



BASHKIA  
TIRANË

## **MUNICIPALITY OF TIRANA**

Stakeholder Engagement Plan

**Name of Project:**                    **Rehabilitation of Lana River and Extension of Gjergj Fishta and Bajram Curri Boulevard**

Tirana, December 2019

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**ABBREVIATIONS**

E&S	Environmental and Social
EHSS	Environmental Health, Safety and Social
EIA	Environmental Impact Assessment
EIB	European Investment Bank
EU	European Union
MOT	Municipality of Tirana, the Promotor of Project
GDPW	General Directorate of Public Works
DIFI	Directorate of Implementation of Foreign Investments
GDPEE	General Directorate of Policies and Environmental Education,
GDSS	General Directory of Social Services,
GLDAL	General Legal Directorate of Assets and Licensing
NEA	National Environmental Agency
STC	The State Agency of Cadastre
NGO	Non-governmental Organization
PIU	Project Implementation Unit
RAP	Resettlement Action Plan
SEP	Stakeholder Engagement Plan

# 1 Introduction

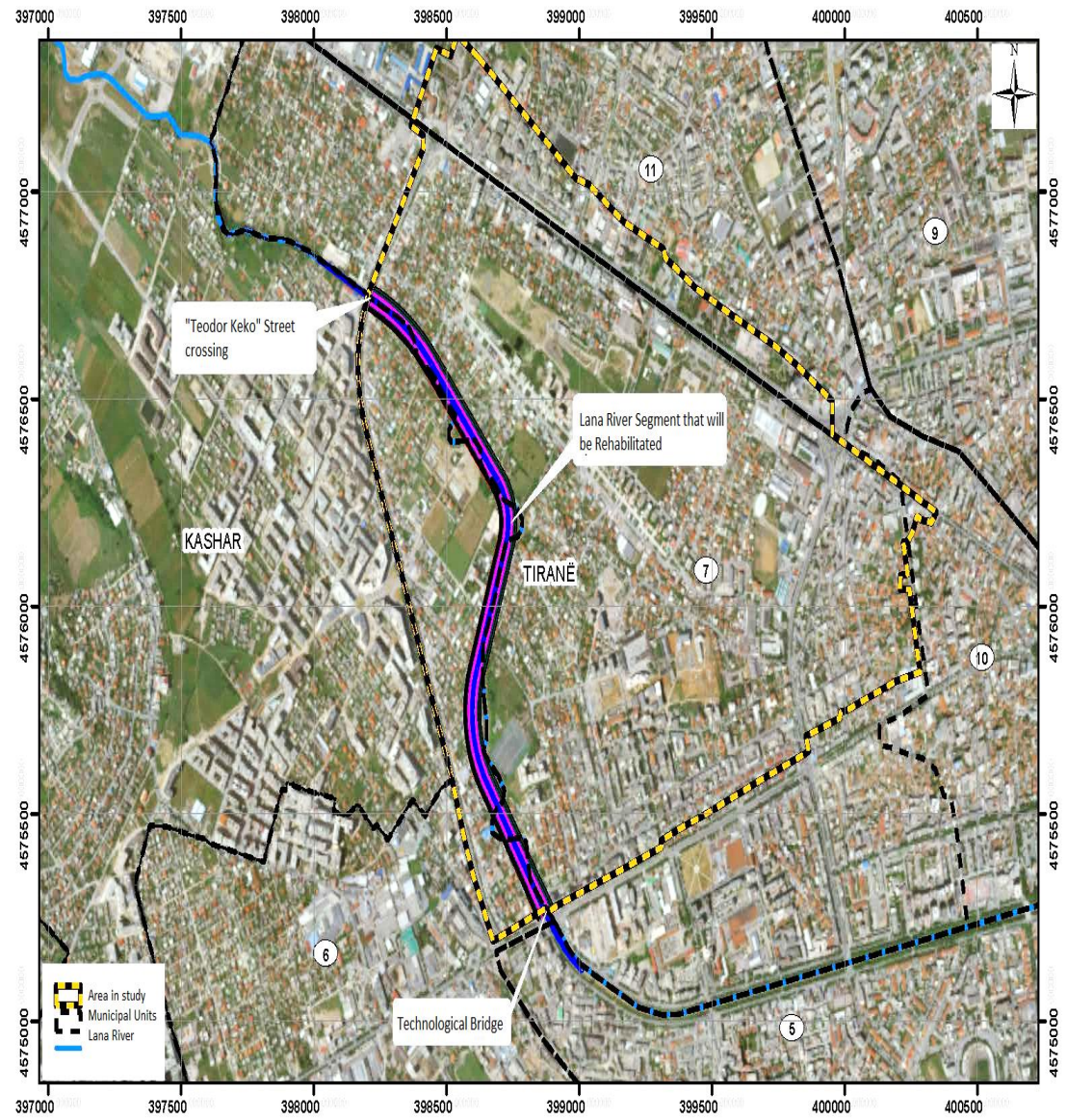
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The Municipality of Tirana (MOT or the Municipality) intends to implement the “Rehabilitation of Lana River and Extension of Gjergj Fishta and Bajram Curri Boulevard” Project (See Figure 1 below). The MOT is planning to finance the Project with a loan from the European Investment Bank (EIB) and this is why it is being developed to comply both with national legislation of the Republic of Albania and environmental and social requirements of EIB. The project will be implemented by a dedicated Project Implementation Unit (PIU), supported by a team of external consultants.

