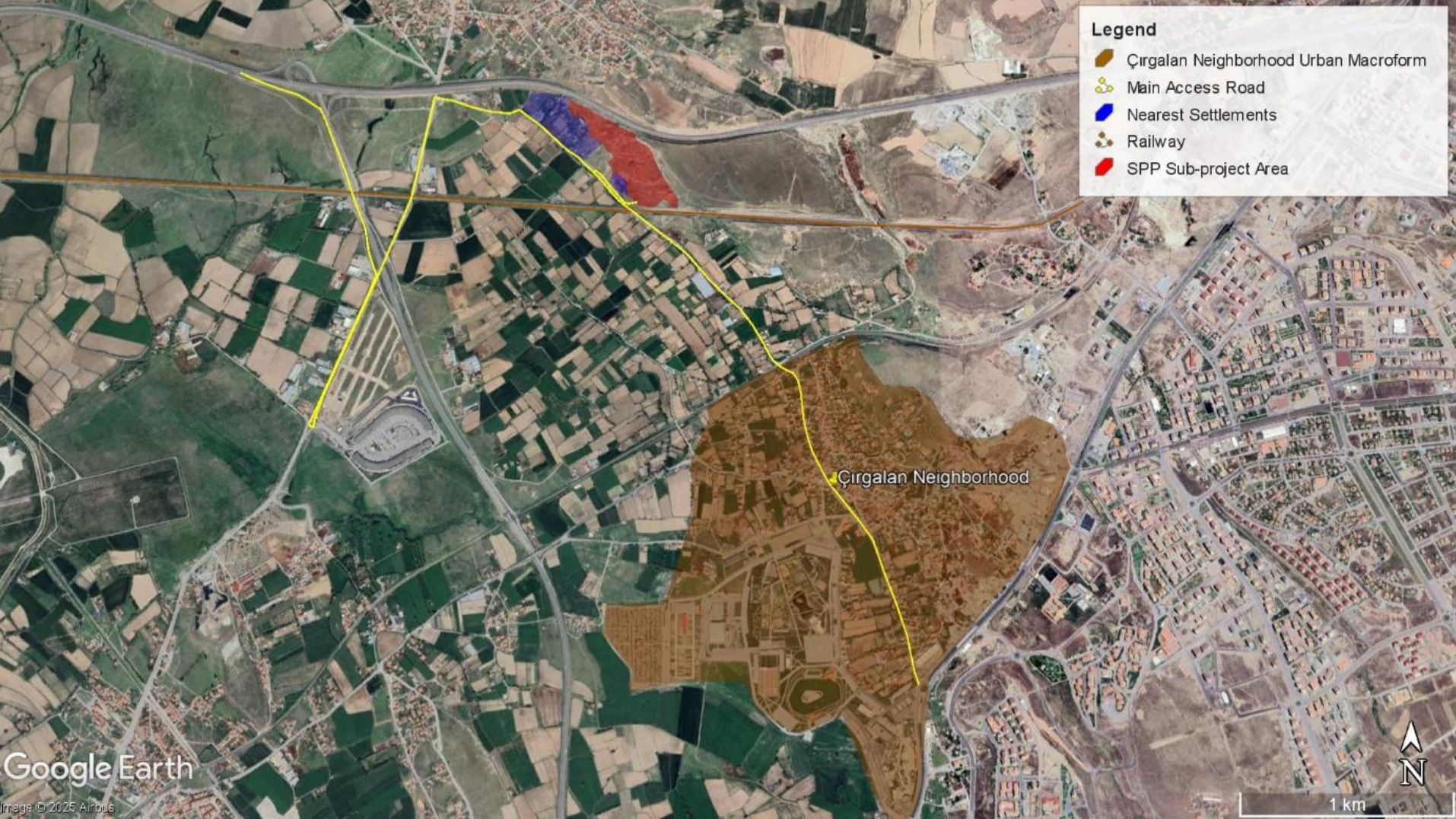
(such as economic activities, infrastructure use, and access to services), as well as administrative and regulatory aspects. Considering these criteria, the Area of Influence includes the Çırgalan Neighborhood and other nearby settlements.

