

STAKEHOLDER ENGAGEMENT PLAN

FOR PRISHTINA URBAN TRANSPORT PROJECT

1. DESCRIPTION AND CONTEXT OF PROPOSED PROJECT

The European Bank for Reconstruction and Development (the “EBRD” or the “Bank”) is considering a loan of up to EUR 10 million to Pristina public transport company Trafiku Urban (TU), to finance the modernization of the bus fleet through the purchase of up to 51 new low-floor buses and modernisation of the maintenance depot. The new busses will provide a more comfortable environment for passengers, are more efficient, generate less emissions and provide easier access for those with limited mobility. The project will not involve any changes to existing bus routes or fares.

TU is 100 per cent owned by the Municipality of Pristina (“Pristina” or the “City”), providing its services in the urban and suburban area of the City.

The current state of the Pristina public transport system is rather poor. The Company currently operates 10 buses, all of which are in a poor state of disrepair. The average age of the bus fleet exceeds 10 years. Such a fleet condition is not environmentally friendly, especially with regards to the pollution, noise and lack of reliability. In addition, the existing fleet does not meet basic safety requirements where broken windows, jarred doors or missing safety parts are commonplace.

In view of the above one of the key tasks of Pristina’s new City administration is to develop a sustainable public transport system in the City. This will be done by establishing a new framework for the operations of the public bus system, and the intent is to use the Company as an agent of change. As a first step, 51 new buses will be acquired with the goal to ensure adequate public transport services on the key city routes. At the same time the Company will substantially improve its operational and financial performance and develop into a sustainable utility that is operating at arm’s length from the municipality in accordance with a transparent Public Service Contract.

2. PURPOSE AND RESPONSIBILITY FOR SEP IMPLEMENTATION

The purposes of this Stakeholder Engagement Plan are to:

- Identify people or communities that are or could be affected by the project as well as other interested parties;
- Ensure that such stakeholders are appropriately informed and consulted on issues that could potentially affect them; and
- Maintain a constructive relationship with stakeholders on an on-going basis during preparation, construction and the subsequent operations.

Implementation of this SEP is the responsibility of TU and the Municipality.

3. IDENTIFIED STAKEHOLDERS AND COMMUNICATION METHODS

The stakeholders identified during due diligence are presented below, together with the communication tools available for each stakeholder group.

Table 1: Stakeholders and Communication Tools

Identified Stakeholder Group	Point of Contact	Relevant Issues	Proposed Communication tools
Municipality Pristina (owner)	Board of Directors	Management of the company	Regular and ad hoc meetings Reporting to Municipality (quarterly)

OFFICIAL USE

	Mr. Ruhan Beha The Chairman of Board of Directors +377 44 555 266 ruhan.beha@trafikurban-pr.com	Services Grievances	and annual reports)
Costumers	TU hotline TU booths Booths are located inside the TU building and in the Municipality building Grievance form	Information request Grievances	UT website or Municipality website (https://kk.rks-gov.net) http://www.trafikurban-pr.com
General population of Pristina and its vicinity		Information request Grievances	TU hotline +38345101122 (this number is also available on the back of fare tickets)
Households and businesses in the vicinity of bus router and bus stops		Information request Grievances Consultations	Project Information Sheet/Leaflet Brochure displays on new busses and bus stops
Vulnerable groups: poor, elderly, disabled, women, minorities	TU hotline TU booths Grievance form	Information request Grievances	UT website or Municipality website (https://kk.rks-gov.net) TU hotline Project Information Sheet/ Leaflet Information sharing, and Consultative meetings as requested Information will be provided in Turkish, Bosnian, and Romany if requested
Public service providers (schools, hospitals etc.)	Trafiku Urban JSC RrugaTahir Zajmi nn Pristina, Kosovo Contact Person: Mr. Lulzim Rexhepaj +377 44 135 716 lulzim.rexhepaj@trafikurban-pr.com	Consultations Grievances	Project Information Sheet/Leaflet Consultative meetings
Private bus operators (incl. contractors) and their association	Same as above. Grievance form.	Information sharing Consultations	Project Information Sheet /Leaflet UT website or Municipality website (https://kk.rks-gov.net) Consultative meetings
Other public transportation providers		Information sharing	Project Information Sheet /Leaflet UT website or Municipality website (https://kk.rks-gov.net)
Companies leasing out the spaces at the Company HQ		Information request Grievances Consultations	Project Information Sheet/Leaflet Consultative meetings