The infrastructure of Tirana city has enormous influence on the social and economic prosperity of its population, in addition to health, safety and environmental considerations. Infrastructure projects, such as this one, create assets which enhance the environment and stimulate economic growth through improved productivity. The planning, construction and operation phases of such projects may affect different stakeholders to varying degrees, at varying times.

This document is the Stakeholder Engagement Plan (SEP) developed in line with EIB requirements, which describes the planned stakeholder consultation and engagement programme for the Project. The plan also includes a grievance mechanism for people to raise any concerns about the Project. The SEP will be periodically updated as important Project information becomes available.

**Figure 1: Lana River Rehabilitation Project location**



## 2 Brief Description of the Project

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The Project comprises the hydro-technical rehabilitation of approximately 1.8 km of the Lana River and the extension of two boulevards “Gjergj Fishta” and “Bajram Curri”, running in parallel to the river. This work continues on from a previous rehabilitation of 16 km of the Lana River upstream from the Project area, ending at the Technological Bridge, where this Project begins and then extends to Teodor Keko street crossing, also known as the New Ring. All these works are being completed in accordance with the approved Tirana 2030 General Local Plan.

The Project also includes equipping the riverside area with urban infrastructure and utilities, such as water supply, drainage, sewage, public lighting, telecommunication and landscaping. Bicycle lanes (2.5 m wide), a pedestrian walkway (2 m wide) and a running track (2 m wide) will be constructed on each side of the river. The Project will also include cleaning and dredging works in the Lana riverbed, regularising and re-directing the course of the River to avoid flood problems in this area.

Two motorway, bicycle and pedestrian bridges are planned to be constructed over the Lana River improving the integration and connectivity of both riverbanks with the City. Particular importance has been given to ensuring safe and easy movement of pedestrians and persons with disabilities, by providing spacious sidewalks and minimising architectural barriers.

The project will be implemented within a 70 m wide corridor, comprising approx. 28 m of width of the Lana River and 21 m of width of the boulevards on each side.

Negative environmental impacts of the Project will be linked to the construction phase and will include increased noise and dust, waste generation, visual impact, soil pollution, wastewater generation and impacts on biodiversity. However, all these will be temporary and reversible. The available Environment Management Plan, developed as part of the Preliminary Environmental Impact Assessment, proposes mitigation measures to address them. The use of specific machinery and proper signalisation during the works, replacement of damaged vegetation with local species according to the recommendation of biodiversity specialists, waste separation and disposal sites, controls for the water discharges and irrigation to avoid dust are among the proposed mitigation measures. All these measures are deemed acceptable to guarantee the minimal impact on environment during construction.

The Project also requires resettlement of approx. 1,150 persons living in the affected area, in around 320 structures, most of which have been constructed informally, without permits. The MOT is working on developing a Resettlement Action Plan, in line with national legislation and EIB requirements, which will be implemented to ensure that the standard of living and livelihoods of all affected people are completely restored and, if possible, improved, compared to their pre-displacement situation. Affected people will be informed and consulted during the development and implementation of the RAP, as required by EIB.