The Sub-project site, surrounding settlements (Çırgalan Neighbourhood), and access roads were assessed to determine the Area of Influence (AoI). A 100-meter circle from the boundaries of the Sub-project site was used as a reference to define this area. Within this zone, several residential areas are located in close proximity to the SPP Sub-project site. Some of these settlements are situated on the same parcel as the Sub-project area, at an approximate distance of 20 meters. Other nearby settlements are located at distances ranging between 50 and 100 meters. Due to potential construction-phase impacts such as dust, noise, and increased traffic, these surrounding settlements have been identified as sensitive receptors and are included within the defined area of influence.

The Sub-project is located in the Çırgalan Neighborhood, and it is approximately 2 km away from the Çırgalan Neighborhood center. Considering the environmental and social impacts that will be caused by the Subproject, it has been determined that the local people living in these neighborhoods will not be affected by the Subproject.

In addition, although the primary school and the neighborhood health center located in the Çırgalan Neighborhood—each approximately 2 kilometers from the Sub-project site—are not within the impact area, an assessment has been carried out regarding potential indirect effects. It has been confirmed that the transportation and logistics routes planned for use during the construction phase do not intersect with the daily access routes used by students or residents visiting the health center.

Figure 2: Influence Area of the Sub-Project



2. OBJECTIVE/ DESCRIPTION OF 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 Kocasinan Municipality are as follows:

- To establish a systematic approach to stakeholder engagement that will help Kocasinan 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. As seen in the Annex D-Photographs From the Interviews Regarding the Houses in the Parcel, the homeowners were interviewed about the houses remaining on the parcel;
- To assess the level of stakeholder interest and support for the Sub-project and to guide the relations of the Kocasinan 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 Kocasinan 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 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 Kocasinan 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.

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. 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 subproject will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** Public consultations for the subproject will be arranged during the subproject 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 subproject cycle. The participation process for the subproject will be inclusive. All stakeholders at all times will be encouraged to be involved in the consultation and subproject 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 subproject 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 Subproject'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 subproject 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. Subproject affected parties

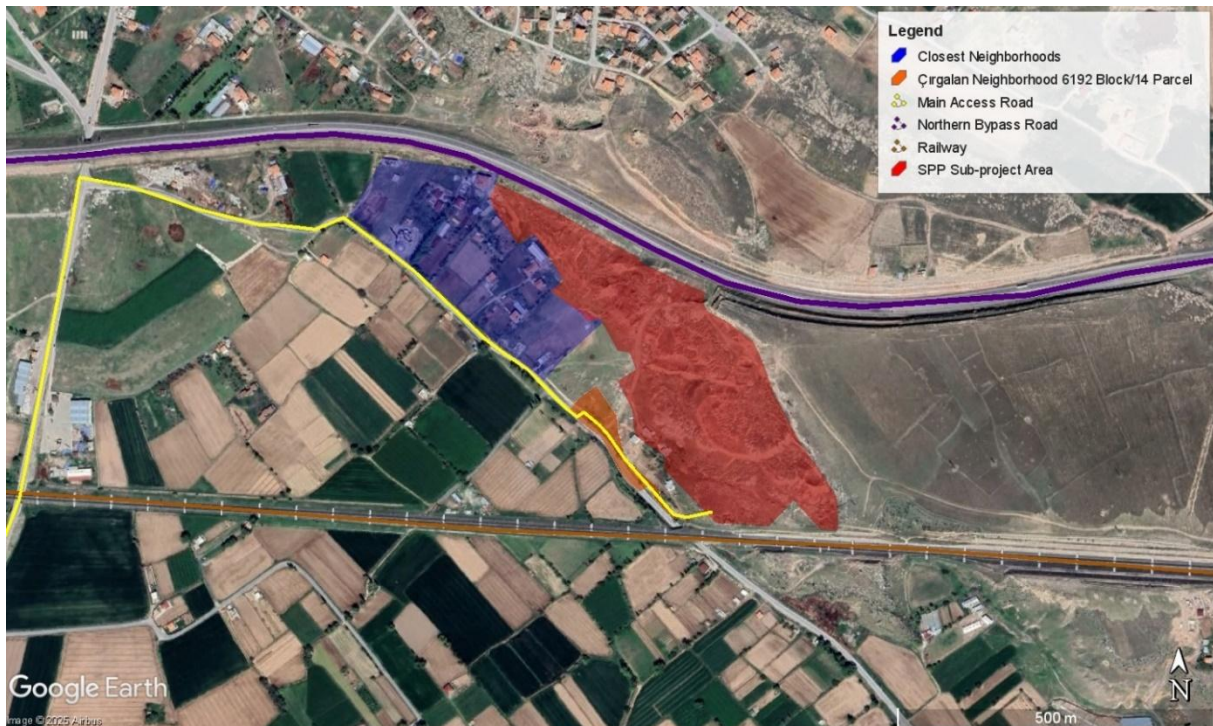
The term “project-affected parties” includes those likely to be affected by the sub-project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. These stakeholders may include individuals or groups, including local communities.