4. DISCLOSURE OF INFORMATION

UT will disclose all relevant information about the project to the public through its and Municipality's website. At minimum, the following documents will be disclosed:

- Project summary/Information Sheet
- Environmental and Social Action Plan
- Stakeholder Engagement Plan
- Grievance form
- Monitoring reports

Special attention will be paid to the needs of vulnerable groups, and special measures such as mailing printed copies of the documents on request or providing printed copies in the Municipality premises on a needs basis

will be taken. In addition, if needed, copies of disclosed documents will be delivered to local community units within the Municipality Pristina.

All information will be available in English and the official languages used in Kosovo (Albanian and Serbian). According to the 2008 constitution, Turkish, Bosnian, and Romany also have official status in relevant municipalities. Information will be made available in these languages upon request, if appropriate.

5. STAKEHOLDER ENGAGEMENT

Project stakeholders will be informed about the Project's scope and contact information prior to project implementation and in line with the schedule below. They will be informed about the availability of the project documents and grievance mechanism on the UT and Municipality website as well as at the possibility to deliver printed version to the vulnerable groups on request. Such information will be shared via project Information sheet before project implementation. In addition, the UT stakeholder engagement approach will benefit from information gathered and lessons learned through Urban Mobility Planning Project, which Municipality intends to implement with the support of EBRD at the same time as this project.

Table 2. Timetable for Stakeholder Engagement Activities

Activity	Expected Dates	Responsibility
Dissemination of project information sheet to the public (A4 page Information Sheet or a Brochure)	Prior to project implementation <i>Indicative deadline: November 2018</i>	Company with the support of the Municipality
Project information/documents made available to the public at: UT and Municipality website	Prior to project implementation <i>Deadline: November 2018</i>	Company and Municipality
Placement of the project information sheet on the Municipality website and LNCs bulletin boards	Prior to the start of the Project <i>Deadline: November 2018</i>	Municipality with the support of the Company
Meetings with stakeholders	On a need basis	Municipality, Company and Contractors
Participation at the meetings of Urban Mobility Planning (UMP) stakeholder engagement activities	In line with the UMP stakeholder engagement schedule*	Company

*To be determined by the UMP project.

6. GRIEVANCE MECHANISM

Comments or concerns can be brought to the attention of UT or Municipality verbally or in writing (by post or e-mail) or by filling in a grievance form (enclosed at the end of the document). The concerned person will indicate in his/her communication if he/she wishes his/her name to be kept confidential.

All grievances (written or verbal) will be put in a register and assigned a number and acknowledged within 7 days.

UT and Municipality will make all reasonable efforts to address complaints upon the acknowledgement of a grievance. If they are not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed of the proposed corrective action and of its follow-up within 25 days from the acknowledgement of the grievance (see grievance process flowchart at the end of the document).

If the Municipality and UT are not able to address the particular issue raised through the grievance mechanism or if an action was not required, they will provide a detailed explanation/justification on why the issue was not addressed. The response will also contain an explanation of how the person/organization that

raised the complaint can proceed with the grievance in case the outcome is not satisfactory. A separate grievance mechanism is available for workers.

All contractors must follow this grievance mechanism to address grievances. TU and Municipality will monitor the contractor application of grievance mechanism.

7. MONITORING AND REPORTING

The results of the stakeholder engagement process will be included in the project monitoring reports, including: issues and concerns raised during the consultative process; and number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances. The reports will also include a summary of implemented corrective measures meant to address the grievances. The monitoring reports will be made public on the Company and Municipality website.