## 3 Objectives of the Stakeholder Engagement Plan

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The main objective of the SEP is to increase the effectiveness of relationships with all Project stakeholders. The SEP presents the general principles, as well as mechanisms and tools which are to be used for engaging the stakeholders throughout the Project lifecycle.

The purpose of the SEP is:

- To establish a systematic approach to stakeholder engagement that will help the MOT identify stakeholders and build and maintain a constructive relationship with them, particularly project-affected people,
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format,
- To enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow the MOT to respond to and manage such grievances.

## 4 Legal and Policy Framework for Stakeholder Engagement

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The Project will be implemented in accordance with the laws and regulations of the Republic of Albania, which are largely aligned with EU standards, as well as applicable EIB policies and standards. These are summarized below.

### *4.1 Albania's Legal Framework for Stakeholder Engagement*

Disclosure of information and consultation activities under Albanian legislation, relevant for this Project, are carried out during the environmental impact assessment process, the development and adoption of urban plans and expropriation.

Under the Albanian Law 10440/2011 on Environmental Impact Assessment, a Preliminary Environmental Impact Assessment was prepared for this Project as well as the Detailed Design and submitted to the National Environmental Agency. In line with this law, the NEA decided that a full EIA is not needed for this Project. In line with the Decision of the Council of

Ministers No. 247 of 30.04.2014.<sup>1</sup> The NEA first published MOT's request for determining whether the EIA for the Project is needed, along with the information on the Project and following that its decision that a full EIA is not needed, on the official website of the Agency and the Ministry of Tourism and Environment. As per the law, the decision also includes the main reasons and considerations on which this opinion is based, the opinions of the consulted institutions and a description of the main measures to be taken to avoid, reduce and, if possible, remedy the potential adverse impacts on the environment.

Law 107/2014 on Territorial and Development Planning (amended by Law No 288/2017) regulates consultations and organisation of public meetings during the development or relevant urban plans, such as the Tirana 2030 General Local Plan, which is the basis for this Project. The Planning Authority notifies the public and interested parties of the location, date and time of each public meeting and makes available the draft planning document, at least 30 days prior to the meeting. The announcement is made through the publication of the information in the register and in two major circulation papers or other media. Comments and suggestions on the draft plan, received during the publication process, are considered in the finalisation of the plan.

Law No. 8561/1999 on Expropriation and Temporary Use of Real Estate for Public Purposes regulates engagement with people affected by permanent and temporary land acquisition. This mainly pertains to the publishing of the application for expropriation and the expropriation decision in the Official Journal of the Republic of Albania, as well as in local and national printed media. The expropriation decision is also delivered individually to directly affected persons who have formal legal rights, by the competent Ministry.

#### *4.2 EIB Stakeholder Engagement Requirements*

Apart from national legal requirements described in the previous section, the Project is also expected to meet EIB stakeholder engagement requirements in relation to disclosure of information, consultations and grievance management presented in EIB Environmental and Social Standards, in particular Standard 10 for Stakeholder Engagement.

Required actions can be summarised as follows:

- Carry out stakeholder identification, engagement planning and implementation, documented in substance and in process;
- Public disclosure and dissemination of appropriate information;
- Meaningful consultation with stakeholders to obtain their inputs, initiated early and continued throughout the project life cycle, inclusive of affected communities and other interested parties, and accessible to vulnerable groups;
- Establishment of a mechanism by which people can make comments or complaints (grievance mechanism).

Specific engagement requirements apply in cases of involuntary resettlement, as described in EIB's Standard 6 for Involuntary Resettlement and in cases of vulnerable groups, as described in Standard 7 Rights and Interests of Vulnerable Groups.

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<sup>1</sup> On the Definition of Rules, Requirements and Procedures for Information and Public Involvement in Environmental Decision-making



The above text is only a summary of the main requirements and is qualified by reference to the full text of the applicable standards<sup>2</sup>.