Sub-project-affected parties (PAPs) include:

- Residents of Çirgalan Neighborhood
- Persons who will work within the scope of the sub-project

The Çirgalan Neighborhood and houses nearby subproject parcel can be seen in the Figure 3 .

Figure 3. Nearest Settlements



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 Kocasinan 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 3 .

A list of this stakeholder group is presented below:

- Residents living outside Çırgalan Neighbourhoods in Kocasinan, which are close to the sub-project area
- Ministry of Industry and Technology
- Ministry of Energy and Natural Resources
- Ministry of Environment, Urbanisation and Climate Change
- Kayseri Provincial Directorate of Industry and Technology
- Kayseri Provincial Directorate of Environment, Urbanisation and Climate Change
- Kayseri Governorship
- Kayseri Metropolitan Municipality
- Kocasinan District Governorship
- Turkish Electricity Transmission Company (TEIAS) Regional Directorate
- Chamber of Electrical Engineers Kayseri Provincial Representative Office
- Anadolu Agency Regional Directorate
- Local Television Channels and Newspapers

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 subproject.

According to information obtained from the Mukhtar of Çırgalan Neighborhood, there are vulnerable individuals within the Area of Influence (AoI), including disabled individuals, elderly residents, immigrants, refugees, and those with chronic illnesses or special care needs. In the sub-project context, vulnerable individuals/groups would include:

1. **Disabled individuals:** Construction activities can disrupt accessibility routes and restrict mobility. They may have special needs for access to participation activities.

According to mukhtar of Cırgalan Neighborhood, there are disabled individuals and people with chronic illnesses or in need of special care in the Neighborhood in AoI.

2. **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.
3. **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.
4. **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.
5. **Female head of households:** Female heads of households with special needs may have limited participation in consultations.

The table below was filled in with the information received from the Mukhtar of Cırgalan Neighborhood and the Kocasinan Municipality.

Table 2. Vulnerable Groups in the Social Impact Area

Number	Cırgalan Neighborhood
Refugees	70 Syrians
Disabled individuals	21
People over 65 years of age	3
People with chronic illnesses or in need of special care	25
Female head of households	25

Stakeholder groups within the scope of the sub-project are as follows in Table 3 .