8. CONTACT INFORMATION

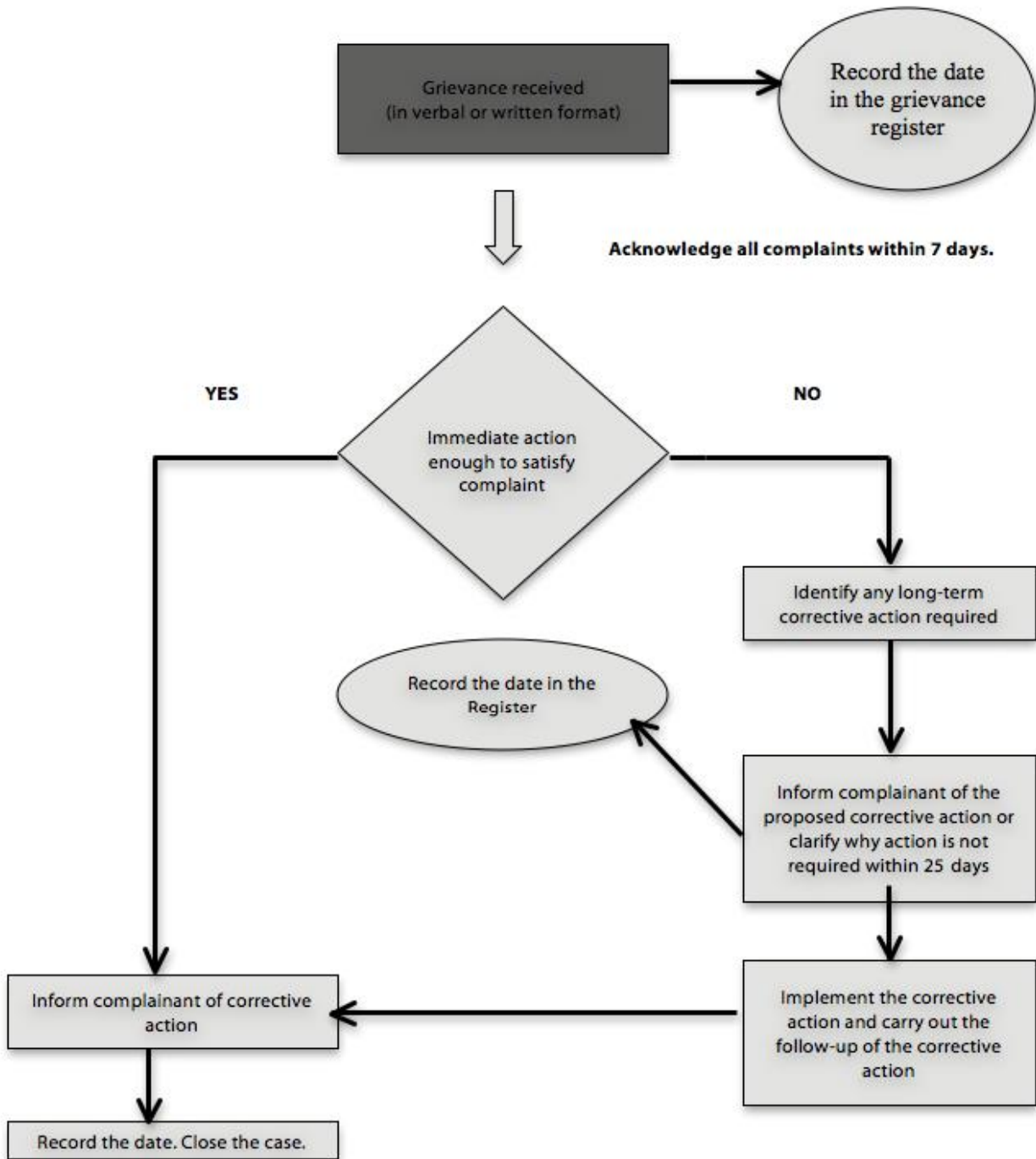
Trafiku Urban JSC
Rruga Tahir Zajmi nn
Pristina, Kosovo

Contact Person:

Mr. Lulzim Rexhepaj
+377 44 135 716
Email: lulzim.rexhepaj@trafikurban-pr.com



9. FLOWCHART FOR PROCESSING GRIEVANCES



10. PUBLIC GRIEVANCE FORM

Reference Number:	
Full name	
Contact information	<input type="checkbox"/> By post (please provide mailing address): _____ _____ _____
Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By telephone: _____ <input type="checkbox"/> By e-mail: _____
Preferred language for communication	<input type="checkbox"/> Albanian <input type="checkbox"/> Serbian <input type="checkbox"/> English
Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident / Grievance	
	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)

What would you like to see happen?

Signature: _____

Date: _____

Please return this form to:

Mr. Lulzim Rexhepaj
(Urban Transport Grievances)
Trafiku Urban JSC
Rruga Tahir Zajmi nn
Pristina, Kosovo
+377 44 135 716
Email: lulzim.rexhepaj@trafikurban-pr.com