### 4.3 Key Differences between Albania's Legal Framework and EIB Requirements

Gaps between Albanian legislation and EIB requirements have been identified, as follows:

- EIB requires the development of a Stakeholder Engagement Plan, to guide the disclosure of Project documents and consultations with affected people and other stakeholders;
- EIB requires a very proactive approach in obtaining the public opinion and identifying and engaging with all stakeholders, as opposed to a reactive approach, i.e. responding only to comments/questions submitted and issues raised, after they have been submitted/raised;
- Particular attention is required by EIB in identifying and engaging with vulnerable groups;
- Consultations with stakeholders, according to EIB requirements, should be on-going for the duration of the Project as opposed to consultations concentrated during the permitting period;
- The establishment and implementation of a Project dedicated grievance mechanism (accessible for all stakeholders, including vulnerable groups) is required by EIB, in addition to national administrative and judicial grievance procedures;

This SEP has been developed to address the above listed gaps and to ensure that all EIB requirements in connection to stakeholder engagement are being adequately addressed by the Project.

## 5 Previous Stakeholder Engagement

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The Tirana 2030 General Local Plan, which contains a general description of proposed traffic (and other) improvements in Tirana was adopted in early 2017, following a wide stakeholder engagement process, including with the general public, as per Albanian legislation. The implementation of the proposed Project is being carried out in accordance with conditions

stipulated by this General Local Plan and with its disclosure, affected people had the opportunity to learn about the Project and provide their comments and suggestions.

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<sup>2</sup> EIB Standard 10, in the Environmental and Social Standards, Version 10.0 of 08/10/2018:  
[http://www.eib.org/attachments/strategies/environmental\\_and\\_social\\_practices\\_handbook\\_en.pdf](http://www.eib.org/attachments/strategies/environmental_and_social_practices_handbook_en.pdf)

From the inception of the project in 2018, the Municipal administration carried out an active consultation campaign, which involved a series of stakeholder meetings to facilitate the flow of information between the Government and the MOT, as the Project Promoter.

To date, the MOT has also publicly disclosed the Detailed Project Design and Preliminary Environmental Impact Assessment Report, as required under national legislation. In addition, the municipality has begun developing a Project Resettlement Action Plan, which is also being carried out taking into account requirements of Albanian legislation and relevant EIB standards, including those specifically pertaining to stakeholder engagement with people affected by land acquisition.

The Preliminary Environmental Impact Assessment Report was prepared by an experienced consultant appointed by MOT during the period March-July 2018. The MOT submitted a request to the NEA to determine whether a full EIA is needed. Following the submission of the request, the Preliminary EIA, in Albanian and English, was announced and published on MOT's website on October 3, 2018 and on EIB's website November 6, 2018, for a period of 20 days. Upon completion of the disclosure period of the Preliminary EIA, on March 19, 2019, the NEA disclosed its decision (on the website) that the Project is not required carrying out the full EIA procedure.

For the development of the Resettlement Action Plan a census and socio economic survey with people affected by physical and/or economic displacement were carried out over a period of about three weeks from May 1, 2018 to August 11, 2018, by MOT's PIU Resettlement Unit. Further engagement will be carried out within the framework of expropriation and the development and implementation of the Resettlement Action Plan.

## 6 Identification of Project Stakeholders

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A stakeholder is defined as any individual or group who is potentially affected by a project or who has an interest in the project. The purpose of identifying stakeholders is to determine the organizations and persons who may be directly or indirectly affected (both positively and negatively) by the Project, as well as parties that may be interested in and/or have a positive or negative influence on the Project.

As part of the Project stakeholder identification process for the development of this SEP, the following were taken into account:

- Project potential impacts during construction and operations.
- Type of stakeholder engagement mandated by law and EIB standards
- Who is likely to be affected directly or indirectly by potential impacts in the project's area of influence.
- Who are the vulnerable groups requiring special engagement efforts
- Who supports or opposes the changes that Project's activities will bring and why

Table 1 below provides an overview of stakeholders identified by MOT to date, as well as the type and method of communication which will be used with each of them and will be the responsibility of MOT, in cooperation with Contractors. Table 1 will be periodically updated, during the Project Life cycle to include any newly identified stakeholders as well as planned engagement activities and timeframes.