Table 3. 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 (Cırgalan Neighborhood) 	Settlements 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, land acquisition issues, etc.	High	High
	<ul style="list-style-type: none"> Nearby Properties (Houses within the Project Parcel and Nearby Houses) 	Houses very close to the subproject area may be exposed to high levels of noise and dust during the construction phase. Air pollution that may occur due to heavy machinery used may negatively affect their daily lives. In addition, the visual discomfort of the subproject and the concern about structural damage caused by vibration are among the significant risks for these houses. Due to the intensity of construction activities, it is expected that the daily lives of the residents of these houses will be directly affected.	High	High
	<ul style="list-style-type: none"> Workers (including supply chain) to be employed for the sub-project activities 	Potential risks related to labor 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	High	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"> ○ Residents living outside Çırgalan Neighbourhoods in Kocasinan, which are close to the sub-project area ○ Ministry of Industry and Technology ○ Ministry of Energy and Natural Resources ○ Ministry of Environment, Environment, Urbanisation and Climate Change ○ Kayseri Provincial Directorate of Industry and Technology ○ Kayseri Provincial Directorate of Environment, Urbanisation and Climate Change ○ Kayseri Governorship ○ Kayseri Metropolitan Municipality ○ Kocasinan District Governorship ○ Turkish Electricity Transmission Company (TEIAS) Regional Directorate ○ Chamber of Electrical Engineers Kayseri Provincial Representative Office • Press Agencies • Local Newspapers 	<p>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.</p>	<p>High</p>	<p>Medium</p>
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4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during project preparation

Stakeholder engagement activities were also undertaken during the preparation of the Environmental and Social Management Plan (ESMP). These activities included interviews with key local stakeholders within the social Area of Influence (AoI), particularly neighborhood mukhtar and residents living in close proximity to the subproject site.

The objective of these interviews was to gather local knowledge on community dynamics, understand perceptions about the subproject, and assess any potential environmental and social concerns. During these engagements, mukhtars were asked about the socio-economic characteristics of the area, the presence and use of surrounding land (e.g., for grazing or agriculture), and their views on the anticipated impacts and benefits of the subproject.

In November 2024, a dedicated meeting was held with the Mukhtar of Çırgalan Neighborhood. During this meeting, the subproject details were shared, and the Mukhtar provided feedback regarding the subproject. He described the site as unused or unproductive land, noted that no significant disturbances were expected, and emphasized that the subproject could support local development through renewable energy generation and employment opportunities for the community.

Also, there are some informal settlements in the Sub-project area. These users were interviewed by the consultant company experts and Kocasinan Municipality officials, both in August 2024 and November 2024. According to these interviews, there are two households in the subproject area: one occupied by individuals living on a pension and the other by a civil servant employed by the municipality's water and sewerage department (KASKI). Although this location is not their primary residence, they use the area as a hobby garden or secondary living space, as shown in the photos provided in the Annex F. Therefore, it is considered that the solar power plant will not impact their livelihoods. Since the Sub-project is located outside the boundaries of the residents' houses and no damage was caused to these houses, the owners of these houses did not have any negative feedback about the subproject. Since they do not use the Sub-project area for any activity, they stated that they will not be negatively affected by the Sub-project activities and that they support the Sub-project. Additionally, Kocasinan Municipality undertakes to ensure that, if the Sub-project or its associated facility requires the demolition of these two houses or the relocation of their owners, the relevant processes will be carried out in full

compliance with World Bank standards within the framework of ILBANK's Environmental and Social Management System (ESMS). The document is given in Annex F.

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

4.2.1. Public/community meetings

Following the approval of the ESMP prepared by Kocasinan Municipality, a Public Consultation Meeting will be held with the participation of the resident of Cırgalan Neighborhood in the AoI. The meeting will be held to provide information about the subproject, answer the questions of the local people and express their concerns, if any.

4.2.2. 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 Kocasinan Municipality's communication platforms and channels will also be utilized to ensure broad dissemination of information.

Written information will be made available to the public through various communication tools and materials such as brochures, flyers, posters, etc. Kocasinan Municipality will also regularly update its websites with Sub-project key updates and reports on the environmental and social performance of the subproject. The websites will also provide information on the grievance mechanism for the subproject (see section 4.2.6 below). All stakeholder engagement processes will be recorded, monitored, evaluated and reported with consultation and backup documents such as participant lists, photographs, records, etc.

4.2.3. Sub-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.

4.2.4. Information desks

The Information Desk at Kocasinan Municipality building 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-project will be available at these information desks.

4.2.5. Proposed strategy to incorporate the view of vulnerable groups

The subproject 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, 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 Kayseri, 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. Kocasinan Municipality will collaborate with these governmental bodies during the engagement process if required.

4.2.6. 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. The current Kocasinan Municipality website (<https://kocasinan.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 Kocasinan Municipality office. Subproject posters, brochures, and information related to the grievance mechanism and the Sub-project will be provided in local areas such as the Cırgalan 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 Kocasinan Municipality's website. Additionally, details about the subproject 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 (info@kocasinan.bel.tr) and a communication hotline accessible at (+90 352 222 70 00.) Kocasinan Municipality will regularly update and maintain its website.

4.3. 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 4 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 Kocasinan Municipality and the following matrix is the tabulated version of this program.

The parts analyzed by the matrix are as follows in Table 4

- 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 Kocasinan 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 4. Stakeholder Engagement Plan

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
Project Affected Parties (PAPs)				
Residents and mukhtar in affected settlement	Cirgalan Neighborhood	<ul style="list-style-type: none"> • Web site • Flyers, posters • Announcements 	-Before construction phase started	-Accessible consultation opportunities

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
		<ul style="list-style-type: none"> • Info desk at Kocasinan municipality • Announcements by mukhtar • Press release • Social media • Face-to-face information meetings • Brochures 	<ul style="list-style-type: none"> - Weekly checks can be made after construction begins. -When needed (significant change occurs) 	
Sub-project workers	-Workforce during construction and operation	<ul style="list-style-type: none"> • Information brochures • Grievance mechanism 	-Monthly	- Toolbox trainings
Vulnerable/Disadvantage Groups				
Vulnerable groups in settlements in Aol	<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 Kocasinan 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. -When needed (significant change occurs) 	<ul style="list-style-type: none"> -Transportation support to meetings -Special face to face meetings, - Sign language support during meetings.
Other Interested Parties (OIP)				
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
All residents in Kocasinan	-All residents under coverage of Kocasinan Municipality services	<ul style="list-style-type: none"> • Web site • Social media • Flyers, posters 	<ul style="list-style-type: none"> -Yearly -When needed (significant change occurs) 	-Accessible informing
All vulnerable groups in Kocasinan	All vulnerable groups under coverage of Kocasinan Municipality services	<ul style="list-style-type: none"> • Web site • Social media • Flyers, posters 	<ul style="list-style-type: none"> -Yearly -When needed (significant change occurs) 	-Accessible and appropriate informing
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
Press Agencies	-Press agencies	<ul style="list-style-type: none"> • Face to face meeting • Telephone 	-Yearly	-Prior notification

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
Local Newspapers	-Local newspapers	<ul style="list-style-type: none"> • Face to face meeting • Telephone • Press releases • Interviews 	-Yearly	-Prior notification

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

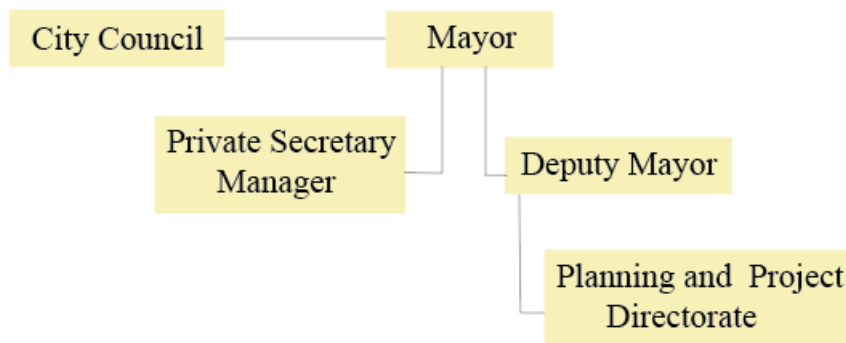
5.1. Project Implementation Unit (PIU)