Table 1: Identification of Project Stakeholders and Communication Methods for Future Stakeholder Engagement Programme

Stakeholders / Contact Details	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
Residents and businesses operating along the Project footprint (who will not be displaced but will continue residing/operating along the new boulevards).	Public consultation meetings to announce the Project and present expected E&S impacts and mitigation measures and obtain views.	January 2020	PIU General Directory of Territory Planning General Directorate of Policies and Environmental Education	<p>Pre-construction phase:</p> <ul style="list-style-type: none"> <li>- Description of the Project; expected positive and negative impacts, as well as planned mitigation measures.</li> <li>- Opportunities for direct and indirect Project employment</li> <li>- Planned stakeholder engagement activities</li> <li>- Project implementation timelines</li> <li>- Project grievance mechanism</li> </ul> <p>During construction:</p> <ul style="list-style-type: none"> <li>- Contact details of contractor(s);</li> <li>- Traffic management</li> <li>- Notifications of any activities which may result in short term utility disruptions;</li> <li>- Information on the progress of construction and its implications.</li> </ul>
	Information about the Project, the Preliminary EIA and the SEP published on MOT website: <a href="http://www.tirana.gov.al">http://www.tirana.gov.al</a>	January 2020	PIU	
	Information through the media: newspapers “Panorama” “Gazeta Shqiptare”, as well as electronic media.	Ongoing throughout Project implementation	PIU	
	Communication through the bulletin boards (located near construction sites); construction signs and warnings	Prior to start of construction	Contractor	
	Grievance management	January 2020 and ongoing throughout Project implementation	As in chapter 8.	

Stakeholders / Contact Details	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
Coordinators of local communities and local community councils in the Administrative Units 6 and 7 of Tirana City.	Official correspondence and meetings.  Direct information will be provided by MOT (PIU)	Already ongoing and to continue throughout Project construction phase and operation phase (as needed)	PIU General Directory of Territory Planning	<ul style="list-style-type: none"> <li>- Grievances from affected people and participation in addressing them</li> <li>- Organisation of and participation in disclosure and consultation activities</li> <li>- Project progress</li> <li>- Project monitoring reports, including grievances</li> </ul>
<p>Population that will be affected by land acquisition (owners and users of land and operators of businesses within the Project footprint, who will be physically and / or economically displaced).</p> <p>Vulnerable groups among affected people (to be identified during the development of the RAP, along with type and method of communication, timing and topics for discussion)</p>	<p>Draft RAP published on MOT website: <a href="http://www.tirana.gov.al">http://www.tirana.gov.al</a>; consultation meetings to present the draft RAP and obtain comments.</p> <p>Individual meetings and written notices in relation to land acquisition and expropriation.</p> <p>Grievance management</p>	<p>February 2020</p> <p>Ongoing throughout land acquisition.</p> <p>February 2020 and ongoing throughout Project implementation</p>	<p>General Directory of Social Services General Legal Directorate of Assets and Licensing</p> <p>General Directory of Social Services General Legal Directorate of Assets and Licensing</p> <p>As in chapter 8.</p>	<ul style="list-style-type: none"> <li>- A presentation of the detailed project footprint and affected land and assets.</li> <li>- Applicable national legislation</li> <li>- RAP Entitlements matrix</li> <li>- Type and method of compensation and resettlement / livelihood restoration assistance</li> <li>- Grievance mechanism</li> </ul>
The State Agency of Cadastre	Official correspondence and meetings.	<p>May 2019 and ongoing throughout land acquisition</p> <p>February 2020 date of commencement of land compensation / expropriation</p>	PIU General Legal Directorate of Assets and Licensing	<ul style="list-style-type: none"> <li>- Provide data on officially registered land ownership in the project affected area to the MOT.</li> <li>- Provide price of land and structures, per zone (to be provided as compensation under the expropriation process) to the MOT.</li> </ul>
Interested NGOs, citizens'	Public consultation meetings to	January 2020	PIU	Pre-construction phase:

Stakeholders / Contact Details	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
associations and other organisations <sup>3</sup> .	announce the Project and present expected E&S impacts and mitigation measures and obtain views.  Individual meetings.	As necessary throughout Project implementation	General Directory of Social Services	<ul style="list-style-type: none"> <li>- Description of the Project; expected positive and negative impacts, as well as planned mitigation measures.</li> <li>- Planned stakeholder engagement activities</li> <li>- Project implementation timelines</li> <li>- Project grievance mechanism</li> </ul> During construction: <ul style="list-style-type: none"> <li>- Information on the progress of construction and its implications.</li> </ul>
General public in the City of Tirana	Information about the Project, the Preliminary EIA and the SEP published on MOT website: <a href="http://www.tirana.gov.al">http://www.tirana.gov.al</a>  Information through the media: newspapers “Panorama” “Gazeta Shqiptare”, as well as electronic media.	January 2020  Ongoing throughout Project implementation	PIU  PIU	<ul style="list-style-type: none"> <li>- Description of the Project and expected benefits</li> <li>- Project implementation timelines</li> <li>- Project implementation progress</li> </ul> Traffic management, including changes in public transport.
Municipality of Tirana, including the Mayor and representatives of various departments in charge of: Social Protection, Social Housing, Expropriation, Public Works, Finance, Property and Legal Affairs, Environmental Protection, Traffic Management,	Official correspondence and regular meetings.  Regular internal reporting (progress and monitoring reports) to prepare for and coordinate activities prior to and during construction provide regular information on Project progress and address issues of concern to local communities, as they arise.	Already ongoing. To last throughout Project construction phase and operation phase (as needed)	PIU General Directory of Social Services General Directory of Territory Planning	Coordination of activities prior to and during Project construction phase, responding to grievances and addressing issues of concern to local communities, as they arise.  Pre-construction phase: <ul style="list-style-type: none"> <li>- Request for issuing a building permit for the Project</li> <li>- Description of the Project and timelines; obligations to implement environmental and</li> </ul>

<sup>3</sup> There are currently no NGOs or other organisations specifically interested in the Project however if some show an interest in the Project at a later stage, they will be added to this list of stakeholders.

Stakeholders / Contact Details	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
Public Relation's Office, PIU Resettlement Unit				social mitigation measures. - Obligations for MOT from the SEP and RAP  During construction: - Information on the progress of construction and its implications.
Local utility owners and operators: - Water Supply and Wastewater Systems Tirana - Electricity Distribution Operator - Water board of Tirana	Official correspondence and meetings to prepare for and coordinate activities during construction  Progress reports	Prior to and during construction	PIU Contractor	- Development of project documents and plans for utilities - Progress with permitting and construction - Transfer of ownership over facilities after construction - Maintenance responsibilities during operation.
Ministry of Infrastructure and Energy	Official correspondence and meetings.	Prior to and throughout the implementation of the Project	PIU	- Road Safety Policy and obligations for MOT - Health and safety at work - Planning, preparation and approval of Project documentation and implementation of the Project
Other ministries, as relevant, particularly Ministry of Tourism and Environment and the National Environmental Agency	Official correspondence and meetings Progress reports	Throughout project implementation	PIU Relevant MOT Directories	- Environmental monitoring

Stakeholders / Contact Details	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
Media Print: Panorama, Gazeta Shqiptare, Radio Tirana, Top Albania Radio, TV: RTSH, News 24.	Website: <a href="http://www.tirana.gov.al">www.tirana.gov.al</a>	Prior to and throughout the implementation of the Project	PIU	<ul style="list-style-type: none"> <li>- Description of the Project and benefits.</li> <li>- Project implementation timelines</li> <li>- Announcing upcoming disclosure and consultation events</li> <li>- Project progress updates</li> <li>- Traffic management plans</li> <li>- Notifications of any activities which may result in short term utility disruptions;</li> </ul>
European Investment Bank	Official correspondence and regular meetings	Prior to and throughout the implementation of the Project	PIU	<ul style="list-style-type: none"> <li>- Technical assistance to MOT</li> <li>- Submission of draft and final SEP, RAP</li> <li>- Submission of biannual Environmental, Health, Safety and Social reports, including grievance management</li> <li>- Submission of RAP reports and RAP completion report</li> </ul>
MOT Employees	Individual meetings Internal workers' meetings Monthly newsletters Information from controllers and inspectors on the field	Throughout project implementation	MOT	<ul style="list-style-type: none"> <li>- Human resources policy</li> <li>- Internal grievance mechanism</li> <li>- Health and safety procedures</li> <li>- Code of conduct</li> <li>- Environmental and social mitigation measures</li> <li>- SEP grievance mechanism.</li> </ul>
Contractors (construction companies, subcontractors and suppliers)	Information in contract on standards and expectations, code of conduct.  Official correspondence, meetings. Regular monitoring of contractors' performance in the implementation of Project E&S mitigation measures, including grievance management.	During tendering and contract signature  Throughout project implementation	PIU	<ul style="list-style-type: none"> <li>- Environmental protection</li> <li>- Health and safety at work</li> <li>- Security</li> <li>- Access to sites</li> <li>- Interaction with the community</li> <li>- Grievances</li> <li>- Environmental claims</li> </ul>