The Project Implementation Unit (PIU) will be established by the Sub-borrower and will comprise qualified staff and resources satisfactory to ILBANK. The key members of the PIU will include Environmental Specialist(s), who will address environmental risks and impacts identified in the Environmental and Social Assessment (ESA) reports. Additionally, there will be a Social Expert serving as the Grievance Mechanism (GM) Focal Point, responsible for addressing social risks and impacts under the ESA reports, managing land acquisition, labor issues, stakeholder engagement, and grievance mechanism. Occupational Health and Safety (OHS) Specialist(s) will also be part of the team, tasked with addressing OHS risks and impacts highlighted in the ESA reports. The Sub-borrower is committed to maintaining the PIU with qualified staff throughout the sub-financing agreement life cycle, and if necessary, staff are not available within its organizational structure, external support or consultancy services will be sought.

Moreover, the Sub-borrower will require awarded contractors to establish and maintain an organizational structure with qualified staff for the duration of the contract. Key personnel under the contractor's organization will include Environmental Specialist(s), Social Specialist(s) (who will also act as the GM Focal Point), and Occupational Health and Safety (OHS) Specialist(s). If necessary, staff are not available within the contractor's organization, they will be required to obtain third-party support or consultancy services. For the Stakeholder Engagement Plan (SEP), it is essential to confirm that an appropriate budget has been allocated for stakeholder engagement activities. Additionally, contact details should be provided for stakeholders wishing to communicate questions or comments about the subproject or the consultation process. This contact information should include a phone number, address, email address, and the title of the person responsible, noting that contact names may vary.

A tentative budget for implementing the stakeholder engagement plan will be covered by Kocasinan Municipality. The organizational structure of the PIU to be established by the Sub-Borrower is presented in the Figure 4.

Figure 4: Organization Structure – Project Implementation Unit (PIU)



5.2. Resources

Kocasinan 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 Kocasinan 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 Kocasinan Municipality and the Contractors.

The financial resources mobilized by Kocasinan 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.

5.3. Management functions and responsibilities

Kocasinan Municipality PIU is the main responsible party for the implementation of the SEP. Kocasinan Municipality PIU will have designated staff responsible for SEP and GM. The roles and responsibilities of these stakeholders are summarized in Table 5.

Table 5.Roles and Responsibilities of Key Actors/Stakeholders in SEP Implementation

Institution	Roles and Responsibilities
ILBANK	<ul style="list-style-type: none"> • Monitor and control whether Kocasinan Municipality fulfils its responsibilities. • Accelerating and m • cesses regarding the grievance mechanism and stakeholder engagement issues
PIU of Kocasinan Municipality	<ul style="list-style-type: none"> • Conducting stakeholder engagement activities in close co-operation with ILBANK Project Management Unit • Management and resolution of grievances • Counselling on specific SEP activities; • Publicising major construction activities (such as road closures and service interruptions); • Reporting to ILBANK Project Management Unit on the implementation of SEP activities; • Effective implementation of the identified grievance mechanism in SEP and informing ILBANK Project Management Unit about the overall implementation status.
Supervision Consultant	<ul style="list-style-type: none"> • Review the SEP document to redefine the stakeholders in the subproject and to follow up the implementation of the methods, instruments, timing and participation levels identified in the SEP, • Interview Kocasinan Municipality PIU and others involved in the stakeholder engagement process to review progress and identify critical issues, • Consults with affected households and community leaders through key informant interviews to identify their feedback on stakeholder engagement performance of the subproject, • Interacts with various stakeholders to get their views on SEP implementation, • Controls whether the necessary trainings are given to the personnel who will work during the construction phase, • Reviews grievance records to identify significant non-compliances or recurring issues with stakeholder engagement and other project activities and to reveal actions, • Meets with WB safeguard policies and audit teams and responds to queries as necessary, • Monitors and reports on progress made in relation to the commitments defined in SEP.
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.
KCETAŞ	<ul style="list-style-type: none"> • Cooperating with Kocasinan Municipality for the SEP in relation with construction of the Energy Transmission Line.
Contractors/sub-contractors	<ul style="list-style-type: none"> • Inform Kocasinan 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 Kocasinan Municipality. • Inform ILBANK PMU and Kocasinan 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 Kocasinan 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.),

Institution	Roles and Responsibilities
	<ul style="list-style-type: none"> 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 Kocasinan 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.

6. GRIEVANCE MECHANISM

6.1. Grievance Mechanism at National Level

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) . Additionally, grievances and feedback related to the sub-project may also be submitted through the World Bank’s Grievance Redress Service (GRS). The GRS ensures that project-affected people can raise their concerns and seek resolution. Complaints submitted to the GRS will be handled in accordance with World Bank policies and procedures, ensuring transparency, fairness, and accountability

6.2. Project Level Grievance Mechanism

A grievance mechanism will be established by Kocasinan Municipality in order to receive, resolve and follow the concerns and complaints of the Sub-project affected communities as project level. Grievance Mechanism (GM) as per WB will be implemented by Kocasinan Municipality throughout the lifetime of the sub-project including pre-construction, construction, and operation phases. Kocasinan Municipality will be accessible all stakeholders and vulnerable/disadvantage groups 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. Also, there are some illegal users in the Sub-project area. These illegal users may be uncertain about their access to grievance mechanisms, given their lack of formal legal rights to the land. It is crucial to ensure that these individuals receive adequate and timely information throughout both the construction and operational phases to prevent potential misinterpretations or social tensions. Providing transparent and clear communication will be key to mitigating these risks and ensuring a smooth engagement process with the affected parties. These issues,

including specific communication strategies and inclusive grievance mechanism access for informal users, will also be addressed in detail within the Stakeholder Engagement Plan (SEP).

Moreover, on the basis of their contents, by Kocasinan Municipality PIU and that the corrective/regulatory action to be taken is acceptable to GMCP of Kocasinan 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 Annex G- Sample Grievance Submission Form 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.

Kocasinan Municipality PIU will be responsible for building close relationships with all stakeholders. The contact detailed is given in Table 6

Table 6.Contact Details of Kocasinan Municipality

Web page	Phone	Address for Official Letter	E-mail
https://kocasinan.bel.tr	Call Center + 0352 222 70 00	Gevhernesibe Mah. Tekin Sok. No:10 Kocasinan / KAYSERİ	info@kocasinan.bel.tr

Kocasinan Municipality actively uses the website <https://kocasinan.bel.tr/cozummerkezi> 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 5

Figure 5.Screenshot from Kocasinan Municipality Website for Receiving Grievances

6.3. Grievance Mechanism for Workers

Kocasinan Municipality communication tools, the following communication channels can be used to convey complaints from workers:

- Points selected for grievance boxes (for worker grievances) at the construction sites
- 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 Kocasinan Municipality PIU or have requests for a higher-level explanation, grievances / requests / suggestions can be shared at the contact addresses given below. Also , a separate grievance mechanism is provided exclusively for workers, focusing on workplace concerns like safety, conditions, and labor rights. Workers can submit grievances confidentially to their supervisor, the HR Department, or the E&S representative.

6.4. Grievance Mechanism Operational Flow for Stakeholders

To summary, 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 Kocasinan Municipality head office
 - c. Application through the grievance boxes (installed at the Kocasinan Municipality Units)
 - d. Through concerned public administrations (district governorship, municipality, mukhtar of Cırgalan Neighborhood)
 - e. E-mail
 - f. Meetings
 - g. Through staff and local communication desk of Kocasinan Municipality
 - h. By written petition to Kocasinan Municipality
 - i. During site visits and miscellaneous
 - j. Application by grievance forms and letters through the grievance boxed to be placed at Kocasinan 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 G- Sample Grievance Submission Form 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 grievance/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 Kocasinan 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. Behavioral 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 grievances. The monitoring process of grievances is recorded in the monitoring and evaluation system.