# 7 Information Disclosure and Stakeholder Engagement Programme

MOT intends to provide all relevant Project information to the public. All interested and affected parties will be able to find the following documents on the MOT website ([www.tirana.gov.al](http://www.tirana.gov.al)), in Albanian and English, in the forthcoming period (July 2019):

- Non-technical Project Description
- Preliminary Environmental Impact Assessment
- Stakeholder Engagement Plan (SEP) including Grievance Mechanism
- Resettlement Action Plan

MOT is planning to dedicate one specific page to the Project on the municipality website, where all project documents will be available to interested stakeholders. Once created, the address of this webpage will be added to the SEP. In addition, hard copies of these documents will be available at the:

Municipality of Tirana, Directory of Implementation of Foreign Investments (PIU)

Address: Skanderbeg Square, Culture Palace, first Floor, Tirana, Albania

<http://www.tirana.gov.al>, Telephone: +355 4 2266340

E-mail: [henrik.hysenbegasi@tirana.al](mailto:henrik.hysenbegasi@tirana.al)

The documents will remain in the public domain for the duration of the Project.

Announcements for the availability of Project documents and planned public meetings will be made in the newspapers “Panorama” and “Gazeta Shqiptare” (in the Albanian language) as well as in other electronic media, at least one week in advance of meetings.

Announcements will be made in the above media to inform the public on the time, date and location of the public consultation meetings. At least two consultation meetings will be held in January 2020 and their primary purpose will be to inform affected people about the planned Project, expected timelines, impacts and mitigation measures and particularly the grievance management procedure.

Information Boards will be installed at the entrance of the construction sites by the main Contractor. Contact details for submitting grievances will also be included. The Contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

Consultation meetings for the development of the Resettlement Action Plan will be held with owners and users of project affected land and assets in February 2020. Invitations to the meetings will be sent individually to each affected household/business, at least two weeks in advance. Following the finalisation of the RAP, individual meetings will be held to discuss compensation and assistance for each affected household/business, as required under Albanian legislation as part of the expropriation process and as required by EIB under the RAP.

MOT and the Contractor(s) engaged to implement the Project will continue to engage with stakeholders and this Stakeholder Engagement Plan will be continually updated to reflect Project progress. Particular attention will be placed on communication with any identified vulnerable groups (through focus group meetings, project leaflets or in other appropriate ways), to ensure project impacts on them are appropriately mitigated.



## 8 Grievance Mechanism

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MOT represented by the PIU is obliged to respond to all grievances (complaints) according to procedures prescribed in national legislation and in line with EIB standards.

MOT (PIU) and its Contractor(s) will receive all comments and complaints associated with the Project, submitted either verbally or in writing. Individuals who submit their comments or grievances have the right to request that their name be kept confidential. Grievances can also be submitted anonymously, however this may limit the possibilities for investigation of complaints and providing a response.

The PIU is responsible for screening all comments and grievances for acceptability and within 3 days will forward them to the competent Directorates within MOT, to respond / act / resolve the grievance.