Table 7. 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.
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 Kocasinan 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.

Grievance Process	Requirement / Action
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 the grievance, 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 Kocasinan 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 Kocasinan Municipality. Furthermore, the Contractor shall promptly forward the grievances to the Kocasinan Municipality 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 Kocasinan 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 Kocasinan Municipality 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 Kocasinan Municipality. Quarterly ESMRs and six-monthly sub-project progress reports will be prepared by Kocasinan Municipality and submitted to ILBANK together with the Grievance Register. Semiannual 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.

The reporting process requirements and distribution of roles given in the Table 8.

Table 8. Reporting Process Requirements and Distribution of Roles

Responsible Party	Roles & Responsibility
PIU	<ul style="list-style-type: none"> - Oversee overall project implementation and compliance with national and WB standards. - Coordinate with stakeholders and ensure effective communication. - Review and approve reports submitted by the Construction Supervision Consultant and Contractor. - Conduct regular monitoring and evaluation of project activities.
Construction Supervision Consultant	<ul style="list-style-type: none"> - Monitor construction activities and ensure adherence to project specifications and standards. - Prepare and submit regular progress reports to the PIU. - Conduct site inspections and document findings. - Identify and report any deviations from the project plan or standards to the PIU.
Contractor	<ul style="list-style-type: none"> Implement project activities according to the approved plan and schedule. - Maintain records of construction activities, materials used, and labor employed. - Submit daily/weekly progress reports to the Construction Supervision Consultant. - Address any issues or concerns raised by the Construction Supervision Consultant promptly.

7.1.1. Indicators for Engagement with Stakeholders

- Number and location of formal and informal meetings with Project affected parties and other interested parties.
- Number and location of formal and informal meetings with Disadvantaged/Vulnerable groups specify which group (women, elderly, disabled), 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 plan.

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 Kocasinan 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.

Kocasinan 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 Kocasinan Municipality's website.

ANNEXES

Annex C- Site Photographs

Annex D-Photographs from the Interviews Regarding the Houses in the Parcel

Annex E- Letter of Commitment Prepared by Municipality

Annex F- Sample Grievance Submission Form

Annex G- Sample Grievance Closure Form

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

Annex C- Site Photographs



Annex D-Photographs From the Interviews Regarding the Houses in the Parcel







Annex F - Letter of Kocasinan Municipality Regarding the Structures Remaining in the Project Parcel

“Kocasinan Municipality Solar Power Plant Project” is planned to be implemented by Kocasinan Municipality under the financing to be provided within the scope of the Türkiye Public and Municipal Renewable Energy Project (PUMREP), in Kayseri province, Kocasinan district, Çırgalan neighborhood, on lot 11 of block 6192.

During the environmental and social assessment conducted for the project, it was determined that there are two houses built by illegal users on the parcel in question. The people living in these houses stated that they (i) also have houses in Kayseri city center, (ii) use this place as a summer house, (iii) do not use the area where the solar energy panels will be installed as a source of income and (iv) live with their own retirement salaries.

As shown in the figure below there is an elevation difference between the area where the panels will be installed and the area where the houses are located. Therefore, these two areas are separated naturally. However, all necessary health and safety measures will be taken both during construction and during the operation phase as specified in the ESMP.



Furthermore, as shown in the figure below, neither the first stage to be built within the scope of PUMREP nor the second stage expansion area planned to be built in the future require the demolition of these two illegal houses or the relocation of their owners.



However, Kocasinan Municipality undertakes to ensure that, in the event that the sub-project or its associated facility requires the demolition of these two houses or the relocation of their owners, the relevant processes will be carried out in full compliance with World Bank standards within the framework of ILBANK's Environmental and Social Management System (ESMS).

Annex G- 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 H- 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

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 I- 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 4.None	1.Construction 2.Operation 3.In both periods		

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