All types of stakeholder grievances relating to this Project should be submitted via post, email or telephone using the contact information provided below:

Municipality of Tirana, Directorate of Implementation of Foreign Investments (PIU)

Mr. Henrik Hysenbegasi, Director

Address: Skanderbeg Square, Culture Palace, first Floor, Tirana, Albania

<http://www.tirana.gov.al>

Telephone: +355 4 2266340

E-mail: [henrik.hysenbegasi@tirana.al](mailto:henrik.hysenbegasi@tirana.al)

Competent Directorates and persons responsible for responding / acting on / solving grievances are the following:

Mr. Diana Mile, Director

General Directorate of Policies and Environmental Education

Mr. Fation Sallaku, Director

General Directorate of Social Services

Mr. Alban Dokushi, Director

General Legal Directorate of Assets and Licensing

Mr. Ditjon Baboçi, General Director

General Directorate of Territory Planning

Contact details of the construction Contractor will also be made publicly available in the local area and included in a revised SEP, once a Contractor is appointed.

A sample of the Projects Public Grievance Form is provided in **Annex 1**. The Grievance Form (in Albanian and English) will be made available on the MOT web site [www.tirana.gov.al](http://www.tirana.gov.al) and pre-printed forms will be readily-available for the public. A worker's Grievance Mechanism will also be established for the employees of construction companies (as a separate system).

The PIU will ensure that the competent Directorates of MOT respond to grievances within 15 days of acknowledging their receipt. At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Albania.

## 9 Monitoring and Reporting

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The SEP is a living document so it should be reviewed and updated periodically, in line with new activities, any changes in the Project design and newly identified stakeholders.

The MOT (PIU) is responsible for SEP implementation and shall liaise with the relevant internal competent directorates such as the General Directorate of Policies and Environmental Education, General Directory of Social Services, General Legal Directorate of Assets and Licensing and the General Directory of Territory Planning (responsible persons listed in Chapter 8), together with the Construction contractors and with local communities to monitor and report on progress with respect to information dissemination on consultations, land acquisition and compensation, grievance management, social and environmental mitigation measures, health and safety issues.

MoTMOT will publish details of issues raised during the consultation process and provide appropriate feedback both on its website and place hard copies in the PIU office in Tirana.

Throughout the Project, PIU will communicate with stakeholders and inform them of any significant issues, for example, changes in the Project programme deadlines. MOT (PIU) will provide Project updates on its website and also provide leaflets to the local communities along the route, as necessary.

The SEP will be updated periodically (at least once every 4 months) to:

- Record consultations undertaken, issues raised, actions taken;
- Describe lessons learned and any changes to the disclosure and consultation process; and,
- Outline the schedule for on-going and future interaction with stakeholders.

## 10 Responsibility for SEP Implementation

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The MOT, represented by the PIU has overall responsibility for the implementation of the Stakeholder Engagement Plan and for receiving and processing grievances in relation to the Project.

In order to fulfil the obligations assumed, the PIU will coordinate the work with the MOT directories which will be responsible for various activities within the Stakeholder Engagement Plan, according to the specifics of the SEP chapters.

Contact details of the PIU:

Municipality of Tirana, Directory of Implementation of Foreign Investments (PIU)

Mr. Henrik Hysenbegasi, Director

Address: Skanderbeg Square, Culture Palace, first Floor, Tirana, Albania

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The competent directories of MOT include:

- Directorate of Policies and Environmental Education,
- General Directory of Social Services,
- General Directory of Legal , Assets and Licensing,
- General Directory of Territory Planning
- General Directorate of Public Works

Contact details of the construction Contractor will also be made publicly available in the local area and included in a revised SEP, once the Contractor is appointed.

**Annex 1: Public Grievance Form**

PUBLIC GRIEVANCE FORM - Rehabilitation of Lana River and Extension of Gjergj Fishta and Bajram Curri Boulevard	
Reference No:	
Name and Surname:	
Contact Information:	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____
Please mark how you would like to be contacted (mail, phone, e-mail)	<input type="checkbox"/> By Phone: _____ <input type="checkbox"/> By E-mail _____
Preferred language for communication	<input type="checkbox"/> [Albanian] <input type="checkbox"/> [Other: _____]
<b>Description of Incident or Grievance:</b>	
What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
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 to resolve the problem?	
Signature: _____ Date: _____	
Please return this form to:	
Municipality of Tirana, PIU, Henrik Hysenbegasi, Director	
Address: Skanderbeg Square, Culture Palace, first floor, Tirana, Albania	
<a href="http://www.tirana.gov.al">http://www.tirana.gov.al</a>	
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